

HCAHPS PERCENTILES

Hospital Percentile*	Communication with Nurses	Communication with Doctors	Responsiveness of Hosp. Staff	Comm. About Medicines	Cleanliness of Hospital Env.	Quietness of Hospital Env.	Discharge Information	Care Transition	Hospital Rating	Recommend the Hospital
TOP-Box Score ¹										
95 th (near best)	91	92	89	80	90	82	93	67	88	88
90 th	88	89	84	76	87	77	92	63	84	85
75 th	84	85	76	70	81	69	90	57	79	79
50 th	81	81	69	65	75	61	87	53	73	72
25 th	77	78	63	61	70	54	85	49	67	65
10 th	74	75	59	58	65	49	82	45	62	59
5 th (near worst)	72	73	56	55	63	45	79	42	57	55
BOTTOM-Box Score ²										
5 th (near best)	0	1	1	6	1	1	7	1	1	0
10 th	1	1	2	9	2	3	8	2	3	1
25 th	2	3	5	13	4	6	10	4	5	3
50 th	4	4	8	17	7	9	13	5	7	4
75 th	5	6	11	20	10	13	15	6	10	6
90 th	7	8	14	23	13	17	18	8	13	9
95 th (near worst)	9	9	17	26	15	20	21	9	15	11

* Percentiles for HCAHPS "Top-box" and "Bottom-box" scores include 4,465 hospitals that received HCAHPS scores in January 2020. Because not all hospitals report their results on Hospital Compare, the number of hospitals may differ from those shown here. Surveys are from patients discharged between April 2018 and March 2019. Scores have been adjusted for survey mode and patient-mix.

¹ The "**Top-box**" is the most positive response to HCAHPS survey items. Percentiles indicate how often patients gave positive assessments of their hospital experience. With "Top-box" scores, the higher, the better. For example, on "Communication with Nurses," 5% of hospitals scored 91 or higher (95th percentile) in the "Top-box," while 5% scored 72 or lower (5th percentile). The *median (50th percentile) score on this measure* was 81.

² The "**Bottom-box**" summarizes the least positive responses to HCAHPS survey items. Percentiles indicate how often patients gave negative assessments of their hospital experience. With "Bottom-box" scores, the lower, the better. For example, on "Communication with Nurses," 5% of hospitals scored 0 or lower (5th percentile) in the "Bottom-box," while 5% scored 9 or higher (95th percentile). The *median (50th percentile) score on this measure* was 4.

Beginning with July 2018 public reporting (October 2016 through September 2017 discharges) CMS no longer reports the Pain Management composite measure.

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