HCAHPS "TOP-BOX" and "BOTTOM-BOX" PERCENTILES
July 2010

Hospital Percentile*	Communication with Nurses	Communication with Doctors	Responsiveness of Hosp. Staff	Pain Management	Comm. about Medicines	Cleanliness of Hospital Env.	Quietness of Hospital Env.	Discharge Information	Overall Hospital Rating	Recommend the Hospital
TOP-Box Score [1]										
95th (Near best)	85	89	79	78	71	85	76	88	81	85
90th	82	87	75	75	67	81	70	87	77	81
75th	79	83	68	72	63	75	63	84	71	75
50th	75	80	62	69	59	69	56	81	66	69
25th	71	76	57	65	55	64	49	78	60	62
10th	67	73	52	62	52	60	44	75	54	56
5th (Near worst)	64	71	49	60	49	57	41	72	50	51
BOTTOM-Box Score [2]										
5th (Near best)	2	1	3	3	13	3	3	12	3	1
10th	2	2	5	4	15	4	5	13	5	2
25th	4	3	7	5	19	7	8	16	6	3
50th	5	4	11	7	22	9	12	19	9	5
75th	7	6	15	9	26	13	16	22	12	7
90th	10	8	18	12	29	16	20	25	16	10
95th (Near worst)	12	9	21	13	31	18	23	28	18	12

* Percentiles for HCAHPS "Top-box" and "Bottom-box" scores of the 3,774 hospitals publicly reported on Hospital Compare in July 2010. Surveys are from patients discharged between October 2008 and September 2009. 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 85 or higher (95th percentile) in the "Top-box," while 5% scored 64 or lower (5th percentile). The median (50th percentile) score on this measure was 75.

[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 2 or lower (5th percentile) in the "Bottom-box," while 5% scored 12 or higher (95th percentile). The median (50th percentile) score on this measure was 5.