

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)	90	92	87	80	89	81	93	66	88	88
90 th	88	89	83	75	86	76	92	62	84	84
75 th	84	85	75	69	81	69	90	57	79	79
50 th	80	81	68	65	74	61	88	53	73	73
25 th	77	78	63	61	69	55	85	48	68	66
10 th	74	75	58	58	65	49	82	45	62	60
5 th (near worst)	72	74	56	55	62	46	80	42	58	56
BOTTOM-Box Score ²										
5 th (near best)	1	1	1	7	1	1	7	1	2	0
10 th	1	1	2	9	3	3	8	2	3	1
25 th	3	3	5	14	5	6	10	4	5	3
50 th	4	4	8	17	7	9	12	5	7	4
75 th	5	5	11	20	10	12	15	6	9	6
90 th	7	7	14	23	13	17	18	8	12	9
95 th (near worst)	9	9	17	25	15	19	20	9	14	11

* Percentiles for HCAHPS "Top-box" and "Bottom-box" scores of the 4,318 hospitals publicly reported on Hospital Compare in July 2018. Surveys are from patients discharged between October 2016 and September 2017. Scores have been adjusted for survey mode and patient-mix.

*These results encompass all hospitals that received HCAHPS scores. Because not all hospitals report their results on Hospital Compare, the values on that Web site may differ from those shown here.

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 90 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 80.

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 1 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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