

HCAHPS "TOP-BOX" PERCENTILES -- December 2009 Public Reporting*

Percentile among reporting hospitals**	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
5th	62	70	47	58	48	56	40	71	48	50
25th	70	76	56	65	55	64	48	77	59	61
50th	75	80	62	68	58	69	55	81	65	68
75th	79	83	69	72	63	75	63	84	71	75
95th	85	89	79	78	71	84	76	88	81	85

*Percentiles for HCAHPS "top-box" scores of 3,766 hospitals publicly reported in December 2009 on *Hospital Compare*. Survey results are from patients discharged between April 2008 and March 2009. Scores have been adjusted for survey mode and patient-mix.

**For example, 5% of hospitals scored 62 or lower (5th percentile) on the "Communication with Nurses" measure, and 5% scored 85 or higher (95th percentile). The median score (50th percentile) on this measure was 75.