

HCAHPS "TOP-BOX" PERCENTILES -- September 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	61	69	47	58	47	56	40	71	47	49
25th	70	76	56	65	54	63	48	77	58	61
50th	75	80	62	68	58	69	55	81	64	68
75th	78	83	68	72	63	75	63	84	70	75
95th	85	90	79	79	71	84	76	88	80	84

*Percentiles for HCAHPS "top-box" scores of 3,765 hospitals publicly reported in September 2009 on *Hospital Compare* .

Survey results are from patients discharged between January and December 2008. Scores have been adjusted for survey mode and patient-mix.

**For example, 5% of hospitals scored 61 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.