HCAHPS "TOP-BOX" PERCENTILES -- MARCH 2010 Public Reporting*

| Percentile among reporting hospitals** |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 5th | 63 | 70 | 48 | 59 | 49 | 57 | 40 | 72 | 49 | 51 |
| 25th | 71 | 76 | 56 | 65 | 55 | 64 | 49 | 78 | 59 | 62 |
| 50th | 75 | 80 | 62 | 68 | 59 | 69 | 56 | 81 | 65 | 69 |
| 75th | 79 | 83 | 69 | 72 | 63 | 75 | 63 | 84 | 71 | 75 |
| 95th | 85 | 89 | 79 | 78 | 70 | 84 | 75 | 88 | 81 | 85 |

*Percentiles for HCAHPS "top-box" scores of 3,776 hospitals publicly reported in March 2010 on Hospital Compare . Survey results are from patients discharged between July 2008 and June 2009. Scores have been adjusted for survey mode and patient-mix.
**For example, $5 \%$ of hospitals scored 63 or lower (5th percentile) in the "top-box" category of the "Communication with Nurses" measure, while $5 \%$ scored 85 or higher ( 95 th percentile). The median "top-box" score ( 50 th percentile) on this measure was 75 .

