HCAHPS PERCENTILES

Hospital Percentile*	Communication with Nurses	Communication with Doctors	Restfulness of Hospital Env.	Care Coordination	Responsiveness of Hospital Staff	Communication About Medicines	Discharge Information	Cleanliness of Hospital Env.	Information About Symptoms	Hospital Rating	Recommend the Hospital
	TOP-Box Score [1]										
95th (near best)	90	90	74	86	83	77	93	88	85	87	87
90th	87	87	70	83	79	73	92	85	82	84	84
75th	84	83	64	79	71	66	89	79	77	78	78
50th	79	79	58	73	63	61	87	73	73	71	72
25th	76	76	53	69	56	57	84	67	69	65	65
10th	73	72	49	65	51	54	81	62	64	60	58
5th (near worst)	70	70	47	62	49	51	79	59	62	57	54
	BOTTOM-Box Score [2]										
5th (near best)	1	1	4	2	2	8	7	2	2	2	1
10th	1	2	5	2	3	11	8	3	3	3	2
25th	3	4	8	4	6	15	11	5	5	5	3
50th	4	5	11	6	10	19	13	8	8	8	5
75th	5	7	14	8	14	23	16	11	10	11	8
90th	7	9	17	10	17	26	19	15	12	14	10
95th (near worst)	9	10	19	12	20	28	21	17	14	16	13

*Percentiles for HCAHPS "Top-box" and "Bottom-box" scores include 3,940 hospitals that received HCAHPS scores in October 2026. Scores have been adjusted for survey mode and patient mix.
Because not all hospitals report their results on Care Compare, the number of hospitals may differ from those shown here. These results are based on hosptials with a minimum of 25 completed surveys from patients discharged between January 2025 and December 2025. Hospitals must have a minimum of 25 completed surveys in a four-quarter period for their HCAHPS results to be publicly reported.

[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 70 or lower (5th percentile). The m*edian (50th percentile) score on this measure* was 79.

[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 p*ercentile) score on this measure was 4.*

Note: *Restfulness of Hospital Environment* , *Care Coordination* , and *Information About Symptoms* are new HCAHPS measures, and *Responsiveness of Hospital Staff* is a newly revised HCAHPS measure beginning with October 2026 public reporting (January 2025 through December 2025 discharges).

Internet Citation
https://www.hcahpsonline.org. Centers for Medicare & Medicaid Services, Baltimore, MD. *Month, Date, Year the page was accessed.*