

CAHPS Hospice Survey National Percentiles
January 1, 2018 through December 31, 2019

| Hospice Percentile ^a | Communication with Family | Getting Timely Help | Treating Patient with Respect | Emotional and Spiritual Support | Help for Pain and Symptoms | Training Family to Care for Patient | Rating of this Hospice | Willing to Recommend this Hospice |
|---------------------------------|---------------------------|---------------------|-------------------------------|---------------------------------|----------------------------|-------------------------------------|------------------------|-----------------------------------|
| Top-Box Score ^b | | | | | | | | |
| 95 th (near best) | 88 | 88 | 96 | 95 | 85 | 86 | 90 | 94 |
| 90 th | 87 | 86 | 95 | 94 | 83 | 84 | 88 | 92 |
| 75 th | 84 | 83 | 93 | 93 | 79 | 80 | 85 | 89 |
| 50 th | 81 | 78 | 91 | 91 | 75 | 76 | 82 | 85 |
| 25 th | 77 | 74 | 89 | 88 | 71 | 72 | 77 | 80 |
| 10 th | 74 | 69 | 86 | 86 | 68 | 67 | 73 | 76 |
| 5 th (near worst) | 72 | 66 | 84 | 84 | 65 | 63 | 70 | 72 |
| Bottom-Box Score ^c | | | | | | | | |
| 5 th (near best) | 4 | 4 | 0 | 5 | 5 | 4 | 1 | 1 |
| 10 th | 4 | 5 | 1 | 6 | 6 | 5 | 2 | 1 |
| 25 th | 5 | 7 | 1 | 7 | 8 | 7 | 3 | 2 |
| 50 th | 7 | 9 | 2 | 9 | 9 | 9 | 4 | 4 |
| 75 th | 8 | 12 | 3 | 12 | 11 | 11 | 6 | 6 |
| 90 th | 10 | 14 | 4 | 14 | 14 | 14 | 9 | 8 |
| 95 th (near worst) | 11 | 15 | 5 | 16 | 15 | 16 | 10 | 10 |

Notes:

^a Percentiles for top-box and bottom-box scores were calculated for the 2,941 hospices for which CAHPS Hospice Survey measure scores were publicly reported on Hospice Compare for January 1, 2018 through December 31, 2019. Scores have been adjusted for survey mode and case mix. Detailed information regarding the content of CAHPS Hospice Survey measures and how top- and bottom-box scores are calculated and adjusted is available at: <http://www.hospicecahpsurvey.org/en/scoring-and-analysis/>.

^b Top-box scores summarize the most positive responses to CAHPS Hospice Survey items. Percentiles indicate how often caregivers gave positive assessments of hospice experience. *With top-box scores, the higher, the better.* For example, on "Communication with Family," 5% of hospices scored 88 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 81.

^c Bottom-box scores summarize the least positive responses to CAHPS Hospice Survey items. Percentiles indicate how often caregivers gave negative assessments of hospice experience. *With "bottom-box" scores, the lower, the better.* For example, on "Communication with Family," 5% of hospices scored 4 or lower (5th percentile) in the bottom box, while 5% scored 11 or higher (95th percentile). The median (50th percentile) score on this measure was 7.