

**CAHPS Hospice Survey National Percentiles**  
**October 1, 2018 – December 31, 2019; July 1, 2020 – March 31, 2021**

Hospice Percentile <sup>a</sup>	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 <sup>b</sup>							
95 <sup>th</sup> (near best)	89	88	96	95	85	86	90	94
90 <sup>th</sup>	87	86	95	94	83	84	89	92
75 <sup>th</sup>	84	83	93	93	79	80	85	89
50 <sup>th</sup>	81	78	91	91	75	76	82	85
25 <sup>th</sup>	78	74	88	88	71	72	77	81
10 <sup>th</sup>	74	68	86	86	68	67	73	75
5 <sup>th</sup> (near worst)	72	66	84	84	65	64	70	72
	Bottom-Box Score <sup>c</sup>							
5 <sup>th</sup> (near best)	4	5	1	5	5	4	1	1
10 <sup>th</sup>	4	6	1	6	6	5	2	1
25 <sup>th</sup>	5	7	1	7	8	7	3	3
50 <sup>th</sup>	6	9	2	9	10	9	4	4
75 <sup>th</sup>	8	12	3	12	12	11	6	6
90 <sup>th</sup>	10	14	4	14	14	14	9	8
95 <sup>th</sup> (near worst)	11	16	5	16	15	16	11	10

Notes:

<sup>a</sup> Percentiles for top-box and bottom-box scores were calculated for the 2,976 hospices for which CAHPS Hospice Survey measure scores were publicly reported on Care Compare for October 1, 2018 – December 31, 2019 and July 1, 2020 – March 31, 2021 (excluding data from January through June 2020 due to the public health emergency). 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/>.

<sup>b</sup> 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 89 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.

<sup>c</sup> 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 6.