CAHPS Hospice Survey National Percentiles
April 1, 2024 – March 31, 2026

Hospice Percentile [a]	Communication with Family	Getting Timely Help	Treating Patient with Respect	Emotional and Spiritual Support	Help for Pain and Symptoms	Rating of this Hospice	Willing to Recommend this Hospice
	Top-Box Score [b]						
95th (near best)	90	89	97	97	88	93	95
90th	89	86	96	96	85	92	93
75th	86	83	94	94	82	89	90
50th	82	78	92	93	78	85	86
25th	79	73	90	90	74	81	81
10th	75	69	87	87	70	75	76
5th (near worst)	72	65	85	85	67	72	72
	Bottom-Box Score [c]						
5th (near best)	2	4	0	3	3	0	0
10th	3	5	0	4	4	1	1
25th	4	6	1	6	6	2	2
50th	5	8	2	7	7	4	3
75th	7	11	3	10	9	6	5
90th	9	13	4	13	12	8	8
95th (near worst)	11	15	5	15	13	10	9

Notes:

[a] Percentiles for top-box and bottom-box scores were calculated for the 3,243 hospices for which CAHPS Hospice Survey measure scores were publicly reported on Care Compare for April 1, 2024 – March 31, 2026. 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: https://hospicecahpssurvey.org/en/public-reporting/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 90 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 82.

[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 2 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 5.

A revised version of the CAHPS Hospice Survey was introduced beginning with Q2 2025 (April 1, 2025) decedents. The revised survey includes a new measure (Care Preferences) and a substantively revised version of one existing measure (Training Family to Care for Patient). CMS will wait to introduce public reporting of these two measures until there are eight quarters of data from the revised survey (i.e., the February 2028 refresh, using data from April 1, 2025 – March 31, 2027 decedents). Therefore, this document does not include these measures.