

Supplementary table 1. Percentile distribution of case-mix-adjusted HCAHPS composite and item-level top-box scores

Composites / Measures	Minimum score	10th percentile	20th percentile	30th percentile	40th percentile	50th percentile	60th percentile	70th percentile	80th percentile	90th percentile	Maximum score
Communication with nurses	44.2	58.5	61.5	62.5	63.8	65.8	68.4	69.7	71.6	73.3	80.7
Q1. During this hospital stay, how often did nurses treat you with courtesy and respect?	51.3	61.5	63.3	65.7	67.7	68.9	71.5	73.3	74.4	76.5	85.5
Q2. During this hospital stay, how often did nurses listen carefully to you?	41.9	57.8	60.9	62.6	64.9	65.8	68.1	69.9	72.0	74.1	88.4
Q3. During this hospital stay, how often did nurses explain things in a way you could understand?	39.6	55.6	58.7	60.5	62.0	63.5	64.1	65.9	69.0	71.8	81.0
Communication with doctors	51.8	65.2	68.5	69.3	69.8	71.0	72.7	74.6	77.4	79.1	83.5
Q5. During this hospital stay, how often did doctors treat you with courtesy and respect?	55.4	66.7	70.7	72.8	73.7	74.9	76.1	78.5	80.8	82.4	88.4
Q6. During this hospital stay, how often did doctors listen carefully to you?	48.6	65.5	66.9	67.9	69.2	70.5	71.7	74.0	76.5	78.7	82.8
Q7. During this hospital stay, how often did doctors explain things in a way you could understand?	44.0	62.6	64.4	66.8	68.0	69.3	70.6	72.9	75.2	77.2	81.2
Responsiveness of hospital staff	44.2	55.8	58.8	62.0	65.7	68.9	71.5	72.3	74.3	75.9	81.7
Q4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?	43.0	55.2	58.5	62.1	67.1	69.2	72.0	73.5	75.5	77.4	83.7
Q11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	15.9	45.5	54.7	58.7	60.9	63.1	64.8	67.2	70.1	74.6	82.0
Hospital environment	31.6	44.4	47.1	49.3	52.2	54.3	56.6	58.1	60.9	63.3	66.7
Q8. During this hospital stay, how often were your room and bathroom kept clean?	44.7	50.5	58.3	61.5	64.1	66.4	69.2	70.9	75.8	78.3	84.4
Q9. During this hospital stay, how often was the area around your room quiet at night?	18.8	30.9	34.1	36.9	39.5	41.1	43.9	45.6	48.9	53.4	60.2
Communication about medicines	31.5	47.6	52.8	55.8	57.5	59.2	61.6	63.4	65.9	70.8	103.2
Q13. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	41.6	58.4	63.0	66.7	68.3	70.4	72.7	75.6	78.1	82.1	104.3
Q14. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	14.8	34.9	40.2	44.1	46.2	48.0	49.6	51.5	56.4	59.6	102.3
Discharge information	65.9	72.7	77.3	79.9	81.2	82.1	84.3	85.8	87.6	89.9	95.0
Q16. During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?	71.5	78.8	82.4	84.3	86.0	86.3	86.9	88.2	89.0	91.7	96.7
Q17. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?	50.1	66.1	70.1	73.2	76.0	78.7	82.1	85.3	87.1	90.3	95.6
Overall hospital rating	24.4	48.9	53.5	56.2	58.0	60.1	61.5	64.6	67.4	71.1	85.8
Recommend hospital	7.8	22.4	24.6	27.7	30.1	32.4	34.1	36.8	40.4	44.0	65.1

Supplementary table 2. Percentile distribution of unadjusted HCAHPS composite and item-level top-box scores

Composites / Measures	Minimum score	10th percentile	20th percentile	30th percentile	40th percentile	50th percentile	60th percentile	70th percentile	80th percentile	90th percentile	Maximum score
Communication with nurses	38.6	58.4	61.0	62.4	63.7	65.9	67.3	69.7	71.3	72.9	77.4
Q1. During this hospital stay, how often did nurses treat you with courtesy and respect?	43.1	60.7	63.2	64.8	66.9	69.6	71.2	72.7	74.5	76.1	82.2
Q2. During this hospital stay, how often did nurses listen carefully to you?	37.3	56.2	59.9	61.6	63.9	66.1	68.1	69.5	72.3	74.1	78.1
Q3. During this hospital stay, how often did nurses explain things in a way you could understand?	35.3	55.0	58.2	59.4	61.1	63.1	65.2	66.4	68.3	70.9	74.1
Communication with doctors	41.8	64.3	67.4	69.2	69.9	71.6	73.3	75.4	77.3	78.9	83.1
Q5. During this hospital stay, how often did doctors treat you with courtesy and respect?	46.0	66.5	71.0	72.0	73.6	74.5	76.6	78.2	80.3	82.6	90.1
Q6. During this hospital stay, how often did doctors listen carefully to you?	40.0	63.3	66.1	67.6	69.6	70.8	72.7	74.2	76.9	78.3	81.5
Q7. During this hospital stay, how often did doctors explain things in a way you could understand?	40.0	61.3	64.5	66.7	68.3	69.6	70.8	73.5	75.5	77.2	81.4
Responsiveness of hospital staff	41.2	54.5	57.4	61.8	65.0	67.9	69.7	71.8	72.8	75.7	82.5
Q4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?	40.6	54.5	58.4	61.6	65.7	68.6	70.2	73.1	74.1	78.4	85.9
Q11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	16.7	43.2	49.3	55.1	60.0	62.8	64.9	66.7	69.2	71.9	90.0
Hospital environment	33.7	43.8	46.7	48.9	51.6	53.8	56.5	58.0	61.1	63.6	69.0
Q8. During this hospital stay, how often were your room and bathroom kept clean?	45.0	50.1	57.6	61.5	63.5	66.1	67.9	70.5	74.9	77.7	85.0
Q9. During this hospital stay, how often was the area around your room quiet at night?	21.8	30.6	34.0	36.6	39.0	41.2	43.9	46.2	50.0	53.9	58.3
Communication about medicines	31.3	46.1	50.8	54.6	56.9	59.9	60.7	63.3	67.0	70.9	77.4
Q13. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	46.2	54.1	59.9	65.2	67.2	70.6	72.6	76.4	77.7	82.3	89.3
Q14. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	12.5	36.5	40.0	42.1	46.5	48.3	49.7	51.3	54.5	60.5	70.0
Discharge information	63.2	72.1	75.8	79.0	80.8	82.2	83.7	85.2	87.3	89.0	92.6
Q16. During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?	71.7	78.9	81.1	83.5	85.0	86.3	87.3	88.0	88.7	91.0	97.9
Q17. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?	44.2	65.7	69.9	71.7	74.7	78.1	81.2	85.0	86.5	90.0	94.2
Overall hospital rating	35.3	49.0	54.4	55.6	57.9	59.5	62.3	65.7	68.5	72.1	77.6
Recommend hospital	6.3	22.0	24.1	27.1	30.5	32.9	34.9	37.9	41.7	44.6	64.9