Scoring Quick Guide for Quick Reports
Rank, Top Box or Mean Score?

WHAT ARE QUICK REPORTS?

Quick Reports allow users to create personalized homepages, so they can quickly and easily monitor the metrics most relevant to them to drive improvement. Below are descriptions of the different Quick Report types:

**Comparison Quick Report:** Compare breakouts (e.g., sites, units, specialties, providers) for a single service, view performance over time and obtain top improvement opportunities.

**Performance Summary Quick Report:** Assess the integrated performance of your entire organization and drill-down to investigate satisfaction and clinical performance details.

**Trend Quick Report:** Trend up to three survey items (question, section/domain, overall) and see improvement opportunities for a single breakout (e.g., site, unit, specialty, provider).

Quick Reports are simple to use, take just moments to create, and allow users to focus on the metrics that matter most to them. In this Quick Guide we will explore how to setup your Quick Reports for mean scores, top box scores, and percentile ranks.

WHAT IS A MEAN SCORE, TOP BOX SCORE AND PERCENTILE RANK?

**Mean Score:** The mean score is the average score for a question, section or overall. Press Ganey questions, sections, and overall scores can be calculated as mean scores. HCAHPS Care Transition Questions can also be calculated as mean scores.

**Top Box Score:** The top box score is the percentage of responses in the highest possible category for a question, section, or survey (e.g., percentage of ‘Very Good,’ or ‘Always’ responses). All CAHPS metrics are calculated as top box scores (excluding HCAHPS Care Transitions, which can be calculated as mean scores or top box scores). Press Ganey questions, sections, and overall scores may also be reported as top box scores.

**Percentile Rank:** A percentile rank tells you where your score falls in relationship to other scores. Percentile rank for any given metric in any peer group is determined by ordering all facilities’ scores from highest to lowest, then each score receives a percentile rank by determining the proportion of the database that falls below that score. For example, if your percentile rank is 30, you are scoring the same as or better than 30% of the organizations you are compared to.

*Note: Please reach out to your account team if you would like to learn more about how Press Ganey calculates each score type.*

WHICH QUICK REPORTS ALLOW ME TO CHOOSE DIFFERENT SCORE TYPES?

The Comparison Quick Report and the Trend Quick Report have configurable settings where you can select from mean score, top box score, or percentile rank.

The Performance Summary Quick Report does not have configurable settings, as it is automatically generated with preset options.
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**HOW DO I SELECT SCORE TYPE?**

When creating or editing Comparison and Trend Quick Reports, choose one of four options in the **Score Type** selection box.

![Score Type Selection](image)

Note: There are no settings for Performance Summary Quick Report.

**WHAT IS THE PERCENTILE RANK REMINDER POP-UP?**

If you select either percentile rank option while the Date Type is set to Discharge Date, a Reminder appears on the screen.

![Reminder Pop-up](image)

This reminder explains that while you may be reviewing your performance by discharge date, the scores for the organizations you compare to are being calculated by received date.

**WHAT DOES BENCHMARK BY MEAN?**

After selecting Mean Score Percentile Rank or Top Box Percentile Rank, a new dialogue box, **Benchmark By**, appears. This option allows you to choose from two comparison options.

![Benchmark By Dialogue Box](image)

All Respondents: This Benchmark By option compares you to all respondents in your peer group.

Breakout Group: This Benchmark By option compares your breakout group against like patients within your peer group.

*For example: If you are creating a quick report for your inpatient medical specialty, Breakout Group will rank your medical specialty patient scores against medical specialty patient scores in your peer group.*

*Depending on your breakout group selection, this option is not always available.*