

Summary of HCAHPS Survey Results*
January 2017 to December 2017 Discharges

State	Comm. with Nurses	Comm. with Doctors	Responsiveness of Hospital Staff	Comm. About Medicines	Cleanliness of Hosp. Env.	Quietness of Hosp. Env.	Discharge Information	Care Transition	Hospital Rating	Recommend the Hospital	Participating Hospitals*	Survey Response Rate**
AK	79	80	74	66	74	57	84	48	68	72	16	22%
AL	81	84	71	68	74	70	87	51	72	71	89	26%
AR	81	83	72	67	76	67	84	53	73	70	71	26%
AZ	78	77	67	64	71	56	86	51	70	70	75	29%
CA	76	77	63	63	72	52	85	49	69	70	327	23%
CO	80	81	72	67	77	63	88	56	75	75	70	27%
CT	80	80	65	62	74	55	87	52	71	73	30	27%
DC	71	76	53	58	64	55	83	45	62	62	8	23%
DE	81	80	69	66	73	57	88	54	72	71	7	24%
FL	76	77	63	62	70	58	85	50	69	70	176	23%
GA	79	82	67	65	74	67	86	53	72	70	130	21%
HI	78	81	69	62	75	59	85	50	69	71	15	26%
IA	82	83	72	67	80	66	88	56	78	76	111	34%
ID	83	86	76	70	79	63	90	54	77	76	42	33%
IL	80	81	69	65	76	61	87	53	72	70	179	27%
IN	82	82	72	66	77	62	89	55	76	73	121	29%
KS	82	85	77	69	79	67	87	57	78	76	124	32%
KY	81	83	69	67	75	64	87	54	73	70	88	25%
LA	84	86	74	71	77	74	87	58	77	76	105	24%
MA	81	80	65	64	72	51	89	53	71	73	58	25%
MD	76	78	61	60	68	56	86	49	67	66	47	23%
ME	84	84	72	70	79	60	89	56	76	76	34	29%
MI	82	81	73	66	75	60	89	55	75	72	129	31%
MN	83	84	75	68	80	66	89	56	77	76	120	35%
MO	80	82	68	66	75	62	88	54	73	71	99	29%
MS	82	86	73	69	76	72	86	52	73	71	87	24%
MT	80	84	73	67	73	62	84	53	70	70	53	33%
NC	81	82	68	66	73	63	88	53	72	71	101	24%
ND	85	86	77	68	77	67	87	57	75	76	39	35%
NE	84	85	77	70	82	70	88	58	80	78	87	38%
NH	82	82	70	67	77	55	90	55	74	73	26	27%
NJ	78	77	62	61	70	53	84	48	67	67	65	21%
NM	78	78	70	66	74	60	85	49	70	65	35	21%
NV	74	75	62	62	72	56	85	50	68	68	31	22%
NY	78	78	63	61	71	52	85	49	66	66	168	24%
OH	82	81	70	65	76	60	89	54	75	72	161	29%
OK	81	84	74	67	77	69	87	55	75	73	98	26%

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OR	80	81	71	67	75	56	89	54	74	74	61	27%
PA	80	80	68	64	74	56	88	52	71	69	167	31%
PR	79	85	65	62	85	66	86	67	76	80	1	24%
RI	82	81	68	65	75	54	87	53	72	73	12	27%
SC	81	84	69	67	72	66	88	54	73	72	59	24%
SD	83	85	78	71	79	71	89	56	79	78	52	32%
TN	81	83	72	66	75	66	87	52	73	71	103	29%
TX	81	83	72	68	77	69	87	54	76	75	343	24%
UT	79	81	71	66	76	61	90	59	77	77	45	26%
VA	80	81	67	64	74	60	87	52	71	71	83	24%
VI	72	78	53	51	58	45	76	36	47	48	1	22%
VT	82	84	72	68	78	52	91	55	74	74	15	31%
WA	79	81	67	65	75	55	89	52	72	73	81	26%
WI	83	84	74	69	80	66	90	57	78	76	126	36%
WV	81	83	71	67	76	60	88	52	72	70	51	28%
WY	81	82	77	69	77	63	88	58	71	70	25	30%
US	80	82	70	66	75	62	87	53	73	72	4447	27%

*These results encompass all hospitals that received HCAHPS scores. Because not all hospitals report their results on Hospital Compare, the values on that Web site may differ from those shown here.

October 2018

* Average "top box" score for participating, publicly reported hospitals in this state.

See HCAHPS results on www.Medicare.gov/hospitalcompare/ for full details.

** Response rate is calculated for hospitals in each state, and in the nation.

Beginning with July 2018 public reporting (October 2016 through September 2017 discharges) CMS no longer reports the Pain Management composite measure.

Internet Citation

<http://www.hcahpsonline.org>. Centers for Medicare & Medicaid Services, Baltimore, MD. *Month, Date, Year the page was accessed.*