

Summary of HCAHPS Survey Results*
July 2009 to June 2010 Discharges

State	Comm. with Nurses	Comm. with Doctors	Responsiveness of Hospital Staff	Pain Management	Comm. About Medicines	Cleanliness of Hosp. Env.	Quietness of Hosp. Env.	Discharge Information	Overall Hospital Rating	Recommend the Hospital	Publicly Reporting Hospitals	Survey Response Rate**
AL	79	86	66	72	63	69	70	80	69	70	99	30%
AK	74	79	67	69	64	70	58	83	65	69	11	28%
AZ	74	76	63	69	60	68	55	82	67	69	64	33%
AR	76	83	65	70	61	70	64	79	66	67	49	31%
CA	70	76	57	66	56	68	47	79	64	68	306	30%
CO	76	80	66	70	62	73	61	85	71	74	56	34%
CT	75	78	60	68	57	70	49	82	66	71	31	31%
DE	76	79	62	68	60	66	50	81	65	67	5	32%
DC	68	76	51	63	55	64	57	77	59	62	7	24%
FL	72	77	58	67	56	67	56	80	63	67	167	30%
GA	76	82	63	70	60	70	64	80	67	69	114	27%
HI	71	77	58	65	59	70	52	79	61	64	14	34%
ID	78	82	70	72	64	75	60	86	71	74	18	40%
IL	75	79	61	68	59	71	55	81	65	67	149	32%
IN	79	82	68	71	61	75	58	83	72	73	106	35%
IA	79	83	69	71	63	77	62	84	73	74	72	42%
KS	78	83	68	70	62	74	62	83	73	74	60	39%
KY	78	83	66	71	62	73	61	82	68	69	76	30%
LA	81	86	70	74	66	73	71	81	73	74	96	30%
ME	80	82	70	72	65	79	57	86	71	75	36	33%
MD	73	77	57	66	56	63	53	80	62	65	44	30%
MA	78	79	64	71	62	72	51	86	68	73	62	34%
MI	77	79	66	70	60	71	55	84	69	70	109	36%
MN	78	81	70	69	62	76	61	84	70	72	97	42%
MS	79	85	67	72	63	72	70	78	68	68	63	27%
MO	77	81	65	69	60	72	58	83	68	69	86	35%
MT	75	78	68	68	59	74	59	79	63	67	25	32%
NE	79	83	69	71	62	78	60	85	73	72	41	42%
NV	69	73	57	66	55	66	55	81	63	66	22	31%
NH	79	80	69	71	63	77	55	87	70	73	20	35%
NJ	73	77	57	67	56	67	51	78	61	65	64	28%
NM	72	77	63	68	59	70	57	80	61	61	41	26%
NY	71	76	56	65	56	66	48	80	59	63	167	31%

Summary of HCAHPS Survey Results*
July 2009 to June 2010 Discharges

State	Comm. with Nurses	Comm. with Doctors	Responsiveness of Hospital Staff	Pain Management	Comm. About Medicines	Cleanliness of Hosp. Env.	Quietness of Hosp. Env.	Discharge Information	Overall Hospital Rating	Recommend the Hospital	Publicly Reporting Hospitals	Survey Response Rate**
NC	79	83	67	71	63	70	62	83	69	71	97	34%
ND	76	78	66	69	61	72	59	84	63	68	12	39%
OH	77	79	65	69	60	72	54	83	68	69	152	36%
OK	77	83	68	72	62	73	64	81	69	70	94	32%
OR	75	79	64	70	61	72	53	83	67	72	44	35%
PA	76	79	63	69	59	70	50	82	65	67	149	37%
RI	75	79	62	70	58	71	51	83	65	69	11	34%
SC	78	83	65	70	62	71	66	83	69	69	56	30%
SD	81	83	76	70	67	79	67	79	73	74	36	43%
TN	78	83	65	70	61	72	65	81	67	68	103	30%
TX	76	82	65	71	62	72	66	82	69	71	318	29%
UT	76	82	66	70	60	72	59	87	72	75	34	38%
VT	80	83	71	73	65	79	55	87	71	75	14	38%
VI	75	83	55	66	59	64	44	71	51	59	1	15%
VA	75	80	62	68	59	68	57	82	65	67	76	31%
WA	74	79	62	69	60	71	52	84	67	72	59	33%
WV	76	81	64	68	60	72	52	81	65	65	44	33%
WI	79	82	69	70	65	78	60	86	71	72	114	43%
WY	77	80	69	69	65	71	61	84	66	67	19	35%
USA	76	80	64	69	60	71	58	82	67	69	3810	33%

April 2011

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

See HCAHPS results on www.hospitalcompare.hhs.gov for full details.

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

Internet Citation

"Summary of HCAHPS Survey Results. hcahpsonline.org/HCAHPS_Executive_Insight. [Public Reporting Period]. Centers for Medicare & Medicaid Services, Baltimore, MD. *Month, Date, Year the page was accessed.*