

Summary of HCAHPS Survey Results*
July 2020 to March 2021 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	78	78	63	63	74	59	88	52	70	70	17	19%
AL	81	83	69	66	71	71	86	52	71	69	88	22%
AR	80	83	68	63	72	68	85	51	71	69	73	21%
AZ	76	76	63	60	67	57	85	48	68	69	74	25%
CA	75	76	61	60	71	52	85	47	69	69	321	21%
CO	82	82	70	66	75	66	89	54	76	75	83	25%
CT	78	78	61	60	71	54	88	49	69	70	26	25%
DC	71	78	53	58	65	57	84	48	64	62	7	17%
DE	79	79	65	60	69	58	88	50	70	69	7	21%
FL	75	75	60	59	69	59	83	48	67	68	176	21%
GA	78	80	62	60	70	66	84	50	70	70	129	19%
HI	78	78	65	62	75	54	84	51	69	68	17	24%
IA	83	84	72	66	78	69	89	55	79	76	113	32%
ID	84	85	75	68	80	65	89	55	78	76	43	28%
IL	80	80	66	62	73	64	87	52	72	69	176	24%
IN	80	80	67	62	74	63	88	52	74	72	108	27%
KS	83	85	73	65	78	69	87	57	79	78	130	30%
KY	81	82	68	63	73	64	86	52	72	69	91	21%
LA	84	86	72	67	76	74	87	58	76	75	103	21%
MA	81	80	64	63	70	52	89	52	71	73	57	25%
MD	75	76	57	58	67	57	86	48	66	65	45	20%
ME	85	84	73	68	78	59	90	56	76	77	34	26%
MI	82	80	71	64	73	61	88	53	73	71	126	28%
MN	84	85	75	68	76	70	88	57	78	76	120	34%
MO	80	80	66	62	71	63	87	51	72	69	104	27%
MS	82	85	71	65	73	73	85	52	73	71	83	20%
MT	82	84	75	68	72	64	84	53	70	70	53	30%
NC	80	82	65	64	71	63	87	52	72	70	107	20%
ND	85	87	76	69	75	71	86	60	78	77	43	35%
NE	83	85	74	68	79	72	88	56	81	77	86	36%
NH	81	79	65	63	75	56	89	53	73	73	24	25%
NJ	76	75	58	58	68	55	83	46	65	65	64	20%
NM	78	78	67	62	71	63	83	49	68	65	38	18%
NV	75	75	62	61	68	56	82	46	67	65	37	21%
NY	77	76	61	58	69	54	85	47	66	66	160	22%
OH	81	80	67	63	73	61	89	53	74	72	154	26%
OK	81	83	71	63	74	69	86	53	74	73	114	23%
OR	82	82	70	67	76	59	88	55	75	75	60	24%

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PA	81	80	68	62	73	58	88	52	72	71	158	30%
PR	72	74	59	49	70	59	68	37	59	60	6	32%
RI	79	79	64	60	73	55	87	52	71	72	11	26%
SC	80	82	66	62	68	65	87	51	70	69	60	21%
SD	84	86	77	67	77	73	87	57	80	78	57	34%
TN	80	81	66	63	72	66	85	51	71	69	91	22%
TX	79	81	67	63	74	68	86	52	73	72	339	20%
UT	82	84	70	64	78	64	89	56	78	78	45	22%
VA	79	79	62	61	70	61	87	50	70	69	83	22%
VI	75	77	61	58	70	49	77	34	54	58	2	23%
VT	83	84	70	66	79	57	89	54	77	76	15	29%
WA	80	81	68	64	75	56	88	53	73	73	83	22%
WI	83	82	72	67	77	67	90	56	77	75	123	33%
WV	81	80	71	65	76	61	86	52	72	71	48	25%
WY	82	80	72	64	75	65	89	54	74	70	27	26%
US	80	81	67	63	73	63	86	52	73	71	4439	25%

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

January 2022

* 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.

† Please note: The January 2022 HCAHPS scores are based on three quarters of data (Q3 and Q4 2020, and Q1 2021) rather than the customary four quarters. Please use caution when interpreting these HCAHPS results as they are based on fewer months of data and fewer discharged patients than normal.

Internet Citation

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