

**Summary of HCAHPS Survey Results\***  
**April 2023 to March 2024 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	81	82	66	63	75	61	86	52	72	72	20	17%
AL	80	83	67	63	72	69	86	50	71	68	85	20%
AR	81	82	70	63	73	68	84	51	73	70	66	21%
AZ	76	75	63	58	69	57	85	49	68	66	78	23%
CA	75	76	59	57	72	50	85	48	67	67	315	19%
CO	81	82	68	65	76	66	87	55	77	75	80	23%
CT	77	78	58	59	72	50	87	49	67	68	27	23%
DC	68	76	43	53	61	52	80	44	56	57	7	13%
DE	76	75	59	56	64	52	85	48	65	64	7	22%
FL	76	75	60	57	70	58	83	49	67	67	181	20%
GA	78	80	63	60	71	66	84	51	71	69	128	17%
HI	79	80	65	62	75	57	86	52	69	69	16	20%
IA	83	84	73	66	78	68	89	58	80	77	113	31%
ID	82	83	73	66	77	64	88	57	75	74	42	26%
IL	79	79	63	61	73	61	86	51	70	67	166	24%
IN	79	79	65	59	73	61	88	52	74	70	101	25%
KS	83	84	75	65	79	68	87	56	79	76	121	30%
KY	82	82	68	63	75	64	87	53	73	70	86	21%
LA	84	85	72	67	77	73	87	58	77	74	102	20%
MA	79	79	60	61	70	50	88	51	68	69	56	23%
MD	75	76	56	56	68	56	86	49	66	64	43	18%
ME	82	82	69	64	73	56	88	53	73	72	34	26%
MI	80	78	67	60	70	59	88	51	70	67	120	28%
MN	84	84	75	66	77	68	89	58	78	76	118	31%
MO	80	80	66	60	72	62	87	52	72	69	100	25%
MS	82	85	72	65	73	71	85	52	73	71	82	21%
MT	82	82	72	68	72	62	85	54	71	69	52	29%
NC	80	81	64	62	70	62	87	52	71	69	104	20%
ND	85	85	76	66	75	74	83	58	76	77	41	32%
NE	85	85	76	68	80	71	88	58	80	77	85	32%
NH	82	80	66	63	76	55	89	52	72	72	26	25%
NJ	75	74	56	56	68	51	83	46	64	63	62	18%
NM	76	77	67	58	71	62	84	46	67	62	36	17%
NV	75	74	62	57	73	56	84	48	66	66	33	21%
NY	76	76	60	58	70	53	85	48	65	65	154	22%
OH	81	79	66	61	74	58	88	51	72	69	148	24%
OK	81	82	73	64	77	69	86	54	75	72	110	21%
OR	80	80	68	63	73	57	87	52	73	71	59	22%
PA	81	79	66	61	73	55	88	52	72	70	152	28%
PR	69	75	49	46	69	62	73	46	58	59	9	26%
RI	80	80	62	61	74	54	88	51	69	70	11	26%

**Summary of HCAHPS Survey Results\***  
**April 2023 to March 2024 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**
SC	80	81	64	62	69	63	86	53	72	69	56	19%
SD	84	85	78	70	77	71	87	58	80	78	56	33%
TN	80	81	66	61	72	65	85	51	70	69	92	20%
TX	81	81	69	63	76	69	86	54	75	72	329	19%
UT	80	83	69	63	77	64	88	55	76	75	45	21%
VA	79	79	62	60	72	60	86	51	70	69	82	21%
VI	71	79	62	53	72	53	72	37	50	52	2	25%
VT	83	81	69	62	77	56	89	54	73	73	15	26%
WA	78	79	65	60	73	54	88	51	70	70	82	21%
WI	83	82	71	66	77	67	90	56	76	74	124	31%
WV	82	80	71	63	75	60	87	53	71	69	48	24%
WY	82	83	73	69	77	65	89	56	73	68	28	25%
<b>US</b>	<b>80</b>	<b>80</b>	<b>67</b>	<b>62</b>	<b>74</b>	<b>62</b>	<b>86</b>	<b>52</b>	<b>72</b>	<b>70</b>	<b>4335</b>	<b>23%</b>

\*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 2025**

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

See HCAHPS results on [www.Medicare.gov/care-compare/](http://www.Medicare.gov/care-compare/) for full details.

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

Internet Citation

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