

Summary of HCAHPS Survey Results*
October 2015 to September 2016 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	Care Transition	Hospital Rating	Recommend the Hospital	Participating Hospitals*	Survey Response Rate**
AK	76	80	70	65	65	72	58	86	49	67	69	17	22%
AL	82	86	70	73	67	73	72	86	50	72	71	85	28%
AR	81	84	70	73	67	75	69	85	52	73	70	65	27%
AZ	77	77	64	69	63	69	58	87	49	70	69	69	29%
CA	75	78	61	68	62	71	52	85	49	69	70	309	25%
CO	81	82	70	72	66	76	66	89	54	76	76	67	28%
CT	80	79	65	70	62	74	53	87	51	70	70	29	25%
DC	71	77	53	65	56	61	53	82	43	58	60	7	24%
DE	81	80	68	70	65	72	57	88	53	71	70	6	24%
FL	77	78	63	69	61	70	59	85	50	68	69	172	25%
GA	80	83	66	71	65	73	68	86	51	72	71	116	23%
HI	82	83	71	72	66	79	62	85	56	74	74	14	27%
IA	82	85	72	72	66	80	66	89	57	77	76	96	34%
ID	81	84	75	75	68	80	63	90	56	76	75	40	35%
IL	81	82	69	72	65	76	62	88	53	72	71	171	28%
IN	82	82	71	72	65	76	62	89	54	76	74	115	30%
KS	83	86	74	74	68	79	69	88	57	78	77	117	35%
KY	82	85	70	73	67	76	66	87	54	73	72	89	28%
LA	84	88	73	75	70	76	74	87	58	77	76	105	26%
MA	81	81	67	71	64	73	52	89	53	72	74	58	27%
MD	76	78	60	67	60	67	58	86	48	65	65	46	24%
ME	83	83	72	73	70	80	59	90	57	75	76	33	29%
MI	81	81	71	72	65	74	61	88	52	73	72	123	33%
MN	83	84	75	73	68	79	67	89	56	77	76	118	36%
MO	80	82	67	70	63	73	62	87	52	72	70	91	29%
MS	82	87	70	73	67	74	74	85	51	72	70	77	25%
MT	80	82	73	71	63	74	62	87	52	71	72	44	34%
NC	81	83	68	71	66	72	64	87	51	73	71	97	26%
ND	83	83	77	72	71	76	66	84	55	74	73	36	36%
NE	84	86	75	74	69	82	70	90	58	80	79	82	37%
NH	83	83	72	72	68	77	58	90	55	74	75	24	29%
NJ	77	77	62	68	60	70	54	84	47	66	66	63	22%
NM	77	79	67	70	65	72	61	86	49	68	66	35	22%
NV	73	74	61	66	61	68	54	85	45	64	66	26	24%
NY	77	78	63	67	61	70	53	86	48	65	66	160	25%

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OH	82	81	71	72	65	76	61	89	54	74	72	155	30%
OK	81	84	72	73	66	75	69	87	52	73	73	96	27%
OR	80	81	70	71	65	75	57	88	53	72	73	58	28%
PA	81	80	68	71	64	74	56	88	52	71	70	156	32%
RI	82	82	68	72	64	74	56	87	53	71	73	10	31%
SC	81	84	68	72	67	73	68	88	52	72	71	51	26%
SD	85	86	78	74	70	80	72	90	56	79	79	42	36%
TN	81	83	69	72	65	73	67	86	51	72	71	95	29%
TX	81	83	70	73	68	76	70	87	53	75	74	309	26%
UT	79	83	68	71	65	73	62	90	56	77	77	42	29%
VA	80	82	66	70	65	72	61	88	51	71	70	77	27%
VI	75	83	60	65	63	67	55	80	38	56	58	2	32%
VT	82	83	71	73	69	79	55	91	56	73	74	14	31%
WA	78	80	66	69	65	74	55	88	52	72	73	80	27%
WI	83	84	74	72	69	80	65	90	57	78	76	120	36%
WV	80	82	68	70	65	74	60	87	49	70	69	47	28%
WY	79	82	73	70	69	75	65	89	53	72	67	23	30%
US	80	82	69	71	65	74	63	87	52	73	72	4179	28%

*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.

July 2017

* 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.

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