

Summary of HCAHPS Survey Results*
October 2022 to September 2023 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	80	82	69	66	74	65	87	55	71	71	20	18%
AL	80	82	68	64	72	69	86	50	71	68	86	22%
AR	82	84	70	63	73	68	85	51	73	70	71	21%
AZ	76	75	62	59	69	56	85	49	68	67	76	23%
CA	75	75	59	57	71	50	84	48	66	66	319	20%
CO	81	82	69	64	75	65	88	56	76	74	81	25%
CT	77	77	58	59	71	50	87	49	66	67	27	23%
DC	68	76	46	54	61	52	81	45	59	57	7	13%
DE	75	75	59	56	65	52	86	47	64	64	7	21%
FL	75	75	59	57	69	57	83	48	66	66	179	21%
GA	78	80	63	59	70	66	84	51	70	68	127	18%
HI	77	78	62	61	74	57	85	50	67	69	16	21%
IA	83	83	72	66	78	68	89	56	79	75	112	31%
ID	81	83	74	63	77	65	89	55	75	74	44	27%
IL	78	78	63	60	72	61	86	50	69	67	166	24%
IN	80	79	65	60	73	61	88	52	73	71	101	26%
KS	83	84	74	65	79	70	87	57	79	76	124	30%
KY	81	82	67	62	73	64	86	52	72	69	87	21%
LA	84	85	72	68	77	73	86	58	77	75	102	21%
MA	79	79	60	60	69	49	88	50	67	68	56	24%
MD	75	76	56	57	67	56	85	48	66	64	44	19%
ME	81	82	68	63	72	56	87	53	72	71	34	25%
MI	80	79	68	61	70	59	88	51	71	68	122	28%
MN	84	84	75	66	76	70	88	57	78	76	120	31%
MO	80	80	65	60	72	62	86	51	71	69	102	26%
MS	82	85	71	66	72	72	85	53	73	71	83	22%
MT	84	84	74	70	73	64	86	56	73	72	57	31%
NC	80	81	64	62	70	62	87	52	70	68	104	21%
ND	84	85	75	69	78	72	85	58	78	76	41	32%
NE	84	85	75	66	80	71	88	58	79	76	86	33%
NH	82	79	67	63	76	55	89	52	72	71	26	25%
NJ	75	74	56	56	68	52	82	46	63	62	62	19%
NM	76	76	66	60	70	63	83	46	67	61	38	17%
NV	76	75	64	57	71	56	83	48	65	65	36	23%
NY	76	76	59	57	69	52	84	47	64	64	156	21%
OH	80	79	65	61	73	58	88	52	72	69	149	25%
OK	80	81	72	64	76	67	86	53	73	72	111	22%
OR	79	79	67	63	73	57	87	51	72	71	59	22%

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PA	80	79	66	60	72	55	87	51	71	69	152	28%
PR	68	74	52	45	69	60	70	42	55	55	11	29%
RI	80	80	63	61	75	54	87	52	69	70	11	26%
SC	80	81	63	62	68	63	85	51	70	69	56	19%
SD	84	85	77	70	78	71	87	57	79	77	55	33%
TN	80	81	65	62	71	65	85	50	70	69	91	21%
TX	80	81	69	64	76	69	86	54	74	73	335	19%
UT	81	82	69	62	76	63	88	56	76	76	46	22%
VA	79	79	62	60	71	60	86	51	70	68	81	21%
VI	72	77	61	61	73	57	74	42	54	53	2	30%
VT	81	81	69	62	77	53	89	54	72	72	15	26%
WA	78	78	63	58	73	55	87	50	69	68	83	21%
WI	83	82	71	66	77	66	90	56	76	74	126	31%
WV	82	81	72	65	74	61	87	54	72	70	48	24%
WY	82	83	74	66	76	66	89	55	73	68	28	25%
US	80	80	66	62	73	62	86	52	72	70	4378	24%

*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.

July 2024

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

See HCAHPS results on www.Medicare.gov/care-compare/ for full details.

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

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