

# Summary of HCAHPS Survey Results\*

## October 2006 to September 2007 Discharges

State	Comm. with Nurses	Comm with Doctors	Responsiveness of Hosp. Staff	Pain Management	Comm. About Medicines	Cleanliness of Hosp. Env.	Quietness of Hosp. Env.	Discharge Information	Overall Hospital Rating	Recommend the Hospital	No. of Participating Hosps.	Survey Response Rate **
AL	81	87	60	77	70	74	72	87	75	81	72	38%
AK	69	77	64	65	61	65	55	82	61	66	7	30%
AZ	71	75	59	66	57	66	50	78	63	67	38	32%
AR	75	82	64	69	59	70	62	77	63	67	32	32%
CA	67	75	54	64	54	64	43	76	60	65	233	31%
CO	71	78	63	68	57	70	55	81	65	71	29	34%
CT	74	79	59	68	57	69	48	80	62	69	29	33%
DE	73	79	63	68	56	66	49	80	62	66	4	26%
DC	64	74	48	63	53	58	51	76	59	68	4	32%
FL	66	73	53	62	51	61	50	75	56	62	128	30%
GA	73	81	59	69	58	67	63	78	65	68	73	26%
HI	64	74	54	61	55	65	46	74	52	55	9	38%
ID	70	78	61	66	58	67	51	82	60	64	10	39%
IL	73	80	60	67	56	68	52	79	62	66	104	32%
IN	75	80	65	69	58	72	54	81	67	70	79	34%
IA	76	80	65	68	60	75	57	82	68	72	49	43%
KS	73	80	63	67	58	69	54	79	64	67	35	33%
KY	76	82	63	69	60	70	55	79	65	68	48	30%
LA	78	85	65	71	62	70	67	79	68	71	53	27%
ME	79	82	68	71	63	77	53	84	70	75	33	35%
MD	70	77	54	64	55	63	51	76	58	63	39	28%
MA	75	79	60	68	59	68	48	84	64	71	50	34%
MI	74	78	63	68	59	68	51	81	65	68	87	36%
MN	76	80	67	68	60	73	56	82	66	70	50	42%
MS	76	83	61	69	61	68	68	76	65	67	36	24%
MO	74	80	62	67	57	70	53	80	63	67	64	35%
MT	74	79	66	68	59	71	55	78	63	66	18	35%
NE	77	81	68	69	60	76	56	82	68	73	21	39%
NV	60	67	48	59	48	59	48	73	53	60	12	30%
NH	78	81	68	71	64	74	54	85	68	75	17	39%
NJ	72	77	56	66	54	66	48	75	58	64	47	27%
NM	70	77	61	66	55	67	53	77	58	61	17	28%
NY	71	77	57	65	55	65	46	79	58	62	122	30%
NC	78	83	66	71	62	70	60	81	68	72	63	30%
ND	72	75	62	64	56	72	53	82	62	66	5	41%

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OH	74	77	62	67	56	68	51	80	63	66	117	33%
OK	77	84	62	72	62	72	63	81	68	71	46	31%
OR	73	78	63	68	59	69	53	81	65	70	31	35%
PA	73	78	61	67	56	67	47	79	62	65	109	37%
RI	73	79	61	68	57	70	48	81	63	67	10	34%
SC	74	81	61	68	58	67	61	79	63	66	34	28%
SD	76	81	68	67	60	77	60	79	67	71	18	43%
TN	74	81	60	68	58	69	61	78	64	69	63	29%
TX	71	80	59	67	56	66	59	78	62	67	161	26%
UT	74	83	63	71	58	71	55	81	67	75	28	39%
VT	79	83	69	71	63	77	54	84	68	72	13	38%
VA	72	79	60	66	57	66	55	80	61	67	57	32%
WA	72	79	61	67	58	69	51	81	64	70	45	35%
WV	75	82	64	68	59	72	50	79	63	65	26	34%
WI	77	82	68	70	63	75	58	84	69	71	80	45%
WY	74	81	68	69	60	72	57	84	60	62	10	33%
PR	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
VI	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>USA</b>	<b>73</b>	<b>79</b>	<b>60</b>	<b>67</b>	<b>58</b>	<b>68</b>	<b>54</b>	<b>79</b>	<b>63</b>	<b>68</b>	<b>2565</b>	<b>32%</b>

#### August 2008

\* Average score for participating, publicly reported hospitals in this state. See HCAHPS results on [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov) for details.

\*\* Response rate is calculated for patients of each state, and of the nation.

#### Internet Citation

Summary of HCAHPS Survey Results. [hcahpsonline.org/HCAHPS\\_Executive\\_Insight](http://hcahpsonline.org/HCAHPS_Executive_Insight). March 28, 2008. Centers for Medicare & Medicaid Services, Baltimore, MD. *Month, Date, Year the page was accessed.*

[http://www.hcahpsonline.org/Files/Summary%20of%20HCAHPS%20Survey%20Results%20\\_32808.pdf](http://www.hcahpsonline.org/Files/Summary%20of%20HCAHPS%20Survey%20Results%20_32808.pdf)