

Distribution of HCAHPS Summary Star Ratings by State

July 2020 Public Reporting

	Summary Star Rating										Total	
	1 Star		2 Stars		3 Stars		4 Stars		5 Stars			
	N	%	N	%	N	%	N	%	N	%	N	%
US	85	2%	528	15%	1,479	43%	1,120	32%	266	8%	3,478	100%
AK		0%	1	8%	4	33%	7	58%		0%	12	
AL		0%	5	7%	33	47%	28	40%	4	6%	70	
AR	1	2%	4	8%	23	48%	16	33%	4	8%	48	
AZ	1	2%	20	31%	33	51%	7	11%	4	6%	65	
CA	18	6%	77	26%	146	49%	49	16%	10	3%	300	
CO		0%	2	3%	19	31%	36	59%	4	7%	61	
CT		0%	3	11%	18	67%	6	22%		0%	27	
DC	2	29%	3	43%	2	29%		0%		0%	7	
DE		0%	1	14%	4	57%	2	29%		0%	7	
FL	14	8%	61	36%	62	36%	32	19%	2	1%	171	
GA	3	3%	18	19%	53	55%	20	21%	2	2%	96	
HI		0%	4	31%	3	23%	6	46%		0%	13	
IA		0%	3	5%	16	26%	30	48%	13	21%	62	
ID		0%		0%	11	39%	11	39%	6	21%	28	
IL	7	5%	16	12%	59	43%	42	31%	12	9%	136	
IN	1	1%	5	5%	41	42%	45	46%	5	5%	97	
KS		0%	2	4%	23	42%	20	36%	10	18%	55	
KY		0%	9	13%	28	42%	25	37%	5	7%	67	
LA		0%	5	7%	31	41%	24	32%	15	20%	75	
MA		0%	6	11%	32	57%	15	27%	3	5%	56	
MD	3	7%	15	34%	21	48%	5	11%		0%	44	
ME		0%	1	3%	8	27%	15	50%	6	20%	30	
MI		0%	15	14%	39	36%	40	37%	14	13%	108	
MN		0%	2	3%	17	22%	44	56%	16	20%	79	
MO		0%	11	13%	42	49%	30	35%	3	3%	86	
MS	2	4%	7	14%	23	46%	15	30%	3	6%	50	
MT		0%		0%	8	35%	13	57%	2	9%	23	
NC		0%	11	11%	47	48%	32	33%	7	7%	97	
ND	1	10%		0%	5	50%	3	30%	1	10%	10	
NE		0%	3	9%	9	26%	13	37%	10	29%	35	
NH		0%		0%	9	39%	13	57%	1	4%	23	
NJ	4	6%	29	45%	28	44%	3	5%		0%	64	
NM	1	3%	9	31%	11	38%	8	28%		0%	29	
NV		0%	11	39%	14	50%	3	11%		0%	28	
NY	18	12%	50	34%	61	41%	17	12%	1	1%	147	
OH		0%	8	6%	58	42%	60	44%	11	8%	137	
OK	1	1%	9	13%	21	31%	28	41%	9	13%	68	

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US	85	2%	528	15%	1,479	43%	1,120	32%	266	8%	3,478	100%
OR		0%	2	4%	10	20%	36	72%	2	4%	50	
PA	1	1%	19	13%	73	48%	48	32%	11	7%	152	
PR	1	25%	2	50%		0%	1	25%		0%	4	
RI		0%		0%	8	73%	2	18%	1	9%	11	
SC		0%	6	12%	27	53%	17	33%	1	2%	51	
SD		0%	1	6%	4	22%	8	44%	5	28%	18	
TN	1	1%	14	18%	40	51%	22	28%	1	1%	78	
TX	3	1%	26	10%	127	50%	70	28%	28	11%	254	
UT		0%	3	9%	8	24%	21	64%	1	3%	33	
VA		0%	10	13%	45	57%	23	29%	1	1%	79	
VI		0%	2	100%		0%		0%		0%	2	
VT		0%		0%	2	15%	9	69%	2	15%	13	
WA	1	2%	11	17%	31	47%	21	32%	2	3%	66	
WI		0%		0%	21	21%	56	56%	23	23%	100	
WV	1	3%	6	15%	16	41%	12	31%	4	10%	39	
WY		0%		0%	5	29%	11	65%	1	6%	17	

*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.

Notes

3478 Hospitals received HCAHPS Star Ratings in July 2020.

HCAHPS Star Ratings are based on patients discharged between Oct 2018 and Sep 2019.

For more information about HCAHPS Star Ratings visit <https://www.hcahpsonline.org/en/hcahps-star-ratings/>.

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