Distribution of HCAHPS Summary Star Ratings by State⁺

October 2021 Public Reporting

N US 3 AK - AL - AR - AZ - CA - CO - CT - DC - DE -	1 Star % B5 3 0 0 1 3 5 9 21 8 00 0 1 17 1 07 1 17 2 2 00 0 10 0 10 0 10 0 10 0 10 0 10 0 00 0	N 565 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	33% 31% 2% 12% 33%	3 St N 1,359 5 25 18 27 127 127 127 17	cars % 48% 71% 51% 53% 47% 47% 36%	4 St N 725 2 13 3 4 26	tars % 25% 29% 27% 9% 7%	5 St N 117 4	tars % 4% 0% 0% 12%	Tot N 2,851 7 49	al % 100%
USAKALARAZCACOCTDCDCFLGAHIIAIDILINKSKYLAMA	B5 3 0 0 1 3 5 9 21 8 00 0 1 17 1 0 1 17 2 2 0 0	% 565 % 11 % 11 % 83 % 11 % 833 % 1 % 33 % 2 % 2 % 61	20% 0% 22% 24% 33% 31% 2% 12% 33%	1,359 5 25 18 27 127 127 17	48% 71% 51% 53% 47% 47%	725 2 13 3 4	25% 29% 27% 9%	117	4% 0% 0%	2,851 7	
AKALALARAZCACOCTDCDEFLGAHIIAIDILINKSKYLAMA	0 1 3 5 9 21 8 0 0 1 1 1 7 1 1 2 2 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1	% % 11 % 11 % 19 % 19 % 19 % 11 % 31 % 2 % 2 % 2 % 61	0% 22% 24% 33% 31% 2% 12% 33%	5 25 18 27 127 127	71% 51% 53% 47% 47%	2 13 3 4	29% 27% 9%	4	0% 0%	7	100%
AL AR AZ CA CO CT DC DC DE FL GA HI IA ID IL IN KS KY LA	0 1 3 5 9 21 8 0 0 1 1 17 0 1 17 11 2 2 0 0 0 0 0 0 0 0 0 0 0 0 0	% 11 % 8 % 19 % 83 % 1 % 3 % 2 % 2 % 61	22% 24% 33% 31% 2% 12% 33%	25 18 27 127 17	51% 53% 47% 47%	13 3 4	27% 9%		0%		
AR	1 3 5 9 21 8 0 0 1 17 0 0 17 11 2 2 0 0	% 8 % 19 % 83 % 1 % 3 % 2 % 2 % 61	24% 33% 31% 2% 12% 33%	18 27 127 17	53% 47% 47%	3	9%			49	
AZ CA CA CO CT DC DE FL GA HI IA ID IL IN KS KY LA MA	5 99 21 8 00 1 177 1 177 2 22 00	% 19 % 83 % 1 % 3 % 2 % 2 % 2 % 6	33% 31% 2% 12% 33%	27 127 17	47% 47%	4			170/		
CA CO CT	21 8 0 0 1 17 0 17 11 2 2 0	% 83 % 1 % 3 % 2 % 2 % 2 % 6	31% 2% 12% 33%	127 17	47%		70/		1270	34	
CO CT CT DC CT DE CA CT	0 0 1 177 0 17 111 2 2 0	% 1 % 3 % 2 % 2 % 61	2% 12% 33%	17		20	/ 70	3	5%	58	
CT	0 1 17 0 17 11 2 2 0	% 3 % 2 % 2 % 6	12% 33%		36%	36	13%	1	0%	268	
DC DE GA FL GA HI IA ID IL IN KS KY LA MA	1 17 0 17 11 2 2 0	% 2 % 2 % 61	33%	17	5070	24	51%	5	11%	47	
DE	0 17 11 2 2 0	% 2 % 61			65%	6	23%		0%	26	
FL	17 11 2 2 0	61		3	50%		0%		0%	6	
GA HI IA ID ID IL IN KS KY LA MA MA	2 2 0		29%	3	43%	2	29%		0%	7	
HI IA ID	0		38%	67	42%	16	10%		0%	161	
IA ID IL IN KS KY ILA MA		6 35	43%	32	40%	12	15%		0%	81	
ID IL IN KS KY LA MA	0	6	0%	4	33%	8	67%		0%	12	
IL IN KS KY LA MA		% 3	8%	11	31%	21	58%	1	3%	36	
IN KS KY LA MA	0	% 1	5%	9	41%	9	41%	3	14%	22	
KS KY LA MA	7 6	% 19	17%	57	52%	25	23%	1	1%	109	
KY LA MA	0	% 11	13%	41	50%	26	32%	4	5%	82	
LA MA	0	% 1	2%	22	54%	12	29%	6	15%	41	
МА	0	% 9	19%	31	65%	8	17%		0%	48	
	0	% 5	11%	25	56%	10	22%	5	11%	45	
MD	0	% 4	7%	33	60%	15	27%	3	5%	55	
	2 5	% 18	43%	17	40%	5	12%		0%	42	
ME	0	%	0%	6	33%	9	50%	3	17%	18	
MI	2 2	% 15	17%	35	40%	35	40%	1	1%	88	
MN	0	%	0%	22	38%	32	55%	4	7%	58	
MO	0	% 9	14%	41	62%	16	24%		0%	66	
MS	0	% 7	21%	17	52%	8	24%	1	3%	33	
MT	0	%	0%	7	44%	9	56%		0%	16	
NC	0	% 11	13%	47	54%	26	30%	3	3%	87	
ND	0	%	0%	7	70%	2	20%	1	10%	10	
NE	0	% 3	12%	7	28%	10	40%	5	20%	25	
NH	0	% 1	7%	10	67%	4	27%		0%	15	
NJ	5 8		35%	32	51%	4	6%		0%	63	
NM	1 6			7	39%	3	17%	1	6%	18	
NV	1 4			6	25%	3	13%		0%	24	
NY	11 8		36%	61	46%	13	10%		0%	132	
ОН	0			75	60%	34	27%	9	7%	124	
ОК	0			19	37%	18	35%	5	10%	52	
OR	0			8	21%	29	76%		0%	38	
PA	0			63	47%	48	36%	7	5%	134	
PR	2 33		-	1	17%		0%		0%	6	
RI	0			7	64%	3	27%		0%	11	
SC	0			26	54%	14	29%	1	2%	48	
SD	0		0%	3	19%	9	56%	4		16	
TN			27%	32	52%		18%		3%	62	
тх	0		11%			11	18%	2		- h/l	

Distribution of HCAHPS Summary Star Ratings by State⁺

October 2021 Public Reporting

	Summary Star Rating											
	1 Star		2 Stars		3 Stars		4 Stars		5 Stars		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
US	85	3%	565	20%	1,359	48%	725	25%	117	4%	2,851	100%
UT		0%	3	11%	9	33%	14	52%	1	4%	27	
VA	1	2%	8	12%	44	68%	12	18%		0%	65	
VI		0%	1	100%		0%		0%		0%	1	
VT		0%		0%	1	8%	10	83%	1	8%	12	
WA		0%	6	12%	28	56%	16	32%		0%	50	
WI		0%	1	1%	31	37%	35	42%	16	19%	83	
WV	1	4%	5	22%	12	52%	3	13%	2	9%	23	
WY		0%	1	13%	3	38%	4	50%		0%	8	

*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.

<u>Notes</u>

2851 Hospitals received HCAHPS Star Ratings in October 2021.

HCAHPS Star Ratings are based on patients discharged between July 2020 and Dec 2020.

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

[†] The October 2021 HCAHPS Star Ratings are based on two quarters of data (Q3 and Q4 2020) rather than the customary four quarters. Please use caution when interpreting these HCAHPS results as they are based on fewer months of data and fewer discharged patients than normal.

Please use the following citation when referencing material on this website:

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