

**Summary of HCAHPS Survey Results\***  
**April 2018 to March 2019 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	79	80	69	69	74	57	89	53	71	71	18	21%
AL	82	84	73	68	75	70	86	53	73	70	87	25%
AR	82	84	72	67	77	67	85	52	73	71	72	25%
AZ	78	77	67	65	72	57	86	51	70	70	71	27%
CA	77	78	64	63	73	51	85	50	70	71	329	22%
CO	82	82	73	66	76	65	88	56	76	76	78	28%
CT	78	78	65	64	73	53	87	52	70	71	30	25%
DC	71	76	53	59	65	56	83	46	61	61	7	20%
DE	81	79	69	64	71	57	87	52	71	69	7	23%
FL	77	77	65	62	71	58	84	51	69	70	178	22%
GA	80	82	67	66	73	67	85	53	71	70	131	21%
HI	81	83	68	68	78	60	86	53	71	73	16	25%
IA	83	84	74	68	82	67	89	56	78	76	113	34%
ID	82	84	75	67	80	62	89	56	77	76	41	31%
IL	81	81	69	66	76	62	87	53	73	70	179	26%
IN	81	81	70	65	77	60	88	54	75	73	110	28%
KS	84	85	77	69	81	68	88	59	79	78	126	32%
KY	81	83	70	67	76	64	87	54	72	70	86	24%
LA	85	86	75	71	78	74	87	58	77	76	104	24%
MA	81	80	65	64	71	51	89	53	71	73	58	25%
MD	76	77	61	61	70	56	87	49	66	66	47	22%
ME	85	83	74	69	80	60	89	56	75	76	34	29%
MI	82	80	73	67	75	60	88	54	74	71	129	30%
MN	84	85	76	69	80	69	89	57	78	76	123	34%
MO	80	81	69	65	74	61	87	54	72	70	101	28%
MS	84	87	73	69	77	73	84	52	72	70	88	22%
MT	80	82	76	68	73	62	85	53	70	70	58	31%
NC	81	82	68	66	73	63	87	53	72	70	103	22%
ND	85	84	77	65	79	71	84	56	77	75	41	34%
NE	85	86	77	69	83	71	89	59	79	78	86	36%
NH	83	81	72	66	78	56	89	54	73	73	26	27%
NJ	77	77	61	60	70	53	84	48	66	66	65	21%
NM	78	79	70	66	73	62	85	49	68	65	38	20%
NV	76	74	67	62	74	55	84	50	68	68	37	22%
NY	78	78	63	60	71	52	85	48	66	66	165	24%

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OH	82	81	70	66	75	60	89	54	74	72	157	28%
OK	82	84	74	68	77	68	86	55	75	73	102	26%
OR	82	83	73	69	77	57	89	56	75	75	60	26%
PA	82	81	70	64	75	56	88	52	72	70	162	31%
PR	73	75	57	54	78	60	75	41	63	64	4	19%
RI	81	81	67	63	75	54	88	52	71	73	11	28%
SC	81	83	68	67	72	65	87	54	72	71	60	22%
SD	85	85	79	71	81	70	87	59	79	79	55	31%
TN	81	82	71	66	75	66	86	52	72	71	97	24%
TX	82	83	72	69	78	69	87	54	75	75	350	22%
UT	81	83	72	66	77	63	88	56	76	76	44	24%
VA	80	80	67	65	74	60	87	53	71	70	85	23%
VT	82	83	71	67	77	54	90	56	74	75	14	31%
WA	80	81	68	65	76	54	88	54	72	72	82	26%
WI	84	84	75	70	80	66	90	58	78	76	123	35%
WV	81	81	73	67	76	59	87	52	71	70	50	26%
WY	81	83	77	70	77	63	88	56	71	72	27	28%
US	81	82	70	66	76	62	87	53	73	72	4465	26%

\*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.

**January 2020**

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

See HCAHPS results on [www.Medicare.gov/hospitalcompare/](http://www.Medicare.gov/hospitalcompare/) for full details.

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

Beginning with July 2018 public reporting (October 2016 through September 2017 discharges) CMS no longer reports the Pain Management composite measure.

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