

Summary of HCAHPS Survey Results*
October 2018 to September 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	78	82	73	66	74	59	89	51	73	74	17	20%
AL	81	84	73	69	75	70	85	53	73	70	87	24%
AR	81	84	72	66	76	66	85	53	72	71	73	24%
AZ	77	76	67	65	72	57	86	51	69	69	72	26%
CA	77	78	64	63	73	51	86	50	70	71	322	22%
CO	82	83	73	68	76	65	89	56	77	76	80	28%
CT	80	80	65	65	75	55	88	54	71	73	28	24%
DC	70	76	55	59	65	56	83	46	61	61	7	19%
DE	81	79	69	64	72	58	87	53	71	70	7	23%
FL	77	77	65	62	71	58	84	51	69	69	179	21%
GA	80	82	67	64	72	67	85	53	71	70	131	20%
HI	81	82	67	68	79	59	84	55	70	71	16	25%
IA	84	85	74	68	82	68	89	57	79	76	112	34%
ID	83	84	75	66	80	62	89	55	77	76	41	31%
IL	81	81	69	66	76	62	87	54	73	71	176	25%
IN	81	81	70	65	77	61	88	55	75	72	109	28%
KS	83	85	77	69	80	68	88	59	78	78	127	31%
KY	81	83	69	66	76	64	87	54	72	70	87	23%
LA	85	86	75	71	79	74	87	58	77	76	103	23%
MA	81	80	66	64	72	51	89	53	71	73	58	25%
MD	76	78	62	61	70	57	86	49	66	66	47	22%
ME	84	84	73	70	79	59	89	56	75	76	34	28%
MI	82	81	73	67	75	60	89	54	74	72	128	30%
MN	84	85	76	69	79	69	89	57	77	76	121	35%
MO	80	81	68	65	74	61	88	54	72	70	102	28%
MS	83	86	72	68	76	73	85	53	72	70	89	21%
MT	81	83	75	69	73	64	86	52	70	71	58	32%
NC	82	83	69	67	74	63	87	53	72	71	107	23%
ND	85	84	75	67	81	70	84	56	76	77	44	32%
NE	85	86	77	71	84	70	88	59	79	79	88	36%
NH	83	81	72	66	78	56	90	55	74	74	26	26%
NJ	77	76	60	60	70	52	84	47	65	66	65	21%
NM	79	78	70	65	73	61	84	50	68	65	36	19%
NV	78	76	69	63	75	58	85	51	69	70	38	23%
NY	77	78	63	60	71	53	85	49	66	66	165	24%
OH	83	81	71	66	76	60	89	55	75	73	156	28%
OK	82	84	74	68	77	68	87	55	75	73	105	25%
OR	82	83	73	68	77	57	88	55	75	75	60	26%

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PA	82	81	70	65	75	56	88	53	72	70	163	32%
PR	74	76	59	53	78	62	75	43	64	66	4	25%
RI	82	81	68	64	76	55	88	52	72	74	11	27%
SC	81	82	68	66	73	65	86	54	72	71	60	22%
SD	85	86	79	72	81	72	87	59	80	81	55	34%
TN	81	81	70	65	74	65	86	52	72	70	95	23%
TX	82	83	72	68	78	69	87	54	75	74	343	22%
UT	81	83	71	65	79	63	89	57	76	76	45	24%
VA	80	81	67	64	74	60	87	53	71	70	85	23%
VT	83	84	72	65	77	54	90	57	75	75	14	31%
WA	80	81	69	65	76	56	88	54	72	72	87	25%
WI	84	83	74	70	80	65	90	58	78	76	123	35%
WV	81	81	72	68	76	59	87	52	72	69	50	25%
WY	82	83	78	71	77	63	87	55	71	71	28	29%
US	81	82	70	66	76	62	87	54	73	72	4464	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.

July 2020

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

See HCAHPS results on www.Medicare.gov/hospitalcompare/ for full details.

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

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