

Distribution of HCAHPS Summary Star Ratings by State

October 2017 Public Reporting

| | Summary Star Rating | | | | | | | | | | Total | |
|-----------|---------------------|-----------|------------|------------|--------------|------------|--------------|------------|------------|-----------|--------------|-------------|
| | 1 Star | | 2 Stars | | 3 Stars | | 4 Stars | | 5 Stars | | | |
| | N | % | N | % | N | % | N | % | N | % | N | % |
| US | 54 | 2% | 519 | 15% | 1,360 | 40% | 1,304 | 38% | 187 | 5% | 3,424 | 100% |
| AK | | 0% | 1 | 9% | 6 | 55% | 3 | 27% | 1 | 9% | 11 | |
| AL | | 0% | 4 | 6% | 36 | 50% | 30 | 42% | 2 | 3% | 72 | |
| AR | 1 | 2% | 6 | 13% | 21 | 45% | 17 | 36% | 2 | 4% | 47 | |
| AZ | | 0% | 23 | 38% | 27 | 44% | 9 | 15% | 2 | 3% | 61 | |
| CA | 19 | 6% | 109 | 37% | 120 | 41% | 39 | 13% | 6 | 2% | 293 | |
| CO | | 0% | 1 | 2% | 17 | 31% | 31 | 56% | 6 | 11% | 55 | |
| CT | | 0% | 3 | 11% | 16 | 59% | 8 | 30% | | 0% | 27 | |
| DC | 3 | 43% | 3 | 43% | 1 | 14% | | 0% | | 0% | 7 | |
| DE | | 0% | | 0% | 4 | 67% | 2 | 33% | | 0% | 6 | |
| FL | 4 | 2% | 70 | 43% | 58 | 36% | 29 | 18% | 1 | 1% | 162 | |
| GA | | 0% | 18 | 19% | 43 | 45% | 33 | 35% | 1 | 1% | 95 | |
| HI | | 0% | 1 | 9% | 5 | 45% | 4 | 36% | 1 | 9% | 11 | |
| IA | | 0% | 3 | 5% | 17 | 28% | 36 | 59% | 5 | 8% | 61 | |
| ID | | 0% | 1 | 4% | 8 | 30% | 14 | 52% | 4 | 15% | 27 | |
| IL | 4 | 3% | 20 | 14% | 50 | 35% | 56 | 39% | 13 | 9% | 143 | |
| IN | | 0% | 3 | 3% | 36 | 35% | 57 | 55% | 8 | 8% | 104 | |
| KS | | 0% | | 0% | 19 | 34% | 28 | 50% | 9 | 16% | 56 | |
| KY | | 0% | 3 | 4% | 26 | 36% | 39 | 54% | 4 | 6% | 72 | |
| LA | | 0% | 3 | 4% | 30 | 38% | 33 | 42% | 13 | 16% | 79 | |
| MA | | 0% | 3 | 6% | 32 | 59% | 18 | 33% | 1 | 2% | 54 | |
| MD | 3 | 7% | 16 | 36% | 19 | 43% | 6 | 14% | | 0% | 44 | |
| ME | | 0% | | 0% | 8 | 25% | 21 | 66% | 3 | 9% | 32 | |
| MI | | 0% | 6 | 6% | 45 | 42% | 54 | 50% | 3 | 3% | 108 | |
| MN | | 0% | 3 | 4% | 20 | 25% | 49 | 61% | 8 | 10% | 80 | |
| MO | | 0% | 8 | 10% | 34 | 42% | 39 | 48% | | 0% | 81 | |
| MS | 1 | 2% | 8 | 16% | 17 | 35% | 19 | 39% | 4 | 8% | 49 | |
| MT | | 0% | 1 | 5% | 6 | 27% | 13 | 59% | 2 | 9% | 22 | |
| NC | | 0% | 3 | 3% | 48 | 53% | 36 | 40% | 3 | 3% | 90 | |
| ND | | 0% | | 0% | 7 | 70% | 3 | 30% | | 0% | 10 | |
| NE | | 0% | | 0% | 11 | 27% | 22 | 54% | 8 | 20% | 41 | |
| NH | | 0% | | 0% | 8 | 35% | 13 | 57% | 2 | 9% | 23 | |
| NJ | 2 | 3% | 24 | 39% | 31 | 50% | 5 | 8% | | 0% | 62 | |
| NM | | 0% | 8 | 31% | 11 | 42% | 7 | 27% | | 0% | 26 | |
| NV | 1 | 5% | 11 | 50% | 7 | 32% | 3 | 14% | | 0% | 22 | |
| NY | 13 | 9% | 51 | 35% | 61 | 41% | 21 | 14% | 1 | 1% | 147 | |
| OH | | 0% | 6 | 4% | 56 | 39% | 69 | 48% | 12 | 8% | 143 | |

| | Summary Star Rating | | | | | | | | | | Total | |
|-----------|---------------------|-----------|------------|------------|--------------|------------|--------------|------------|------------|-----------|--------------|-------------|
| | 1 Star | | 2 Stars | | 3 Stars | | 4 Stars | | 5 Stars | | | |
| | N | % | N | % | N | % | N | % | N | % | N | % |
| US | 54 | 2% | 519 | 15% | 1,360 | 40% | 1,304 | 38% | 187 | 5% | 3,424 | 100% |
| OK | | 0% | 11 | 16% | 21 | 31% | 28 | 42% | 7 | 10% | 67 | |
| OR | | 0% | 1 | 2% | 18 | 37% | 30 | 61% | | 0% | 49 | |
| PA | | 0% | 22 | 14% | 73 | 48% | 47 | 31% | 10 | 7% | 152 | |
| RI | | 0% | 1 | 10% | 5 | 50% | 3 | 30% | 1 | 10% | 10 | |
| SC | | 0% | 4 | 9% | 19 | 41% | 21 | 46% | 2 | 4% | 46 | |
| SD | | 0% | | 0% | 3 | 19% | 8 | 50% | 5 | 31% | 16 | |
| TN | | 0% | 10 | 13% | 41 | 52% | 28 | 35% | | 0% | 79 | |
| TX | 2 | 1% | 25 | 10% | 107 | 43% | 97 | 39% | 18 | 7% | 249 | |
| UT | | 0% | 1 | 3% | 10 | 29% | 21 | 62% | 2 | 6% | 34 | |
| VA | | 0% | 6 | 8% | 39 | 50% | 33 | 42% | | 0% | 78 | |
| VI | | 0% | 2 | 100% | | 0% | | 0% | | 0% | 2 | |
| VT | | 0% | | 0% | 2 | 17% | 10 | 83% | | 0% | 12 | |
| WA | 1 | 2% | 8 | 13% | 30 | 49% | 22 | 36% | | 0% | 61 | |
| WI | | 0% | | 0% | 12 | 12% | 73 | 73% | 15 | 15% | 100 | |
| WV | | 0% | 7 | 22% | 15 | 47% | 9 | 28% | 1 | 3% | 32 | |
| WY | | 0% | 1 | 7% | 4 | 29% | 8 | 57% | 1 | 7% | 14 | |

*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

3424 Hospitals received HCAHPS Star Ratings in October 2017

HCAHPS Star Ratings are based on patients discharged between January 2016 and December 2016

For more information about HCAHPS Star Ratings visit <http://www.hcahpsonline.org/StarRatings.aspx>

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

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