

Summary of HCAHPS Survey Results*
January 2016 to December 2016 Discharges

State	Comm. with Nurses	Comm. with Doctors	Responsiveness of Hospital Staff	Pain Management	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	77	83	70	69	68	72	59	90	50	71	73	17	21%
AL	82	86	70	73	68	73	72	86	50	72	70	85	28%
AR	81	84	70	72	67	75	69	85	52	73	70	66	27%
AZ	77	77	65	69	63	69	58	87	49	70	69	70	29%
CA	75	78	61	68	62	71	52	85	48	69	70	310	24%
CO	81	82	70	72	67	76	66	89	54	76	76	68	28%
CT	80	79	65	70	62	73	53	87	51	70	70	29	26%
DC	71	77	51	64	57	61	54	82	43	59	61	7	24%
DE	81	80	68	71	66	73	57	88	53	72	71	6	24%
FL	77	78	62	68	61	69	59	85	50	68	70	172	25%
GA	80	83	66	71	64	73	68	86	51	72	70	118	23%
HI	81	83	69	72	65	79	62	85	56	74	74	14	27%
IA	82	84	72	72	67	80	66	89	56	78	76	98	35%
ID	81	83	74	73	66	77	62	90	55	75	74	40	34%
IL	81	82	69	71	65	76	62	87	53	72	71	173	28%
IN	82	82	71	72	65	76	63	89	54	76	74	115	30%
KS	83	86	74	74	68	79	69	88	57	78	78	120	34%
KY	82	85	70	72	67	75	66	87	54	73	72	90	28%
LA	85	88	74	75	70	77	75	87	58	77	77	105	26%
MA	81	81	66	71	64	72	52	89	53	71	74	57	27%
MD	75	77	60	67	59	67	58	86	47	65	65	46	24%
ME	83	83	72	72	69	80	59	89	57	75	75	33	29%
MI	81	81	71	72	65	74	61	89	53	73	72	123	33%
MN	82	84	75	73	68	79	67	88	55	76	76	118	35%
MO	80	82	67	70	63	73	62	87	52	72	70	92	29%
MS	83	88	71	73	68	75	75	85	51	73	70	78	25%
MT	80	83	74	71	64	74	61	85	53	71	72	47	34%
NC	81	83	67	71	66	72	65	88	51	73	71	97	26%
ND	83	85	79	73	73	77	68	85	55	76	73	37	36%
NE	84	87	77	75	69	83	70	90	59	80	79	84	38%
NH	82	82	71	72	68	78	58	90	55	74	75	25	29%
NJ	77	77	62	68	60	70	54	84	48	66	66	63	22%
NM	76	79	66	69	61	71	62	84	49	67	65	36	21%
NV	74	75	62	66	62	67	55	85	46	66	67	26	24%
NY	77	78	63	67	61	70	53	86	48	65	66	162	25%

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OH	82	81	71	72	65	76	61	89	54	75	72	154	30%
OK	81	85	73	73	67	76	70	87	52	74	73	96	27%
OR	80	81	70	71	65	75	57	88	54	73	74	58	27%
PA	81	80	68	71	64	74	56	88	52	72	70	156	32%
RI	82	82	68	71	64	74	56	87	52	72	74	10	30%
SC	81	84	68	72	66	72	68	88	52	72	71	52	26%
SD	84	87	78	72	69	79	72	89	55	78	78	42	34%
TN	81	84	69	72	65	73	67	86	51	72	71	96	29%
TX	81	83	71	72	68	76	70	87	53	75	75	315	26%
UT	79	83	68	71	65	73	62	90	56	77	77	41	28%
VA	80	81	65	70	64	72	61	88	51	71	70	79	26%
VI	75	82	59	65	63	67	56	80	38	55	57	2	32%
VT	82	83	71	72	69	79	56	91	55	74	73	14	31%
WA	78	80	66	69	64	74	54	88	52	71	72	80	27%
WI	83	84	74	73	69	80	66	90	57	78	76	121	36%
WV	81	83	69	70	66	75	60	87	50	72	70	47	28%
WY	79	82	73	70	69	76	65	88	53	72	68	23	29%
US	80	82	69	71	65	75	63	87	52	73	72	4213	28%

*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.

October 2017

* 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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