

Summary of HCAHPS Survey Results*
July 2011 to June 2012 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	Overall Hospital Rating	Recommend the Hospital	Publicly Reporting Hospitals	Survey Response Rate**
AL	80	86	68	72	66	70	71	82	71	70	92	32%
AK	77	81	68	70	67	72	59	86	67	71	11	30%
AZ	76	77	65	70	62	70	56	84	69	71	63	32%
AR	78	83	67	71	63	72	66	81	70	69	49	31%
CA	73	78	61	68	60	70	50	82	67	69	312	30%
CO	79	81	70	71	66	74	63	86	74	76	59	34%
CT	77	79	63	70	61	72	52	83	68	71	31	32%
DE	78	79	65	70	61	71	51	83	68	70	6	31%
DC	69	77	52	64	57	60	56	77	59	63	7	26%
FL	74	77	60	67	59	69	58	81	65	68	168	30%
GA	78	83	65	71	63	71	65	82	69	69	112	28%
HI	76	80	64	70	63	74	53	82	68	70	12	33%
ID	79	82	72	72	66	77	64	88	74	75	21	37%
IL	78	81	65	70	62	73	58	84	68	69	149	32%
IN	80	82	70	73	64	75	60	85	74	74	110	35%
IA	81	84	71	72	66	78	64	86	75	75	74	41%
KS	81	84	72	72	66	76	65	85	75	76	66	39%
KY	80	84	68	72	64	74	63	84	71	70	77	31%
LA	83	87	72	75	68	75	73	83	74	75	104	29%
ME	82	83	72	74	68	79	59	88	73	76	36	32%
MD	75	78	59	68	59	65	56	82	65	67	44	31%
MA	79	81	66	72	64	73	52	87	69	74	64	33%
MI	79	80	69	71	63	72	58	86	71	71	113	37%
MN	79	83	72	70	65	77	64	86	73	73	103	41%
MS	80	86	67	73	64	73	71	80	69	68	67	28%
MO	78	81	66	70	62	73	60	85	69	69	86	34%
MT	75	79	67	68	63	73	57	83	66	65	26	32%
NE	81	84	73	72	65	79	65	87	76	77	50	39%
NV	71	74	59	67	58	67	55	83	64	67	23	31%
NH	80	81	71	72	66	76	57	88	72	75	22	33%
NJ	75	78	60	68	59	68	53	80	63	66	64	29%
NM	75	78	66	69	64	70	59	82	63	62	37	25%
NY	74	77	59	67	59	68	50	82	61	65	167	31%

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NC	80	83	68	71	65	71	63	85	71	71	97	33%
ND	77	79	66	68	62	72	56	85	67	70	11	38%
OH	80	80	69	71	63	75	57	85	71	71	162	36%
OK	79	84	70	73	64	74	68	83	71	71	99	31%
OR	77	80	67	70	63	73	55	85	69	72	50	35%
PA	78	79	66	70	62	72	54	84	67	68	152	38%
RI	78	80	65	71	61	74	54	84	68	72	11	35%
SC	80	84	68	73	66	73	68	85	71	71	56	29%
SD	83	86	77	73	69	80	70	86	75	76	40	41%
TN	79	84	68	71	64	73	66	83	69	69	103	32%
TX	79	84	69	73	65	74	68	84	72	73	325	30%
UT	79	84	70	72	65	74	60	89	74	77	37	41%
VT	79	82	70	72	66	77	53	86	70	73	14	35%
VI	79	84	62	66	53	57	49	77	59	64	1	44%
VA	77	81	64	69	62	71	59	85	68	68	77	30%
WA	77	80	65	70	63	73	54	86	70	73	65	34%
WV	77	82	66	69	62	73	56	83	65	65	44	32%
WI	81	83	72	72	68	79	63	88	74	74	114	42%
WY	77	81	71	70	65	73	60	86	67	67	21	34%
US	78	81	67	71	63	73	60	84	70	71	3904	33%

April 2013

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

See HCAHPS results on www.hospitalcompare.hhs.gov for full details.

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

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