

Summary of HCAHPS Survey Results*
July 2013 to June 2014 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	Overall Hospital Rating	Recommend the Hospital	Publicly Reporting Hospitals	Survey Response Rate**
AK	75	78	67	66	62	69	58	85	49	65	70	16	25%
AL	81	86	69	72	67	72	71	85	52	72	71	86	31%
AR	80	85	69	71	65	74	67	83	50	70	68	64	29%
AZ	77	78	66	70	64	70	58	86	50	70	70	70	32%
CA	75	78	62	69	62	70	52	84	49	68	70	309	27%
CO	80	81	70	72	67	74	64	88	56	75	75	63	33%
CT	80	80	65	71	62	72	53	85	51	68	71	29	30%
DC	70	77	54	64	56	63	53	78	43	58	62	7	25%
DE	79	78	67	71	63	70	54	86	51	67	68	6	27%
FL	76	78	62	68	61	70	59	83	49	67	69	169	29%
GA	79	83	66	70	64	72	68	84	50	70	70	117	26%
HI	78	81	68	71	66	75	57	85	53	71	72	13	30%
IA	82	84	71	71	67	79	65	88	56	76	75	86	38%
ID	81	83	74	71	67	79	64	89	57	75	76	31	38%
IL	79	82	68	72	64	74	61	86	52	71	70	159	31%
IN	82	82	71	73	65	76	62	87	54	75	73	120	33%
KS	81	86	72	73	68	77	66	87	56	77	76	85	36%
KY	81	85	69	72	66	75	65	86	54	72	71	85	30%
LA	84	87	72	75	69	75	74	86	58	76	76	104	29%
MA	79	80	66	70	64	73	52	87	52	69	73	62	30%
MD	75	78	59	67	59	65	57	85	48	65	67	44	29%
ME	83	84	73	74	69	81	60	89	59	75	77	34	30%
MI	80	81	70	71	64	73	60	88	52	71	71	122	35%
MN	82	84	73	72	67	79	66	88	55	73	73	111	37%
MO	79	82	67	70	65	74	63	87	53	71	71	91	33%
MS	81	87	69	72	67	74	73	83	52	71	69	78	26%
MT	78	81	70	70	64	73	62	83	50	68	69	38	34%
NC	81	83	68	72	66	72	63	87	52	71	71	96	30%
ND	76	81	70	70	62	74	62	82	48	68	69	36	33%
NE	83	85	74	73	66	80	66	88	56	76	77	79	36%
NH	81	82	71	72	68	77	58	88	53	73	76	24	32%
NJ	77	78	62	69	60	69	54	83	47	65	67	63	26%
NM	76	79	66	69	63	71	62	83	47	65	62	40	26%
NV	73	75	61	65	60	68	55	84	47	66	68	29	29%
NY	76	78	61	67	61	70	52	84	47	64	66	164	28%
OH	81	81	71	72	65	75	60	88	53	73	72	161	33%
OK	80	84	72	73	66	75	68	86	52	72	71	101	29%

Summary of HCAHPS Survey Results*
July 2013 to June 2014 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	Overall Hospital Rating	Recommend the Hospital	Publicly Reporting Hospitals	Survey Response Rate**
OR	79	81	68	70	64	73	56	87	51	71	71	54	32%
PA	80	80	68	70	63	74	55	86	51	69	70	161	36%
RI	80	80	66	72	63	74	54	86	51	70	72	11	32%
SC	81	84	68	73	66	72	68	86	52	72	70	58	29%
SD	83	85	75	73	70	78	71	87	56	77	77	48	35%
TN	80	84	69	72	65	74	67	85	51	71	70	100	31%
TX	80	83	69	73	66	75	68	86	53	73	74	326	29%
UT	79	83	70	73	67	73	62	90	57	75	77	41	37%
VA	79	82	65	70	64	72	61	87	51	69	70	77	31%
VI	77	82	64	68	59	66	52	76	37	58	61	2	31%
VT	81	81	72	71	67	78	54	89	55	71	74	14	33%
WA	78	80	66	70	64	73	56	87	53	70	73	77	31%
WI	82	83	72	73	69	80	64	89	56	75	75	116	40%
WV	79	82	68	70	64	74	59	86	50	67	66	44	30%
WY	78	82	72	70	68	74	61	88	51	67	65	22	32%
US	79	82	68	71	65	74	62	86	52	71	71	4143	31%

April 2015

* 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.

Internet Citation

"Summary of HCAHPS Survey Results. hcahpsonline.org/HCAHPS_Executive_Insight. [Public Reporting Period]. Centers for Medicare & Medicaid Services, Baltimore, MD. *Month, Date, Year the page was accessed.* "