

Summary of HCAHPS Survey Results*
July 2014 to June 2015 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 | 76 | 79 | 71 | 66 | 71 | 73 | 56 | 88 | 50 | 69 | 68 | 15 | 28% |
| AL | 81 | 86 | 69 | 73 | 66 | 72 | 72 | 86 | 52 | 72 | 71 | 86 | 29% |
| AR | 80 | 84 | 68 | 70 | 64 | 73 | 67 | 83 | 51 | 71 | 69 | 65 | 28% |
| AZ | 77 | 78 | 66 | 70 | 64 | 70 | 57 | 86 | 51 | 70 | 71 | 69 | 31% |
| CA | 75 | 78 | 62 | 69 | 61 | 70 | 51 | 85 | 49 | 68 | 69 | 311 | 26% |
| CO | 79 | 81 | 70 | 71 | 67 | 75 | 65 | 88 | 55 | 74 | 75 | 65 | 31% |
| CT | 79 | 80 | 64 | 71 | 64 | 71 | 52 | 87 | 51 | 68 | 71 | 29 | 28% |
| DC | 70 | 77 | 52 | 64 | 56 | 60 | 54 | 80 | 41 | 58 | 60 | 7 | 24% |
| DE | 79 | 79 | 67 | 69 | 63 | 70 | 55 | 87 | 51 | 69 | 69 | 6 | 27% |
| FL | 76 | 77 | 63 | 68 | 61 | 70 | 59 | 84 | 49 | 67 | 69 | 174 | 27% |
| GA | 79 | 83 | 66 | 71 | 64 | 72 | 68 | 85 | 51 | 71 | 70 | 116 | 25% |
| HI | 81 | 83 | 70 | 72 | 66 | 76 | 61 | 84 | 53 | 70 | 72 | 15 | 29% |
| IA | 82 | 84 | 72 | 73 | 67 | 79 | 66 | 88 | 55 | 76 | 75 | 86 | 36% |
| ID | 81 | 84 | 75 | 73 | 70 | 77 | 63 | 89 | 57 | 73 | 74 | 34 | 35% |
| IL | 80 | 81 | 68 | 72 | 64 | 74 | 61 | 87 | 52 | 71 | 70 | 164 | 29% |
| IN | 82 | 83 | 71 | 72 | 65 | 76 | 62 | 88 | 55 | 75 | 73 | 117 | 31% |
| KS | 81 | 85 | 72 | 73 | 66 | 76 | 67 | 87 | 57 | 76 | 76 | 98 | 35% |
| KY | 81 | 84 | 70 | 72 | 66 | 75 | 66 | 87 | 53 | 73 | 71 | 89 | 29% |
| LA | 84 | 87 | 73 | 76 | 69 | 76 | 74 | 86 | 58 | 76 | 76 | 102 | 28% |
| MA | 80 | 81 | 66 | 71 | 64 | 72 | 53 | 89 | 53 | 70 | 74 | 60 | 29% |
| MD | 76 | 79 | 60 | 68 | 60 | 66 | 57 | 86 | 48 | 65 | 66 | 44 | 27% |
| ME | 83 | 83 | 71 | 73 | 69 | 80 | 59 | 89 | 57 | 75 | 76 | 32 | 29% |
| MI | 81 | 81 | 71 | 72 | 65 | 74 | 61 | 88 | 53 | 72 | 71 | 124 | 33% |
| MN | 82 | 84 | 74 | 71 | 67 | 78 | 67 | 88 | 56 | 75 | 75 | 112 | 36% |
| MO | 80 | 82 | 68 | 70 | 65 | 73 | 64 | 87 | 53 | 71 | 70 | 93 | 30% |
| MS | 81 | 86 | 70 | 73 | 66 | 74 | 72 | 85 | 51 | 71 | 69 | 84 | 25% |
| MT | 79 | 84 | 72 | 72 | 65 | 73 | 61 | 85 | 52 | 68 | 69 | 40 | 34% |
| NC | 81 | 83 | 68 | 71 | 66 | 72 | 64 | 87 | 52 | 71 | 70 | 99 | 27% |
| ND | 81 | 82 | 73 | 73 | 61 | 73 | 65 | 81 | 52 | 69 | 70 | 30 | 34% |
| NE | 83 | 86 | 77 | 74 | 68 | 80 | 69 | 88 | 58 | 77 | 78 | 80 | 38% |
| NH | 81 | 81 | 71 | 72 | 67 | 76 | 57 | 89 | 54 | 73 | 74 | 24 | 30% |
| NJ | 77 | 78 | 61 | 69 | 60 | 68 | 53 | 83 | 47 | 64 | 66 | 64 | 24% |
| NM | 76 | 78 | 67 | 68 | 64 | 71 | 62 | 84 | 48 | 66 | 63 | 40 | 24% |
| NV | 73 | 75 | 60 | 66 | 60 | 69 | 54 | 84 | 48 | 66 | 67 | 24 | 26% |
| NY | 76 | 77 | 62 | 67 | 60 | 70 | 52 | 85 | 47 | 64 | 66 | 165 | 26% |

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|-----------|-------------------|--------------------|----------------------------------|-----------------|-----------------------|---------------------------|-------------------------|-----------------------|-----------------|-------------------------|------------------------|------------------------------|------------------------|
| OH | 81 | 81 | 70 | 72 | 65 | 75 | 60 | 88 | 53 | 73 | 72 | 158 | 31% |
| OK | 80 | 85 | 72 | 73 | 66 | 74 | 70 | 86 | 53 | 73 | 71 | 101 | 29% |
| OR | 79 | 81 | 69 | 70 | 65 | 74 | 56 | 88 | 52 | 71 | 71 | 58 | 30% |
| PA | 80 | 80 | 67 | 71 | 63 | 73 | 55 | 87 | 51 | 70 | 69 | 160 | 35% |
| RI | 80 | 81 | 67 | 72 | 63 | 72 | 55 | 87 | 52 | 70 | 73 | 11 | 30% |
| SC | 80 | 83 | 68 | 70 | 66 | 72 | 68 | 86 | 53 | 72 | 71 | 60 | 27% |
| SD | 83 | 86 | 78 | 74 | 68 | 78 | 70 | 88 | 55 | 78 | 77 | 44 | 35% |
| TN | 80 | 83 | 69 | 72 | 65 | 73 | 67 | 86 | 52 | 71 | 71 | 99 | 30% |
| TX | 80 | 83 | 70 | 73 | 66 | 75 | 69 | 86 | 53 | 74 | 74 | 327 | 27% |
| UT | 80 | 83 | 69 | 71 | 64 | 74 | 64 | 90 | 58 | 76 | 77 | 42 | 34% |
| VA | 79 | 81 | 65 | 70 | 65 | 72 | 61 | 88 | 51 | 70 | 70 | 79 | 29% |
| VI | 77 | 83 | 67 | 68 | 61 | 70 | 55 | 78 | 39 | 57 | 58 | 2 | 32% |
| VT | 80 | 81 | 72 | 69 | 66 | 77 | 53 | 89 | 54 | 72 | 75 | 14 | 30% |
| WA | 78 | 80 | 66 | 69 | 63 | 73 | 56 | 88 | 51 | 70 | 71 | 79 | 30% |
| WI | 83 | 83 | 73 | 73 | 69 | 79 | 65 | 90 | 56 | 77 | 75 | 119 | 37% |
| WV | 79 | 82 | 68 | 70 | 65 | 74 | 58 | 87 | 50 | 67 | 66 | 44 | 29% |
| WY | 78 | 81 | 73 | 71 | 67 | 74 | 64 | 89 | 52 | 68 | 67 | 22 | 30% |
| US | 80 | 82 | 68 | 71 | 65 | 74 | 62 | 86 | 52 | 71 | 71 | 4182 | 30% |

April 2016

* 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

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