

Summary of HCAHPS Survey Results*
January 2013 to December 2013 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	77	81	72	69	68	72	58	88	50	68	70	13	27%
AL	80	86	69	72	66	72	71	85	50	72	71	86	31%
AR	80	84	69	71	64	74	67	83	50	70	68	58	30%
AZ	77	78	66	69	63	70	58	86	49	70	70	69	34%
CA	75	78	62	69	61	70	52	84	49	68	70	310	28%
CO	80	82	70	72	66	74	64	88	55	75	75	61	34%
CT	79	79	64	71	61	71	52	85	49	68	71	29	30%
DC	70	77	55	64	55	61	54	78	42	59	62	7	26%
DE	79	78	66	71	63	70	53	85	50	67	69	6	28%
FL	75	78	62	68	60	70	58	83	48	67	69	168	30%
GA	79	83	66	70	63	72	67	84	50	70	70	112	27%
HI	79	82	68	72	66	76	58	85	54	72	74	12	31%
IA	81	84	71	71	66	79	64	88	55	75	75	83	39%
ID	80	83	73	72	65	77	62	88	54	74	75	29	38%
IL	79	82	67	71	64	74	60	86	51	71	70	155	32%
IN	81	83	71	73	65	76	61	87	54	74	73	120	34%
KS	81	85	72	72	67	76	66	86	54	76	76	75	38%
KY	81	84	69	72	66	75	64	86	53	71	71	80	31%
LA	84	87	72	75	70	75	74	86	57	75	75	103	30%
MA	79	79	66	70	64	72	52	87	52	69	73	63	31%
MD	75	77	58	66	58	65	57	85	46	64	66	42	29%
ME	83	84	73	73	70	80	58	89	58	75	77	35	31%
MI	80	80	70	71	64	73	60	87	51	71	71	120	36%
MN	81	84	74	72	67	79	65	88	54	74	72	107	38%
MO	79	82	68	71	64	74	62	87	52	71	70	87	34%
MS	82	87	69	73	67	75	73	83	51	71	69	76	27%
MT	78	81	69	71	63	72	62	84	49	67	68	35	34%
NC	81	83	68	72	66	72	63	87	51	71	71	97	33%
ND	80	83	72	70	66	78	65	82	51	70	73	32	35%
NE	83	86	75	73	67	81	66	88	56	77	77	81	38%
NH	80	81	70	72	66	76	57	88	52	71	75	23	32%
NJ	76	78	61	68	60	69	53	82	47	64	67	63	27%
NM	76	79	66	68	63	70	61	84	47	65	63	40	26%
NV	75	76	63	68	60	69	57	84	49	68	69	27	30%
NY	75	77	61	67	60	69	51	84	46	63	66	165	29%
OH	81	81	70	71	64	75	59	87	52	72	72	157	34%

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OK	80	84	72	73	66	74	68	85	52	72	71	101	30%
OR	79	81	68	72	64	74	56	86	51	71	71	54	32%
PA	80	80	68	70	63	74	55	86	50	69	70	163	37%
RI	80	80	67	71	62	73	54	86	51	70	72	11	33%
SC	81	84	68	72	66	72	67	86	51	72	71	58	30%
SD	83	85	76	72	69	79	71	87	55	77	76	44	36%
TN	80	84	68	72	65	74	67	85	50	71	70	101	32%
TX	80	84	70	73	66	75	69	86	52	73	73	326	30%
UT	79	83	69	73	68	73	61	90	56	74	75	40	37%
VA	78	82	65	70	63	72	60	86	49	69	69	76	31%
VI	75	82	60	68	60	67	52	75	36	57	56	2	32%
VT	81	82	71	71	67	78	55	88	54	71	73	14	33%
WA	77	80	65	69	63	73	54	87	52	70	73	68	33%
WI	82	83	72	72	68	79	64	89	55	75	74	118	41%
WV	78	82	68	70	63	75	58	85	49	66	66	43	31%
WY	79	82	70	70	67	73	62	88	51	68	67	22	33%
US	79	82	68	71	64	74	61	86	51	71	71	4067	32%

December 2014

* 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.*"