

Summary of HCAHPS Survey Results*
April 2010 to March 2011 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	79	86	67	72	63	69	70	81	70	70	95	30%
AK	75	78	65	67	63	70	59	85	65	70	11	28%
AZ	74	76	63	68	60	70	56	82	67	69	64	33%
AR	77	84	65	70	62	71	65	80	68	68	49	31%
CA	71	76	58	66	57	69	48	80	65	68	307	29%
CO	77	80	66	70	63	74	61	85	73	74	56	33%
CT	75	78	60	68	59	70	49	82	66	72	31	31%
DE	76	78	64	70	60	66	51	82	65	68	5	32%
DC	69	77	51	64	55	62	56	78	59	63	7	25%
FL	72	76	58	67	57	67	56	80	64	68	167	29%
GA	76	82	63	70	61	70	64	80	67	69	114	27%
HI	73	78	60	66	61	71	52	80	63	65	14	32%
ID	79	82	70	73	65	77	60	87	73	75	20	36%
IL	76	80	62	69	59	71	55	82	66	68	148	31%
IN	79	82	68	71	62	75	59	84	73	73	110	34%
IA	80	83	68	71	64	78	62	85	74	74	72	41%
KS	79	84	70	71	63	75	63	84	74	75	61	38%
KY	79	83	67	71	63	73	62	83	69	70	76	30%
LA	82	86	70	75	67	74	72	82	73	74	97	29%
ME	81	83	71	72	66	79	58	86	72	76	36	32%
MD	73	77	57	66	57	64	54	81	62	66	44	29%
MA	78	79	63	71	62	72	51	86	68	73	62	33%
MI	78	80	68	71	61	72	56	85	70	70	113	36%
MN	78	82	70	70	64	77	63	85	71	73	102	41%
MS	80	86	68	73	64	72	71	79	69	69	63	26%
MO	77	81	65	69	60	72	57	84	68	68	84	34%
MT	74	78	67	67	59	73	58	81	64	66	26	31%
NE	80	84	70	70	64	78	61	85	74	74	44	40%
NV	70	74	57	67	56	68	56	82	63	67	23	31%
NH	79	81	68	71	63	76	56	87	69	73	20	33%
NJ	73	77	57	67	56	67	51	79	61	65	64	28%
NM	74	78	65	70	61	72	58	81	63	63	40	25%
NY	72	76	57	65	56	67	49	80	60	64	168	30%

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NC	79	83	66	71	64	70	62	84	70	71	98	33%
ND	77	78	66	67	62	73	58	85	65	68	12	38%
OH	78	79	66	70	61	73	55	84	69	70	159	35%
OK	77	83	68	71	63	73	65	82	69	69	97	31%
OR	76	80	65	71	62	72	53	84	68	73	44	34%
PA	76	78	63	69	59	70	50	83	65	67	148	36%
RI	76	79	62	69	59	72	51	84	66	70	11	33%
SC	79	83	67	71	64	72	66	84	69	70	56	29%
SD	80	83	74	71	66	79	67	81	72	73	40	42%
TN	78	83	66	71	62	72	65	82	68	69	102	30%
TX	77	82	66	71	63	73	66	82	70	72	314	29%
UT	77	83	67	69	62	73	59	88	73	75	36	38%
VT	78	82	67	71	65	78	52	86	71	75	14	36%
VI	78	83	60	70	63	74	62	73	52	65	1	14%
VA	75	80	62	69	60	69	58	83	65	67	76	30%
WA	74	79	63	69	60	71	51	85	68	73	60	33%
WV	76	82	65	69	61	72	53	82	65	65	43	32%
WI	80	82	70	70	66	78	61	87	71	72	112	42%
WY	78	81	70	68	65	72	60	85	66	67	21	35%
US	76	80	64	70	61	72	58	82	68	70	3837	32%

January 2012

* 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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