

Summary of HCAHPS Survey Results*
July 2012 Public Report
(October 2010 to September 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	66	71	64	69	70	81	70	70	93	30%
AK	76	78	65	68	64	70	60	84	65	69	11	29%
AZ	75	76	64	69	61	70	56	83	68	70	63	32%
AR	78	83	66	70	62	72	65	81	69	68	49	31%
CA	72	77	59	67	58	69	49	81	66	68	310	29%
CO	78	80	68	71	64	75	63	86	74	75	57	33%
CT	76	78	60	69	60	71	50	82	66	72	31	30%
DE	77	79	64	69	60	69	51	82	66	69	5	31%
DC	69	76	51	64	56	61	55	78	58	64	7	25%
FL	73	77	59	67	57	68	57	81	64	68	166	30%
GA	77	82	64	71	62	71	65	81	68	69	113	27%
HI	74	78	61	67	62	72	53	80	65	66	14	32%
ID	79	82	71	72	65	77	61	87	73	75	21	37%
IL	76	80	63	69	60	72	56	83	67	68	149	31%
IN	79	82	68	71	62	75	59	84	73	73	110	34%
IA	80	83	68	71	64	77	62	85	74	74	72	40%
KS	79	83	70	71	64	75	64	84	75	76	62	39%
KY	79	84	67	71	64	74	62	83	70	71	77	30%
LA	81	86	69	74	67	74	72	82	73	74	101	28%
ME	81	82	70	73	66	78	58	87	74	76	36	31%
MD	73	78	57	66	57	65	55	82	64	67	44	29%
MA	78	79	64	71	62	72	51	86	68	73	63	32%
MI	78	79	68	71	61	72	57	85	70	70	112	36%
MN	79	82	71	70	64	76	63	85	72	72	105	40%
MS	80	86	67	72	63	72	69	79	69	68	63	26%
MO	77	81	64	69	60	71	58	84	68	68	83	33%
MT	75	79	68	66	61	72	58	82	65	67	26	31%
NE	80	84	71	70	65	77	62	87	74	75	47	39%
NV	71	74	57	67	57	68	55	82	64	67	23	31%
NH	79	81	69	72	64	77	56	87	71	74	21	33%
NJ	74	77	58	67	57	68	52	79	62	65	64	28%

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NM	76	80	66	69	63	70	59	81	63	62	36	24%
NY	72	76	57	66	57	67	49	81	60	64	168	30%
NC	79	83	67	71	64	71	63	84	70	71	97	32%
ND	76	78	63	68	61	72	55	83	63	66	11	37%
OH	78	79	67	70	62	74	56	84	70	70	160	35%
OK	78	83	69	72	63	73	66	82	70	70	96	31%
OR	77	80	66	70	62	72	54	84	69	73	45	34%
PA	77	79	64	69	60	71	52	83	66	67	152	36%
RI	77	80	64	70	59	74	52	84	67	71	11	33%
SC	80	84	67	71	65	72	67	84	70	70	56	29%
SD	81	83	75	71	67	80	68	83	72	73	40	41%
TN	78	83	66	71	62	72	66	82	69	70	103	30%
TX	77	82	67	71	64	73	66	83	71	72	317	29%
UT	78	83	69	71	64	73	60	88	74	75	37	39%
VT	78	80	68	70	64	77	53	87	69	73	14	34%
VI	76	81	59	69	60	65	58	73	53	64	1	31%
VA	76	80	63	69	60	69	58	83	66	67	77	29%
WA	75	79	63	69	61	72	52	85	68	73	62	32%
WV	77	82	65	68	62	72	54	83	64	65	43	31%
WI	80	82	70	71	66	78	62	87	72	73	113	41%
WY	78	81	70	69	64	72	61	86	65	66	21	34%
US	77	81	65	70	62	72	59	83	68	70	3858	32%

July 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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