

Summary of HCAHPS Survey Results*
October 2013 to September 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	74	75	68	68	64	70	58	85	49	65	70	16	25%
AL	81	86	69	73	67	72	71	85	53	73	71	86	30%
AR	80	84	69	71	65	74	67	83	50	70	68	63	29%
AZ	77	78	66	70	64	70	58	87	50	70	70	70	32%
CA	75	78	62	69	62	70	52	84	49	68	70	310	27%
CO	79	81	69	71	67	75	63	88	55	74	74	62	32%
CT	79	80	65	71	63	72	52	86	50	68	71	29	29%
DC	70	77	54	64	57	63	54	79	42	58	61	7	25%
DE	79	78	67	70	63	70	54	86	50	66	67	6	26%
FL	76	78	62	68	61	70	59	84	49	67	69	173	28%
GA	79	83	66	70	64	72	67	84	50	69	69	118	25%
HI	79	81	68	71	66	75	58	85	53	71	72	13	30%
IA	82	84	71	72	67	80	65	88	56	76	75	86	37%
ID	81	84	73	71	68	79	64	88	56	74	75	34	37%
IL	80	82	68	72	64	74	61	86	52	71	70	161	30%
IN	82	83	71	72	66	76	62	88	54	75	73	119	32%
KS	81	86	72	73	68	76	67	87	56	77	76	89	36%
KY	81	85	69	73	67	76	66	87	53	72	71	88	30%
LA	84	87	73	75	69	75	73	86	58	76	75	104	29%
MA	80	80	66	70	64	73	52	88	52	70	74	60	30%
MD	76	78	60	67	60	66	57	86	48	65	67	44	28%
ME	83	84	72	73	69	81	60	89	58	75	76	33	30%
MI	80	81	70	71	64	73	60	88	52	72	71	121	34%
MN	81	84	73	72	66	78	66	88	55	74	74	110	37%
MO	79	82	67	71	65	73	62	87	53	71	71	92	33%
MS	81	87	69	73	67	74	72	84	53	72	70	80	26%
MT	79	83	69	71	65	72	62	83	51	68	69	40	34%
NC	80	83	68	71	66	72	62	86	52	70	70	97	29%
ND	78	81	69	71	63	73	62	82	49	67	69	34	36%
NE	83	85	75	73	66	80	66	88	57	76	76	79	37%
NH	81	82	71	72	68	77	57	89	54	73	75	24	32%
NJ	77	78	62	69	60	69	53	83	47	65	67	64	25%
NM	76	80	66	69	64	71	62	83	48	65	62	40	26%
NV	72	74	60	64	59	69	54	84	47	65	66	29	29%
NY	76	78	61	67	61	70	52	84	47	64	66	164	28%

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OH	81	81	71	72	65	75	60	88	53	73	72	161	33%
OK	80	84	72	73	66	75	68	86	53	72	70	102	29%
OR	79	81	67	71	65	75	56	87	52	71	72	56	32%
PA	80	80	68	71	64	74	56	87	51	70	70	159	36%
RI	80	80	66	71	63	74	54	87	51	70	72	11	31%
SC	81	84	68	73	66	72	68	86	52	71	70	58	29%
SD	82	84	74	71	69	76	71	88	55	75	76	46	34%
TN	80	83	69	71	65	73	68	86	51	71	70	99	31%
TX	80	84	70	73	67	75	69	86	53	73	74	328	29%
UT	79	83	70	73	65	73	63	89	57	75	77	42	36%
VA	79	81	65	70	64	72	61	87	51	69	70	77	30%
VI	77	84	66	69	62	71	52	79	38	58	62	2	31%
VT	81	82	72	72	67	78	54	89	56	71	76	14	32%
WA	78	80	67	70	64	73	56	87	52	70	72	78	31%
WI	83	84	73	73	69	80	65	90	56	76	75	116	39%
WV	79	82	68	69	64	74	59	87	50	67	66	44	30%
WY	79	82	72	71	69	73	61	89	52	67	66	22	31%
US	79	82	68	71	65	74	62	86	52	71	71	4160	31%

July 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.*"