

Summary of HCAHPS Survey Results*
January 2012 to December 2012 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**
AK	77	82	69	66	66	73	59	85	66	70	12	30%
AL	80	86	69	72	66	71	71	83	71	70	88	33%
AR	78	83	68	71	64	72	67	82	70	69	48	31%
AZ	76	77	65	70	62	70	57	84	69	70	65	33%
CA	74	78	61	68	61	70	51	83	67	69	311	29%
CO	78	81	69	70	66	75	63	87	74	75	58	33%
CT	77	79	64	69	61	71	53	84	68	71	30	31%
DC	71	77	54	66	56	62	57	78	60	63	7	26%
DE	79	78	67	71	63	70	52	84	68	69	6	30%
FL	74	77	61	68	59	69	58	82	66	68	169	30%
GA	78	82	65	71	63	71	66	83	69	70	111	28%
HI	79	82	70	70	67	77	56	81	70	71	16	32%
IA	81	83	71	71	66	78	64	86	75	74	76	40%
ID	79	81	71	72	66	77	63	88	74	75	21	37%
IL	78	81	66	70	63	73	59	85	69	69	151	32%
IN	80	82	70	72	64	75	60	86	74	73	115	35%
KS	81	84	72	72	66	76	65	86	76	76	69	39%
KY	81	84	69	72	65	75	64	85	71	71	79	31%
LA	83	87	71	74	68	74	73	84	74	74	103	30%
MA	79	80	66	71	64	72	52	87	69	73	63	33%
MD	75	78	60	68	60	65	57	84	65	67	42	30%
ME	82	83	72	73	68	79	58	89	73	77	36	32%
MI	80	81	70	72	64	73	58	87	71	71	118	37%
MN	80	83	73	71	66	77	64	87	73	73	106	40%
MO	78	82	66	70	63	72	60	86	70	70	83	34%
MS	81	86	68	73	65	73	71	81	70	68	68	28%
MT	77	82	69	71	63	74	60	83	69	68	25	34%
NC	80	83	68	72	65	71	63	86	71	71	98	33%
ND	76	79	67	68	62	71	59	86	64	68	12	34%
NE	82	85	74	73	67	79	66	87	76	78	59	39%
NH	80	81	71	73	66	76	57	88	71	74	22	34%
NJ	76	78	59	68	59	68	53	81	63	66	63	28%
NM	75	78	66	69	62	70	59	82	64	62	38	27%
NV	71	74	58	66	58	67	55	83	64	67	23	31%

Summary of HCAHPS Survey Results*
January 2012 to December 2012 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**
NY	74	77	60	67	59	68	50	82	62	65	167	30%
OH	80	80	69	72	64	75	58	86	71	71	160	35%
OK	79	84	71	73	65	74	68	83	71	71	98	31%
OR	78	80	67	70	64	73	55	85	69	71	50	34%
PA	79	79	66	70	62	72	53	85	68	69	149	38%
RI	79	80	66	71	60	74	54	85	68	71	11	34%
SC	80	84	68	72	65	72	68	85	71	71	56	30%
SD	83	85	77	73	69	79	71	86	75	78	41	40%
TN	79	84	68	71	65	72	66	84	70	70	102	33%
TX	79	83	69	73	65	74	68	84	73	73	323	31%
UT	79	84	69	72	65	74	61	89	75	77	37	41%
VA	77	81	64	69	62	71	59	85	68	69	76	31%
VI	80	88	64	66	66	58	56	76	63	66	1	44%
VT	80	81	69	69	65	78	50	88	70	72	14	35%
WA	77	81	66	70	63	73	54	86	70	73	68	34%
WI	81	83	72	72	68	79	63	88	74	74	114	42%
WV	78	83	66	69	63	73	56	84	66	65	45	32%
WY	77	81	70	70	65	74	60	87	67	67	22	34%
US	78	81	67	71	64	73	60	85	70	71	3925	33%

October 2013

* 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.* "