

**Summary of HCAHPS Survey Results\***  
**January 2008 to December 2008 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	80	87	69	75	66	72	71	81	67	73	99	37%
AK	75	78	65	68	63	68	60	83	62	67	10	28%
AZ	71	74	60	66	57	65	51	79	63	66	61	34%
AR	75	82	64	70	60	68	63	77	64	67	50	31%
CA	68	75	55	64	54	65	45	77	61	65	311	30%
CO	73	78	63	69	60	71	58	83	67	71	52	33%
CT	74	78	59	68	57	69	48	80	64	71	31	32%
DE	73	78	60	67	56	62	47	81	58	63	5	29%
DC	65	73	49	61	50	61	54	72	56	61	7	25%
FL	67	74	53	63	52	63	51	77	57	63	167	30%
GA	74	81	60	68	58	68	62	78	64	67	113	27%
HI	67	76	56	63	56	67	50	76	56	60	14	34%
ID	75	81	68	71	62	74	60	84	69	74	18	40%
IL	73	79	59	67	57	68	53	80	62	65	147	33%
IN	77	81	66	70	59	72	55	81	69	70	101	36%
IA	78	81	66	70	61	77	59	83	71	72	65	42%
KS	76	82	67	69	61	72	59	81	70	72	61	40%
KY	77	82	64	69	60	71	58	80	65	68	76	30%
LA	80	86	68	74	64	73	71	81	71	72	103	30%
ME	79	82	68	72	64	77	54	84	70	75	35	31%
MD	71	77	56	66	56	62	51	79	60	64	44	30%
MA	76	79	62	69	60	70	49	84	65	71	62	35%
MI	75	79	64	69	58	69	54	82	66	68	112	36%
MN	76	80	68	68	60	74	59	82	68	71	89	41%
MS	77	84	65	70	61	70	68	76	64	66	63	27%
MO	75	80	62	68	58	71	55	81	65	67	88	35%
MT	74	78	65	69	57	72	57	77	62	66	27	30%
NE	77	82	67	69	60	76	57	84	70	73	35	42%
NV	64	70	52	63	52	62	50	78	56	61	21	30%
NH	79	80	68	71	63	75	53	86	69	74	21	37%
NJ	71	77	55	66	54	65	49	76	58	63	65	28%
NM	72	77	63	69	59	69	58	79	60	61	40	28%
NY	70	76	55	64	55	65	47	79	57	62	171	31%
NC	78	83	66	71	62	69	62	82	68	70	98	34%
ND	76	78	66	69	61	75	61	83	64	68	12	42%

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OH	75	78	63	68	58	70	52	82	66	68	147	36%
OK	77	85	68	73	62	72	65	81	68	70	95	35%
OR	73	79	63	69	59	70	51	82	65	70	43	36%
PA	74	78	61	67	57	68	49	81	62	65	151	38%
RI	75	79	63	69	58	72	51	82	65	69	11	35%
SC	77	83	64	70	61	68	63	82	66	68	54	29%
SD	78	83	73	69	65	80	65	80	72	73	32	46%
TN	76	82	64	69	59	70	63	78	65	68	104	30%
TX	75	82	64	70	61	71	64	80	66	70	303	30%
UT	73	81	64	68	58	71	56	83	66	71	34	36%
VT	79	81	68	70	65	76	52	86	68	74	14	39%
VA	73	79	61	67	58	67	55	81	62	66	74	32%
WA	72	78	60	68	59	69	50	83	65	70	57	34%
WV	75	81	64	68	60	72	52	80	63	65	44	34%
WI	78	82	68	69	64	76	58	85	69	71	108	44%
WY	75	80	68	69	62	71	58	83	62	63	20	33%
<b>USA</b>	<b>74</b>	<b>80</b>	<b>62</b>	<b>68</b>	<b>59</b>	<b>69</b>	<b>56</b>	<b>80</b>	<b>64</b>	<b>68</b>	<b>3765</b>	<b>33%</b>

**September 2009**

\* Average "top box" score for participating, publicly reported hospitals in this state.

See HCAHPS Results on [www.hospitalcompar.hhs.gov](http://www.hospitalcompar.hhs.gov) for full details.

\*\* Response rate is calculated for hospitals in each state, and in the nation.

**Internet Citation**

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[http://www.hcahpsonline.org/Files/Summary%20of%20HCAHPS%20Survey%20Results%20\\_9-16-09.pdf](http://www.hcahpsonline.org/Files/Summary%20of%20HCAHPS%20Survey%20Results%20_9-16-09.pdf)