

**Summary of HCAHPS Survey Results\***  
**July 2023 to June 2024 Discharges**

State	Comm. with Nurses	Comm. with Doctors	Responsiveness of Hospital Staff	Comm. About Medicines	Cleanliness of Hosp. Env.	Quietness of Hosp. Env.	Discharge Information	Care Transition	Hospital Rating	Recommend the Hospital	Participating Hospitals*	Survey Response Rate**
AK	83	83	68	65	76	60	87	54	75	72	20	17%
AL	80	82	67	63	72	69	86	50	71	69	84	20%
AR	81	82	70	64	74	67	85	51	73	70	66	20%
AZ	77	75	63	58	70	56	85	49	68	66	78	23%
CA	75	76	59	57	72	50	85	48	67	67	316	19%
CO	81	81	68	65	76	65	88	55	77	74	81	23%
CT	77	78	58	59	71	51	86	50	67	67	27	23%
DC	68	77	43	54	62	53	81	45	57	58	7	13%
DE	76	75	61	57	64	52	85	48	65	64	7	22%
FL	76	75	60	57	71	58	83	49	67	67	182	19%
GA	78	80	63	60	72	66	84	51	71	69	127	17%
HI	80	80	66	62	75	57	86	52	71	71	15	20%
IA	83	84	73	66	78	68	89	58	80	77	113	31%
ID	82	82	72	66	76	64	88	57	75	74	41	25%
IL	79	79	63	60	73	61	86	51	70	67	166	24%
IN	79	79	65	59	73	61	88	52	74	71	101	24%
KS	83	83	74	65	80	68	88	56	79	76	122	30%
KY	82	82	68	64	75	65	87	53	74	70	87	20%
LA	84	85	72	67	77	73	87	58	77	74	102	20%
MA	79	79	60	61	70	50	88	51	68	69	54	23%
MD	75	77	55	56	68	56	86	49	66	64	43	18%
ME	82	82	70	64	73	57	89	54	74	72	33	25%
MI	80	78	66	60	69	58	87	51	70	66	116	27%
MN	84	84	74	66	77	68	89	58	78	76	118	31%
MO	80	80	66	60	73	62	87	52	72	69	100	25%
MS	82	84	72	65	74	71	85	52	73	70	83	20%
MT	82	82	74	66	72	62	86	54	71	69	52	28%
NC	80	81	64	61	71	62	87	52	71	69	101	20%
ND	86	86	76	67	76	72	84	58	77	77	43	32%
NE	85	85	75	69	80	71	88	58	81	78	85	33%
NH	82	80	66	64	77	55	89	53	73	73	26	25%
NJ	75	75	56	56	69	51	83	46	64	63	62	18%
NM	77	78	67	59	72	62	84	47	68	64	35	17%
NV	76	73	62	59	74	56	85	48	66	66	33	21%
NY	76	76	60	58	70	52	85	48	66	65	151	22%
OH	81	79	66	61	74	58	88	52	72	69	147	24%
OK	82	82	73	64	77	69	86	54	75	73	110	21%
OR	80	80	68	63	73	57	87	52	73	71	58	23%

**Summary of HCAHPS Survey Results\***  
**July 2023 to June 2024 Discharges**

State	Comm. with Nurses	Comm. with Doctors	Responsiveness of Hospital Staff	Comm. About Medicines	Cleanliness of Hosp. Env.	Quietness of Hosp. Env.	Discharge Information	Care Transition	Hospital Rating	Recommend the Hospital	Participating Hospitals*	Survey Response Rate**
PA	82	79	67	61	74	56	88	53	72	70	152	28%
PR	69	76	50	45	70	62	74	44	58	60	10	27%
RI	80	80	62	60	75	54	87	51	69	70	11	25%
SC	80	82	64	62	69	64	86	53	72	70	56	19%
SD	85	85	78	70	78	71	87	59	79	78	56	33%
TN	80	81	66	62	72	65	85	51	71	69	92	20%
TX	81	81	69	64	76	69	86	54	75	73	328	18%
UT	80	83	69	63	77	64	87	54	77	76	46	20%
VA	79	79	62	60	72	60	86	51	70	68	82	20%
VI	73	77	65	54	77	48	71	35	53	54	1	26%
VT	82	81	69	62	76	54	90	54	73	73	15	25%
WA	78	79	65	61	74	54	88	51	70	70	82	21%
WI	83	82	71	66	77	66	90	56	76	74	124	31%
WV	82	80	71	62	75	59	87	52	71	69	49	24%
WY	82	82	74	68	77	65	88	55	74	68	28	25%
<b>US</b>	<b>80</b>	<b>80</b>	<b>67</b>	<b>62</b>	<b>74</b>	<b>62</b>	<b>86</b>	<b>52</b>	<b>72</b>	<b>70</b>	<b>4324</b>	<b>23%</b>

\*These results encompass all hospitals that received HCAHPS scores. Because not all hospitals report their results on Care Compare, the values on that Web site may differ from those shown here.

**April 2025**

\* Average "top box" score for participating, publicly reported hospitals in this state.  
 See HCAHPS results on [www.Medicare.gov/care-compare/](http://www.Medicare.gov/care-compare/) for full details.

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

Internet Citation

<https://www.hcahpsonline.org>. Centers for Medicare & Medicaid Services, Baltimore, MD. Month, Date, Year the page was accessed .