

**Summary of HCAHPS Survey Results\***  
**October 2020 to September 2021 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	78	79	65	64	71	61	88	50	68	69	19	18%
AL	81	83	68	66	71	70	86	52	71	69	88	22%
AR	80	83	67	62	72	68	84	51	71	69	73	21%
AZ	76	75	62	60	67	56	85	48	68	68	73	24%
CA	75	76	61	60	71	52	85	47	69	69	320	21%
CO	81	82	70	65	75	65	88	55	76	75	81	25%
CT	78	78	60	60	71	52	87	49	68	70	26	24%
DC	71	78	53	58	65	57	84	48	63	62	7	16%
DE	77	77	63	59	66	56	87	49	68	67	7	21%
FL	75	75	59	58	69	58	83	48	67	67	176	21%
GA	78	80	63	60	70	66	84	51	70	69	128	18%
HI	78	78	65	63	74	53	82	51	69	68	17	23%
IA	83	83	72	66	78	69	89	56	79	76	112	31%
ID	83	84	73	67	78	65	89	55	75	74	44	27%
IL	79	79	65	62	73	63	86	51	71	69	175	24%
IN	80	79	66	61	73	63	88	53	73	71	108	25%
KS	82	84	72	65	78	68	87	56	77	76	131	29%
KY	81	82	66	63	73	64	86	52	71	69	91	21%
LA	84	85	71	68	76	74	87	58	75	75	105	21%
MA	80	79	63	62	70	51	88	51	70	71	57	24%
MD	75	76	57	57	67	57	86	48	65	65	45	19%
ME	84	83	70	67	76	58	89	56	75	75	34	25%
MI	82	80	70	64	72	61	88	53	73	70	127	28%
MN	84	85	75	68	77	70	89	56	79	77	121	33%
MO	80	80	65	61	71	62	87	51	71	69	104	25%
MS	83	85	71	66	74	73	84	53	73	71	85	20%
MT	81	83	73	67	71	64	83	53	71	71	54	30%
NC	80	81	64	62	71	62	87	51	71	69	107	20%
ND	85	86	78	68	74	72	84	59	79	76	44	35%
NE	84	85	75	67	80	71	88	58	80	77	84	34%
NH	81	79	65	63	74	55	88	51	71	72	24	25%
NJ	76	75	58	57	67	54	83	46	65	65	64	20%
NM	78	78	67	61	72	62	83	48	69	66	38	17%
NV	74	74	62	59	67	57	82	47	67	65	36	21%
NY	77	76	60	59	69	54	85	47	65	65	159	22%
OH	81	79	66	63	73	60	88	53	74	71	154	25%

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OK	81	82	70	64	74	68	86	54	74	73	114	22%
OR	81	81	69	65	75	57	88	53	74	74	60	23%
PA	81	80	67	62	72	57	88	52	72	70	151	30%
PR	72	76	59	52	71	62	70	39	58	60	7	29%
RI	79	79	64	60	74	55	87	51	70	72	11	26%
SC	80	82	65	61	68	65	86	52	70	69	60	20%
SD	85	87	78	67	77	72	88	58	80	79	57	33%
TN	79	81	66	61	71	65	85	50	70	69	90	21%
TX	79	81	67	63	74	68	85	53	73	73	341	19%
UT	82	84	70	64	77	65	89	56	78	76	45	22%
VA	79	79	62	61	71	61	86	50	70	69	81	21%
VI	75	78	61	60	70	51	77	36	52	56	2	23%
VT	83	83	72	67	77	57	90	55	77	76	15	28%
WA	80	81	67	64	75	56	88	52	72	73	83	22%
WI	83	82	71	66	77	67	90	56	76	74	124	33%
WV	81	80	71	65	75	61	87	52	71	70	48	24%
WY	81	81	74	66	75	66	88	54	71	69	27	26%
<b>US</b>	<b>80</b>	<b>80</b>	<b>67</b>	<b>63</b>	<b>73</b>	<b>63</b>	<b>86</b>	<b>52</b>	<b>72</b>	<b>71</b>	<b>4434</b>	<b>24%</b>

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

**July 2022**

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

See HCAHPS results on [www.Medicare.gov/hospitalcompare/](http://www.Medicare.gov/hospitalcompare/) for full details.

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

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