

Summary of HCAHPS Survey Results*
October 2023 to September 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	84	70	68	76	57	88	56	76	73	20	15%
AL	80	82	66	63	71	69	86	51	72	69	83	19%
AR	81	82	70	64	74	67	86	52	74	70	66	21%
AZ	77	75	63	59	70	57	85	49	69	67	78	22%
CA	75	76	59	57	72	50	85	48	67	67	317	19%
CO	81	81	68	65	76	65	88	55	76	74	81	23%
CT	77	77	56	57	71	49	87	49	66	67	26	23%
DC	70	77	44	53	62	54	81	45	58	58	7	13%
DE	77	76	62	57	64	52	85	49	65	64	7	22%
FL	76	75	60	58	71	58	83	49	68	67	182	19%
GA	78	80	63	60	72	66	84	51	71	69	126	17%
HI	79	81	65	61	75	57	86	53	71	72	15	20%
IA	83	84	72	65	78	68	89	57	79	76	112	31%
ID	82	82	72	66	77	63	88	57	75	74	41	25%
IL	79	79	63	60	73	61	86	51	70	67	168	24%
IN	79	79	64	59	73	61	88	52	74	71	101	24%
KS	83	83	74	65	79	68	88	56	79	76	124	30%
KY	82	82	68	63	75	64	87	53	73	70	85	20%
LA	84	85	72	68	77	74	87	59	77	74	101	20%
MA	79	79	61	61	70	50	88	51	69	70	54	23%
MD	75	77	55	56	68	56	86	49	66	64	43	18%
ME	83	82	70	65	73	58	89	54	74	72	32	26%
MI	80	78	67	60	70	58	87	51	70	67	118	27%
MN	84	84	74	66	77	69	89	58	78	76	118	31%
MO	80	81	66	60	74	63	87	52	73	69	100	25%
MS	82	84	72	64	75	70	84	52	73	70	81	19%
MT	82	83	74	66	73	64	87	54	72	70	52	28%
NC	80	81	64	62	71	62	86	52	71	69	101	19%
ND	85	85	78	70	74	73	84	57	76	76	41	31%
NE	84	85	76	69	80	69	89	58	81	77	86	32%
NH	82	80	66	64	76	54	88	53	73	73	26	25%
NJ	76	75	56	56	69	51	83	47	64	64	62	18%
NM	77	78	67	59	73	62	84	48	68	64	35	17%
NV	76	74	62	59	73	55	86	49	67	66	33	21%
NY	76	77	60	58	70	52	85	48	66	65	151	22%
OH	81	79	66	61	74	59	88	52	73	70	147	24%
OK	81	82	72	63	77	69	86	54	74	72	108	21%
OR	80	80	68	63	72	56	88	52	72	71	58	22%

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PA	82	80	67	61	74	56	88	53	72	70	152	28%
PR	69	76	50	45	70	62	74	43	57	59	10	27%
RI	80	80	62	60	75	53	88	51	70	70	11	25%
SC	80	82	64	62	69	63	86	53	72	69	56	18%
SD	85	84	78	69	77	71	87	57	80	79	56	32%
TN	80	81	66	61	72	64	85	52	72	69	88	19%
TX	80	81	69	64	76	69	86	54	75	73	330	18%
UT	80	83	70	63	78	65	88	55	77	77	46	19%
VA	80	80	63	61	73	61	87	52	71	69	82	20%
VI	72	75	63	52	76	48	74	34	52	53	1	26%
VT	83	81	69	63	76	54	89	53	73	73	15	25%
WA	78	79	65	61	73	54	88	52	71	70	82	21%
WI	83	82	71	65	77	66	90	55	76	74	124	30%
WV	83	81	72	63	76	60	88	53	71	69	49	24%
WY	82	82	73	68	78	66	88	56	75	69	28	25%
US	80	80	66	62	74	62	86	52	72	70	4316	23%

*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.

July 2025

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

See HCAHPS results on www.Medicare.gov/care-compare/ for full details.

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

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