

Summary of HCAHPS Survey Results*
January 2023 to December 2023 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	80	82	67	63	74	64	86	53	72	73	20	17%
AL	80	83	68	63	72	70	86	50	72	68	86	21%
AR	81	83	70	63	72	67	85	51	72	69	69	21%
AZ	77	75	63	59	69	56	85	50	68	67	76	23%
CA	75	75	59	57	71	50	84	48	67	66	318	19%
CO	81	82	69	64	76	66	87	56	77	75	81	24%
CT	77	78	58	58	72	50	87	49	66	68	27	23%
DC	68	76	45	54	62	53	80	45	58	57	7	13%
DE	76	75	60	56	64	52	86	48	65	64	7	22%
FL	75	75	59	57	70	57	83	49	67	66	179	20%
GA	78	80	63	60	71	66	85	50	71	69	127	18%
HI	78	79	64	61	74	56	86	51	68	70	16	21%
IA	83	84	72	66	79	68	89	57	80	75	112	31%
ID	82	84	73	66	77	65	88	56	75	74	43	26%
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	25%
KS	83	84	75	66	79	69	87	57	79	76	122	30%
KY	81	82	67	63	74	64	87	52	73	70	86	21%
LA	84	85	72	68	77	73	87	59	77	75	101	21%
MA	79	79	60	60	69	49	88	51	68	69	56	24%
MD	75	76	55	56	68	56	85	48	66	64	43	19%
ME	82	82	69	64	73	56	88	53	72	72	34	25%
MI	80	78	67	61	70	59	88	51	70	67	121	28%
MN	84	84	75	66	76	69	88	57	78	76	120	31%
MO	80	80	66	60	72	62	87	52	72	69	101	25%
MS	82	85	72	65	74	72	86	52	74	71	83	21%
MT	82	83	73	69	72	61	85	54	72	69	55	30%
NC	80	81	64	62	70	62	87	52	70	68	104	20%
ND	84	84	76	67	78	73	84	58	78	76	41	32%
NE	84	85	75	67	80	71	88	58	80	77	85	33%
NH	82	79	67	63	76	55	88	52	71	71	26	25%
NJ	75	74	56	56	68	51	83	46	64	63	62	19%
NM	76	76	66	59	71	63	83	45	67	62	38	17%
NV	77	75	63	56	73	55	84	48	65	65	35	22%
NY	76	76	60	57	69	52	84	47	65	64	155	21%
OH	80	79	66	61	73	58	88	52	72	69	149	24%
OK	81	81	73	63	76	68	86	54	74	72	110	21%
OR	80	80	68	63	73	57	88	52	73	71	59	22%

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PA	81	79	66	61	73	55	88	52	72	69	152	28%
PR	69	75	51	45	69	61	71	43	56	56	11	29%
RI	80	80	62	61	74	54	87	51	69	70	11	25%
SC	80	81	64	62	68	63	86	52	71	69	56	19%
SD	84	85	77	69	77	72	87	58	80	77	55	33%
TN	80	81	66	61	72	64	85	51	70	69	92	21%
TX	81	81	69	63	76	69	86	54	75	73	330	19%
UT	81	82	69	62	77	62	88	56	76	76	46	21%
VA	79	79	62	60	72	61	86	51	70	68	81	21%
VI	72	79	63	60	73	56	74	41	54	54	2	28%
VT	82	81	70	61	77	54	90	54	73	73	15	25%
WA	78	79	64	59	73	54	88	50	70	69	82	21%
WI	83	82	71	66	77	67	90	56	76	74	124	31%
WV	82	81	72	65	74	60	88	53	72	70	48	24%
WY	82	82	74	68	76	65	88	56	72	67	28	25%
US	80	80	66	62	73	62	86	52	72	70	4354	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.

October 2024

* 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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