

Summary of HCAHPS Survey Results*
January 2009 to December 2009 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	78	85	65	71	62	69	69	79	68	69	99	31%
AK	74	79	65	68	64	68	56	83	64	68	11	29%
AZ	73	75	62	68	59	68	54	81	66	69	63	34%
AR	76	83	64	69	60	69	64	78	66	67	49	31%
CA	70	76	56	65	56	67	47	78	63	67	304	30%
CO	75	78	65	69	61	72	60	84	69	73	53	34%
CT	75	78	60	69	56	69	49	81	65	71	31	32%
DE	74	79	61	68	58	65	49	81	62	66	5	31%
DC	68	76	50	62	52	63	56	75	58	62	7	24%
FL	71	76	57	66	56	66	55	79	62	66	167	30%
GA	75	82	62	69	59	69	63	79	66	68	114	27%
HI	70	77	57	64	58	67	51	77	59	62	14	34%
ID	77	82	69	71	64	75	61	86	70	74	19	40%
IL	74	79	60	68	58	70	54	80	64	66	149	32%
IN	78	81	67	71	60	74	57	83	71	72	106	35%
IA	79	82	67	70	63	76	61	84	72	72	66	41%
KS	77	82	68	70	61	73	61	82	72	73	60	40%
KY	78	83	66	70	61	72	59	81	68	68	76	30%
LA	81	86	69	73	65	72	71	81	72	73	100	30%
ME	79	82	69	72	64	78	56	85	71	75	36	32%
MD	72	77	57	66	56	63	53	80	61	65	45	30%
MA	78	79	63	71	61	71	51	85	67	73	63	34%
MI	76	79	66	70	59	70	55	83	68	69	109	35%
MN	77	81	69	69	62	75	61	84	69	71	94	42%
MS	79	85	66	71	62	71	70	78	67	68	63	27%
MO	76	81	64	69	60	72	57	82	67	68	86	35%
MT	74	78	67	67	60	73	58	79	63	67	26	31%
NE	78	83	69	70	61	77	59	84	71	73	38	43%
NV	68	73	56	66	54	65	55	80	62	66	22	31%
NH	78	80	68	70	63	75	55	86	70	74	20	36%
NJ	73	76	57	67	55	67	50	78	60	64	65	28%
NM	72	77	63	68	59	69	58	78	61	61	40	26%
NY	71	76	56	64	56	65	48	80	58	63	169	30%

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NC	79	83	67	71	62	70	62	83	69	71	98	33%
ND	75	77	66	68	59	70	57	82	62	67	12	40%
OH	76	78	64	69	59	71	53	83	67	69	150	35%
OK	77	84	68	72	63	72	65	80	68	70	96	33%
OR	74	78	64	69	60	70	53	82	67	71	44	35%
PA	75	78	62	68	58	69	50	82	64	66	149	37%
RI	75	79	62	70	58	70	51	82	64	69	11	35%
SC	78	83	64	70	61	70	66	82	68	69	54	29%
SD	80	84	75	71	65	80	66	80	73	74	34	44%
TN	77	82	65	70	60	71	64	80	67	68	102	30%
TX	76	82	65	70	61	72	65	81	68	71	316	29%
UT	75	81	66	69	60	71	58	86	69	73	34	39%
VT	79	83	69	71	64	78	54	87	70	74	14	38%
VA	75	80	61	68	58	68	57	82	64	66	75	31%
WA	73	78	62	68	59	70	51	83	66	71	58	34%
WV	76	81	64	68	60	71	52	80	64	65	45	34%
WI	78	82	68	70	64	77	59	86	70	72	113	43%
WY	75	80	67	69	62	69	58	82	63	64	18	34%
USA	75	80	63	69	60	70	57	81	66	69	3792	33%

September 2010

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

See HCAHPS results on www.hospitalcompare.hhs.gov for full details.

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

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