

Summary of HCAHPS Survey Results*
July 2022 to June 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	78	79	69	67	70	64	85	54	71	70	20	16%
AL	80	83	68	64	71	69	86	51	71	68	87	23%
AR	82	84	70	64	73	68	85	52	72	71	73	21%
AZ	76	75	62	59	68	56	84	48	67	66	75	23%
CA	74	75	59	57	71	49	84	47	66	66	320	20%
CO	80	81	68	63	75	65	87	55	75	73	81	24%
CT	76	77	57	58	70	50	87	48	65	66	27	24%
DC	70	77	48	54	62	54	80	45	59	58	7	14%
DE	75	74	59	56	64	51	86	47	64	63	7	21%
FL	74	74	59	56	69	57	83	48	65	65	180	21%
GA	78	79	63	59	70	65	84	51	70	67	129	18%
HI	77	79	62	59	74	57	85	49	67	70	16	22%
IA	83	83	72	65	78	68	89	56	78	74	113	32%
ID	81	83	73	63	77	66	88	54	75	74	44	26%
IL	78	78	63	60	71	60	85	50	69	66	169	24%
IN	80	79	66	60	74	62	88	52	74	71	108	27%
KS	82	83	73	66	78	69	86	57	77	75	128	31%
KY	80	82	66	63	73	64	86	52	71	69	91	21%
LA	83	85	72	69	76	73	86	58	76	74	103	21%
MA	79	78	60	59	68	49	87	50	67	68	57	24%
MD	74	75	55	56	66	56	85	48	65	63	45	19%
ME	81	82	68	63	72	57	87	53	71	71	34	25%
MI	80	78	68	62	69	59	87	51	70	67	124	28%
MN	83	84	74	66	76	69	88	56	76	74	120	31%
MO	79	79	65	60	72	62	86	51	71	68	102	26%
MS	80	84	70	66	72	71	85	51	70	69	86	22%
MT	83	84	74	70	73	65	86	57	72	73	58	31%
NC	79	81	63	62	69	61	87	52	69	67	106	21%
ND	83	85	75	69	77	70	84	57	76	74	42	31%
NE	83	85	74	64	80	70	87	58	79	76	87	33%
NH	81	79	66	63	74	54	88	52	71	70	26	25%
NJ	74	73	55	55	67	52	82	45	62	62	62	19%
NM	76	77	67	59	70	63	83	46	66	61	41	17%
NV	75	74	65	59	70	56	84	49	65	64	35	23%
NY	75	76	59	57	68	52	84	46	63	63	157	22%
OH	80	78	65	60	72	58	88	52	72	69	153	25%
OK	80	81	72	64	75	68	86	53	73	71	114	22%
OR	79	79	67	64	73	57	87	51	71	70	58	22%
PA	80	78	65	60	71	55	87	51	70	68	151	29%
PR	68	73	51	45	69	60	70	43	53	54	11	28%
RI	79	79	62	61	74	54	87	51	68	69	11	26%

Summary of HCAHPS Survey Results*
July 2022 to June 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**
SC	79	81	62	61	67	63	85	50	69	67	57	19%
SD	84	85	77	68	78	71	87	57	80	77	54	33%
TN	79	80	65	60	70	64	84	50	70	68	92	22%
TX	80	81	68	64	76	69	86	54	74	72	337	20%
UT	81	82	68	63	76	63	89	57	76	76	46	22%
VA	79	79	62	60	70	61	86	51	69	68	81	21%
VI	71	75	57	56	67	54	72	39	49	50	2	28%
VT	80	81	69	63	75	53	88	54	71	71	15	26%
WA	78	78	63	58	72	57	87	50	69	68	84	21%
WI	83	82	70	66	77	66	89	55	75	73	127	32%
WV	83	82	71	65	75	62	87	54	72	70	48	24%
WY	81	81	73	68	76	66	87	54	71	68	28	26%
US	79	80	66	62	73	62	86	52	71	69	4429	24%

*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 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.

Internet Citation

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