

Summary of HCAHPS Survey Results*
October 2017 to September 2018 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	79	69	64	72	57	86	53	64	66	17	19%
AL	82	84	73	68	75	70	86	52	73	71	86	26%
AR	81	83	72	68	77	67	85	53	74	71	72	25%
AZ	78	77	67	65	71	56	87	52	70	70	72	28%
CA	76	77	64	63	72	51	85	49	69	70	324	22%
CO	80	82	72	67	77	64	88	56	76	75	71	27%
CT	80	80	65	63	74	54	88	52	71	72	29	26%
DC	70	76	54	58	65	55	83	45	61	61	8	21%
DE	81	80	69	64	71	57	88	53	71	69	7	23%
FL	76	76	64	62	70	58	85	50	68	69	178	22%
GA	79	82	67	65	74	67	85	52	71	70	127	21%
HI	79	82	68	63	77	60	86	52	71	72	15	24%
IA	83	84	73	68	80	67	89	56	79	76	115	33%
ID	82	84	75	69	81	63	89	56	77	76	39	32%
IL	81	81	69	66	76	62	87	53	72	70	179	26%
IN	81	81	71	65	77	61	88	55	75	73	113	28%
KS	83	84	77	68	80	67	87	57	78	77	125	32%
KY	81	83	70	67	75	64	87	54	72	70	84	24%
LA	85	86	75	71	77	73	87	58	77	76	105	24%
MA	81	80	65	64	71	51	89	52	71	73	58	24%
MD	76	77	60	61	69	56	86	49	65	65	47	22%
ME	84	83	73	69	79	60	89	56	76	75	34	29%
MI	82	80	73	66	75	60	89	54	74	71	130	30%
MN	84	85	76	68	80	68	89	57	78	77	121	34%
MO	79	81	69	64	75	61	86	53	72	70	102	27%
MS	83	86	73	68	76	73	83	52	72	71	86	23%
MT	80	82	75	67	73	60	84	54	70	70	58	32%
NC	81	82	69	66	73	63	87	53	72	70	101	23%
ND	85	85	76	68	80	69	84	57	76	76	39	35%
NE	83	84	78	69	82	70	89	58	78	77	86	37%
NH	82	82	71	65	78	55	89	54	72	73	26	26%
NJ	77	77	61	60	70	53	85	48	66	66	65	20%
NM	79	80	70	67	74	63	86	51	70	68	38	20%
NV	74	72	64	60	72	53	84	47	66	66	34	20%
NY	77	78	63	61	71	52	85	49	66	66	164	23%
OH	82	80	70	65	75	59	89	53	74	71	159	28%
OK	81	83	74	69	77	67	86	54	74	72	98	26%
OR	81	82	72	68	76	57	89	55	74	74	60	25%
PA	81	81	69	64	74	56	88	52	71	70	164	30%
RI	81	81	67	64	75	54	87	52	72	73	11	27%

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SC	81	83	69	67	71	65	87	54	72	71	60	23%
SD	83	83	80	71	81	69	87	56	77	77	54	30%
TN	81	83	72	67	75	66	87	54	73	72	99	26%
TX	81	82	72	68	77	68	87	54	75	74	341	22%
UT	81	82	71	66	77	62	89	58	77	77	44	25%
VA	80	81	67	64	74	59	88	51	72	70	82	23%
VT	82	83	70	69	77	53	90	55	74	74	15	31%
WA	79	81	68	66	75	54	88	54	72	72	82	25%
WI	83	84	74	69	80	66	90	57	78	76	123	35%
WV	81	83	72	67	77	60	87	52	71	70	50	27%
WY	80	80	76	68	77	62	87	55	71	70	27	28%
US	81	81	70	66	75	62	87	53	73	72	4424	26%

*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 2019

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

See HCAHPS results on www.Medicare.gov/hospitalcompare/ for full details.

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

Beginning with July 2018 public reporting (October 2016 through September 2017 discharges) CMS no longer reports the Pain Management composite measure.

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