

**Summary of HCAHPS Survey Results\***  
**October 2007 to September 2008 Discharges**

State	Comm. with Nurses	Comm with Doctors	Responsiveness of Hosp. Staff	Pain Management	Comm. About Medicines	Cleanliness of Hosp. Env.	Quietness of Hosp. Env.	Discharge Information	Overall Hospital Rating	Recommend the Hospital	No. of Participating Hosps.	Survey Response Rate**
AL	80	88	71	76	68	73	73	82	69	75	99	41%
AK	72	78	64	66	63	66	57	83	60	67	10	29%
AZ	70	74	59	66	57	64	51	79	62	65	61	34%
AR	75	83	65	70	60	69	63	77	64	66	50	31%
CA	67	75	55	64	54	65	45	76	60	64	313	30%
CO	73	78	62	68	59	72	58	82	67	71	51	33%
CT	74	78	59	69	58	69	48	80	64	70	31	31%
DE	73	78	60	67	57	62	47	80	59	63	5	28%
DC	66	75	50	61	53	60	54	74	58	65	6	27%
FL	67	74	53	63	52	63	51	76	57	63	167	30%
GA	74	81	60	68	58	68	62	78	64	67	113	27%
HI	67	75	56	62	56	66	49	75	55	58	14	35%
ID	75	81	67	70	61	73	59	84	69	73	19	39%
IL	73	79	59	66	56	68	53	79	62	65	148	33%
IN	76	81	65	69	58	72	54	81	68	70	99	35%
IA	78	81	65	69	61	77	58	83	70	71	64	42%
KS	76	82	67	69	60	72	60	81	69	72	61	40%
KY	76	82	64	69	60	71	58	80	65	68	76	30%
LA	80	86	68	74	65	72	71	81	70	73	101	31%
ME	80	82	68	73	64	77	54	84	70	75	35	32%
MD	71	77	56	66	56	63	52	79	60	65	44	30%
MA	76	79	62	69	60	70	49	84	65	71	63	35%
MI	75	78	64	68	58	68	53	82	65	68	110	37%
MN	76	80	68	68	60	74	59	82	67	70	86	42%
MS	77	84	64	71	61	70	68	76	64	66	63	27%
MO	75	80	62	68	58	71	55	81	65	66	88	35%
MT	74	79	65	68	58	71	57	77	61	65	26	31%
NE	76	81	66	68	60	74	57	84	69	72	31	41%
NV	63	69	51	62	51	62	51	77	56	61	21	30%
NH	79	81	68	71	63	74	52	86	69	74	21	39%
NJ	71	76	55	66	54	65	49	76	58	62	66	28%
NM	71	76	62	68	58	68	57	79	59	60	34	28%
NY	70	76	54	64	54	64	46	79	56	61	176	31%
NC	78	82	66	71	62	69	61	82	67	70	97	34%
ND	74	76	63	68	56	71	58	82	62	64	12	42%
OH	75	78	63	68	58	70	52	82	65	68	146	36%
OK	77	85	68	73	62	72	65	81	67	70	95	35%
OR	73	79	63	68	59	69	51	81	65	70	43	36%
PA	74	78	61	67	57	68	48	80	62	65	151	38%
RI	75	80	62	69	58	71	52	82	64	69	11	36%
SC	76	82	63	69	60	68	63	81	65	67	53	28%
SD	77	82	72	68	64	78	64	81	71	73	29	45%
TN	76	82	64	70	59	70	63	78	65	68	104	30%
TX	75	82	64	71	62	71	65	81	67	71	301	31%
UT	73	82	65	69	57	70	55	82	66	72	34	38%
VT	79	82	68	70	64	76	54	85	68	74	14	39%

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VA	73	80	61	67	58	67	55	81	62	66	74	32%
WA	72	79	61	68	59	70	50	82	64	70	57	34%
WV	75	81	64	67	59	71	52	79	62	65	45	35%
WI	77	81	67	69	63	76	58	85	69	70	108	44%
WY	75	80	68	69	63	70	58	83	61	63	20	33%
<b>USA</b>	<b>74</b>	<b>80</b>	<b>62</b>	<b>68</b>	<b>59</b>	<b>69</b>	<b>56</b>	<b>80</b>	<b>64</b>	<b>68</b>	<b>3746</b>	<b>34%</b>

**July 2009**

\* Average "top box" score for participating, publicly reported hospitals in this state. See HCAHPS Results on [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov) for full details.

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

**Internet Citation**

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[http://www.hcahpsonline.org/Files/Summary%20of%20HCAHPS%20Survey%20Results%20\\_7-9-09.pdf](http://www.hcahpsonline.org/Files/Summary%20of%20HCAHPS%20Survey%20Results%20_7-9-09.pdf)