

Summary of HCAHPS Survey Results*
April 2016 to March 2017 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	Care Transition	Hospital Rating	Recommend the Hospital	Participating Hospitals*	Survey Response Rate**
AK	75	80	73	69	65	72	55	87	50	68	73	16	21%
AL	81	85	69	74	68	73	71	86	49	71	70	85	27%
AR	81	85	71	73	67	75	68	85	52	73	70	66	27%
AZ	77	78	65	69	63	69	58	87	49	70	69	71	29%
CA	76	78	62	69	62	71	52	85	48	69	70	309	24%
CO	81	82	71	72	67	77	66	89	55	77	77	68	27%
CT	79	79	63	69	62	72	54	87	51	70	71	28	25%
DC	71	77	50	64	57	62	55	82	43	61	61	7	23%
DE	82	80	69	71	66	73	57	87	53	72	71	6	23%
FL	77	78	62	68	61	69	59	85	50	69	70	171	24%
GA	80	83	66	71	65	73	68	86	51	72	71	118	23%
HI	81	83	68	74	62	79	62	84	53	72	71	14	27%
IA	82	84	72	72	67	80	66	89	56	78	76	100	34%
ID	81	83	74	73	67	77	61	89	55	77	75	40	33%
IL	81	82	69	71	65	76	62	87	53	73	71	175	28%
IN	82	82	70	72	65	76	62	89	54	76	74	115	30%
KS	83	86	75	73	68	79	69	88	57	79	78	122	34%
KY	82	85	69	72	67	75	65	87	53	73	71	88	27%
LA	85	87	73	76	71	77	74	87	58	77	77	104	26%
MA	81	81	66	71	64	72	52	89	53	72	74	57	26%
MD	76	78	59	67	60	67	58	87	48	66	66	46	24%
ME	83	83	72	72	69	80	59	90	56	75	75	33	29%
MI	82	81	71	72	65	74	61	89	53	74	72	123	32%
MN	82	84	75	72	68	79	66	89	55	76	75	118	34%
MO	80	83	67	70	64	74	63	88	53	72	71	94	29%
MS	83	88	71	73	68	75	74	86	52	73	71	78	25%
MT	80	82	72	70	67	72	62	84	52	70	70	47	34%
NC	81	83	67	71	66	72	64	88	51	73	71	97	25%
ND	83	85	77	74	72	78	68	85	55	75	73	37	36%
NE	85	87	76	75	68	83	72	89	59	80	80	84	37%
NH	82	82	71	71	68	78	56	90	55	74	75	25	28%
NJ	78	77	62	68	60	70	54	84	48	66	66	63	22%
NM	77	79	67	68	61	71	62	84	48	68	64	36	21%
NV	75	76	61	67	62	69	57	86	48	67	68	26	23%
NY	77	78	64	67	61	70	53	86	48	66	66	162	24%

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OH	82	81	70	72	65	76	61	89	54	75	72	154	29%
OK	82	85	73	73	67	75	70	87	53	74	74	96	27%
OR	80	81	70	72	66	75	57	89	54	73	74	58	27%
PA	81	81	68	71	64	74	56	88	52	71	70	155	31%
RI	82	82	68	71	64	75	55	87	53	72	73	10	29%
SC	81	84	68	72	66	72	67	88	52	72	71	52	25%
SD	84	86	77	71	67	78	71	89	54	77	77	43	33%
TN	81	84	70	72	65	73	68	87	51	73	71	96	29%
TX	81	84	71	73	68	76	70	87	53	76	75	317	25%
UT	79	83	68	71	64	74	62	91	57	77	77	42	28%
VA	80	82	65	70	64	73	61	88	51	71	70	79	26%
VI	74	82	59	64	60	65	55	79	37	54	56	2	32%
VT	83	84	71	72	68	78	55	91	54	74	74	14	31%
WA	79	80	66	69	64	74	55	88	52	71	72	80	27%
WI	84	84	74	73	69	80	66	90	56	78	77	121	36%
WV	81	83	70	71	67	75	62	88	51	73	70	48	28%
WY	80	83	74	70	68	74	66	88	54	71	69	23	29%
US	80	82	69	71	65	75	63	87	52	73	72	4219	28%

*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.

December 2017

* 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.

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