

Summary of HCAHPS Survey Results*
July 2018 to June 2019 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	80	70	69	73	59	89	52	74	73	17	20%
AL	81	84	72	68	75	70	86	52	73	70	87	25%
AR	81	84	72	66	77	67	85	52	73	71	72	24%
AZ	77	77	68	65	72	57	87	51	70	70	72	27%
CA	77	78	64	63	72	51	86	50	70	70	324	22%
CO	82	83	73	68	77	65	89	57	76	76	79	28%
CT	79	79	65	64	74	53	87	52	70	71	29	24%
DC	71	76	54	59	65	56	83	46	61	61	7	20%
DE	81	79	70	64	72	58	87	53	71	70	7	23%
FL	77	77	64	62	71	57	84	51	68	69	178	22%
GA	80	82	67	65	73	67	85	53	71	70	130	20%
HI	81	83	69	68	78	60	86	55	73	73	16	25%
IA	84	85	74	68	81	67	89	56	79	76	113	34%
ID	82	84	74	66	80	60	89	54	76	75	41	31%
IL	81	81	69	65	77	62	87	53	73	71	177	25%
IN	81	81	70	65	77	60	88	55	75	72	110	28%
KS	84	86	77	69	81	68	88	59	79	78	128	31%
KY	81	84	69	67	76	64	87	54	72	70	86	23%
LA	85	86	74	71	78	73	87	58	77	76	102	23%
MA	81	80	66	64	72	51	89	53	71	73	58	25%
MD	76	77	61	61	70	56	87	49	66	66	47	22%
ME	85	84	73	70	79	60	89	56	75	76	34	29%
MI	82	80	73	66	75	60	88	54	73	71	128	30%
MN	84	85	76	69	80	69	89	57	77	76	122	35%
MO	80	81	68	65	74	61	87	54	72	70	101	28%
MS	83	86	72	68	77	73	85	52	73	70	89	21%
MT	80	83	74	68	74	61	85	52	70	70	57	32%
NC	81	82	68	66	73	63	87	53	72	70	105	22%
ND	86	85	77	65	79	71	82	56	76	76	44	33%
NE	85	86	77	70	83	70	88	59	79	78	88	36%
NH	83	81	71	65	78	56	90	54	73	73	26	26%
NJ	77	76	60	60	70	52	84	48	66	66	65	21%
NM	78	78	69	64	73	61	85	48	67	64	36	20%
NV	77	75	68	61	74	57	85	50	67	70	38	23%
NY	78	78	63	60	71	53	85	49	66	66	166	24%
OH	82	81	70	66	76	59	89	54	75	73	157	28%
OK	82	84	74	68	77	68	86	55	75	72	107	25%
OR	82	83	73	68	78	57	89	56	75	75	60	26%

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PA	82	81	70	64	75	56	88	53	72	70	163	31%
PR	73	75	58	53	78	61	75	42	63	64	4	21%
RI	81	81	68	64	76	55	88	52	72	74	11	28%
SC	81	82	68	66	72	65	86	54	72	71	60	22%
SD	85	85	79	71	81	70	87	58	78	79	55	32%
TN	81	82	70	65	74	66	86	52	72	70	96	23%
TX	82	83	72	68	77	68	87	54	75	74	344	22%
UT	81	83	72	66	78	63	88	56	76	76	44	24%
VA	80	80	67	64	74	60	87	52	71	70	85	23%
VT	83	83	72	66	77	54	89	58	75	76	14	31%
WA	79	81	68	66	76	55	88	54	71	72	86	26%
WI	84	83	74	70	80	65	90	57	78	76	123	35%
WV	81	81	72	66	76	58	88	52	70	69	51	25%
WY	82	83	78	71	78	63	87	55	71	72	27	28%
US	81	82	70	66	76	62	87	53	73	72	4466	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.

April 2020

* 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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