

Summary of HCAHPS Survey Results*
April 2009 to March 2010 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	Overall Hospital Rating	Recommend the Hospital	Publicly Reporting Hospitals	Survey Response Rate**
AL	79	85	65	72	62	69	69	79	69	69	99	30%
AK	73	78	66	69	64	68	57	83	64	68	11	28%
AZ	73	76	62	68	60	68	54	81	66	69	63	34%
AR	76	83	64	70	61	69	64	79	66	67	49	31%
CA	70	76	57	65	56	67	47	79	63	67	306	30%
CO	76	79	66	70	61	72	61	84	71	73	55	35%
CT	76	78	60	69	57	70	49	82	66	71	31	31%
DE	75	79	61	69	58	66	50	82	63	67	5	31%
DC	67	76	50	62	53	63	56	76	58	62	7	24%
FL	72	77	58	67	56	66	56	80	63	67	166	30%
GA	76	82	63	70	60	70	64	80	66	69	114	27%
HI	70	77	57	64	58	69	51	78	59	63	14	34%
ID	77	82	69	72	63	75	61	86	70	74	19	43%
IL	74	79	61	68	58	70	54	81	65	66	149	32%
IN	78	81	67	71	60	74	57	83	71	72	106	35%
IA	79	82	68	70	63	77	61	84	72	73	67	42%
KS	77	82	67	70	61	73	61	82	72	74	60	40%
KY	78	83	66	70	61	73	60	82	68	69	76	30%
LA	81	86	69	74	66	73	71	81	72	74	100	30%
ME	80	82	69	72	65	78	57	86	71	75	36	32%
MD	72	77	57	66	56	63	53	80	62	65	44	29%
MA	77	79	63	71	62	72	51	85	67	73	63	34%
MI	77	79	66	70	60	70	55	83	68	69	109	36%
MN	77	81	70	69	62	76	61	84	70	72	94	42%
MS	79	85	67	72	62	72	70	78	67	68	63	27%
MO	77	81	65	69	60	72	57	83	68	69	86	35%
MT	74	78	68	69	60	74	59	78	63	67	25	32%
NE	78	82	69	70	61	78	59	84	71	73	38	42%
NV	69	73	56	66	55	66	55	81	63	67	22	32%
NH	79	80	69	71	63	76	55	86	70	74	21	36%
NJ	73	77	57	67	56	67	51	78	61	65	64	28%
NM	72	76	63	68	59	69	57	79	61	60	41	26%
NY	71	76	56	64	56	66	48	80	59	63	168	30%

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NC	79	83	67	71	62	70	62	83	69	71	97	34%
ND	75	78	66	68	60	71	59	83	63	66	12	39%
OH	76	78	65	69	59	71	54	83	68	69	150	36%
OK	77	84	69	72	62	73	65	81	69	70	95	32%
OR	75	79	64	70	61	71	52	83	67	72	44	35%
PA	75	78	63	68	59	70	50	82	64	66	149	37%
RI	75	79	62	70	58	71	51	83	64	69	11	34%
SC	78	83	65	71	62	71	66	83	68	69	56	30%
SD	80	83	75	70	66	79	67	79	73	73	36	43%
TN	77	83	65	70	61	71	65	80	67	68	102	30%
TX	76	82	65	71	61	72	66	81	69	71	317	30%
UT	75	81	66	69	60	71	58	86	70	74	34	39%
VT	80	83	70	72	64	79	55	87	70	74	14	38%
VI	74	84	50	65	60	58	43	72	47	56	1	15%
VA	75	80	62	69	58	68	57	82	64	67	75	31%
WA	73	78	62	68	59	70	51	83	66	72	58	33%
WV	76	81	64	68	60	72	52	81	64	65	44	34%
WI	79	82	69	70	64	77	60	86	71	72	113	43%
WY	76	80	69	69	64	71	61	83	65	66	19	35%
USA	76	80	64	69	60	71	58	81	67	69	3798	33%

December 2010

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

See HCAHPS results on www.hospitalcompare.hhs.gov for full details.

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

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