

**Summary of HCAHPS Survey Results\***  
**October 2014 to September 2015 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	Publicly Reporting Hospitals	Survey Response Rate**
AK	78	82	73	68	63	72	58	91	52	69	69	15	26%
AL	81	86	69	73	66	72	72	86	51	72	71	86	29%
AR	80	85	69	71	65	74	67	84	51	72	70	68	28%
AZ	77	77	66	70	64	70	58	87	50	70	70	70	32%
CA	75	78	62	68	61	70	51	85	48	68	69	313	26%
CO	80	82	70	70	67	75	65	88	55	75	75	65	30%
CT	80	79	64	71	63	71	52	87	51	67	70	29	27%
DC	70	77	52	64	55	61	54	81	42	58	60	7	24%
DE	80	79	68	70	64	70	56	87	52	70	69	6	27%
FL	76	78	63	68	62	69	59	84	49	68	69	175	27%
GA	79	83	67	71	64	72	68	85	51	71	70	120	25%
HI	81	82	70	72	66	76	60	83	54	70	73	15	29%
IA	82	84	72	73	67	79	66	88	56	76	74	89	35%
ID	81	84	75	72	69	78	63	89	56	74	73	39	33%
IL	80	81	68	71	65	75	61	87	52	71	71	169	29%
IN	82	82	71	73	65	76	62	88	55	75	73	117	31%
KS	82	85	73	73	66	77	67	87	56	77	76	112	35%
KY	81	84	69	72	66	75	66	87	53	72	70	89	29%
LA	84	88	73	76	69	75	74	86	58	76	77	104	28%
MA	80	81	66	71	64	72	53	89	53	70	74	59	28%
MD	76	79	59	68	60	66	57	86	48	65	66	44	26%
ME	83	83	71	73	69	80	59	89	57	76	76	33	28%
MI	81	81	71	72	65	74	61	88	53	73	71	124	33%
MN	82	84	75	71	67	79	67	88	56	76	76	114	36%
MO	79	82	67	70	64	73	63	87	52	71	69	93	30%
MS	82	86	70	73	67	74	73	85	51	71	70	86	25%
MT	80	84	74	72	65	74	63	86	54	70	71	42	33%
NC	81	83	68	71	66	72	64	87	52	71	70	98	27%
ND	81	83	75	73	62	74	66	82	52	71	72	33	35%
NE	84	86	76	74	68	80	69	88	58	78	79	81	38%
NH	81	81	71	72	67	76	56	90	54	73	74	24	30%
NJ	77	77	61	69	59	68	53	83	47	64	66	64	24%
NM	77	78	68	69	65	71	62	84	49	67	64	40	23%
NV	73	75	59	66	60	68	55	84	47	66	66	24	26%
NY	76	77	62	67	60	69	52	85	47	64	66	165	26%

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OH	82	81	70	72	65	75	60	88	53	73	72	159	32%
OK	81	85	72	73	66	74	70	86	54	73	71	102	29%
OR	79	81	69	70	65	74	57	88	52	71	72	59	30%
PA	80	80	67	70	63	73	56	87	51	70	70	160	34%
RI	80	81	68	73	63	73	55	87	52	70	73	11	30%
SC	81	83	68	71	66	72	68	87	53	71	71	58	27%
SD	83	86	77	74	69	78	70	88	54	78	77	46	35%
TN	80	83	69	72	65	73	67	86	51	72	71	101	30%
TX	80	83	70	73	66	75	69	86	53	74	74	333	27%
UT	80	84	69	71	66	74	63	90	57	76	77	42	34%
VA	79	81	65	70	64	72	61	88	51	70	70	79	28%
VI	77	81	65	67	61	68	56	78	40	58	61	2	32%
VT	80	82	70	68	65	76	55	89	54	72	74	14	29%
WA	78	80	65	70	65	73	55	88	52	71	72	82	30%
WI	82	83	73	72	68	79	65	90	56	76	75	119	37%
WV	79	82	68	70	65	74	59	87	50	69	67	44	29%
WY	79	82	74	71	66	74	64	89	52	70	67	22	29%
<b>US</b>	<b>80</b>	<b>82</b>	<b>68</b>	<b>71</b>	<b>65</b>	<b>74</b>	<b>62</b>	<b>87</b>	<b>52</b>	<b>72</b>	<b>71</b>	<b>4245</b>	<b>29%</b>

**July 2016**

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

See HCAHPS results on [www.Medicare.gov/hospitalcompare](http://www.Medicare.gov/hospitalcompare) for full details.

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

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