

Summary of HCAHPS Survey Results*
October 2021 to September 2022 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	80	81	66	63	76	59	86	49	71	73	19	17%
AL	80	82	68	63	71	69	85	52	71	68	88	22%
AR	81	83	69	63	73	67	84	53	72	70	72	20%
AZ	75	75	61	58	67	56	84	47	66	65	76	22%
CA	74	75	59	58	70	50	84	47	66	66	320	19%
CO	80	80	68	63	74	66	87	55	74	74	81	23%
CT	77	77	58	59	69	51	87	48	66	67	27	22%
DC	70	78	48	53	63	54	82	45	59	59	7	14%
DE	76	75	59	56	65	53	85	47	64	63	7	20%
FL	74	74	58	56	68	57	82	47	65	65	179	20%
GA	78	79	63	60	70	66	84	51	70	67	132	18%
HI	79	79	64	60	74	58	84	48	66	66	17	21%
IA	83	82	71	64	78	68	88	55	77	75	113	30%
ID	82	83	71	65	77	66	88	55	76	74	44	25%
IL	78	78	63	60	72	61	85	50	69	66	174	23%
IN	79	79	66	60	73	61	87	52	73	71	110	25%
KS	82	84	72	66	77	68	86	57	77	75	132	30%
KY	79	80	65	63	73	62	85	52	69	67	91	20%
LA	83	85	70	67	76	73	86	57	75	73	103	20%
MA	78	78	59	59	68	50	88	50	67	69	57	22%
MD	74	76	56	56	66	56	84	47	64	63	45	18%
ME	82	81	68	64	70	57	87	52	72	71	33	24%
MI	80	78	68	61	69	59	87	51	69	68	124	27%
MN	83	84	73	65	75	68	88	56	76	75	120	32%
MO	79	79	64	61	71	62	86	51	70	68	102	25%
MS	82	85	71	65	73	72	84	52	72	70	87	20%
MT	82	84	74	66	70	65	85	53	70	70	56	30%
NC	78	80	63	61	68	61	86	50	68	66	106	20%
ND	82	84	72	64	74	69	82	53	73	73	43	31%
NE	83	84	73	64	79	69	88	55	79	76	87	33%
NH	80	78	64	60	71	54	88	51	69	70	26	24%
NJ	74	74	55	55	67	52	83	45	63	62	63	18%
NM	75	77	65	59	70	62	82	45	65	63	41	16%
NV	74	73	64	61	69	57	83	47	66	65	34	21%
NY	74	75	58	56	67	52	84	46	62	62	157	21%
OH	80	78	64	61	71	59	88	51	71	69	153	24%
OK	80	81	70	64	74	68	85	53	72	71	114	21%
OR	79	79	67	63	72	56	88	50	71	71	58	22%

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PA	79	78	64	60	70	56	87	50	69	68	148	27%
PR	68	73	53	46	68	60	70	41	53	56	10	25%
RI	79	79	62	60	74	54	87	50	69	70	11	25%
SC	79	81	63	61	67	64	85	51	69	67	60	18%
SD	84	85	76	67	77	70	87	56	78	76	57	32%
TN	79	81	65	61	69	64	84	50	69	67	92	20%
TX	80	80	68	63	75	69	85	53	73	72	344	19%
UT	81	83	69	63	76	65	89	55	76	76	46	21%
VA	78	79	61	60	70	60	86	50	69	68	80	20%
VI	73	76	61	55	64	52	74	41	49	55	2	24%
VT	81	81	68	64	73	53	88	53	71	70	15	25%
WA	78	79	64	61	72	56	87	50	69	68	83	20%
WI	82	81	69	65	76	65	89	55	75	72	123	31%
WV	79	79	68	62	74	60	84	51	70	68	48	22%
WY	81	80	74	67	75	66	86	54	71	70	27	26%
US	79	79	65	61	72	62	86	51	70	69	4444	23%

*These results encompass all hospitals that received HCAHPS scores. Because not all hospitals report their results on Care Compare, the values on that Web site may differ from those shown here.

July 2023

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

See HCAHPS results on www.Medicare.gov/care-compare/ for full details.

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

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