

**Summary of HCAHPS Survey Results\***  
**January 2019 to December 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	79	82	77	67	70	62	87	49	72	70	19	19%
AL	82	84	72	69	75	70	86	53	73	70	87	23%
AR	81	84	71	66	76	66	85	54	72	71	73	24%
AZ	77	77	67	64	72	57	86	50	70	69	73	26%
CA	77	78	64	63	73	51	86	50	70	70	325	21%
CO	82	83	73	68	76	66	89	56	77	76	80	27%
CT	80	80	65	64	74	53	88	52	70	71	28	23%
DC	71	77	57	59	67	56	84	47	62	62	7	19%
DE	80	79	68	64	72	58	87	54	71	70	7	23%
FL	77	77	64	62	71	58	85	51	69	70	179	21%
GA	80	82	67	65	73	67	85	53	72	70	130	20%
HI	80	83	68	67	78	59	85	54	70	69	16	24%
IA	84	85	74	68	82	68	88	56	79	76	113	34%
ID	82	84	75	67	79	62	90	56	76	75	41	30%
IL	81	81	69	66	76	62	87	53	73	70	175	25%
IN	81	81	70	65	77	61	88	55	75	73	109	28%
KS	83	85	76	69	81	68	88	59	78	78	126	31%
KY	81	83	69	66	76	64	87	54	73	70	86	22%
LA	85	86	75	71	79	74	87	59	78	76	103	23%
MA	81	80	66	64	72	51	89	53	72	73	58	25%
MD	76	77	61	61	70	57	86	49	66	66	47	21%
ME	85	84	73	70	79	59	89	57	75	75	34	28%
MI	82	80	73	67	75	60	89	55	74	72	128	29%
MN	84	85	76	69	80	69	89	57	78	77	121	34%
MO	81	81	69	65	75	61	88	54	72	70	102	28%
MS	83	86	72	68	77	73	85	53	72	69	88	21%
MT	82	83	75	69	74	63	86	53	71	70	59	32%
NC	81	83	69	66	74	63	87	53	72	71	106	22%
ND	85	84	75	67	81	70	84	58	76	78	44	32%
NE	85	86	77	71	83	70	88	59	79	79	88	36%
NH	83	82	71	65	78	56	89	55	74	73	26	26%
NJ	77	76	61	60	70	52	84	47	66	66	65	20%
NM	79	79	70	65	72	62	84	50	68	65	37	19%
NV	78	77	69	64	75	58	85	52	69	71	38	23%
NY	78	78	63	60	71	53	85	49	66	66	165	23%
OH	83	81	70	66	76	60	89	55	75	73	156	27%
OK	82	84	75	68	77	68	87	55	75	74	109	25%
OR	82	82	73	67	77	56	88	55	74	74	61	26%

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PA	82	81	70	64	75	56	88	53	73	70	160	31%
PR	74	76	61	52	77	62	74	44	65	65	4	28%
RI	82	81	67	64	76	55	88	53	72	75	11	27%
SC	81	83	68	66	72	66	87	55	71	71	60	22%
SD	85	87	80	72	80	71	87	59	81	82	55	34%
TN	81	82	70	66	74	65	86	52	72	70	95	22%
TX	82	83	72	68	78	69	87	55	75	74	342	21%
UT	81	84	71	65	79	63	89	58	77	76	46	24%
VA	80	81	66	64	73	61	87	52	71	70	85	23%
VT	84	85	73	66	76	53	91	57	76	76	14	29%
WA	80	81	69	66	76	56	88	53	72	73	86	25%
WI	84	83	74	70	80	65	90	58	78	76	124	34%
WV	82	82	72	67	77	59	87	52	71	69	50	24%
WY	82	83	78	71	77	62	87	55	71	70	28	29%
<b>US</b>	<b>81</b>	<b>82</b>	<b>70</b>	<b>66</b>	<b>76</b>	<b>62</b>	<b>87</b>	<b>54</b>	<b>73</b>	<b>72</b>	<b>4469</b>	<b>25%</b>

\*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.

**October 2020**

\* 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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