

Summary of HCAHPS Survey Results*
July 2015 to June 2016 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	Participating Hospitals*	Survey Response Rate**
AK	78	80	71	65	63	74	59	89	49	67	70	15	23%
AL	81	86	69	73	67	73	72	86	50	72	71	85	28%
AR	81	84	71	73	67	75	69	84	52	73	71	66	27%
AZ	77	78	65	69	63	70	58	87	49	70	70	69	30%
CA	75	78	61	68	61	71	52	85	49	68	69	308	25%
CO	81	82	70	72	66	75	65	89	55	76	76	67	28%
CT	80	80	65	71	61	74	52	87	51	69	71	29	26%
DC	71	77	53	64	55	61	53	82	42	58	61	7	24%
DE	81	80	69	71	65	72	58	88	54	71	70	6	25%
FL	77	78	63	69	62	70	59	85	50	68	69	174	25%
GA	80	82	66	71	64	73	67	86	51	70	70	118	24%
HI	81	82	71	72	67	76	62	86	54	73	74	15	26%
IA	82	85	73	72	67	80	66	89	57	77	76	92	34%
ID	81	84	74	74	67	79	63	89	56	75	74	39	34%
IL	81	82	69	72	65	75	62	87	53	72	71	171	29%
IN	82	82	71	73	65	76	63	88	54	76	73	114	30%
KS	82	86	74	73	68	79	69	88	56	77	77	117	35%
KY	82	85	70	73	67	75	66	87	53	73	72	89	28%
LA	84	87	72	75	70	76	74	87	57	77	76	104	26%
MA	81	81	67	71	64	72	52	89	53	71	74	58	28%
MD	76	77	59	67	60	66	57	85	47	65	66	46	24%
ME	83	83	72	73	70	80	59	90	58	75	76	33	29%
MI	81	81	71	72	66	74	61	88	53	73	72	123	33%
MN	83	84	75	73	68	80	67	89	56	77	76	118	36%
MO	80	81	67	70	64	73	63	87	52	72	70	90	29%
MS	83	88	71	73	67	75	75	85	51	72	70	77	26%
MT	79	82	75	72	63	74	64	87	54	71	71	43	32%
NC	81	83	68	72	66	72	64	87	51	72	71	97	26%
ND	82	83	77	73	70	77	66	84	55	74	74	37	37%
NE	83	86	74	73	68	81	69	90	57	78	78	81	37%
NH	82	82	71	72	67	77	57	90	55	73	75	25	29%
NJ	77	77	62	69	60	69	54	84	48	65	66	63	22%
NM	78	78	68	70	66	72	62	85	49	67	65	37	23%
NV	73	75	60	66	60	68	54	84	46	64	66	26	24%
NY	77	78	62	67	61	70	53	86	48	65	66	159	25%

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OH	82	81	71	72	65	76	60	89	54	74	72	155	31%
OK	81	84	71	73	66	75	69	86	53	73	72	97	27%
OR	79	81	70	70	65	75	57	88	52	72	73	58	28%
PA	81	80	68	71	64	74	56	88	52	71	70	158	33%
RI	81	82	69	71	64	74	55	87	53	71	73	10	31%
SC	82	84	68	73	67	73	69	88	52	72	72	52	26%
SD	84	86	77	73	71	79	72	89	55	78	77	42	36%
TN	80	83	69	71	65	73	67	86	50	72	70	94	29%
TX	81	83	70	73	67	76	69	87	53	74	74	310	26%
UT	79	83	69	71	66	73	62	90	55	76	76	42	31%
VA	80	81	66	70	65	72	61	88	51	71	70	78	27%
VI	77	83	60	65	63	69	56	80	39	57	59	2	32%
VT	81	82	70	71	69	78	55	91	56	73	74	14	31%
WA	78	81	67	70	65	74	56	88	53	71	73	81	28%
WI	83	84	74	72	69	80	65	90	57	77	76	117	36%
WV	80	82	69	70	65	75	60	87	50	70	68	46	28%
WY	79	82	74	70	69	75	64	88	53	72	67	23	30%
US	80	82	69	71	65	74	63	87	52	72	72	4177	29%

*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 2017

* 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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