

Summary of HCAHPS Survey Results*
July 2012 to June 2013 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**
AK	78	82	72	69	68	74	60	87	67	69	13	29%
AL	80	86	68	72	66	71	70	84	71	70	87	32%
AR	78	83	68	71	63	72	67	83	70	68	50	31%
AZ	77	77	65	69	62	69	57	85	69	70	66	34%
CA	74	78	61	68	61	70	51	83	68	70	313	29%
CO	79	81	69	72	65	75	63	87	74	75	58	34%
CT	78	80	65	70	62	71	54	85	68	71	30	31%
DC	70	77	55	65	55	61	56	78	60	62	7	26%
DE	79	78	66	70	63	70	52	85	66	68	6	29%
FL	75	77	62	68	60	69	58	83	66	68	168	30%
GA	78	82	65	70	64	71	66	83	70	70	111	28%
HI	79	83	69	69	66	77	59	81	70	72	14	30%
IA	81	84	70	71	66	78	63	87	75	74	79	40%
ID	79	82	71	72	65	76	61	88	73	75	23	40%
IL	79	81	66	71	63	74	60	85	70	70	152	33%
IN	81	82	70	73	64	76	61	86	74	73	117	35%
KS	81	84	72	72	66	76	65	86	76	75	68	39%
KY	81	84	69	73	66	75	64	85	72	71	79	32%
LA	83	87	71	75	68	75	74	85	74	74	102	30%
MA	79	80	65	70	64	72	52	87	69	73	63	32%
MD	75	78	58	67	58	64	57	84	65	67	41	30%
ME	82	83	72	72	69	80	58	89	74	77	35	32%
MI	80	81	70	71	64	73	59	87	71	71	120	37%
MN	80	83	73	71	66	77	65	87	74	72	108	39%
MO	79	82	67	70	63	72	62	87	71	70	88	35%
MS	81	86	68	72	67	74	72	82	71	69	70	27%
MT	77	81	68	70	64	72	59	84	68	68	26	34%
NC	81	83	68	72	65	72	63	86	71	71	98	33%
ND	76	79	67	68	61	70	60	86	63	66	13	34%
NE	82	85	74	73	68	81	67	87	76	77	76	40%
NH	80	81	70	72	66	75	57	89	71	74	22	33%
NJ	75	77	60	68	59	69	53	81	64	66	63	27%
NM	76	78	65	68	62	70	60	83	64	62	39	26%

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NV	73	76	59	67	60	69	57	84	67	69	22	31%
NY	74	77	61	67	59	69	50	83	62	65	165	30%
OH	80	80	69	71	64	75	58	86	72	71	158	35%
OK	80	84	71	72	66	73	68	84	71	71	98	31%
OR	78	81	68	71	64	73	56	86	70	72	53	34%
PA	79	80	67	70	62	73	54	86	69	69	158	38%
RI	79	80	66	71	61	73	54	85	68	72	11	34%
SC	81	84	68	72	66	72	67	86	71	71	57	30%
SD	82	84	77	71	68	78	72	87	76	76	45	37%
TN	79	84	68	71	66	73	67	84	70	70	100	33%
TX	79	83	69	72	66	75	68	85	73	73	324	30%
UT	79	83	69	72	67	74	60	90	75	76	37	39%
VA	78	81	64	70	62	71	60	86	68	69	76	32%
VI	78	87	63	68	67	61	59	76	60	61	1	42%
VT	80	82	69	70	65	78	51	89	71	73	14	34%
WA	77	81	66	70	64	73	54	87	70	73	68	33%
WI	82	83	72	72	68	79	63	89	74	74	116	41%
WV	78	82	67	70	64	74	57	84	66	66	45	32%
WY	77	81	70	69	65	73	61	88	67	67	22	33%
US	79	82	67	71	64	73	61	85	70	71	3975	33%

April 2014

* 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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