

Summary of HCAHPS Survey Results*
October 2011 to September 2012 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	77	81	68	69	68	72	59	86	67	71	11	30%
AL	80	86	68	72	66	71	71	83	71	70	90	33%
AR	78	83	67	71	63	72	66	81	70	69	49	31%
AZ	76	77	66	70	63	70	57	84	69	71	64	32%
CA	74	78	61	68	60	70	51	82	67	69	313	30%
CO	79	81	70	71	65	74	63	87	74	76	58	34%
CT	77	79	64	69	61	71	53	83	68	71	30	32%
DC	70	77	53	65	57	61	56	78	59	63	7	26%
DE	79	79	65	70	62	71	52	84	67	70	6	30%
FL	74	77	61	68	59	69	58	82	65	68	169	30%
GA	78	82	65	71	63	71	66	83	69	70	113	28%
HI	79	82	69	71	69	76	56	82	70	70	15	30%
IA	81	84	71	71	66	78	64	86	75	75	74	41%
ID	79	82	71	72	66	77	63	88	73	75	21	37%
IL	78	81	65	70	62	73	59	84	68	69	151	32%
IN	80	82	70	72	64	76	60	86	74	73	112	35%
KS	81	84	72	72	66	76	65	85	76	76	67	39%
KY	80	84	69	72	64	75	63	84	71	70	77	31%
LA	83	87	71	75	68	75	73	84	74	75	104	30%
MA	79	80	66	71	64	73	52	87	69	74	64	33%
MD	75	78	59	68	59	65	56	83	65	67	43	30%
ME	82	83	72	74	68	79	59	88	73	77	36	32%
MI	79	80	70	71	64	72	58	87	71	71	115	37%
MN	79	83	73	70	66	77	64	86	73	74	103	40%
MO	78	82	66	70	63	73	60	85	70	70	85	34%
MS	80	86	68	73	65	73	71	80	69	67	68	28%
MT	76	81	69	69	64	74	58	82	68	66	26	32%
NC	80	83	69	72	65	71	63	85	71	71	97	32%
ND	76	79	67	68	61	71	57	86	66	69	11	37%
NE	82	85	73	72	66	78	67	87	76	77	55	39%
NH	80	81	71	72	66	76	57	88	72	75	22	34%
NJ	75	78	60	68	59	69	53	80	63	66	63	28%
NM	75	79	66	70	63	70	59	82	64	63	37	26%

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NV	71	74	59	67	58	67	55	83	64	67	23	31%
NY	74	77	60	67	59	68	50	82	61	65	167	30%
OH	80	80	69	72	64	75	58	86	71	71	160	36%
OK	79	84	71	73	65	74	68	83	71	71	97	31%
OR	77	80	67	70	63	73	55	85	70	71	50	34%
PA	78	79	66	70	62	71	53	84	67	68	149	38%
RI	79	80	65	71	62	74	54	85	68	71	11	35%
SC	81	84	68	73	66	73	68	85	71	71	56	29%
SD	83	85	77	72	68	79	70	86	74	76	42	40%
TN	79	84	68	71	65	73	66	83	69	70	102	32%
TX	79	83	69	73	65	74	68	84	72	73	325	30%
UT	79	84	69	72	65	74	60	89	74	77	37	41%
VA	77	81	64	70	62	71	59	85	68	69	76	31%
VI	80	86	63	69	61	61	54	78	61	64	1	44%
VT	79	82	70	71	65	77	51	87	70	73	14	35%
WA	77	81	66	70	63	73	54	86	70	73	66	34%
WI	82	83	72	72	68	79	63	88	74	74	115	42%
WV	78	83	65	69	63	74	56	83	66	66	44	32%
WY	77	81	70	69	65	73	60	87	67	67	21	34%
US	78	81	67	71	63	73	60	84	70	71	3912	33%

July 2013

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

See HCAHPS results on www.hospitalcompare.hhs.gov for full details.

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

Internet Citation

"Summary of HCAHPS Survey Results. hcahpsonline.org/HCAHPS_Executive_Insight. [Public Reporting Period]. Centers for Medicare & Medicaid Services, Baltimore, MD. *Month, Date, Year the page was accessed.*"