

# Summary of HCAHPS Survey Results\*

## October 2006 to June 2007 Discharges

State	Comm. with Nurses	Comm. with Doctors	Responsiveness of Hosp. Staff	Pain Management	Comm. About Medicines	Cleanliness of Hosp. Env.	Quietness of Hosp. Env.	Discharge Information	Overall Hospital Rating	Recommend the Hospital	No. of Participating Hosps.	Survey Response Rate
AL	79	86	55	75	69	72	71	87	73	79	74	38%
AK	70	78	64	66	60	67	55	83	61	66	8	30%
AZ	71	75	59	67	56	66	50	77	63	67	38	32%
AR	74	82	63	69	58	69	61	76	62	66	32	32%
CA	67	76	54	64	54	64	43	76	60	65	227	31%
CO	71	78	63	68	58	70	54	81	65	71	29	33%
CT	74	79	58	68	57	68	47	80	62	69	28	33%
DE	73	78	64	68	56	65	47	80	61	67	4	25%
DC	65	74	49	65	53	60	53	77	61	69	4	32%
FL	66	73	52	62	51	60	49	74	56	61	127	30%
GA	74	81	59	68	59	67	63	78	65	68	72	26%
HI	65	74	55	61	55	66	46	74	52	56	9	38%
ID	70	78	61	66	60	68	52	82	60	66	10	38%
IL	73	80	60	68	57	69	53	79	62	66	98	32%
IN	76	81	65	69	58	71	54	80	67	70	78	34%
IA	76	80	65	68	59	75	57	82	68	71	49	43%
KS	73	80	63	67	58	69	54	79	64	67	36	33%
KY	76	82	64	69	60	70	55	79	65	68	47	30%
LA	78	85	65	72	63	70	67	79	68	72	51	27%
ME	79	82	67	71	62	77	53	84	70	74	33	35%
MD	70	76	54	64	54	63	51	77	58	63	40	26%
MA	75	79	59	68	59	68	48	83	63	70	47	34%
MI	74	78	63	68	59	68	52	82	65	68	89	36%
MN	76	80	67	68	61	73	56	82	65	70	52	42%
MS	76	84	61	69	61	67	67	75	64	66	34	24%
MO	74	80	62	68	57	69	54	80	64	68	58	36%
MT	74	79	66	68	59	71	55	78	64	66	18	35%
NE	77	81	67	69	59	75	55	82	70	72	20	40%
NV	60	68	49	59	49	58	48	73	53	59	12	30%
NH	78	81	67	71	64	74	54	85	67	74	17	40%
NJ	72	77	56	66	54	66	48	74	59	64	42	27%
NM	69	76	60	64	55	65	51	76	57	60	19	28%
NY	71	77	57	65	55	65	45	79	57	62	120	30%
NC	78	84	66	71	62	70	60	81	68	72	59	31%

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ND	72	75	63	64	57	72	54	82	62	66	5	42%
OH	73	77	61	66	56	67	49	80	63	65	109	33%
OK	75	83	59	71	61	71	61	80	67	69	51	30%
OR	73	78	63	68	59	69	52	81	65	70	32	36%
PA	74	78	61	67	56	67	47	79	62	65	109	38%
RI	74	79	62	68	58	70	48	81	63	67	10	33%
SC	74	81	60	68	58	67	60	79	63	66	34	28%
SD	75	81	67	66	59	76	60	79	67	71	18	43%
TN	74	81	60	68	58	68	60	78	64	69	63	28%
TX	71	80	59	67	57	66	60	78	62	67	154	26%
UT	75	83	63	70	58	70	54	81	68	76	27	40%
VT	78	83	69	71	63	77	54	83	68	71	13	38%
VA	72	79	59	66	57	66	55	80	61	67	54	33%
WA	72	79	61	67	58	69	50	82	64	70	45	35%
WV	75	82	64	68	59	72	50	79	63	66	26	34%
WI	77	82	68	69	63	75	58	84	69	71	81	45%
WY	74	81	68	68	61	72	57	83	60	61	9	33%
PR	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
VI	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>USA</b>	<b>73</b>	<b>79</b>	<b>60</b>	<b>67</b>	<b>58</b>	<b>68</b>	<b>54</b>	<b>79</b>	<b>63</b>	<b>67</b>	<b>2521</b>	<b>34%</b>

March 28, 2008

\* Average score for participating, publicly reported hospitals in this state. See HCAHPS results on [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov) for details.

\*\* Response rate is calculated for patients of each state, and of the nation.

#### Internet Citation

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[http://www.hcahpsonline.org/Files/Summary%20of%20HCAHPS%20Survey%20Results%20\\_32808.pdf](http://www.hcahpsonline.org/Files/Summary%20of%20HCAHPS%20Survey%20Results%20_32808.pdf)