

Summary of HCAHPS Survey Results*
January 2014 to December 2014 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	Overall Hospital Rating	Recommend the Hospital	Publicly Reporting Hospitals	Survey Response Rate**
AK	74	75	67	68	65	69	58	84	49	65	70	16	25%
AL	81	86	69	73	67	72	71	85	52	73	71	85	30%
AR	79	84	68	70	64	73	66	83	50	70	68	64	28%
AZ	77	78	66	70	64	70	58	87	51	70	70	70	32%
CA	75	78	62	69	61	70	51	84	49	68	70	310	27%
CO	79	81	69	72	67	75	63	88	54	74	75	64	31%
CT	80	80	65	70	63	73	53	86	51	68	72	29	29%
DC	71	78	54	65	57	63	55	80	42	58	61	7	24%
DE	79	78	68	70	63	69	54	86	50	67	68	6	26%
FL	76	78	62	68	61	70	59	84	49	67	69	172	28%
GA	79	83	66	71	64	71	67	84	51	70	69	119	25%
HI	79	84	71	73	68	75	60	87	51	74	70	16	28%
IA	81	83	71	72	66	79	65	88	56	76	75	87	36%
ID	81	84	74	71	68	78	64	88	56	73	74	35	37%
IL	80	82	68	72	64	74	61	86	52	71	70	161	30%
IN	82	83	72	73	66	76	62	88	54	75	73	121	32%
KS	81	85	72	73	67	76	67	87	56	77	76	96	36%
KY	81	85	70	73	67	75	66	87	53	72	71	89	29%
LA	84	87	73	76	69	75	74	86	58	76	76	103	28%
MA	80	81	66	71	64	73	53	89	53	70	74	59	30%
MD	76	78	60	67	60	65	56	86	48	65	67	44	28%
ME	83	83	72	74	69	80	61	89	58	75	76	33	30%
MI	80	81	70	72	64	73	60	88	52	72	71	122	34%
MN	81	84	73	72	67	78	67	88	55	74	74	111	36%
MO	80	82	68	70	65	73	63	87	53	71	71	94	32%
MS	81	87	69	73	67	74	71	84	51	71	69	84	26%
MT	78	83	71	71	65	73	62	84	52	67	68	40	35%
NC	80	83	67	71	65	72	63	86	52	70	70	96	28%
ND	77	80	68	69	63	70	64	81	47	65	66	34	35%
NE	83	85	75	73	67	80	67	88	57	76	77	78	37%
NH	82	82	72	72	68	77	58	89	55	74	75	24	31%
NJ	77	78	61	68	60	69	53	83	47	64	66	64	25%
NM	76	79	67	70	64	72	62	83	48	66	63	40	26%
NV	73	75	61	66	61	69	54	84	47	67	67	27	29%
NY	76	78	62	67	61	70	52	85	48	64	66	163	27%

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OH	81	81	70	72	66	75	60	88	53	73	72	158	32%
OK	80	84	71	72	66	74	69	86	53	72	70	101	29%
OR	79	81	69	70	65	74	57	87	52	71	72	56	31%
PA	80	80	68	71	64	74	56	87	51	70	70	159	36%
RI	80	81	66	72	63	73	54	87	52	70	72	11	31%
SC	81	84	68	72	66	72	68	86	52	72	71	59	28%
SD	83	85	75	72	69	77	71	88	55	75	77	46	33%
TN	80	83	69	71	66	73	68	86	51	71	70	99	30%
TX	80	83	70	73	67	75	69	86	53	73	74	330	28%
UT	79	83	69	72	65	73	63	90	57	75	77	41	36%
VA	79	81	65	70	64	72	61	87	51	70	70	78	30%
VI	77	83	67	69	62	70	51	79	39	56	60	2	30%
VT	81	82	72	71	67	78	53	89	55	72	76	14	32%
WA	78	80	66	70	63	73	55	88	52	70	72	78	30%
WI	83	84	73	73	69	80	65	90	56	76	75	116	39%
WV	79	82	69	69	65	74	59	87	50	66	66	44	30%
WY	79	82	73	71	68	73	61	89	52	68	67	22	30%
US	79	82	68	71	65	74	62	86	52	71	71	4177	30%

October 2015

* 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.

Internet Citation

<http://www.hcahponline.org>. Centers for Medicare & Medicaid Services, Baltimore, MD. *Month, Date, Year the page was accessed.*