

Summary of HCAHPS Survey Results*
December 2012 Public Report
(April 2011 to March 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**
AL	79	86	67	71	65	70	71	82	70	70	92	32%
AK	77	81	67	69	67	71	60	85	66	70	11	29%
AZ	76	77	66	70	62	71	57	84	69	71	64	32%
AR	78	83	67	71	63	72	66	81	69	69	49	31%
CA	73	77	60	68	59	70	50	82	67	69	310	29%
CO	78	81	70	71	65	75	64	86	74	76	58	34%
CT	77	79	62	69	59	72	51	82	67	71	31	31%
DE	78	80	66	70	61	72	53	82	68	70	5	31%
DC	69	76	52	64	56	61	56	77	58	63	7	26%
FL	73	77	60	67	58	68	57	81	65	68	166	30%
GA	78	83	65	71	63	71	66	82	69	69	112	27%
HI	76	80	63	70	63	74	53	82	68	70	12	33%
ID	79	82	71	71	66	76	63	88	74	75	21	37%
IL	77	81	65	70	61	72	57	84	68	68	149	32%
IN	80	82	69	72	63	75	59	85	73	73	111	34%
IA	81	84	70	71	65	78	63	86	74	75	72	41%
KS	80	84	71	72	65	76	65	85	75	76	66	39%
KY	80	84	68	72	64	74	63	84	70	70	77	30%
LA	82	86	71	75	68	74	73	83	74	75	104	29%
ME	81	83	71	73	67	79	59	87	74	76	36	32%
MD	74	78	59	68	58	65	56	83	65	67	44	30%
MA	79	80	65	71	63	73	52	87	69	73	64	33%
MI	79	80	69	71	62	72	57	86	71	70	113	37%
MN	79	83	72	71	64	77	64	86	72	73	104	41%
MS	80	85	66	72	63	72	70	79	68	67	65	27%
MO	78	81	65	69	61	72	59	85	69	69	84	33%
MT	76	81	70	69	62	72	59	82	66	67	26	32%
NE	81	84	72	72	64	78	64	87	75	76	51	38%
NV	71	75	58	66	58	68	55	83	65	67	23	31%
NH	80	81	71	72	66	77	56	88	72	75	20	34%
NJ	75	77	59	67	59	68	52	80	63	66	64	28%

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NM	75	79	67	70	63	70	59	81	63	61	38	25%
NY	73	77	59	66	58	68	49	81	61	64	167	31%
NC	80	83	68	71	65	71	63	85	71	71	97	33%
ND	77	78	65	69	60	72	55	85	66	69	11	38%
OH	79	80	68	71	63	74	57	85	71	71	160	35%
OK	79	84	70	73	63	74	67	83	71	70	99	31%
OR	77	80	67	70	63	73	54	85	69	72	48	34%
PA	78	79	65	69	61	71	53	84	67	68	152	38%
RI	78	80	65	71	61	75	52	84	68	72	11	34%
SC	80	84	68	72	66	73	68	85	71	71	57	29%
SD	83	85	76	72	68	80	69	85	73	74	40	42%
TN	79	83	67	71	64	72	66	83	69	70	103	31%
TX	79	83	68	72	65	74	67	84	72	73	324	30%
UT	79	83	70	72	65	74	60	89	74	76	37	40%
VT	79	81	69	72	65	77	53	87	70	73	14	34%
VI	76	83	59	68	54	61	53	74	55	65	1	40%
VA	77	81	64	69	62	71	59	84	67	68	77	30%
WA	76	80	65	69	62	72	53	86	70	73	65	33%
WV	77	82	65	69	63	73	56	83	65	65	45	32%
WI	81	83	71	72	67	78	63	87	74	74	114	42%
WY	77	81	71	69	65	73	60	86	66	67	21	34%
US	78	81	66	70	63	73	60	84	69	70	3892	33%

December 2012

* 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.

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