

Summary of HCAHPS Survey Results*
October 2012 to September 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	77	82	71	68	67	72	59	87	67	69	13	28%
AL	80	86	68	72	66	71	71	84	71	70	88	32%
AR	79	83	68	71	63	72	67	83	70	69	50	31%
AZ	76	77	65	69	62	69	57	86	70	70	66	34%
CA	74	78	62	68	61	70	51	83	68	70	314	29%
CO	79	81	70	72	67	74	64	87	75	76	63	35%
CT	78	80	64	71	62	71	52	85	68	71	30	31%
DC	70	77	55	64	55	61	55	78	60	62	7	26%
DE	79	78	66	71	64	70	52	85	67	68	6	28%
FL	75	77	62	68	60	69	58	83	67	69	168	30%
GA	78	83	65	71	63	71	66	84	69	70	110	28%
HI	80	82	69	71	66	74	57	81	66	69	14	29%
IA	81	84	70	71	66	79	63	88	75	74	81	40%
ID	80	83	73	72	66	77	61	88	73	74	28	39%
IL	79	81	67	71	64	74	60	86	70	70	153	32%
IN	81	83	71	73	64	76	61	86	74	73	119	35%
KS	81	85	72	72	66	76	65	86	76	75	72	38%
KY	81	84	69	73	66	75	64	86	72	71	80	32%
LA	83	87	71	75	69	75	74	85	75	75	102	30%
MA	79	80	66	71	64	72	52	87	69	73	63	32%
MD	75	78	58	67	58	64	57	85	65	67	41	30%
ME	82	83	72	73	69	80	59	90	74	77	35	31%
MI	80	81	70	71	64	73	60	87	71	71	121	36%
MN	81	84	74	72	67	78	65	88	74	71	106	38%
MO	79	82	68	71	63	73	61	87	71	70	86	35%
MS	81	86	69	72	67	74	72	83	71	69	76	27%
MT	77	81	69	70	63	72	60	83	68	67	29	33%
NC	81	83	68	72	65	72	64	87	71	70	99	33%
ND	80	84	74	69	67	78	66	82	70	73	33	35%
NE	83	86	75	73	68	81	67	88	78	77	81	39%
NH	80	81	70	72	65	76	57	88	71	74	23	32%
NJ	76	77	60	68	59	68	53	82	64	66	63	27%
NM	76	78	66	68	63	70	61	83	65	63	40	26%
NV	72	75	59	67	60	68	57	85	66	69	21	31%

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NY	75	77	61	67	59	69	51	83	63	65	166	29%
OH	81	80	70	71	64	75	58	87	72	71	158	34%
OK	80	84	71	72	66	73	68	84	72	71	98	30%
OR	79	81	68	71	65	74	57	86	70	72	53	33%
PA	79	80	67	70	63	73	54	86	69	70	162	37%
RI	79	80	67	71	61	73	54	85	69	72	11	33%
SC	81	84	68	72	66	72	67	86	72	71	57	30%
SD	83	85	77	72	69	79	72	87	78	76	46	37%
TN	80	84	68	72	66	73	67	85	70	70	103	33%
TX	80	83	69	72	66	75	68	85	73	73	326	30%
UT	79	83	69	73	68	74	60	90	74	76	37	38%
VA	78	81	64	70	62	71	60	86	68	69	75	32%
VI	74	84	61	65	62	63	52	75	55	55	2	31%
VT	81	82	69	70	66	78	53	88	71	73	14	34%
WA	77	81	65	70	64	73	54	87	70	73	68	33%
WI	82	83	72	72	68	79	63	89	74	74	117	41%
WV	78	82	68	70	64	75	58	85	66	66	45	32%
WY	78	82	70	69	66	74	61	88	68	67	22	33%
US	79	82	68	71	64	73	61	85	71	71	4041	33%

July 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.