

Summary of HCAHPS Survey Results*
January 2010 to December 2010 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	85	67	72	63	69	69	81	69	69	98	30%
AK	74	78	66	69	64	70	58	84	65	70	11	28%
AZ	74	76	63	68	60	69	55	82	67	69	64	33%
AR	76	83	65	70	61	70	65	80	68	67	48	30%
CA	71	76	58	66	57	68	48	80	65	68	308	30%
CO	77	80	66	70	63	74	61	85	72	74	56	35%
CT	75	78	60	68	59	70	49	82	66	71	31	31%
DE	76	79	63	69	60	67	51	81	65	67	5	32%
DC	68	77	51	64	56	63	56	78	59	63	7	25%
FL	72	76	58	67	57	67	56	80	64	67	167	29%
GA	76	82	63	70	61	71	64	81	67	69	113	27%
HI	73	78	60	67	60	71	52	79	62	65	14	33%
ID	78	82	70	72	65	76	60	86	73	74	19	40%
IL	76	80	62	69	59	71	55	82	66	67	149	32%
IN	79	82	68	71	62	75	59	84	73	73	109	35%
IA	80	83	69	71	64	78	62	85	75	75	71	42%
KS	79	84	69	71	63	75	63	84	74	75	60	39%
KY	79	83	67	71	63	73	61	83	69	69	76	30%
LA	81	86	69	74	66	73	72	82	73	74	96	29%
ME	81	83	71	72	66	79	58	87	72	75	36	33%
MD	73	77	57	66	57	64	54	81	62	65	44	29%
MA	78	79	63	71	62	72	51	86	68	73	62	33%
MI	78	80	67	71	61	71	56	84	70	70	110	36%
MN	78	81	70	69	64	76	62	85	71	73	101	42%
MS	80	86	68	73	64	72	71	78	68	68	63	27%
MO	77	81	65	69	60	72	58	83	68	68	84	35%
MT	74	79	68	68	59	73	59	80	64	66	26	32%
NE	79	83	70	70	63	78	61	85	74	73	44	41%
NV	70	74	57	66	57	67	55	81	63	67	23	31%
NH	78	80	67	71	63	76	55	86	69	73	20	34%
NJ	73	77	57	67	56	67	51	78	61	65	64	28%
NM	73	78	65	69	60	71	57	81	63	63	40	26%
NY	72	76	57	65	56	67	48	80	59	63	167	31%

Summary of HCAHPS Survey Results*
January 2010 to December 2010 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**
NC	79	82	67	71	63	70	62	84	70	71	97	34%
ND	76	78	66	67	63	73	59	84	64	67	12	38%
OH	77	79	66	70	61	73	55	84	69	70	158	36%
OK	77	83	69	71	61	73	65	81	69	70	96	32%
OR	76	79	65	71	62	72	53	84	69	73	44	34%
PA	76	78	63	69	59	70	50	83	65	67	149	37%
RI	76	80	62	70	59	72	50	84	66	70	11	34%
SC	79	83	66	71	63	72	66	84	69	70	56	30%
SD	80	82	75	69	67	79	66	79	72	73	40	43%
TN	78	83	65	71	61	72	65	81	68	69	102	30%
TX	77	83	66	71	63	72	66	82	70	71	312	29%
UT	77	83	67	69	62	72	59	88	72	75	36	38%
VT	79	82	69	72	65	78	53	87	71	75	14	37%
VI	79	85	51	60	59	71	49	70	53	64	1	14%
VA	75	80	62	68	59	69	57	83	65	67	76	30%
WA	74	79	63	69	61	71	51	85	67	72	60	33%
WV	76	82	65	69	61	72	53	82	65	66	43	33%
WI	80	82	70	71	65	78	61	87	72	73	113	43%
WY	77	81	70	69	66	72	61	85	66	66	21	36%
US	76	80	64	69	61	72	58	82	68	70	3827	33%

October 2011

* 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. Hcahponline.org/HCAHPS_Executive_Insight. [Public Reporting Period]. Centers for Medicare & Medicaid Services, Baltimore, MD. *Month, Date, Year the page was accessed.*