

Summary of HCAHPS Survey Results*
Spring 2012 Public Report
(July 2010 to June 2011 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	66	71	63	69	70	81	70	70	94	30%
AK	75	78	65	67	64	69	60	84	65	69	11	28%
AZ	74	76	63	68	61	70	56	83	67	69	64	32%
AR	77	83	66	70	61	72	65	81	69	68	49	31%
CA	71	76	58	66	57	69	48	80	65	68	308	29%
CO	78	80	67	70	64	75	62	85	73	75	56	33%
CT	76	78	60	68	58	71	49	82	66	71	31	30%
DE	77	79	64	70	60	69	51	82	65	68	5	31%
DC	69	77	51	64	55	62	54	78	58	63	7	25%
FL	73	76	59	67	57	68	56	80	64	68	166	29%
GA	77	82	63	71	61	71	64	80	68	69	114	26%
HI	73	78	60	66	61	71	52	80	63	65	14	32%
ID	79	81	70	72	65	77	61	87	73	75	20	38%
IL	76	80	62	69	60	72	55	83	66	68	148	31%
IN	79	81	68	71	61	75	59	84	73	73	110	34%
IA	80	83	68	71	64	78	62	85	74	74	72	40%
KS	79	83	70	71	63	75	64	84	74	76	60	38%
KY	79	84	67	71	63	74	62	83	70	70	77	30%
LA	81	86	69	74	67	74	72	82	73	74	101	28%
ME	81	82	70	72	66	79	58	87	73	76	36	32%
MD	73	77	57	66	57	64	54	81	63	66	44	29%
MA	78	79	64	70	61	72	51	86	68	73	63	32%
MI	78	80	68	71	61	72	56	85	70	70	113	36%
MN	79	82	71	70	64	77	64	85	72	73	104	40%
MS	80	86	68	72	63	72	70	79	68	68	63	26%
MO	77	81	65	69	60	72	58	84	68	68	83	34%
MT	74	79	68	67	60	72	58	82	65	66	26	31%
NE	80	84	71	70	64	78	62	86	74	75	46	39%
NV	70	74	57	66	57	68	56	81	64	67	23	31%
NH	79	81	68	71	64	76	55	87	70	74	21	33%
NJ	73	77	57	67	57	68	51	79	62	65	64	27%

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NM	75	79	66	70	61	71	58	80	63	62	38	25%
NY	72	76	57	65	57	67	49	81	60	64	168	30%
NC	79	83	67	71	64	70	63	84	70	71	97	32%
ND	76	78	64	68	61	72	55	83	62	66	11	38%
OH	78	79	66	70	62	73	56	84	70	70	159	35%
OK	78	83	69	72	63	73	66	82	69	70	98	31%
OR	76	80	66	71	62	72	53	84	69	73	45	34%
PA	76	78	63	69	59	70	51	83	65	67	151	36%
RI	77	80	63	70	59	73	51	84	67	71	11	32%
SC	80	83	67	71	65	72	66	84	69	70	56	29%
SD	79	83	74	70	66	79	67	81	72	73	40	42%
TN	78	83	66	71	62	72	65	82	69	70	102	30%
TX	77	82	66	71	63	73	66	82	70	72	317	29%
UT	77	83	67	70	62	73	59	88	73	75	36	39%
VT	78	81	68	71	65	77	52	86	70	74	14	35%
VI	76	81	56	68	60	68	60	72	48	62	1	21%
VA	76	80	62	69	60	69	58	84	65	68	77	29%
WA	75	79	63	69	60	72	52	85	68	73	61	32%
WV	76	82	65	68	61	73	54	82	64	65	43	31%
WI	80	82	70	70	66	78	61	87	72	73	112	41%
WY	78	81	70	69	64	72	61	85	65	66	21	35%
US	77	80	65	70	61	72	59	83	68	70	3851	32%

Spring 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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