

**Summary of HCAHPS Survey Results\***  
**October 2016 to September 2017 Discharges**

State	Comm. with Nurses	Comm. with Doctors	Responsiveness of Hospital Staff	Comm. About Medicines	Cleanliness of Hosp. Env.	Quietness of Hosp. Env.	Discharge Information	Care Transition	Hospital Rating	Recommend the Hospital	Participating Hospitals*	Survey Response Rate**
AK	79	80	73	65	74	56	86	50	69	74	16	22%
AL	81	84	71	68	74	71	87	50	73	71	86	27%
AR	81	84	72	67	75	68	84	52	73	71	68	26%
AZ	77	77	67	64	71	57	87	50	70	70	72	29%
CA	76	78	63	62	72	52	85	49	70	70	316	23%
CO	80	81	72	67	77	64	89	56	76	76	68	27%
CT	79	79	64	62	73	54	87	51	70	72	28	25%
DC	71	76	52	58	64	56	82	44	62	63	7	22%
DE	81	80	69	67	73	58	87	53	71	71	6	22%
FL	77	77	63	62	70	59	85	50	69	70	173	23%
GA	80	82	67	65	73	67	86	52	72	70	127	22%
HI	79	81	68	62	77	58	84	50	71	72	15	26%
IA	82	84	72	67	80	67	89	56	79	76	108	34%
ID	82	85	75	68	79	62	91	54	76	76	41	34%
IL	81	81	69	65	76	61	87	53	72	70	176	27%
IN	82	82	71	66	77	63	89	55	76	74	119	29%
KS	82	85	76	68	79	67	88	58	78	77	121	33%
KY	82	84	69	68	76	65	87	53	73	71	89	26%
LA	85	87	74	71	77	74	87	58	77	76	103	25%
MA	81	81	66	64	72	52	89	53	71	74	57	25%
MD	76	78	61	60	68	57	87	49	67	67	46	23%
ME	83	83	72	70	79	60	89	56	76	75	33	29%
MI	82	81	73	66	75	60	89	54	74	72	124	32%
MN	83	84	75	68	79	66	89	56	77	76	118	35%
MO	80	82	68	65	75	63	88	54	73	71	95	29%
MS	83	87	73	69	76	73	86	52	73	71	85	24%
MT	80	84	73	67	73	63	84	53	69	70	52	34%
NC	81	83	68	66	73	64	88	53	73	71	100	25%
ND	84	86	77	70	77	68	87	56	74	75	37	35%
NE	84	86	77	69	83	72	88	58	80	79	86	37%
NH	82	81	70	67	78	56	90	54	74	74	26	26%
NJ	78	77	62	61	70	53	84	48	67	67	64	21%
NM	77	78	67	60	73	61	84	48	68	63	36	20%
NV	75	76	62	62	71	56	85	49	67	68	27	23%
NY	77	78	64	61	71	53	85	49	65	67	162	24%

**Summary of HCAHPS Survey Results\***  
**October 2016 to September 2017 Discharges**

State	Comm. with Nurses	Comm. with Doctors	Responsiveness of Hospital Staff	Comm. About Medicines	Cleanliness of Hosp. Env.	Quietness of Hosp. Env.	Discharge Information	Care Transition	Hospital Rating	Recommend the Hospital	Participating Hospitals*	Survey Response Rate**
OH	82	81	70	65	76	60	89	54	75	72	155	29%
OK	81	84	74	68	77	70	87	55	75	74	96	26%
OR	80	81	70	67	74	56	89	54	74	74	59	26%
PA	81	81	68	64	74	55	88	52	71	70	158	31%
RI	82	81	68	64	75	55	87	52	72	74	11	27%
SC	81	84	69	66	71	66	88	52	72	71	57	25%
SD	84	86	78	70	79	72	89	56	79	78	49	32%
TN	81	83	71	66	74	66	87	51	73	71	100	28%
TX	81	83	72	68	77	69	87	54	76	76	336	24%
UT	79	82	71	66	75	60	90	58	77	77	43	26%
VA	80	81	66	64	74	61	88	52	72	70	79	25%
VI	74	80	58	59	63	53	77	37	50	54	2	28%
VT	82	84	72	67	78	54	91	54	74	73	14	30%
WA	79	81	67	63	74	54	88	52	71	72	79	26%
WI	84	84	74	69	80	66	90	57	78	76	123	36%
WV	81	83	72	67	76	60	88	53	73	71	47	26%
WY	81	82	75	69	75	62	87	56	71	69	23	29%
<b>US</b>	<b>80</b>	<b>82</b>	<b>70</b>	<b>66</b>	<b>75</b>	<b>62</b>	<b>87</b>	<b>53</b>	<b>73</b>	<b>72</b>	<b>4318</b>	<b>27%</b>

\*These results encompass all hospitals that received HCAHPS scores. Because not all hospitals report their results on Hospital Compare, the values on that Web site may differ from those shown here.

**July 2018**

\* Average "top box" score for participating, publicly reported hospitals in this state.

See HCAHPS results on [www.Medicare.gov/hospitalcompare](http://www.Medicare.gov/hospitalcompare) for full details.

\*\* Response rate is calculated for hospitals in each state, and in the nation.

Beginning with July 2018 public reporting (October 2016 through September 2017 discharges) CMS no longer reports the Pain Management composite measure.

Internet Citation

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