

Summary of HCAHPS Survey Results*
April 2017 to March 2018 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	81	81	71	69	73	63	87	53	70	73	18	21%
AL	81	84	72	68	75	70	86	52	73	71	89	26%
AR	81	83	72	68	76	67	85	53	74	70	71	25%
AZ	77	77	68	64	71	56	86	52	70	70	74	28%
CA	76	77	64	63	72	51	85	50	69	70	325	22%
CO	80	81	72	68	77	63	88	56	76	75	71	27%
CT	80	80	65	63	74	55	88	52	71	73	29	28%
DC	70	76	54	59	64	55	83	45	62	61	8	22%
DE	81	80	69	65	72	57	89	53	71	70	7	23%
FL	76	76	64	62	70	58	85	51	69	70	178	23%
GA	79	81	67	64	73	67	85	52	71	70	129	21%
HI	79	81	69	62	76	57	85	52	71	72	15	25%
IA	83	84	73	67	79	67	88	57	79	76	113	33%
ID	82	85	76	70	81	64	90	55	76	76	41	33%
IL	81	81	69	65	76	61	87	53	72	70	179	27%
IN	82	81	71	65	77	61	89	55	76	74	115	28%
KS	82	84	78	68	80	66	87	57	77	77	123	32%
KY	81	83	70	68	75	63	87	54	73	70	88	25%
LA	84	87	75	72	77	74	87	58	77	76	105	24%
MA	81	80	65	63	71	51	89	52	71	73	58	25%
MD	76	77	62	60	69	56	86	49	66	66	47	22%
ME	84	84	73	70	79	60	89	56	76	76	34	28%
MI	82	81	73	66	75	60	89	54	74	72	129	31%
MN	84	85	76	68	80	67	89	56	78	76	120	35%
MO	80	81	69	66	76	61	87	53	73	71	100	29%
MS	82	85	72	69	75	72	85	52	72	70	86	23%
MT	80	83	74	66	73	61	85	53	70	70	55	33%
NC	81	82	69	66	73	63	88	53	72	71	101	24%
ND	84	85	77	69	78	69	87	57	75	76	39	35%
NE	83	84	77	69	82	69	88	57	79	76	87	38%
NH	81	82	70	66	77	55	89	55	73	73	26	26%
NJ	77	77	62	61	70	53	85	48	66	67	65	21%
NM	78	79	71	66	74	61	85	50	70	67	37	21%
NV	74	75	64	62	72	53	85	50	68	68	33	21%
NY	77	78	63	61	71	52	85	49	66	66	167	24%

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OH	82	81	70	65	76	60	89	54	74	72	160	28%
OK	81	83	74	68	78	68	87	55	75	73	100	26%
OR	80	81	72	67	75	56	89	55	74	74	61	26%
PA	80	80	69	64	74	55	88	52	71	70	167	31%
PR	78	84	64	58	84	63	86	63	74	79	1	22%
RI	82	81	68	65	75	55	87	53	73	74	11	27%
SC	81	83	70	67	72	65	87	54	73	72	60	24%
SD	83	84	80	72	81	71	87	57	79	78	53	32%
TN	80	82	72	67	75	65	87	53	73	71	101	28%
TX	81	82	72	68	77	68	87	54	75	75	346	23%
UT	80	81	72	67	77	61	90	59	77	78	45	25%
VA	80	81	67	64	74	60	87	52	72	71	82	24%
VT	82	84	71	69	78	53	91	56	74	74	15	31%
WA	79	81	68	66	75	55	89	53	72	72	81	26%
WI	83	84	74	69	80	65	90	57	78	76	126	35%
WV	81	83	72	67	77	61	87	53	72	70	51	27%
WY	81	81	76	70	79	62	87	58	71	71	26	29%
US	80	81	70	66	75	62	87	53	73	72	4448	27%

*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.

February 2019

* 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.

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

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