

Summary of HCAHPS Survey Results*
April 2014 to March 2015 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	Care Transition	Overall Hospital Rating	Recommend the Hospital	Publicly Reporting Hospitals	Survey Response Rate**
AK	75	75	70	67	67	70	57	85	49	66	71	16	26%
AL	81	86	69	73	66	72	71	86	52	72	71	86	29%
AR	80	84	68	70	65	73	66	83	50	70	69	66	28%
AZ	78	78	67	71	65	70	58	87	51	70	70	70	32%
CA	75	78	62	69	61	70	51	84	49	68	70	312	26%
CO	79	80	70	71	66	75	64	88	54	74	75	65	30%
CT	80	80	65	71	64	72	53	86	51	68	71	29	28%
DC	70	77	53	64	57	62	54	80	42	58	61	7	24%
DE	79	79	67	69	62	69	55	86	51	68	67	6	26%
FL	76	77	62	68	61	69	59	84	49	67	69	173	28%
GA	79	82	66	71	64	72	67	85	51	70	69	117	25%
HI	80	82	71	71	67	75	61	85	53	71	72	15	28%
IA	82	84	71	72	66	79	66	88	55	76	75	87	36%
ID	81	83	74	72	68	78	63	88	56	73	74	37	35%
IL	80	82	68	72	64	74	61	87	52	71	70	161	29%
IN	82	83	72	73	66	76	62	88	54	75	73	119	32%
KS	81	85	73	72	66	76	67	87	56	76	76	100	35%
KY	81	85	70	73	67	75	66	87	53	73	71	89	29%
LA	84	87	73	76	68	76	74	86	58	76	76	103	28%
MA	80	81	66	71	64	72	53	89	53	70	74	60	29%
MD	76	79	60	68	60	66	57	86	48	65	66	44	27%
ME	83	84	72	73	69	80	60	89	57	75	77	33	29%
MI	81	81	71	72	64	73	61	88	52	72	71	123	34%
MN	81	84	73	71	67	78	66	89	55	74	74	111	36%
MO	80	82	68	70	65	73	63	87	52	71	70	93	31%
MS	81	86	70	73	67	74	71	84	51	70	69	86	25%
MT	78	83	71	70	65	73	61	84	51	68	69	40	34%
NC	81	83	67	71	65	72	63	87	52	70	70	95	28%
ND	77	79	70	67	61	71	65	81	48	66	67	33	35%
NE	83	86	76	74	68	80	67	89	58	76	77	80	38%
NH	81	81	72	72	67	76	57	89	54	73	74	24	31%
NJ	76	78	61	69	60	68	53	83	46	64	66	64	25%
NM	76	79	67	69	64	72	62	83	48	66	63	40	25%
NV	73	75	61	67	61	69	54	85	48	66	68	25	27%
NY	76	78	62	67	61	70	52	85	48	64	66	163	27%

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OH	81	81	70	72	65	75	60	88	53	73	72	158	32%
OK	80	84	72	72	67	74	69	85	53	72	70	101	29%
OR	79	81	69	70	65	74	56	88	52	71	71	58	31%
PA	80	80	67	71	64	73	55	87	51	70	70	160	35%
RI	80	81	67	72	64	73	54	87	52	70	72	11	30%
SC	81	84	68	71	67	72	68	86	53	72	71	60	28%
SD	84	85	77	72	70	79	72	88	56	78	78	45	35%
TN	80	84	69	72	65	73	68	86	52	71	71	100	30%
TX	80	83	70	73	66	75	69	86	53	73	74	332	28%
UT	79	83	69	72	64	73	63	89	57	75	76	41	35%
VA	79	81	65	70	65	72	61	88	51	70	70	78	29%
VI	77	83	70	69	59	69	50	78	38	55	58	2	32%
VT	80	81	72	70	67	77	53	90	55	72	75	14	31%
WA	78	80	66	69	63	74	56	88	52	71	72	79	30%
WI	83	84	73	73	69	80	65	90	56	76	75	116	38%
WV	79	82	68	70	65	74	59	87	50	67	67	44	29%
WY	79	82	74	72	69	74	63	89	53	69	67	22	30%
US	79	82	68	71	65	74	62	86	52	71	71	4193	30%

December 2015

* 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.

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