

Summary of HCAHPS Survey Results*
April 2015 to March 2016 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	Hospital Rating	Recommend the Hospital	Publicly Reporting Hospitals	Survey Response Rate**
AK	77	81	71	65	62	73	60	89	49	66	70	15	25%
AL	81	86	70	73	66	73	72	86	51	73	71	87	29%
AR	81	84	70	73	66	75	68	84	51	72	70	67	27%
AZ	77	77	65	69	64	70	58	87	49	70	70	71	30%
CA	75	78	61	68	61	71	52	85	48	68	69	311	25%
CO	80	82	70	71	66	75	65	88	55	75	75	67	29%
CT	80	79	64	70	61	73	52	87	50	68	71	29	26%
DC	71	77	52	64	56	61	53	82	42	59	60	7	25%
DE	81	80	69	71	65	71	57	87	53	71	70	6	26%
FL	77	78	63	69	62	70	59	85	50	68	70	176	25%
GA	80	83	67	71	64	72	67	86	51	70	70	122	24%
HI	81	83	71	73	66	76	61	84	55	70	74	15	27%
IA	82	84	72	72	66	80	66	89	56	77	75	88	34%
ID	82	84	75	75	69	79	63	90	56	74	74	39	34%
IL	80	82	69	72	65	75	61	87	53	72	71	171	29%
IN	82	82	71	72	65	76	63	88	55	76	73	117	30%
KS	82	86	73	73	68	78	68	88	57	77	78	112	35%
KY	82	85	70	72	66	75	66	87	53	73	71	90	28%
LA	84	88	73	75	70	76	74	87	57	77	76	104	27%
MA	81	81	66	71	64	72	53	89	53	71	74	59	28%
MD	75	78	60	67	60	66	57	85	48	65	66	45	24%
ME	83	83	72	73	69	80	58	90	58	75	76	33	29%
MI	81	81	71	72	66	74	61	88	53	73	72	124	33%
MN	83	84	75	72	68	79	67	89	56	76	76	113	36%
MO	80	81	67	70	64	73	63	88	53	72	70	92	29%
MS	82	87	70	73	68	75	74	85	51	71	69	84	25%
MT	80	83	75	72	63	74	63	87	53	71	71	44	33%
NC	81	83	68	72	66	72	65	87	52	72	71	98	26%
ND	82	83	77	73	66	77	67	82	56	73	75	35	37%
NE	83	86	75	72	68	81	69	89	57	78	78	83	37%
NH	82	81	70	72	67	75	56	90	55	73	75	24	29%
NJ	77	77	61	68	60	69	53	84	47	65	66	64	23%
NM	77	77	68	70	65	71	62	85	49	67	64	40	22%
NV	74	75	59	67	60	67	54	85	45	64	65	25	24%
NY	76	78	62	67	61	70	53	85	48	64	66	162	25%

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OH	82	81	71	72	65	76	60	89	53	74	72	156	31%
OK	80	84	71	73	66	74	69	86	53	73	72	97	27%
OR	79	81	70	70	65	75	57	88	52	71	73	59	29%
PA	81	80	68	71	64	74	56	87	52	71	70	160	33%
RI	80	82	68	72	63	73	55	86	53	70	73	11	30%
SC	81	84	68	72	67	72	68	87	53	72	72	57	27%
SD	84	86	78	74	70	79	71	89	56	80	78	44	36%
TN	80	83	69	71	64	73	67	86	51	71	70	98	29%
TX	80	83	70	73	67	75	69	86	53	74	74	332	26%
UT	80	84	70	72	67	74	63	90	57	77	77	43	32%
VA	79	81	66	70	65	72	61	88	51	70	70	78	27%
VI	78	83	62	65	63	69	58	79	39	58	60	2	32%
VT	81	82	70	71	68	78	53	90	55	72	73	14	30%
WA	78	80	66	71	65	73	56	88	52	71	72	81	28%
WI	83	83	74	72	69	79	65	90	57	77	76	119	37%
WV	80	82	69	69	65	75	60	86	49	70	67	47	28%
WY	79	81	73	71	66	73	63	89	51	71	66	22	29%
US	80	82	69	71	65	74	62	87	52	72	72	4239	29%

*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.

December 2016

* 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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