

**Summary of HCAHPS Survey Results\***  
**October 2008 to September 2009 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	78	85	65	72	62	70	69	78	68	69	98	31%
AK	74	79	65	68	63	69	56	84	63	68	11	29%
AZ	72	75	61	68	59	68	53	81	66	68	62	34%
AR	76	83	65	69	60	70	64	78	65	67	50	31%
CA	69	76	56	65	55	67	47	78	62	67	306	31%
CO	74	78	64	69	61	71	58	84	69	73	52	33%
CT	75	78	59	68	56	69	49	81	65	71	31	32%
DE	73	78	61	68	57	64	48	81	61	65	5	30%
DC	67	75	50	62	51	63	56	75	57	61	7	24%
FL	70	76	56	66	55	65	54	78	61	65	167	31%
GA	75	81	61	68	59	68	62	79	65	67	114	27%
HI	69	77	57	63	57	67	50	76	58	62	14	34%
ID	76	82	69	71	64	74	61	85	70	74	19	42%
IL	73	79	60	67	58	69	54	80	63	66	149	32%
IN	78	81	66	71	60	73	56	83	70	72	103	36%
IA	78	82	67	70	62	76	60	83	71	72	66	42%
KS	77	82	67	69	61	73	60	81	71	73	60	40%
KY	77	82	65	70	60	72	59	81	67	68	76	30%
LA	80	86	68	73	64	72	71	81	71	73	100	30%
ME	79	82	68	72	65	78	55	85	70	75	36	32%
MD	72	77	56	66	56	63	52	80	60	64	45	30%
MA	77	79	63	71	61	71	50	85	67	73	63	34%
MI	76	79	65	69	59	70	55	83	67	69	111	35%
MN	77	80	68	69	61	75	60	83	68	71	94	42%
MS	78	85	66	71	61	71	70	78	66	67	63	27%
MO	76	80	64	68	59	71	56	82	66	68	86	36%
MT	74	78	66	67	59	73	58	78	64	67	26	31%
NE	78	82	68	69	61	77	58	83	71	73	37	43%
NV	67	72	55	65	54	65	54	79	61	65	22	31%
NH	78	80	68	70	62	75	53	86	69	74	20	36%
NJ	72	76	56	66	55	66	50	77	60	64	65	28%
NM	72	77	63	69	59	69	60	79	61	61	40	27%
NY	70	76	55	64	56	65	47	80	58	62	169	30%
NC	79	83	67	71	62	70	63	82	69	71	99	33%
ND	75	77	66	68	58	71	57	82	62	67	12	40%

**Summary of HCAHPS Survey Results\***  
**October 2008 to September 2009 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**
OH	76	78	64	69	59	70	53	83	67	68	148	35%
OK	77	84	68	72	63	72	65	81	69	70	95	33%
OR	74	79	64	69	60	70	53	82	66	71	44	35%
PA	75	78	62	68	58	69	50	81	63	65	148	37%
RI	75	79	63	70	58	72	50	82	65	69	11	35%
SC	78	83	64	70	61	70	65	82	67	69	54	30%
SD	80	84	74	71	66	80	66	81	73	76	32	45%
TN	77	82	64	69	60	71	63	80	67	68	102	31%
TX	75	82	64	70	60	71	65	81	68	70	310	29%
UT	74	81	65	68	60	71	57	85	68	72	34	39%
VT	79	82	69	71	64	76	53	87	69	74	14	38%
VA	74	80	61	68	57	68	56	82	63	66	75	31%
WA	73	78	61	68	59	70	50	83	66	71	57	34%
WV	76	81	64	68	60	71	52	80	64	65	44	34%
WI	78	82	68	70	64	76	59	86	70	72	110	44%
WY	75	79	67	68	61	69	57	82	63	63	18	33%
<b>USA</b>	<b>75</b>	<b>80</b>	<b>63</b>	<b>69</b>	<b>59</b>	<b>70</b>	<b>57</b>	<b>81</b>	<b>66</b>	<b>68</b>	<b>3774</b>	<b>33%</b>

**June 2010**

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

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

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

**Internet Citation**

"Summary of HCAHPS Survey Results. [hcahpsonline.org/HCAHPS\\_Executive\\_Insight](http://hcahpsonline.org/HCAHPS_Executive_Insight). [Public Reporting Period].

Centers for Medicare & Medicaid Services, Baltimore, MD. *Month, Date, Year the page was accessed.*

[http://hcahpsonline.org/executive\\_insight/Files/Summary%20Scores%20March%182010.pdf](http://hcahpsonline.org/executive_insight/Files/Summary%20Scores%20March%182010.pdf)