

Summary of HCAHPS Survey Results*
October 2012 Public Report
(January 2011 to December 2011 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	79	86	66	71	65	70	70	81	70	70	93	31%
AK	77	80	67	68	66	70	60	85	66	70	11	29%
AZ	76	77	65	69	62	70	56	84	68	70	64	32%
AR	78	83	66	70	62	72	65	81	69	69	49	31%
CA	72	77	59	67	58	69	49	81	66	69	309	29%
CO	78	81	69	71	64	74	63	86	73	76	57	33%
CT	76	78	61	69	59	71	50	82	66	71	31	31%
DE	77	79	64	69	60	71	52	82	66	69	5	31%
DC	69	76	51	64	56	60	55	77	58	63	7	25%
FL	73	77	60	67	58	68	57	81	65	68	166	30%
GA	77	83	64	71	62	71	65	81	69	69	113	27%
HI	76	80	62	69	62	73	53	81	67	69	12	33%
ID	79	82	71	72	65	76	62	87	73	74	21	36%
IL	77	80	64	69	60	72	57	83	67	68	149	31%
IN	79	82	68	72	62	75	59	84	73	73	110	34%
IA	80	84	69	71	64	78	63	85	74	75	72	40%
KS	80	83	70	71	64	75	65	85	74	76	63	39%
KY	80	84	68	72	64	74	62	83	70	71	77	30%
LA	82	86	70	75	68	74	73	83	74	75	102	29%
ME	81	83	71	73	66	78	59	86	74	76	36	31%
MD	74	78	58	67	57	65	55	82	64	67	44	30%
MA	78	80	64	71	62	73	51	86	68	73	64	33%
MI	78	79	68	71	61	71	57	86	70	70	111	36%
MN	79	83	72	70	64	76	63	86	72	73	104	40%
MS	80	85	67	72	62	72	69	79	68	68	63	26%
MO	77	81	65	69	61	72	58	84	68	68	85	33%
MT	75	80	69	68	62	72	58	82	66	67	26	32%
NE	81	84	72	71	64	78	63	87	74	75	50	38%
NV	71	74	58	67	58	68	55	82	65	68	23	31%
NH	80	81	70	72	65	77	55	88	72	75	20	34%
NJ	74	77	58	67	58	68	52	79	62	65	64	28%

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NM	76	79	66	70	64	70	59	81	63	62	36	25%
NY	73	77	58	66	58	67	49	81	61	64	167	31%
NC	80	83	67	71	65	71	63	84	70	71	97	33%
ND	77	78	65	69	61	72	56	84	67	69	11	38%
OH	79	79	67	70	62	74	57	85	70	71	159	35%
OK	78	84	69	72	63	73	67	82	71	70	97	31%
OR	77	80	66	70	62	72	54	84	69	72	48	34%
PA	77	79	64	69	60	71	52	83	66	67	151	37%
RI	78	80	64	70	60	74	52	84	67	71	11	33%
SC	80	84	68	72	65	72	67	85	70	70	57	29%
SD	82	85	76	72	67	81	69	85	73	73	41	41%
TN	79	83	67	71	63	72	66	82	68	69	104	31%
TX	78	83	67	72	64	73	67	83	71	72	317	29%
UT	78	83	69	72	64	73	60	89	74	76	37	40%
VT	78	81	69	72	64	77	53	87	69	73	14	34%
VI	76	81	60	70	57	65	57	74	53	65	1	33%
VA	77	80	63	69	61	70	59	84	66	68	77	29%
WA	76	79	64	69	61	72	53	85	69	73	63	33%
WV	77	82	65	69	62	73	55	83	65	65	43	31%
WI	80	82	70	71	67	78	62	87	73	73	114	42%
WY	78	80	71	69	64	73	60	86	65	67	21	33%
US	77	81	65	70	62	72	59	83	69	70	3867	32%

October 2012

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

See HCAHPS results on www.hospitalcompare.hhs.gov for full details.

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

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