

Summary of HCAHPS Survey Results*
January 2015 to December 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	Hospital Rating	Recommend the Hospital	Publicly Reporting Hospitals	Survey Response Rate**
AK	78	81	72	67	64	72	59	89	49	66	69	15	25%
AL	81	86	69	73	65	72	72	86	51	72	71	87	29%
AR	80	84	69	72	66	74	68	84	51	72	70	66	27%
AZ	77	77	66	69	64	70	58	87	50	70	70	69	31%
CA	75	78	62	69	61	71	52	85	48	68	69	315	25%
CO	80	82	70	70	67	75	65	88	55	75	75	66	30%
CT	79	80	63	70	62	71	51	87	50	67	70	29	26%
DC	70	77	52	65	56	61	53	81	42	59	60	7	25%
DE	80	79	68	70	64	71	56	87	52	70	69	6	26%
FL	76	78	63	69	62	70	59	85	50	68	69	176	26%
GA	80	83	67	71	64	72	68	86	51	71	70	122	25%
HI	81	83	71	72	65	77	60	84	54	70	74	15	28%
IA	82	85	72	73	67	80	66	88	56	77	75	88	35%
ID	82	84	76	74	71	78	63	90	58	75	75	39	33%
IL	80	82	68	72	65	75	61	87	52	72	71	168	28%
IN	82	82	71	72	65	76	62	88	55	75	73	117	30%
KS	81	85	72	72	66	77	67	88	56	76	77	112	34%
KY	82	85	70	73	66	75	66	87	53	73	71	89	28%
LA	84	87	72	76	70	76	74	86	58	77	76	106	27%
MA	80	81	66	71	64	72	52	89	52	70	74	59	28%
MD	76	78	59	67	60	66	57	86	48	65	66	46	25%
ME	83	83	71	73	69	80	58	89	58	76	76	33	28%
MI	81	81	71	72	65	74	61	88	53	73	72	124	33%
MN	82	84	75	71	67	79	66	89	55	76	76	113	36%
MO	79	82	67	70	64	73	63	88	53	72	70	93	29%
MS	82	87	70	72	67	74	73	85	51	71	70	86	25%
MT	80	83	74	72	64	74	63	86	54	71	71	46	33%
NC	81	84	68	72	66	72	64	87	52	72	71	100	26%
ND	81	83	75	73	61	75	67	82	55	71	73	34	35%
NE	83	86	75	73	68	80	68	89	57	78	78	82	37%
NH	82	81	70	72	67	75	56	90	54	73	74	24	29%
NJ	77	77	61	69	60	69	53	84	47	65	66	64	23%
NM	76	77	67	68	65	72	61	84	48	66	63	40	23%
NV	73	75	59	66	60	68	55	84	47	65	66	24	25%
NY	76	77	62	67	60	69	52	85	47	64	66	164	25%

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OH	82	81	70	72	65	75	60	89	53	73	72	157	31%
OK	81	85	72	74	66	74	69	87	54	73	72	101	29%
OR	79	81	69	70	66	75	56	88	52	71	72	59	29%
PA	80	80	68	70	63	73	56	87	51	70	69	161	33%
RI	80	82	69	72	64	73	55	87	53	70	72	11	30%
SC	81	84	68	72	67	72	68	87	53	72	71	57	27%
SD	84	87	78	75	71	79	71	89	55	79	78	48	36%
TN	80	83	69	71	65	73	67	86	51	72	71	101	29%
TX	80	83	70	73	67	75	69	86	53	74	74	344	26%
UT	80	84	69	72	67	74	63	90	57	76	77	43	33%
VA	79	81	66	70	65	72	61	88	51	70	70	79	28%
VI	78	82	64	65	61	68	58	79	38	59	61	2	33%
VT	81	82	70	68	68	76	53	90	55	71	74	14	30%
WA	78	80	66	70	64	74	56	88	53	71	73	80	28%
WI	83	84	73	72	68	79	65	90	56	77	76	119	37%
WV	79	81	68	70	65	74	59	87	49	69	66	45	28%
WY	79	82	74	72	65	73	64	89	52	71	66	22	29%
US	80	82	68	71	65	74	62	87	52	72	72	4268	29%

*These results encompass all hospitals that received HCAHPS scores. Because not all hospitals report their results on Hospital Compare, the counts on that Web site may differ from those shown here.

October 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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