

Summary of HCAHPS Survey Results*
January 2018 to December 2018 Discharges

State	Comm. with Nurses	Comm. with Doctors	Responsiveness of Hospital Staff	Comm. About Medicines	Cleanliness of Hosp. Env.	Quietness of Hosp. Env.	Discharge Information	Care Transition	Hospital Rating	Recommend the Hospital	Participating Hospitals*	Survey Response Rate**
AK	79	78	66	65	73	57	86	52	68	68	16	19%
AL	82	84	73	68	75	70	86	52	72	71	87	25%
AR	82	84	72	67	77	67	85	53	74	71	72	25%
AZ	77	77	67	65	71	56	86	51	70	70	71	27%
CA	76	78	64	63	72	51	85	49	70	70	323	22%
CO	81	82	72	66	77	64	89	56	75	75	72	27%
CT	80	79	65	64	73	54	88	53	71	72	30	25%
DC	70	76	53	58	65	55	82	45	60	59	8	21%
DE	81	79	69	63	70	57	87	52	70	69	7	22%
FL	76	76	64	62	70	58	85	50	68	69	178	22%
GA	79	82	67	65	73	67	85	52	71	70	126	20%
HI	80	82	69	67	78	60	87	53	72	73	15	24%
IA	83	84	73	68	81	67	89	56	79	76	113	33%
ID	82	84	75	67	81	63	89	56	76	76	40	31%
IL	81	81	69	65	76	62	87	53	72	70	180	26%
IN	81	81	71	65	77	60	88	54	75	73	113	28%
KS	84	85	77	69	80	67	87	58	79	78	124	32%
KY	81	83	70	67	75	64	87	54	72	70	84	24%
LA	85	86	75	70	78	74	86	58	77	76	106	23%
MA	81	80	65	64	71	51	89	53	71	73	58	25%
MD	76	77	60	61	70	56	87	49	65	65	47	22%
ME	85	83	74	69	80	61	89	56	76	75	34	29%
MI	82	80	73	66	74	60	89	54	73	71	130	30%
MN	84	84	76	68	79	68	88	57	78	77	122	34%
MO	79	81	68	64	74	61	87	53	72	70	101	27%
MS	84	87	72	69	76	72	84	52	72	70	86	22%
MT	80	83	76	68	73	60	85	53	69	71	59	32%
NC	81	82	69	66	73	63	87	53	72	70	101	22%
ND	85	84	77	66	80	70	84	56	76	75	40	35%
NE	84	85	78	68	82	70	89	58	79	77	86	37%
NH	82	81	71	66	78	55	89	54	72	74	26	26%
NJ	77	76	61	60	70	52	84	48	66	66	65	20%
NM	78	80	69	66	74	63	86	50	70	67	39	20%
NV	75	73	65	61	73	54	85	49	67	67	35	20%
NY	77	78	63	61	71	52	85	48	66	66	164	23%

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OH	82	81	70	65	75	59	89	53	74	72	157	28%
OK	82	84	74	69	76	67	86	54	74	72	100	26%
OR	81	82	73	69	77	57	89	56	75	75	60	26%
PA	81	81	69	64	74	56	88	52	71	70	163	31%
PR	72	75	57	54	77	60	75	41	63	65	4	18%
RI	81	81	68	64	75	54	88	52	72	73	11	27%
SC	81	82	68	67	72	64	87	54	72	71	60	22%
SD	84	84	80	71	81	69	86	57	77	78	54	31%
TN	80	82	71	67	75	66	86	53	72	71	101	25%
TX	81	82	72	68	77	68	86	54	75	75	344	22%
UT	80	83	72	66	78	63	88	55	76	76	44	24%
VA	80	80	67	64	74	59	87	52	71	70	82	23%
VT	82	83	70	68	77	54	90	55	72	74	15	31%
WA	79	80	68	65	75	54	88	53	71	72	81	24%
WI	84	84	74	70	80	66	90	57	78	76	123	35%
WV	81	82	73	66	76	59	87	53	72	70	50	27%
WY	80	81	76	68	77	63	87	56	72	71	27	28%
US	81	81	70	66	75	62	87	53	73	72	4434	26%

*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.

October 2019

* 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.

Beginning with July 2018 public reporting (October 2016 through September 2017 discharges) CMS no longer reports the Pain Management composite measure.

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