

Summary of HCAHPS Survey Results*
July 2020 to December 2020 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	67	74	61	86	52	73	71	16	20%
AL	81	83	69	65	70	71	86	51	70	68	86	22%
AR	80	84	68	63	70	68	85	51	71	69	73	21%
AZ	76	76	63	60	68	58	85	49	68	69	74	24%
CA	76	76	61	60	71	53	85	48	69	69	320	21%
CO	81	81	69	66	74	68	89	54	77	75	82	25%
CT	79	79	61	60	72	54	88	50	69	71	26	24%
DC	72	78	54	59	66	57	84	48	62	61	7	17%
DE	79	79	67	59	69	58	88	49	70	69	7	22%
FL	76	76	60	59	69	60	83	48	67	68	176	21%
GA	78	80	62	60	69	66	84	51	69	69	128	18%
HI	79	80	65	63	77	58	86	50	70	69	16	24%
IA	83	84	72	66	78	69	88	55	79	76	113	32%
ID	84	85	77	69	79	65	89	54	78	77	43	28%
IL	79	80	65	62	73	64	87	52	71	69	176	24%
IN	80	80	67	62	74	62	87	52	74	72	107	27%
KS	83	84	73	65	78	69	87	57	78	78	130	30%
KY	82	82	68	64	74	65	86	52	72	70	92	21%
LA	83	86	71	68	76	74	87	58	76	75	100	21%
MA	81	80	64	63	71	52	89	52	71	73	57	25%
MD	75	77	58	57	67	57	86	48	66	66	45	19%
ME	85	84	73	69	78	59	89	56	76	77	34	26%
MI	82	79	71	63	72	61	88	53	73	71	127	29%
MN	83	84	74	66	76	70	89	57	77	76	119	34%
MO	80	80	65	61	71	63	87	51	72	69	104	26%
MS	82	85	71	64	73	73	84	53	72	71	81	19%
MT	82	85	74	66	71	63	84	52	71	72	53	31%
NC	80	82	65	64	71	64	87	53	72	69	106	20%
ND	84	86	76	69	74	70	85	58	77	77	42	35%
NE	84	87	74	69	79	72	89	56	81	78	85	36%
NH	81	80	68	64	76	58	89	54	74	74	26	24%
NJ	76	76	58	58	69	55	83	46	66	66	64	20%
NM	78	79	67	63	71	64	84	49	69	66	37	18%
NV	74	73	62	61	67	57	83	46	66	64	36	22%
NY	77	77	61	58	69	55	85	47	66	66	160	22%
OH	81	80	68	63	73	62	89	53	74	72	155	25%
OK	80	83	71	64	74	69	86	53	74	73	114	23%
OR	82	82	70	67	76	59	88	55	75	75	60	24%

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PA	82	80	68	62	72	59	88	52	72	71	158	29%
PR	72	74	59	49	70	59	68	38	59	60	6	33%
RI	79	80	63	60	73	56	87	52	71	73	11	26%
SC	80	82	66	62	68	65	87	52	71	69	61	20%
SD	84	86	76	67	77	73	87	57	80	78	57	33%
TN	79	81	65	63	72	66	85	51	70	69	93	22%
TX	80	81	67	64	74	68	86	53	74	73	338	20%
UT	82	84	70	63	78	63	89	56	78	78	46	22%
VA	78	79	62	61	69	61	87	50	69	69	84	21%
VI	74	78	61	52	71	51	76	34	54	55	2	23%
VT	82	84	68	64	80	57	88	54	75	75	15	28%
WA	80	81	69	63	74	57	87	53	73	74	83	22%
WI	83	82	71	67	76	67	90	56	77	75	122	33%
WV	81	81	70	66	76	62	86	52	72	71	47	25%
WY	82	81	72	64	76	66	89	54	73	70	27	27%
US	80	81	67	63	73	63	86	52	72	71	4427	24%

*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 2021

* 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.

† Please note: The October 2021 HCAHPS scores are based on two quarters of data (Q3 and Q4 2020) rather than the customary four quarters. Please use caution when interpreting these HCAHPS results as they are based on fewer months of data and fewer discharged patients than normal.

Internet Citation

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