

Summary of HCAHPS Survey Results*
July 2016 to June 2017 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	76	80	73	63	73	55	85	50	68	73	16	22%
AL	81	85	70	67	73	71	87	50	72	70	86	27%
AR	81	84	71	67	75	68	85	52	72	70	67	26%
AZ	77	77	66	63	70	57	87	49	70	69	73	29%
CA	76	78	62	62	71	51	85	49	69	70	314	23%
CO	81	82	72	67	77	65	89	56	77	77	68	27%
CT	79	79	63	62	72	53	87	51	70	71	28	25%
DC	71	76	51	58	64	55	82	44	61	62	7	23%
DE	81	80	69	66	73	57	87	52	72	71	6	22%
FL	77	78	63	62	70	59	85	50	69	70	173	24%
GA	80	83	67	65	73	68	86	52	72	71	122	22%
HI	80	82	68	63	78	59	85	50	71	72	15	27%
IA	82	84	72	67	80	66	89	56	78	75	108	34%
ID	81	84	75	68	76	60	90	54	76	75	40	33%
IL	81	81	69	65	76	61	87	53	72	71	176	27%
IN	82	82	71	66	77	63	89	55	76	74	119	29%
KS	83	86	75	68	79	68	88	57	79	78	121	33%
KY	81	84	69	68	75	65	87	53	73	71	88	26%
LA	85	87	74	70	77	74	87	58	78	77	104	25%
MA	81	81	66	64	72	52	89	53	71	74	58	26%
MD	76	78	61	60	67	57	87	48	67	67	46	23%
ME	83	84	72	69	80	60	89	56	75	75	33	29%
MI	82	81	72	65	74	61	89	53	74	72	124	32%
MN	83	84	75	68	79	66	89	56	76	76	117	35%
MO	80	82	68	64	74	63	88	53	73	71	94	29%
MS	83	87	72	69	75	73	85	52	73	71	85	24%
MT	80	84	73	67	73	62	84	52	70	70	51	34%
NC	81	83	68	66	73	64	88	52	73	72	101	25%
ND	83	85	77	71	77	68	86	55	74	75	37	35%
NE	85	87	77	69	83	72	88	59	80	79	87	38%
NH	82	82	70	67	77	56	89	54	74	74	25	27%
NJ	78	77	62	60	70	53	84	48	66	67	64	22%
NM	77	78	67	60	72	61	84	49	67	64	37	21%
NV	75	76	62	62	71	57	86	49	67	68	27	23%
NY	78	77	64	61	70	53	86	48	66	66	165	24%

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OH	82	81	70	65	76	61	89	54	75	72	155	29%
OK	81	84	73	67	76	69	87	53	75	73	97	26%
OR	80	82	70	66	74	56	89	54	74	74	59	27%
PA	81	81	68	64	74	56	88	52	72	70	157	31%
RI	82	82	68	65	75	55	87	52	72	73	11	27%
SC	81	84	68	66	72	66	88	52	73	71	57	25%
SD	84	86	78	70	79	71	89	56	79	78	47	32%
TN	81	83	70	66	74	67	87	51	72	71	100	28%
TX	81	84	71	68	77	69	87	54	76	76	338	25%
UT	79	82	69	65	75	61	91	57	77	77	43	27%
VA	80	81	65	64	73	61	88	52	71	70	79	25%
VI	74	80	58	60	64	55	77	37	53	54	2	31%
VT	82	84	71	68	78	54	91	54	73	72	14	30%
WA	79	80	66	63	74	54	88	51	71	72	81	26%
WI	84	84	74	69	80	66	90	57	78	76	123	36%
WV	81	83	71	67	76	61	88	52	73	70	48	27%
WY	81	83	74	69	74	63	87	55	72	69	23	30%
US	80	82	69	66	75	62	87	53	73	72	4316	27%

*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.

April 2018

* 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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