

Summary of HCAHPS Survey Results*
July 2014 to June 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	Overall Hospital Rating	Recommend the Hospital	Publicly Reporting Hospitals	Survey Response Rate**
AK	76	79	71	66	71	73	56	88	50	69	68	15	28%
AL	81	86	69	73	66	72	72	86	52	72	71	86	29%
AR	80	84	68	70	64	73	67	83	51	71	69	65	28%
AZ	77	78	66	70	64	70	57	86	51	70	71	69	31%
CA	75	78	62	69	61	70	51	85	49	68	69	311	26%
CO	79	81	70	71	67	75	65	88	55	74	75	65	31%
CT	79	80	64	71	64	71	52	87	51	68	71	29	28%
DC	70	77	52	64	56	60	54	80	41	58	60	7	24%
DE	79	79	67	69	63	70	55	87	51	69	69	6	27%
FL	76	77	63	68	61	70	59	84	49	67	69	174	27%
GA	79	83	66	71	64	72	68	85	51	71	70	116	25%
HI	81	83	70	72	66	76	61	84	53	70	72	15	29%
IA	82	84	72	73	67	79	66	88	55	76	75	86	36%
ID	81	84	75	73	70	77	63	89	57	73	74	34	35%
IL	80	81	68	72	64	74	61	87	52	71	70	164	29%
IN	82	83	71	72	65	76	62	88	55	75	73	117	31%
KS	81	85	72	73	66	76	67	87	57	76	76	98	35%
KY	81	84	70	72	66	75	66	87	53	73	71	89	29%
LA	84	87	73	76	69	76	74	86	58	76	76	102	28%
MA	80	81	66	71	64	72	53	89	53	70	74	60	29%
MD	76	79	60	68	60	66	57	86	48	65	66	44	27%
ME	83	83	71	73	69	80	59	89	57	75	76	32	29%
MI	81	81	71	72	65	74	61	88	53	72	71	124	33%
MN	82	84	74	71	67	78	67	88	56	75	75	112	36%
MO	80	82	68	70	65	73	64	87	53	71	70	93	30%
MS	81	86	70	73	66	74	72	85	51	71	69	84	25%
MT	79	84	72	72	65	73	61	85	52	68	69	40	34%
NC	81	83	68	71	66	72	64	87	52	71	70	99	27%
ND	81	82	73	73	61	73	65	81	52	69	70	30	34%
NE	83	86	77	74	68	80	69	88	58	77	78	80	38%
NH	81	81	71	72	67	76	57	89	54	73	74	24	30%
NJ	77	78	61	69	60	68	53	83	47	64	66	64	24%
NM	76	78	67	68	64	71	62	84	48	66	63	40	24%
NV	73	75	60	66	60	69	54	84	48	66	67	24	26%
NY	76	77	62	67	60	70	52	85	47	64	66	165	26%

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OH	81	81	70	72	65	75	60	88	53	73	72	158	31%
OK	80	85	72	73	66	74	70	86	53	73	71	101	29%
OR	79	81	69	70	65	74	56	88	52	71	71	58	30%
PA	80	80	67	71	63	73	55	87	51	70	69	160	35%
RI	80	81	67	72	63	72	55	87	52	70	73	11	30%
SC	80	83	68	70	66	72	68	86	53	72	71	60	27%
SD	83	86	78	74	68	78	70	88	55	78	77	44	35%
TN	80	83	69	72	65	73	67	86	52	71	71	99	30%
TX	80	83	70	73	66	75	69	86	53	74	74	327	27%
UT	80	83	69	71	64	74	64	90	58	76	77	42	34%
VA	79	81	65	70	65	72	61	88	51	70	70	79	29%
VI	77	83	67	68	61	70	55	78	39	57	58	2	32%
VT	80	81	72	69	66	77	53	89	54	72	75	14	30%
WA	78	80	66	69	63	73	56	88	51	70	71	79	30%
WI	83	83	73	73	69	79	65	90	56	77	75	119	37%
WV	79	82	68	70	65	74	58	87	50	67	66	44	29%
WY	78	81	73	71	67	74	64	89	52	68	67	22	30%
US	80	82	68	71	65	74	62	86	52	71	71	4182	30%

April 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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