

Summary of HCAHPS Survey Results*
April 2012 to March 2013 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	Overall Hospital Rating	Recommend the Hospital	Publicly Reporting Hospitals	Survey Response Rate**
AK	78	82	70	67	64	74	61	86	68	70	13	29%
AL	80	86	68	72	66	71	71	84	71	70	88	32%
AR	78	83	67	70	63	72	67	82	70	69	49	31%
AZ	76	77	65	70	62	69	57	85	69	71	64	33%
CA	74	78	61	68	61	70	51	83	67	70	310	29%
CO	78	81	70	71	66	75	63	87	74	75	58	34%
CT	78	79	65	70	62	71	53	84	67	71	30	31%
DC	70	77	55	66	56	62	55	78	60	62	7	26%
DE	79	78	66	70	63	70	51	85	66	69	6	29%
FL	75	77	61	68	60	69	58	82	66	68	169	30%
GA	78	83	65	71	63	71	66	83	69	70	110	28%
HI	79	83	70	67	68	76	57	80	69	70	15	30%
IA	81	84	71	71	66	78	64	87	75	74	78	40%
ID	79	81	71	71	65	76	63	88	73	75	21	38%
IL	79	81	66	70	63	73	59	85	69	69	152	32%
IN	81	82	70	72	64	75	60	86	74	73	116	35%
KS	81	84	72	72	66	76	65	86	76	75	68	39%
KY	81	84	69	72	66	75	64	85	72	71	79	32%
LA	83	87	71	74	69	75	73	84	74	74	102	30%
MA	79	80	66	70	64	72	52	87	69	73	63	32%
MD	75	78	59	67	59	65	56	84	65	67	41	30%
ME	82	83	71	74	69	79	57	89	74	77	36	32%
MI	79	81	70	71	64	73	58	87	71	70	120	37%
MN	80	83	73	71	66	77	64	87	73	74	107	40%
MO	79	82	67	70	63	72	61	86	70	70	84	35%
MS	81	86	68	72	67	73	71	81	71	69	69	28%
MT	77	81	68	70	64	73	59	83	68	67	26	34%
NC	80	83	68	72	65	71	63	86	71	71	98	33%
ND	76	78	66	67	61	71	59	85	64	67	12	34%
NE	82	85	74	73	68	80	66	88	77	77	66	40%
NH	80	81	70	72	66	75	57	88	71	74	22	33%
NJ	75	77	59	68	59	68	52	81	63	66	63	28%
NM	75	79	65	69	62	69	59	83	64	62	38	27%
NV	71	74	58	67	59	67	55	84	65	68	23	30%

Summary of HCAHPS Survey Results*
April 2012 to March 2013 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	Overall Hospital Rating	Recommend the Hospital	Publicly Reporting Hospitals	Survey Response Rate**
NY	74	77	60	67	59	68	50	83	62	65	167	30%
OH	80	80	69	71	64	75	58	86	71	71	159	35%
OK	80	84	71	72	66	73	68	83	71	71	98	31%
OR	78	81	67	70	64	73	55	86	70	71	50	34%
PA	79	79	66	70	62	72	53	85	68	69	149	37%
RI	79	80	66	71	61	73	54	85	69	72	11	34%
SC	80	84	68	72	66	72	67	85	71	71	57	30%
SD	82	84	76	70	68	79	71	86	76	76	45	38%
TN	79	84	68	71	65	72	66	84	70	70	102	33%
TX	79	83	69	73	66	74	68	85	73	73	322	31%
UT	79	84	68	72	67	74	60	90	75	76	37	40%
VA	78	81	64	69	62	71	59	85	68	69	76	32%
VI	79	87	65	68	66	60	58	77	63	62	1	42%
VT	80	82	68	70	66	77	51	88	70	72	14	35%
WA	77	81	66	70	63	73	54	86	70	73	67	34%
WI	82	83	72	72	68	79	63	89	75	75	114	42%
WV	78	83	66	70	63	74	57	84	67	66	45	32%
WY	77	81	69	69	65	73	61	87	68	67	22	34%
US	78	81	67	71	64	73	61	85	70	71	3939	33%

December 2013

* Average "top box" score for participating, publicly reported hospitals in this state.

See HCAHPS results on www.hospitalcompare.hhs.gov for full details.

** Response rate is calculated for hospitals in each state, and in the nation.

Citation:

Summary of HCAHPS Survey Results. www.hcahponline.org. Centers for Medicare & Medicaid Services, Baltimore, MD.

Originally posted January 16, 2014.