

Summary of HCAHPS Survey Results*
April 2022 to March 2023 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	81	67	64	73	60	87	50	73	72	19	17%
AL	79	82	68	63	71	69	86	51	72	68	87	23%
AR	81	83	70	64	73	68	85	52	73	70	73	21%
AZ	75	74	61	59	68	56	84	47	67	66	75	23%
CA	74	75	59	58	70	50	84	47	66	66	319	20%
CO	80	80	68	63	74	65	87	55	74	72	81	24%
CT	76	76	57	58	69	50	87	48	65	67	27	24%
DC	70	77	48	54	64	55	82	45	60	59	7	14%
DE	75	73	59	57	64	51	86	47	63	62	7	21%
FL	74	74	59	56	68	56	82	47	65	65	180	21%
GA	78	79	63	60	70	65	84	51	70	68	131	18%
HI	77	78	61	58	74	56	84	48	67	69	16	22%
IA	83	83	72	65	78	68	88	56	77	74	112	32%
ID	81	82	72	63	76	65	88	54	75	73	44	26%
IL	78	77	63	60	71	60	85	50	69	66	170	24%
IN	80	79	66	61	74	62	88	53	74	71	108	26%
KS	82	84	74	67	78	69	86	57	77	75	128	31%
KY	80	81	65	62	73	63	86	52	71	68	91	21%
LA	83	85	71	68	76	73	86	58	76	74	103	21%
MA	78	78	59	59	68	49	87	49	66	68	57	24%
MD	74	75	55	56	66	55	84	47	64	63	45	19%
ME	81	82	68	64	71	58	87	53	71	70	34	25%
MI	80	78	68	62	69	59	87	51	70	67	124	28%
MN	83	84	74	65	75	69	88	55	76	74	120	32%
MO	79	79	64	60	72	61	86	51	71	68	102	26%
MS	80	83	70	67	72	71	85	52	70	69	87	21%
MT	85	86	76	69	72	67	86	58	74	75	57	31%
NC	79	80	63	61	68	61	87	51	69	66	106	21%
ND	82	85	75	69	76	69	84	55	74	74	43	32%
NE	83	84	74	66	79	69	87	56	78	76	86	34%
NH	80	78	66	62	73	54	88	52	70	70	26	25%
NJ	74	73	55	55	67	52	82	45	62	62	62	19%
NM	76	76	67	60	70	63	82	46	66	62	41	17%
NV	75	74	65	59	70	56	84	48	64	64	35	23%
NY	75	75	58	57	68	52	84	46	62	62	157	22%
OH	80	78	65	60	72	58	88	51	71	69	153	25%
OK	80	81	72	64	75	68	85	53	73	71	115	22%
OR	79	78	66	64	71	56	87	50	70	70	58	22%

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PA	80	78	65	60	71	55	87	51	70	68	153	29%
PR	67	73	51	45	68	58	69	41	52	53	11	28%
RI	80	79	63	60	74	54	88	51	69	69	11	26%
SC	79	81	62	61	67	64	85	51	69	67	57	19%
SD	85	86	77	67	78	71	86	58	79	77	54	33%
TN	79	81	65	61	70	64	84	50	70	68	92	22%
TX	80	81	68	64	75	69	86	54	74	72	339	20%
UT	81	83	70	63	77	64	89	56	76	76	46	22%
VA	78	79	62	60	70	60	86	51	69	68	81	21%
VI	71	75	57	55	66	53	73	39	47	51	2	27%
VT	80	80	67	63	74	52	88	52	70	70	15	26%
WA	78	78	63	58	73	56	87	50	69	67	84	21%
WI	82	81	70	66	77	66	89	55	75	73	126	32%
WV	82	81	71	65	75	62	87	53	72	69	49	24%
WY	81	80	73	69	76	66	86	54	70	67	28	26%
US	79	79	66	62	72	62	86	52	71	69	4434	24%

*These results encompass all hospitals that received HCAHPS scores. Because not all hospitals report their results on Care Compare, the values on that Web site may differ from those shown here.

January 2024

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

See HCAHPS results on www.Medicare.gov/care-compare/ for full details.

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

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