

Summary of HCAHPS Survey Results*
July 2007 to June 2008 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	No. of Participating Hosps.	Survey Response Rate **
AL	80	88	71	76	70	74	74	83	70	76	100	45%
AK	73	79	65	65	63	67	57	83	61	66	11	35%
AZ	69	73	58	66	57	64	50	78	61	64	58	34%
AR	75	82	64	70	59	70	63	77	64	66	51	32%
CA	67	75	54	64	53	64	45	76	59	64	306	31%
CO	74	79	63	68	60	72	59	82	67	71	52	35%
CT	74	78	60	68	58	70	48	80	64	70	31	31%
DE	73	79	59	67	58	64	48	80	60	63	5	29%
DC	65	75	48	60	52	60	54	75	57	64	6	28%
FL	66	74	53	63	52	62	51	76	57	62	166	30%
GA	74	82	61	69	59	68	63	78	64	67	113	27%
HI	66	75	55	61	56	66	49	75	54	58	14	35%
ID	76	81	68	71	62	73	60	84	68	73	19	43%
IL	72	79	59	66	57	68	53	79	61	65	148	33%
IN	76	81	65	69	58	72	54	81	67	70	98	35%
IA	77	81	65	68	60	76	58	82	70	71	62	42%
KS	76	82	67	70	60	72	59	81	69	72	61	40%
KY	77	82	64	69	60	71	57	80	65	68	77	31%
LA	79	86	67	74	65	72	70	81	70	73	93	32%
ME	80	82	69	72	64	77	54	84	70	75	35	33%
MD	71	77	55	66	55	63	52	78	59	64	41	30%
MA	76	79	62	69	60	70	49	85	65	71	63	36%
MI	74	78	64	68	58	68	52	82	65	68	109	38%
MN	76	80	68	67	60	74	59	82	67	70	87	43%
MS	77	84	64	71	62	70	68	76	64	66	63	28%
MO	74	80	62	68	58	71	55	80	64	66	88	36%
MT	74	79	65	69	57	70	56	77	60	64	24	32%
NE	77	82	67	69	60	75	57	83	69	72	31	41%
NV	62	68	51	61	51	61	49	76	55	60	20	29%
NH	79	81	68	72	63	74	53	86	69	74	21	40%
NJ	71	77	55	66	55	65	49	76	58	62	66	28%
NM	70	76	60	67	58	67	56	78	57	59	31	28%
NY	70	76	55	64	55	64	46	78	56	61	178	31%
NC	78	83	67	71	63	69	61	82	67	71	95	35%
ND	75	78	66	68	57	73	58	82	65	67	11	39%
OH	75	78	63	68	58	69	52	81	65	67	143	35%
OK	77	85	69	73	63	73	66	81	68	71	96	37%
OR	73	79	63	69	59	70	52	81	65	70	43	36%
PA	74	78	61	67	57	68	48	80	62	65	146	38%
RI	74	79	61	69	58	70	51	81	64	69	11	35%

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SC	76	82	63	69	60	68	63	81	64	67	52	29%
SD	78	82	72	70	65	79	64	82	72	75	28	49%
TN	76	82	64	69	59	70	62	78	65	68	106	31%
TX	75	83	64	71	62	71	65	81	67	71	303	33%
UT	73	82	64	69	58	71	55	82	65	73	34	40%
VT	79	82	68	71	64	76	54	85	69	74	14	39%
VA	73	80	60	67	57	66	55	81	62	66	75	33%
WA	72	79	61	68	60	70	50	82	64	70	56	35%
WV	75	81	63	68	59	71	51	79	62	64	43	35%
WI	77	81	67	69	63	75	58	85	69	70	108	44%
WY	74	80	67	69	63	70	58	83	61	62	19	37%
USA	74	80	62	68	59	69	56	80	64	68	3711	34%

March 2009

* Average score for participating, publicly reported hospitals in this state. See HCAHPS Results on www.hospitalcompare.hhs.gov for details.

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

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