

Summary of HCAHPS Survey Results*

July 2008 to June 2009 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**
AL	78	85	66	73	63	70	69	80	67	70	99	32%
AK	73	78	64	68	63	69	56	83	63	67	11	29%
AZ	72	75	61	67	59	67	52	80	65	68	63	34%
AR	76	83	65	70	60	69	64	78	65	67	50	31%
CA	69	76	56	65	55	66	46	78	62	66	305	31%
CO	74	77	64	69	60	71	59	83	68	72	53	34%
CT	74	78	59	68	57	69	49	81	65	71	31	32%
DE	73	78	60	67	55	62	47	81	59	64	5	29%
DC	66	75	49	62	51	61	55	74	56	62	7	24%
FL	69	75	55	64	54	64	53	77	59	64	167	30%
GA	74	81	60	68	58	68	62	79	64	67	114	27%
HI	69	77	57	64	57	68	50	76	58	61	14	34%
ID	75	81	68	70	62	74	60	85	68	73	18	38%
IL	73	79	59	67	57	69	54	80	63	65	150	33%
IN	77	81	66	70	59	73	56	82	70	71	104	36%
IA	78	82	66	70	62	76	60	83	71	72	66	42%
KS	77	82	67	69	61	73	60	81	71	73	61	40%
KY	77	82	65	70	61	71	58	80	66	68	76	30%
LA	80	86	68	73	64	72	71	81	71	72	101	29%
ME	80	82	68	72	65	77	54	85	70	75	35	32%
MD	71	77	56	66	56	63	52	80	60	64	45	30%
MA	77	79	62	70	61	70	49	85	66	72	62	35%
MI	76	79	65	70	59	70	55	82	67	69	112	36%
MN	76	80	68	69	61	75	60	83	68	71	92	41%
MS	78	85	65	71	61	71	70	77	65	67	62	27%
MO	75	80	64	68	58	71	56	82	66	67	87	36%
MT	74	77	65	67	59	72	57	78	63	65	27	31%
NE	78	82	68	69	61	77	58	84	71	73	37	43%
NV	66	71	53	64	53	64	53	79	59	64	22	31%
NH	78	80	67	70	62	75	53	86	68	73	20	36%
NJ	72	76	56	66	55	65	49	77	59	63	65	28%
NM	73	77	64	69	58	69	59	78	61	61	40	27%
NY	70	76	55	64	55	65	47	79	57	62	169	31%
NC	79	83	67	71	62	69	62	82	69	70	99	33%

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ND	75	77	65	68	59	72	57	82	62	67	12	41%
OH	76	78	64	69	59	70	53	82	66	68	148	36%
OK	78	84	69	73	62	72	65	81	69	70	96	33%
OR	74	79	64	69	60	70	52	82	66	70	43	35%
PA	75	78	62	68	58	69	49	81	63	65	148	38%
RI	75	79	63	70	57	72	50	82	65	69	11	35%
SC	77	83	64	70	61	69	65	82	67	69	54	30%
SD	79	84	74	70	65	80	66	81	72	75	31	46%
TN	76	82	64	69	59	71	63	79	66	68	102	30%
TX	75	82	64	70	60	71	64	81	67	70	310	29%
UT	74	81	65	68	59	71	57	84	67	71	34	38%
VT	78	82	67	71	64	76	52	87	69	74	14	39%
VA	74	80	61	68	57	68	56	81	63	66	74	32%
WA	72	78	61	68	59	69	50	83	65	71	57	34%
WV	76	81	64	68	60	71	52	80	63	65	44	34%
WI	78	82	68	70	64	76	59	85	70	72	110	44%
WY	74	79	68	68	60	69	57	82	62	63	18	33%
USA	75	80	63	68	59	70	57	81	65	68	3775	33%

March 2010

* 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.

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