

Summary of HCAHPS Survey Results*
October 2009 to September 2010 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	79	86	66	72	63	70	70	80	69	70	99	30%
AK	74	78	67	68	64	69	58	84	65	69	11	28%
AZ	74	76	63	68	60	69	55	82	67	69	63	33%
AR	76	83	65	70	61	70	64	79	67	67	48	30%
CA	71	76	57	66	56	68	48	79	64	68	306	30%
CO	76	80	66	70	62	73	61	85	71	74	56	34%
CT	75	77	60	68	58	70	49	82	66	71	31	31%
DE	76	79	62	69	60	67	51	81	65	67	5	32%
DC	67	76	50	63	54	62	56	77	59	62	7	24%
FL	72	76	58	66	56	67	56	80	63	67	167	29%
GA	76	82	63	70	61	70	64	80	67	69	114	27%
HI	72	78	59	66	59	70	52	79	62	65	14	34%
ID	78	82	70	73	64	76	60	87	72	74	19	40%
IL	75	79	61	69	59	71	55	82	65	67	149	32%
IN	79	82	68	71	61	75	58	83	72	73	107	35%
IA	80	83	69	71	64	78	62	85	74	74	72	42%
KS	78	83	69	71	62	74	62	84	74	75	60	39%
KY	79	83	66	71	63	73	61	82	68	69	76	30%
LA	81	86	70	74	66	73	71	82	73	74	96	29%
ME	80	82	70	72	65	79	57	87	72	75	36	33%
MD	73	77	57	66	57	64	54	80	62	65	44	29%
MA	78	79	64	71	62	72	51	86	68	73	62	33%
MI	77	79	67	70	60	71	56	84	69	70	110	36%
MN	78	81	70	69	63	76	62	85	71	72	97	42%
MS	79	85	67	73	63	72	71	78	67	68	63	27%
MO	77	81	65	69	60	72	58	83	68	69	84	35%
MT	75	79	68	69	60	73	59	80	64	66	26	32%
NE	79	83	70	71	63	78	61	84	73	73	42	42%
NV	70	74	57	66	56	67	56	81	63	67	23	31%
NH	79	80	68	71	64	76	55	87	70	73	20	35%
NJ	73	77	57	67	56	67	51	78	61	65	64	28%
NM	73	77	64	68	59	70	57	80	62	62	39	26%
NY	72	76	57	65	56	66	48	80	59	64	167	31%

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NC	79	82	66	71	63	70	62	83	70	71	97	34%
ND	76	78	66	68	62	73	60	84	64	68	12	39%
OH	77	79	65	69	60	72	54	83	68	70	154	36%
OK	77	83	68	71	61	73	65	81	68	70	96	32%
OR	76	79	65	71	61	73	53	84	68	73	44	35%
PA	76	78	63	69	59	70	50	82	65	67	149	37%
RI	75	79	61	70	58	71	51	83	65	69	11	34%
SC	78	83	66	71	62	71	66	83	69	70	56	30%
SD	81	83	75	70	67	79	67	80	73	74	37	44%
TN	78	83	65	70	61	72	64	81	67	69	102	30%
TX	77	83	65	71	62	72	66	82	70	71	315	30%
UT	76	83	66	70	61	72	59	88	72	75	34	38%
VT	80	83	69	73	66	79	54	87	71	75	14	38%
VI	81	84	53	60	56	67	46	71	52	64	1	13%
VA	75	80	62	68	59	68	57	83	65	67	76	30%
WA	74	79	63	69	60	71	51	84	67	72	60	33%
WV	76	82	65	69	61	72	53	82	65	66	44	33%
WI	80	82	70	71	65	78	61	86	71	72	114	43%
WY	76	80	70	69	65	72	61	84	66	67	19	35%
US	76	80	64	69	61	71	58	82	67	69	3812	33%

July 2011

* 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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