

## Summary of HCAHPS Survey Results\*

### January 2007 to December 2007 Discharges

State	Comm. with Nurses	Comm with Doctors	Responsiveness of Hosp. 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	81	87	66	77	70	74	72	87	74	79	74	38%
AK	71	77	64	64	61	67	55	83	57	64	8	30%
AZ	70	74	59	66	57	65	51	78	61	65	39	32%
AR	75	83	64	69	58	71	63	76	63	66	30	33%
CA	67	75	55	64	54	64	45	76	60	64	231	31%
CO	73	79	62	69	59	72	58	82	68	72	30	34%
CT	74	79	60	67	57	69	48	80	63	69	29	32%
DE	73	78	61	67	58	64	47	80	61	64	4	27%
DC	66	75	49	62	54	61	54	75	58	66	4	32%
FL	66	74	53	63	52	62	51	75	57	62	128	30%
GA	74	82	61	69	59	68	63	79	65	68	77	25%
HI	66	75	55	62	56	66	47	74	54	58	9	38%
ID	76	81	68	70	62	72	60	83	66	72	10	38%
IL	72	79	59	67	56	68	53	79	61	64	105	32%
IN	76	80	65	70	58	72	55	81	67	69	80	34%
IA	77	81	65	68	60	76	58	82	69	71	49	43%
KS	76	82	67	69	60	73	59	81	69	71	37	33%
KY	77	82	64	69	60	72	56	79	65	68	48	30%
LA	80	86	68	74	65	73	71	81	71	74	55	27%
ME	80	82	68	72	64	77	54	84	70	75	33	35%
MD	71	78	55	65	56	64	52	78	59	64	40	28%
MA	76	79	61	69	60	70	49	84	65	71	51	34%
MI	74	78	64	68	59	68	52	82	65	67	90	35%
MN	76	80	67	67	60	74	58	82	66	70	51	41%
MS	76	83	62	70	60	69	68	76	64	66	36	24%
MO	74	80	62	67	58	70	55	80	63	66	63	35%
MT	74	79	66	67	59	70	56	78	62	64	18	35%
NE	77	82	68	69	60	75	58	82	69	72	21	39%
NV	62	68	51	60	50	61	49	75	55	60	15	32%
NH	79	81	68	72	64	74	54	86	69	75	17	38%
NJ	71	76	56	66	54	66	49	76	57	62	45	27%
NM	71	77	62	67	57	68	56	77	59	60	16	28%
NY	70	77	55	64	55	65	46	78	56	61	126	30%
NC	78	83	67	71	63	70	61	81	68	72	64	30%
ND	74	77	64	66	57	73	56	81	64	68	5	40%
OH	74	78	63	67	57	69	52	81	64	66	118	33%

## Summary of HCAHPS Survey Results\* January 2007 to December 2007 Discharges

State	Comm. with Nurses	Comm with Doctors	Responsiveness of Hosp. 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 **
OK	78	85	67	74	64	74	65	82	69	72	45	30%
OR	73	79	63	69	59	70	52	81	65	70	31	35%
PA	74	78	61	67	57	68	48	80	62	64	110	37%
RI	74	79	61	69	58	70	51	81	63	69	10	34%
SC	75	82	62	68	59	68	63	80	64	66	35	27%
SD	77	81	70	67	61	78	63	81	70	72	18	43%
TN	75	82	63	69	59	70	62	78	65	68	62	29%
TX	75	83	63	71	62	71	65	81	67	71	166	25%
UT	75	83	65	71	58	71	55	81	67	76	27	40%
VT	79	82	69	71	63	77	55	84	68	73	13	38%
VA	72	80	60	67	57	67	56	80	61	66	59	31%
WA	72	79	61	67	59	70	51	81	64	70	46	35%
WV	74	81	64	67	59	71	51	79	62	64	25	35%
WI	78	82	69	70	64	76	58	84	69	71	81	45%
WY	74	81	69	70	62	72	59	82	60	62	11	32%
<b>USA</b>	<b>74</b>	<b>80</b>	<b>62</b>	<b>68</b>	<b>59</b>	<b>69</b>	<b>56</b>	<b>80</b>	<b>64</b>	<b>68</b>	<b>2595</b>	<b>32%</b>

### September 2008

\* Average score for participating, publicly reported hospitals in this state. See HCAHPS results on [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov) for details.

\*\* Response rate is calculated for patients of each state, and of the nation.

### Internet Citation

Summary of HCAHPS Survey Results. [Hcahpsonline.org/HCAHPS\\_Executive\\_Insight](http://hcahpsonline.org/HCAHPS_Executive_Insight). [Public Reporting Period]. Centers for Medicare & Medicaid Services, Baltimore, MD. Month, Date, Year the page was accessed .

[http://www.hcahpsonline.org/Files/Summary%20of%20HCAHPS%20Survey%20Results%20\\_32808.pdf](http://www.hcahpsonline.org/Files/Summary%20of%20HCAHPS%20Survey%20Results%20_32808.pdf)