

Summary of HCAHPS Survey Results*
April 2007 to March 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	81	87	71	77	70	74	73	86	73	79	81	39%
AK	72	78	64	65	62	67	56	83	60	66	8	30%
AZ	70	74	59	66	57	64	51	78	62	66	41	31%
AR	75	83	65	70	60	70	63	76	63	67	31	32%
CA	67	75	55	64	54	64	45	76	60	65	235	31%
CO	73	79	63	68	59	71	58	82	67	72	31	34%
CT	74	79	60	68	57	69	48	80	63	70	29	31%
DE	73	79	60	67	58	64	48	80	60	63	4	27%
DC	65	74	48	60	52	60	53	75	55	64	4	34%
FL	66	74	53	63	52	62	51	75	57	62	133	30%
GA	74	82	61	69	59	68	63	79	65	68	80	25%
HI	65	74	54	60	55	65	48	74	53	57	9	37%
ID	75	81	67	70	62	72	59	83	66	71	10	38%
IL	72	79	59	66	56	68	53	79	61	64	106	32%
IN	76	81	65	69	58	72	54	81	67	69	82	34%
IA	77	81	65	69	61	76	59	82	70	71	51	43%
KS	76	82	66	69	60	72	59	80	68	71	41	34%
KY	77	83	64	69	60	71	57	79	64	68	58	30%
LA	81	87	69	75	66	74	72	81	71	75	59	27%
ME	79	82	68	73	64	77	54	84	70	75	33	34%
MD	71	78	55	66	56	64	52	78	60	64	40	30%
MA	76	79	61	69	60	70	49	84	65	71	52	33%
MI	74	78	64	68	58	68	52	82	65	68	92	35%
MN	76	80	67	67	60	74	58	82	66	70	53	41%
MS	76	84	63	70	60	69	68	76	64	67	37	25%
MO	74	80	63	68	57	71	55	80	64	66	64	35%
MT	74	80	66	69	59	71	56	78	61	65	18	34%
NV	62	68	50	60	50	61	50	75	55	60	17	30%
NE	78	82	69	70	61	76	58	83	69	73	23	39%
NH	79	81	68	72	63	74	53	86	68	74	17	38%
NJ	71	77	56	66	55	66	49	76	58	62	54	27%
NM	71	78	62	67	58	68	57	77	59	60	20	28%
NY	70	77	55	64	55	64	46	78	56	61	131	29%

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NC	78	83	67	71	63	70	61	82	67	71	66	30%
ND	75	77	65	67	58	74	56	83	64	68	5	39%
OH	74	78	62	67	57	69	51	81	64	66	117	33%
OK	78	85	69	74	64	74	66	82	69	72	50	31%
OR	73	79	63	69	59	70	52	81	65	70	32	34%
PA	74	78	61	67	57	67	48	80	62	64	112	37%
RI	74	79	61	69	58	70	50	82	63	67	10	34%
SC	76	82	62	69	59	68	63	80	64	67	35	27%
SD	77	81	71	68	61	79	63	80	70	72	24	43%
TN	75	82	64	69	59	70	62	78	65	68	67	29%
TX	75	83	65	71	62	71	65	81	67	71	168	25%
UT	74	83	66	70	58	71	55	82	67	75	32	39%
VT	79	82	69	71	64	77	55	85	68	73	13	38%
VA	73	80	60	67	57	67	55	80	62	66	61	31%
WA	72	79	61	68	59	70	51	82	64	70	46	34%
WV	75	81	64	67	59	71	51	78	62	64	30	34%
WI	77	81	68	69	63	76	58	84	69	70	92	43%
WY	74	80	68	70	63	70	59	83	61	62	12	31%
USA	74	80	62	68	59	69	56	80	64	68	2716	32%

December 2008

* 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 patients of each state, and of the nation.

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http://www.hcahpsonline.org/Files/Summary%20of%20HCAHPS%20Survey%20Results%20_32808.pdf