

**Summary of HCAHPS Survey Results\***  
**April 2008 to March 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	79	86	67	73	64	70	69	79	67	71	100	34%
AK	74	78	66	68	62	68	58	83	62	66	11	29%
AZ	72	75	61	67	59	67	52	80	64	67	63	34%
AR	76	83	65	70	60	69	63	78	65	67	50	31%
CA	69	75	56	65	55	66	46	77	62	66	307	30%
CO	74	78	63	69	60	72	58	84	68	72	53	33%
CT	74	78	59	68	57	69	48	80	65	71	31	32%
DE	73	77	61	67	55	63	47	81	59	63	5	29%
DC	65	74	49	62	51	61	54	72	56	61	7	24%
FL	68	74	54	63	53	64	52	77	58	63	166	30%
GA	74	81	60	68	57	68	61	78	63	67	114	27%
HI	69	77	57	64	57	68	50	76	57	61	14	34%
ID	75	81	67	71	62	73	58	84	68	72	18	38%
IL	73	79	59	67	57	68	53	80	63	65	148	33%
IN	77	81	66	70	59	72	55	82	69	71	102	36%
IA	78	82	67	70	62	77	59	83	71	72	64	42%
KS	77	82	68	69	61	73	60	81	70	73	62	40%
KY	77	82	64	70	61	71	58	80	66	68	76	30%
LA	80	86	68	73	64	73	71	81	71	72	102	29%
ME	79	81	67	72	64	77	54	84	70	75	35	31%
MD	71	77	56	66	56	62	52	80	60	64	45	30%
MA	76	79	62	70	61	70	49	85	66	72	62	35%
MI	75	79	65	69	58	69	54	82	67	69	111	36%
MN	76	80	68	68	61	75	60	83	68	71	90	41%
MS	77	84	65	70	61	70	69	77	64	66	63	26%
MO	75	80	63	68	58	71	55	81	65	67	88	36%
MT	74	78	65	68	58	72	57	78	63	66	27	31%
NE	77	82	68	68	60	77	57	84	70	73	36	43%
NV	64	70	53	63	53	63	52	78	58	63	22	29%
NH	78	80	68	71	63	75	53	86	69	73	21	36%
NJ	71	76	56	66	54	65	49	77	59	63	65	28%
NM	73	77	63	69	59	70	58	79	60	62	40	27%
NY	70	76	55	64	55	65	47	79	57	62	170	31%
NC	78	83	66	71	62	69	62	82	68	71	99	34%

**Summary of HCAHPS Survey Results\***  
**April 2008 to March 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**
ND	75	77	65	69	60	74	58	83	63	68	11	41%
OH	75	78	63	69	58	70	52	82	66	68	147	35%
OK	77	84	68	73	62	72	65	80	69	70	95	34%
OR	74	79	64	68	59	70	52	82	66	71	43	36%
PA	75	78	62	68	58	68	49	81	63	65	149	38%
RI	75	79	63	69	57	72	51	82	65	69	11	35%
SC	77	83	64	70	61	69	64	82	66	68	54	29%
SD	77	83	72	69	65	80	65	80	71	74	32	45%
TN	76	82	64	69	59	70	62	79	66	68	102	30%
TX	75	82	64	70	60	71	64	80	67	70	305	29%
UT	73	81	64	69	59	72	57	84	67	71	34	37%
VT	78	81	68	70	64	75	52	86	69	75	14	39%
VA	74	79	61	68	58	67	56	81	62	66	74	32%
WA	72	78	61	68	59	69	50	83	65	71	57	34%
WV	76	81	64	68	60	72	51	80	63	65	44	34%
WI	78	82	68	69	64	76	59	85	70	71	108	44%
WY	74	79	68	68	61	70	57	83	61	63	19	33%
<b>USA</b>	<b>74</b>	<b>80</b>	<b>62</b>	<b>68</b>	<b>59</b>	<b>70</b>	<b>56</b>	<b>80</b>	<b>65</b>	<b>68</b>	<b>3766</b>	<b>33%</b>

**December 2009**

\* Average "top box" score for participating, publicly reported hospitals in this state.

See HCAHPS results on [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov) for full details.

\*\* Response rate is calculated for hospitals in each state, and in 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\\_12-17-09.pdf](http://www.hcahpsonline.org/Files/Summary%20of%20HCAHPS%20Survey%20Results%20_12-17-09.pdf)