

Distribution of HCAHPS Summary Star Ratings by State

October 2019 Public Reporting

	Summary Star Rating										Total	
	1 Star		2 Stars		3 Stars		4 Stars		5 Stars			
	N	%	N	%	N	%	N	%	N	%	N	%
US	101	3%	599	17%	1,511	43%	1,097	31%	194	6%	3,502	100%
AK		0%	1	10%	6	60%	3	30%		0%	10	
AL		0%	12	17%	34	49%	22	31%	2	3%	70	
AR		0%	6	12%	25	51%	14	29%	4	8%	49	
AZ	1	2%	19	30%	30	47%	11	17%	3	5%	64	
CA	26	9%	92	30%	139	46%	40	13%	5	2%	302	
CO		0%	2	4%	25	45%	28	50%	1	2%	56	
CT		0%	4	14%	16	57%	8	29%		0%	28	
DC	2	25%	4	50%	2	25%		0%		0%	8	
DE		0%	1	14%	5	71%	1	14%		0%	7	
FL	16	9%	72	42%	56	33%	23	14%	3	2%	170	
GA	3	3%	20	22%	50	54%	20	22%		0%	93	
HI		0%	2	17%	5	42%	5	42%		0%	12	
IA		0%	3	5%	19	31%	33	53%	7	11%	62	
ID		0%		0%	9	32%	16	57%	3	11%	28	
IL	8	6%	17	12%	62	43%	44	31%	12	8%	143	
IN	1	1%	5	5%	46	46%	43	43%	6	6%	101	
KS		0%	2	3%	23	40%	25	43%	8	14%	58	
KY		0%	10	14%	34	48%	24	34%	3	4%	71	
LA		0%	4	5%	33	42%	24	31%	17	22%	78	
MA		0%	6	11%	37	66%	12	21%	1	2%	56	
MD	3	7%	14	31%	24	53%	4	9%		0%	45	
ME		0%		0%	7	24%	18	62%	4	14%	29	
MI		0%	17	15%	43	39%	43	39%	8	7%	111	
MN		0%	2	2%	19	23%	51	63%	9	11%	81	
MO	1	1%	10	11%	47	54%	29	33%		0%	87	
MS		0%	9	18%	20	41%	18	37%	2	4%	49	
MT		0%	1	4%	8	33%	14	58%	1	4%	24	
NC		0%	12	13%	50	54%	26	28%	5	5%	93	
ND		0%	2	20%	6	60%	1	10%	1	10%	10	
NE		0%	2	5%	10	24%	17	40%	13	31%	42	
NH		0%		0%	13	54%	11	46%		0%	24	
NJ	4	6%	26	41%	31	48%	3	5%		0%	64	
NM	1	3%	11	37%	12	40%	6	20%		0%	30	
NV	4	14%	10	36%	12	43%	2	7%		0%	28	
NY	24	16%	50	34%	53	36%	19	13%		0%	146	
OH	1	1%	9	6%	69	49%	54	39%	7	5%	140	

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US	101	3%	599	17%	1,511	43%	1,097	31%	194	6%	3,502	100%
OK	2	3%	9	14%	17	27%	31	48%	5	8%	64	
OR		0%	3	6%	15	29%	32	63%	1	2%	51	
PA	1	1%	27	17%	73	47%	44	28%	11	7%	156	
PR	1	25%	2	50%	1	25%		0%		0%	4	
RI		0%	1	9%	7	64%	3	27%		0%	11	
SC		0%	7	13%	28	53%	18	34%		0%	53	
SD		0%		0%	7	35%	7	35%	6	30%	20	
TN		0%	14	17%	38	47%	27	33%	2	2%	81	
TX	2	1%	40	16%	113	45%	80	32%	17	7%	252	
UT		0%	4	12%	12	35%	18	53%		0%	34	
VA		0%	12	15%	45	58%	20	26%	1	1%	78	
VI		0%	1	100%		0%		0%		0%	1	
VT		0%		0%	3	23%	10	77%		0%	13	
WA		0%	13	20%	30	47%	19	30%	2	3%	64	
WI		0%		0%	25	26%	53	54%	20	20%	98	
WV		0%	9	23%	12	31%	15	38%	3	8%	39	
WY		0%		0%	5	36%	8	57%	1	7%	14	

*These results encompass all hospitals that received HCAHPS scores. Because not all hospitals report their results on Hospital Compare, the values on that Web site may differ from those shown here.

Notes

3502 Hospitals received HCAHPS Star Ratings in October 2019

HCAHPS Star Ratings are based on patients discharged between January 2018 and December 2018

For more information about HCAHPS Star Ratings visit <https://www.hcahpsonline.org/en/hcahps-star-ratings/>

Beginning with July 2018 public reporting (October 2016 through September 2017 discharges) CMS no longer reports the Pain Management composite measure.

Please use the following citation when referencing material on this website:

<https://www.hcahpsonline.org> Centers for Medicare & Medicaid Services, Baltimore, MD.

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