

**Distribution of HCAHPS Summary Star Ratings by State**

February 2019 Public Reporting

|           | Summary Star Rating |           |            |            |              |            |              |            |            |           | Total        |             |
|-----------|---------------------|-----------|------------|------------|--------------|------------|--------------|------------|------------|-----------|--------------|-------------|
|           | 1 Star              |           | 2 Stars    |            | 3 Stars      |            | 4 Stars      |            | 5 Stars    |           |              |             |
|           | N                   | %         | N          | %          | N            | %          | N            | %          | N          | %         | N            | %           |
| <b>US</b> | <b>66</b>           | <b>2%</b> | <b>545</b> | <b>15%</b> | <b>1,601</b> | <b>45%</b> | <b>1,117</b> | <b>31%</b> | <b>230</b> | <b>6%</b> | <b>3,559</b> | <b>100%</b> |
| AK        |                     | 0%        | 1          | 10%        | 6            | 60%        | 3            | 30%        |            | 0%        | 10           |             |
| AL        |                     | 0%        | 6          | 8%         | 41           | 56%        | 22           | 30%        | 4          | 5%        | 73           |             |
| AR        | 1                   | 2%        | 6          | 12%        | 24           | 48%        | 14           | 28%        | 5          | 10%       | 50           |             |
| AZ        |                     | 0%        | 21         | 32%        | 32           | 49%        | 9            | 14%        | 3          | 5%        | 65           |             |
| CA        | 20                  | 7%        | 94         | 31%        | 143          | 47%        | 39           | 13%        | 7          | 2%        | 303          |             |
| CO        |                     | 0%        | 2          | 4%         | 22           | 40%        | 27           | 49%        | 4          | 7%        | 55           |             |
| CT        |                     | 0%        | 4          | 14%        | 15           | 54%        | 9            | 32%        |            | 0%        | 28           |             |
| DC        | 3                   | 38%       | 3          | 38%        | 2            | 25%        |              | 0%         |            | 0%        | 8            |             |
| DE        |                     | 0%        |            | 0%         | 4            | 57%        | 3            | 43%        |            | 0%        | 7            |             |
| FL        | 10                  | 6%        | 75         | 44%        | 62           | 36%        | 22           | 13%        | 2          | 1%        | 171          |             |
| GA        | 3                   | 3%        | 16         | 16%        | 58           | 60%        | 19           | 20%        | 1          | 1%        | 97           |             |
| HI        |                     | 0%        | 4          | 33%        | 4            | 33%        | 4            | 33%        |            | 0%        | 12           |             |
| IA        |                     | 0%        | 2          | 3%         | 22           | 34%        | 29           | 45%        | 12         | 18%       | 65           |             |
| ID        |                     | 0%        |            | 0%         | 11           | 41%        | 9            | 33%        | 7          | 26%       | 27           |             |
| IL        | 7                   | 5%        | 19         | 13%        | 64           | 44%        | 47           | 32%        | 9          | 6%        | 146          |             |
| IN        |                     | 0%        | 4          | 4%         | 41           | 39%        | 51           | 49%        | 8          | 8%        | 104          |             |
| KS        |                     | 0%        | 1          | 2%         | 22           | 38%        | 27           | 47%        | 8          | 14%       | 58           |             |
| KY        |                     | 0%        | 8          | 11%        | 37           | 49%        | 26           | 35%        | 4          | 5%        | 75           |             |
| LA        |                     | 0%        | 2          | 3%         | 35           | 45%        | 24           | 31%        | 17         | 22%       | 78           |             |
| MA        |                     | 0%        | 6          | 11%        | 35           | 63%        | 14           | 25%        | 1          | 2%        | 56           |             |
| MD        | 2                   | 4%        | 12         | 27%        | 29           | 64%        | 2            | 4%         |            | 0%        | 45           |             |
| ME        |                     | 0%        | 1          | 3%         | 6            | 20%        | 18           | 60%        | 5          | 17%       | 30           |             |
| MI        | 1                   | 1%        | 14         | 12%        | 38           | 34%        | 53           | 47%        | 7          | 6%        | 113          |             |
| MN        |                     | 0%        | 2          | 2%         | 22           | 27%        | 46           | 56%        | 12         | 15%       | 82           |             |
| MO        |                     | 0%        | 7          | 8%         | 45           | 53%        | 31           | 36%        | 2          | 2%        | 85           |             |
| MS        |                     | 0%        | 7          | 14%        | 26           | 52%        | 15           | 30%        | 2          | 4%        | 50           |             |
| MT        |                     | 0%        | 2          | 8%         | 9            | 35%        | 14           | 54%        | 1          | 4%        | 26           |             |
| NC        |                     | 0%        | 4          | 4%         | 51           | 54%        | 35           | 37%        | 4          | 4%        | 94           |             |
| ND        |                     | 0%        | 1          | 9%         | 6            | 55%        | 4            | 36%        |            | 0%        | 11           |             |
| NE        |                     | 0%        |            | 0%         | 14           | 33%        | 18           | 42%        | 11         | 26%       | 43           |             |
| NH        |                     | 0%        |            | 0%         | 9            | 39%        | 14           | 61%        |            | 0%        | 23           |             |
| NJ        | 1                   | 2%        | 26         | 41%        | 30           | 47%        | 7            | 11%        |            | 0%        | 64           |             |
| NM        |                     | 0%        | 9          | 32%        | 16           | 57%        | 3            | 11%        |            | 0%        | 28           |             |
| NV        | 1                   | 4%        | 11         | 41%        | 12           | 44%        | 3            | 11%        |            | 0%        | 27           |             |
| NY        | 16                  | 11%       | 55         | 36%        | 62           | 41%        | 17           | 11%        | 1          | 1%        | 151          |             |
| OH        |                     | 0%        | 14         | 10%        | 69           | 47%        | 51           | 35%        | 13         | 9%        | 147          |             |

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|-----------|---------------------|-----------|------------|------------|--------------|------------|--------------|------------|------------|-----------|--------------|-------------|
|           | 1 Star              |           | 2 Stars    |            | 3 Stars      |            | 4 Stars      |            | 5 Stars    |           |              |             |
|           | N                   | %         | N          | %          | N            | %          | N            | %          | N          | %         | N            | %           |
| <b>US</b> | <b>66</b>           | <b>2%</b> | <b>545</b> | <b>15%</b> | <b>1,601</b> | <b>45%</b> | <b>1,117</b> | <b>31%</b> | <b>230</b> | <b>6%</b> | <b>3,559</b> | <b>100%</b> |
| OK        |                     | 0%        | 9          | 14%        | 24           | 37%        | 26           | 40%        | 6          | 9%        | 65           |             |
| OR        |                     | 0%        | 2          | 4%         | 16           | 31%        | 32           | 63%        | 1          | 2%        | 51           |             |
| PA        |                     | 0%        | 26         | 17%        | 77           | 49%        | 46           | 29%        | 8          | 5%        | 157          |             |
| PR        |                     | 0%        |            | 0%         | 1            | 100%       |              | 0%         |            | 0%        | 1            |             |
| RI        |                     | 0%        | 1          | 9%         | 6            | 55%        | 4            | 36%        |            | 0%        | 11           |             |
| SC        |                     | 0%        | 5          | 9%         | 27           | 51%        | 18           | 34%        | 3          | 6%        | 53           |             |
| SD        |                     | 0%        |            | 0%         | 6            | 32%        | 7            | 37%        | 6          | 32%       | 19           |             |
| TN        |                     | 0%        | 7          | 8%         | 50           | 60%        | 25           | 30%        | 2          | 2%        | 84           |             |
| TX        | 1                   | 0%        | 29         | 11%        | 134          | 51%        | 75           | 28%        | 26         | 10%       | 265          |             |
| UT        |                     | 0%        | 1          | 3%         | 17           | 49%        | 16           | 46%        | 1          | 3%        | 35           |             |
| VA        |                     | 0%        | 10         | 13%        | 40           | 52%        | 26           | 34%        | 1          | 1%        | 77           |             |
| VT        |                     | 0%        |            | 0%         | 3            | 23%        | 10           | 77%        |            | 0%        | 13           |             |
| WA        |                     | 0%        | 9          | 15%        | 32           | 52%        | 19           | 31%        | 1          | 2%        | 61           |             |
| WI        |                     | 0%        | 2          | 2%         | 21           | 20%        | 61           | 57%        | 23         | 21%       | 107          |             |
| WV        |                     | 0%        | 4          | 10%        | 19           | 49%        | 14           | 36%        | 2          | 5%        | 39           |             |
| WY        |                     | 0%        | 1          | 7%         | 4            | 29%        | 9            | 64%        |            | 0%        | 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

3559 Hospitals received HCAHPS Star Ratings in February 2019

HCAHPS Star Ratings are based on patients discharged between April 2017 and March 2018

For more information about HCAHPS Star Ratings visit <https://www.hcahponline.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.hcahponline.org> Centers for Medicare & Medicaid Services, Baltimore, MD.

Month, Date, Year the page was accessed.