

Distribution of HCAHPS Summary Star Ratings by State

January 2020 Public Reporting

| | Summary Star Rating | | | | | | | | | | Total | |
|-----------|---------------------|-----------|------------|------------|--------------|------------|--------------|------------|------------|-----------|--------------|-------------|
| | 1 Star | | 2 Stars | | 3 Stars | | 4 Stars | | 5 Stars | | | |
| | N | % | N | % | N | % | N | % | N | % | N | % |
| US | 94 | 3% | 578 | 17% | 1,507 | 43% | 1,106 | 32% | 216 | 6% | 3,501 | 100% |
| AK | | 0% | 3 | 25% | 3 | 25% | 6 | 50% | | 0% | 12 | |
| AL | | 0% | 9 | 13% | 35 | 51% | 21 | 31% | 3 | 4% | 68 | |
| AR | 1 | 2% | 6 | 12% | 25 | 49% | 14 | 27% | 5 | 10% | 51 | |
| AZ | | 0% | 18 | 29% | 32 | 51% | 8 | 13% | 5 | 8% | 63 | |
| CA | 21 | 7% | 88 | 29% | 146 | 48% | 41 | 14% | 7 | 2% | 303 | |
| CO | | 0% | 2 | 3% | 21 | 36% | 35 | 59% | 1 | 2% | 59 | |
| CT | | 0% | 4 | 14% | 18 | 64% | 6 | 21% | | 0% | 28 | |
| DC | 2 | 29% | 3 | 43% | 1 | 14% | 1 | 14% | | 0% | 7 | |
| DE | | 0% | 1 | 14% | 4 | 57% | 2 | 29% | | 0% | 7 | |
| FL | 18 | 11% | 63 | 37% | 59 | 35% | 27 | 16% | 2 | 1% | 169 | |
| GA | 4 | 4% | 20 | 21% | 48 | 50% | 24 | 25% | | 0% | 96 | |
| HI | | 0% | 1 | 8% | 7 | 54% | 5 | 38% | | 0% | 13 | |
| IA | | 0% | 4 | 6% | 22 | 35% | 27 | 44% | 9 | 15% | 62 | |
| ID | | 0% | | 0% | 11 | 39% | 14 | 50% | 3 | 11% | 28 | |
| IL | 8 | 6% | 19 | 13% | 54 | 38% | 46 | 33% | 14 | 10% | 141 | |
| IN | | 0% | 6 | 6% | 44 | 45% | 43 | 44% | 4 | 4% | 97 | |
| KS | | 0% | 3 | 5% | 20 | 36% | 24 | 44% | 8 | 15% | 55 | |
| KY | | 0% | 9 | 13% | 33 | 46% | 25 | 35% | 4 | 6% | 71 | |
| LA | | 0% | 4 | 5% | 34 | 44% | 23 | 30% | 16 | 21% | 77 | |
| MA | | 0% | 4 | 7% | 39 | 70% | 11 | 20% | 2 | 4% | 56 | |
| MD | 3 | 7% | 14 | 31% | 24 | 53% | 4 | 9% | | 0% | 45 | |
| ME | | 0% | | 0% | 9 | 30% | 16 | 53% | 5 | 17% | 30 | |
| MI | | 0% | 20 | 19% | 35 | 32% | 41 | 38% | 12 | 11% | 108 | |
| MN | | 0% | 1 | 1% | 18 | 23% | 52 | 65% | 9 | 11% | 80 | |
| MO | 1 | 1% | 12 | 14% | 47 | 54% | 27 | 31% | | 0% | 87 | |
| MS | 1 | 2% | 9 | 18% | 20 | 39% | 17 | 33% | 4 | 8% | 51 | |
| MT | | 0% | 1 | 4% | 7 | 30% | 13 | 57% | 2 | 9% | 23 | |
| NC | | 0% | 13 | 14% | 50 | 53% | 28 | 29% | 4 | 4% | 95 | |
| ND | | 0% | 1 | 10% | 6 | 60% | 2 | 20% | 1 | 10% | 10 | |
| NE | | 0% | 2 | 5% | 10 | 26% | 16 | 41% | 11 | 28% | 39 | |
| NH | | 0% | | 0% | 11 | 46% | 12 | 50% | 1 | 4% | 24 | |
| NJ | 4 | 6% | 28 | 44% | 31 | 48% | 1 | 2% | | 0% | 64 | |
| NM | 1 | 3% | 10 | 34% | 12 | 41% | 6 | 21% | | 0% | 29 | |
| NV | 1 | 3% | 12 | 41% | 12 | 41% | 4 | 14% | | 0% | 29 | |
| NY | 23 | 16% | 49 | 33% | 58 | 39% | 16 | 11% | 1 | 1% | 147 | |
| OH | 1 | 1% | 10 | 7% | 64 | 45% | 58 | 41% | 9 | 6% | 142 | |

| | Summary Star Rating | | | | | | | | | | Total | |
|-----------|---------------------|-----------|------------|------------|--------------|------------|--------------|------------|------------|-----------|--------------|-------------|
| | 1 Star | | 2 Stars | | 3 Stars | | 4 Stars | | 5 Stars | | | |
| | N | % | N | % | N | % | N | % | N | % | N | % |
| US | 94 | 3% | 578 | 17% | 1,507 | 43% | 1,106 | 32% | 216 | 6% | 3,501 | 100% |
| OK | 1 | 2% | 10 | 15% | 16 | 24% | 35 | 53% | 4 | 6% | 66 | |
| OR | | 0% | 3 | 6% | 14 | 27% | 31 | 61% | 3 | 6% | 51 | |
| PA | 1 | 1% | 21 | 14% | 77 | 50% | 45 | 29% | 10 | 6% | 154 | |
| PR | 1 | 25% | 2 | 50% | | 0% | 1 | 25% | | 0% | 4 | |
| RI | | 0% | | 0% | 8 | 73% | 2 | 18% | 1 | 9% | 11 | |
| SC | | 0% | 8 | 15% | 25 | 48% | 18 | 35% | 1 | 2% | 52 | |
| SD | | 0% | 1 | 5% | 4 | 21% | 8 | 42% | 6 | 32% | 19 | |
| TN | | 0% | 12 | 15% | 41 | 53% | 22 | 28% | 3 | 4% | 78 | |
| TX | 2 | 1% | 33 | 13% | 123 | 48% | 77 | 30% | 20 | 8% | 255 | |
| UT | | 0% | 5 | 14% | 9 | 26% | 21 | 60% | | 0% | 35 | |
| VA | | 0% | 12 | 15% | 43 | 53% | 26 | 32% | | 0% | 81 | |
| VI | | 0% | 1 | 100% | | 0% | | 0% | | 0% | 1 | |
| VT | | 0% | | 0% | 4 | 33% | 8 | 67% | | 0% | 12 | |
| WA | | 0% | 12 | 18% | 33 | 51% | 18 | 28% | 2 | 3% | 65 | |
| WI | | 0% | | 0% | 24 | 24% | 51 | 52% | 23 | 23% | 98 | |
| WV | | 0% | 9 | 24% | 10 | 26% | 19 | 50% | | 0% | 38 | |
| WY | | 0% | | 0% | 6 | 40% | 8 | 53% | 1 | 7% | 15 | |

*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

3501 Hospitals received HCAHPS Star Ratings in January 2020

HCAHPS Star Ratings are based on patients discharged between April 2018 and March 2019

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.