

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

April 2020 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>89</b>           | <b>3%</b> | <b>574</b> | <b>17%</b> | <b>1,591</b> | <b>46%</b> | <b>1,007</b> | <b>29%</b> | <b>216</b> | <b>6%</b> | <b>3,477</b> | <b>100%</b> |
| AK        |                     | 0%        | 2          | 17%        | 4            | 33%        | 6            | 50%        |            | 0%        | 12           |             |
| AL        |                     | 0%        | 8          | 12%        | 38           | 55%        | 21           | 30%        | 2          | 3%        | 69           |             |
| AR        | 1                   | 2%        | 10         | 21%        | 20           | 43%        | 12           | 26%        | 4          | 9%        | 47           |             |
| AZ        | 1                   | 2%        | 18         | 28%        | 34           | 52%        | 8            | 12%        | 4          | 6%        | 65           |             |
| CA        | 19                  | 6%        | 88         | 29%        | 153          | 51%        | 34           | 11%        | 7          | 2%        | 301          |             |
| CO        |                     | 0%        | 3          | 5%         | 23           | 38%        | 33           | 55%        | 1          | 2%        | 60           |             |
| CT        |                     | 0%        | 4          | 15%        | 18           | 67%        | 5            | 19%        |            | 0%        | 27           |             |
| DC        | 2                   | 29%       | 3          | 43%        | 1            | 14%        | 1            | 14%        |            | 0%        | 7            |             |
| DE        |                     | 0%        | 1          | 14%        | 5            | 71%        | 1            | 14%        |            | 0%        | 7            |             |
| FL        | 16                  | 9%        | 65         | 38%        | 61           | 36%        | 25           | 15%        | 2          | 1%        | 169          |             |
| GA        | 3                   | 3%        | 22         | 23%        | 51           | 53%        | 19           | 20%        | 1          | 1%        | 96           |             |
| HI        |                     | 0%        | 2          | 15%        | 6            | 46%        | 5            | 38%        |            | 0%        | 13           |             |
| IA        |                     | 0%        | 4          | 6%         | 22           | 35%        | 29           | 46%        | 8          | 13%       | 63           |             |
| ID        |                     | 0%        |            | 0%         | 11           | 39%        | 14           | 50%        | 3          | 11%       | 28           |             |
| IL        | 6                   | 4%        | 17         | 12%        | 64           | 46%        | 42           | 30%        | 9          | 7%        | 138          |             |
| IN        | 2                   | 2%        | 6          | 6%         | 48           | 49%        | 38           | 39%        | 3          | 3%        | 97           |             |
| KS        |                     | 0%        | 2          | 4%         | 24           | 43%        | 20           | 36%        | 10         | 18%       | 56           |             |
| KY        |                     | 0%        | 9          | 13%        | 31           | 44%        | 27           | 39%        | 3          | 4%        | 70           |             |
| LA        |                     | 0%        | 4          | 5%         | 32           | 43%        | 24           | 32%        | 14         | 19%       | 74           |             |
| MA        |                     | 0%        | 4          | 7%         | 42           | 75%        | 7            | 13%        | 3          | 5%        | 56           |             |
| MD        | 3                   | 7%        | 15         | 34%        | 24           | 55%        | 2            | 5%         |            | 0%        | 44           |             |
| ME        |                     | 0%        | 2          | 7%         | 8            | 27%        | 17           | 57%        | 3          | 10%       | 30           |             |
| MI        |                     | 0%        | 16         | 15%        | 38           | 36%        | 41           | 38%        | 12         | 11%       | 107          |             |
| MN        |                     | 0%        | 2          | 3%         | 19           | 24%        | 49           | 61%        | 10         | 13%       | 80           |             |
| MO        |                     | 0%        | 12         | 14%        | 43           | 51%        | 28           | 33%        | 2          | 2%        | 85           |             |
| MS        | 1                   | 2%        | 8          | 16%        | 24           | 49%        | 13           | 27%        | 3          | 6%        | 49           |             |
| MT        |                     | 0%        | 1          | 5%         | 11           | 50%        | 9            | 41%        | 1          | 5%        | 22           |             |
| NC        |                     | 0%        | 14         | 15%        | 50           | 53%        | 26           | 27%        | 5          | 5%        | 95           |             |
| ND        | 1                   | 10%       |            | 0%         | 6            | 60%        | 2            | 20%        | 1          | 10%       | 10           |             |
| NE        |                     | 0%        | 3          | 8%         | 10           | 27%        | 12           | 32%        | 12         | 32%       | 37           |             |
| NH        |                     | 0%        |            | 0%         | 11           | 46%        | 12           | 50%        | 1          | 4%        | 24           |             |
| NJ        | 4                   | 6%        | 27         | 42%        | 31           | 48%        | 2            | 3%         |            | 0%        | 64           |             |
| NM        | 1                   | 3%        | 13         | 45%        | 12           | 41%        | 2            | 7%         | 1          | 3%        | 29           |             |
| NV        | 1                   | 3%        | 12         | 41%        | 12           | 41%        | 4            | 14%        |            | 0%        | 29           |             |

|           | Summary Star Rating |           |            |            |              |            |              |            |            |           | Total        |             |
|-----------|---------------------|-----------|------------|------------|--------------|------------|--------------|------------|------------|-----------|--------------|-------------|
|           | 1 Star              |           | 2 Stars    |            | 3 Stars      |            | 4 Stars      |            | 5 Stars    |           |              |             |
|           | N                   | %         | N          | %          | N            | %          | N            | %          | N          | %         | N            | %           |
| <b>US</b> | <b>89</b>           | <b>3%</b> | <b>574</b> | <b>17%</b> | <b>1,591</b> | <b>46%</b> | <b>1,007</b> | <b>29%</b> | <b>216</b> | <b>6%</b> | <b>3,477</b> | <b>100%</b> |
| NY        | 21                  | 14%       | 48         | 32%        | 65           | 44%        | 13           | 9%         | 1          | 1%        | 148          |             |
| OH        |                     | 0%        | 11         | 8%         | 62           | 44%        | 57           | 40%        | 11         | 8%        | 141          |             |
| OK        | 1                   | 1%        | 9          | 13%        | 21           | 30%        | 30           | 43%        | 8          | 12%       | 69           |             |
| OR        |                     | 0%        | 2          | 4%         | 10           | 20%        | 35           | 71%        | 2          | 4%        | 49           |             |
| PA        | 1                   | 1%        | 20         | 13%        | 83           | 54%        | 39           | 25%        | 11         | 7%        | 154          |             |
| PR        | 1                   | 25%       | 2          | 50%        | 1            | 25%        |              | 0%         |            | 0%        | 4            |             |
| RI        |                     | 0%        |            | 0%         | 9            | 82%        | 2            | 18%        |            | 0%        | 11           |             |
| SC        |                     | 0%        | 7          | 14%        | 27           | 53%        | 16           | 31%        | 1          | 2%        | 51           |             |
| SD        |                     | 0%        | 1          | 6%         | 5            | 28%        | 7            | 39%        | 5          | 28%       | 18           |             |
| TN        | 1                   | 1%        | 12         | 16%        | 46           | 61%        | 17           | 22%        |            | 0%        | 76           |             |
| TX        | 2                   | 1%        | 29         | 12%        | 128          | 51%        | 69           | 27%        | 23         | 9%        | 251          |             |
| UT        |                     | 0%        | 4          | 12%        | 13           | 39%        | 15           | 45%        | 1          | 3%        | 33           |             |
| VA        |                     | 0%        | 11         | 14%        | 51           | 64%        | 17           | 21%        | 1          | 1%        | 80           |             |
| VI        |                     | 0%        | 1          | 100%       |              | 0%         |              | 0%         |            | 0%        | 1            |             |
| VT        |                     | 0%        |            | 0%         | 5            | 42%        | 7            | 58%        |            | 0%        | 12           |             |
| WA        |                     | 0%        | 14         | 22%        | 30           | 46%        | 19           | 29%        | 2          | 3%        | 65           |             |
| WI        |                     | 0%        |            | 0%         | 28           | 28%        | 51           | 51%        | 21         | 21%       | 100          |             |
| WV        | 1                   | 3%        | 6          | 15%        | 15           | 38%        | 14           | 36%        | 3          | 8%        | 39           |             |
| WY        |                     | 0%        |            | 0%         | 5            | 33%        | 9            | 60%        | 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

3477 Hospitals received HCAHPS Star Ratings in April 2020

HCAHPS Star Ratings are based on patients discharged between July 2018 and June 2019

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

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