

Distribution of HCAHPS Summary Star Ratings by State

October 2020 Public Reporting

	Summary Star Rating										Total	
	1 Star		2 Stars		3 Stars		4 Stars		5 Stars			
	N	%	N	%	N	%	N	%	N	%	N	%
US	90	3%	564	16%	1,478	43%	1,067	31%	263	8%	3,462	100%
AK		0%	2	17%	4	33%	6	50%		0%	12	
AL		0%	6	9%	35	50%	24	34%	5	7%	70	
AR	1	2%	4	9%	25	53%	13	28%	4	9%	47	
AZ	1	2%	21	34%	30	48%	6	10%	4	6%	62	
CA	21	7%	85	28%	141	47%	44	15%	9	3%	300	
CO		0%	1	2%	24	39%	33	54%	3	5%	61	
CT		0%	3	11%	16	59%	8	30%		0%	27	
DC	2	29%	3	43%	2	29%		0%		0%	7	
DE		0%	1	14%	5	71%	1	14%		0%	7	
FL	14	8%	63	37%	62	37%	29	17%	1	1%	169	
GA	2	2%	22	23%	47	49%	22	23%	2	2%	95	
HI		0%	2	15%	4	31%	7	54%		0%	13	
IA		0%	4	6%	16	26%	30	48%	12	19%	62	
ID		0%	1	4%	7	25%	15	54%	5	18%	28	
IL	6	4%	23	17%	57	42%	36	27%	13	10%	135	
IN		0%	8	8%	40	41%	43	44%	7	7%	98	
KS		0%	2	4%	20	38%	21	40%	10	19%	53	
KY		0%	10	15%	25	37%	30	45%	2	3%	67	
LA		0%	3	4%	31	41%	27	36%	15	20%	76	
MA		0%	5	9%	33	59%	16	29%	2	4%	56	
MD	3	7%	15	35%	21	49%	4	9%		0%	43	
ME		0%	1	3%	8	27%	17	57%	4	13%	30	
MI	1	1%	12	11%	42	39%	36	34%	16	15%	107	
MN		0%	2	3%	20	25%	39	49%	18	23%	79	
MO		0%	10	12%	46	53%	27	31%	3	3%	86	
MS	1	2%	10	20%	22	44%	13	26%	4	8%	50	
MT		0%		0%	9	38%	13	54%	2	8%	24	
NC		0%	10	10%	50	52%	30	31%	6	6%	96	
ND		0%	2	20%	4	40%	3	30%	1	10%	10	
NE		0%	2	6%	11	33%	12	36%	8	24%	33	
NH		0%		0%	11	50%	11	50%		0%	22	
NJ	3	5%	32	50%	27	42%	2	3%		0%	64	
NM	2	7%	9	31%	9	31%	9	31%		0%	29	
NV	1	4%	14	50%	10	36%	3	11%		0%	28	
NY	22	15%	49	33%	59	40%	16	11%	2	1%	148	
OH		0%	7	5%	60	43%	59	42%	13	9%	139	

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US	90	3%	564	16%	1,478	43%	1,067	31%	263	8%	3,462	100%
OK	1	2%	10	15%	20	30%	25	38%	10	15%	66	
OR		0%	2	4%	15	29%	33	65%	1	2%	51	
PA	1	1%	17	11%	74	49%	49	33%	9	6%	150	
PR	1	25%	2	50%	1	25%		0%		0%	4	
RI		0%		0%	7	64%	3	27%	1	9%	11	
SC		0%	8	16%	25	50%	16	32%	1	2%	50	
SD		0%	1	6%	5	28%	7	39%	5	28%	18	
TN	2	3%	14	18%	39	51%	20	26%	2	3%	77	
TX	3	1%	34	13%	123	48%	66	26%	28	11%	254	
UT		0%	3	9%	9	26%	20	57%	3	9%	35	
VA	1	1%	11	14%	49	62%	17	22%	1	1%	79	
VI		0%	2	100%		0%		0%		0%	2	
VT		0%		0%	2	15%	9	69%	2	15%	13	
WA		0%	10	16%	34	53%	18	28%	2	3%	64	
WI		0%		0%	23	23%	56	55%	22	22%	101	
WV	1	3%	5	13%	15	39%	14	37%	3	8%	38	
WY		0%	1	6%	4	25%	9	56%	2	13%	16	

*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

3462 Hospitals received HCAHPS Star Ratings in October 2020.
HCAHPS Star Ratings are based on patients discharged between Jan 2019 and Dec 2019.
For more information about HCAHPS Star Ratings visit <https://www.hcahpsonline.org/en/hcahps-star-ratings/>.

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