

Distribution of HCAHPS Summary Star Ratings by State†

October 2021 Public Reporting

	Summary Star Rating										Total	
	1 Star		2 Stars		3 Stars		4 Stars		5 Stars			
	N	%	N	%	N	%	N	%	N	%	N	%
US	85	3%	565	20%	1,359	48%	725	25%	117	4%	2,851	100%
AK		0%		0%	5	71%	2	29%		0%	7	
AL		0%	11	22%	25	51%	13	27%		0%	49	
AR	1	3%	8	24%	18	53%	3	9%	4	12%	34	
AZ	5	9%	19	33%	27	47%	4	7%	3	5%	58	
CA	21	8%	83	31%	127	47%	36	13%	1	0%	268	
CO		0%	1	2%	17	36%	24	51%	5	11%	47	
CT		0%	3	12%	17	65%	6	23%		0%	26	
DC	1	17%	2	33%	3	50%		0%		0%	6	
DE		0%	2	29%	3	43%	2	29%		0%	7	
FL	17	11%	61	38%	67	42%	16	10%		0%	161	
GA	2	2%	35	43%	32	40%	12	15%		0%	81	
HI		0%		0%	4	33%	8	67%		0%	12	
IA		0%	3	8%	11	31%	21	58%	1	3%	36	
ID		0%	1	5%	9	41%	9	41%	3	14%	22	
IL	7	6%	19	17%	57	52%	25	23%	1	1%	109	
IN		0%	11	13%	41	50%	26	32%	4	5%	82	
KS		0%	1	2%	22	54%	12	29%	6	15%	41	
KY		0%	9	19%	31	65%	8	17%		0%	48	
LA		0%	5	11%	25	56%	10	22%	5	11%	45	
MA		0%	4	7%	33	60%	15	27%	3	5%	55	
MD	2	5%	18	43%	17	40%	5	12%		0%	42	
ME		0%		0%	6	33%	9	50%	3	17%	18	
MI	2	2%	15	17%	35	40%	35	40%	1	1%	88	
MN		0%		0%	22	38%	32	55%	4	7%	58	
MO		0%	9	14%	41	62%	16	24%		0%	66	
MS		0%	7	21%	17	52%	8	24%	1	3%	33	
MT		0%		0%	7	44%	9	56%		0%	16	
NC		0%	11	13%	47	54%	26	30%	3	3%	87	
ND		0%		0%	7	70%	2	20%	1	10%	10	
NE		0%	3	12%	7	28%	10	40%	5	20%	25	
NH		0%	1	7%	10	67%	4	27%		0%	15	
NJ	5	8%	22	35%	32	51%	4	6%		0%	63	
NM	1	6%	6	33%	7	39%	3	17%	1	6%	18	
NV	1	4%	14	58%	6	25%	3	13%		0%	24	
NY	11	8%	47	36%	61	46%	13	10%		0%	132	
OH		0%	6	5%	75	60%	34	27%	9	7%	124	
OK		0%	10	19%	19	37%	18	35%	5	10%	52	
OR		0%	1	3%	8	21%	29	76%		0%	38	
PA		0%	16	12%	63	47%	48	36%	7	5%	134	
PR	2	33%	3	50%	1	17%		0%		0%	6	
RI		0%	1	9%	7	64%	3	27%		0%	11	
SC		0%	7	15%	26	54%	14	29%	1	2%	48	
SD		0%		0%	3	19%	9	56%	4	25%	16	
TN		0%	17	27%	32	52%	11	18%	2	3%	62	
TX	5	2%	48	24%	101	50%	34	17%	14	7%	202	

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US	85	3%	565	20%	1,359	48%	725	25%	117	4%	2,851	100%
UT		0%	3	11%	9	33%	14	52%	1	4%	27	
VA	1	2%	8	12%	44	68%	12	18%		0%	65	
VI		0%	1	100%		0%		0%		0%	1	
VT		0%		0%	1	8%	10	83%	1	8%	12	
WA		0%	6	12%	28	56%	16	32%		0%	50	
WI		0%	1	1%	31	37%	35	42%	16	19%	83	
WV	1	4%	5	22%	12	52%	3	13%	2	9%	23	
WY		0%	1	13%	3	38%	4	50%		0%	8	

*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

2851 Hospitals received HCAHPS Star Ratings in October 2021.

HCAHPS Star Ratings are based on patients discharged between July 2020 and Dec 2020.

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

† The October 2021 HCAHPS Star Ratings are based on two quarters of data (Q3 and Q4 2020) rather than the customary four quarters. Please use caution when interpreting these HCAHPS results as they are based on fewer months of data and fewer discharged patients than normal.

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

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