

HHCAHPS Publicly Reported National and State Averages\*  
January 2012 - December 2012

| State | Patients who gave their home health agency a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest) | Patients who reported YES, they would definitely recommend the home health agency to friends and family | Patients who reported that their home health team gave care in a professional way | Patients who reported that their home health team communicated well with them | Patients who reported that their home health team discussed medicines, pain, and home safety with them | Number of Home Health Agencies Reporting | Response Rate |
|-------|---|---|---|---|--|--|---------------|
| AK    | 80  | 77  | 86  | 83  | 82   | 11                                       | 29            |
| AL    | 89  | 85  | 91  | 89  | 87   | 143                                      | 38            |
| AR    | 85  | 82  | 89  | 86  | 85   | 122                                      | 40            |
| AS    | .   | .   | .   | .   | .  | .  | .             |
| AZ    | 80  | 73  | 86  | 84  | 80   | 86                                       | 33            |
| CA    | 79  | 74  | 85  | 82  | 81   | 703                                      | 27            |
| CO    | 81  | 76  | 87  | 83  | 81   | 118                                      | 38            |
| CT    | 83  | 79  | 87  | 85  | 82   | 69                                       | 35            |
| DC    | 68  | 61  | 78  | 72  | 69   | 12                                       | 34            |
| DE    | 82  | 78  | 86  | 84  | 82   | 18                                       | 35            |
| FL    | 85  | 80  | 89  | 86  | 82   | 753                                      | 30            |
| GA    | 86  | 82  | 89  | 87  | 84   | 101                                      | 33            |
| GU    | 82  | 84  | 88  | 83  | 88   | 3  | 24            |
| HI    | 84  | 82  | 90  | 86  | 84   | 12                                       | 35            |
| IA    | 85  | 82  | 88  | 86  | 86   | 131                                      | 49            |
| ID    | 85  | 82  | 89  | 86  | 80   | 42                                       | 41            |
| IL    | 83  | 77  | 88  | 85  | 84   | 506                                      | 35            |
| IN    | 85  | 78  | 88  | 86  | 83   | 167                                      | 39            |
| KS    | 85  | 81  | 89  | 86  | 84   | 81                                       | 43            |
| KY    | 89  | 86  | 92  | 89  | 84   | 98                                       | 38            |
| LA    | 89  | 85  | 92  | 89  | 88   | 195                                      | 36            |
| MA    | 85  | 82  | 88  | 86  | 84   | 105                                      | 36            |
| MD    | 83  | 78  | 88  | 86  | 82   | 50                                       | 35            |
| ME    | 85  | 85  | 89  | 87  | 82   | 24                                       | 43            |
| MI    | 82  | 75  | 87  | 84  | 84   | 384                                      | 31            |
| MN    | 81  | 75  | 86  | 83  | 82   | 122                                      | 43            |
| MO    | 86  | 81  | 90  | 87  | 85   | 139                                      | 43            |
| MP    | 71  | 77  | 89  | 86  | 83   | 2  | 22            |
| MS    | 89  | 86  | 92  | 89  | 89   | 44                                       | 36            |
| MT    | 84  | 81  | 89  | 86  | 81   | 24                                       | 43            |
| NC    | 87  | 82  | 90  | 87  | 84   | 164                                      | 35            |
| ND    | 86  | 82  | 88  | 86  | 88   | 12                                       | 46            |
| NE    | 82  | 80  | 88  | 87  | 83   | 49                                       | 44            |
| NH    | 86  | 84  | 88  | 86  | 82   | 30                                       | 42            |
| NJ    | 82  | 78  | 87  | 84  | 83   | 47                                       | 33            |
| NM    | 84  | 79  | 88  | 85  | 83   | 60                                       | 35            |
| NV    | 81  | 76  | 86  | 83  | 81   | 82                                       | 31            |
| NY    | 79  | 75  | 85  | 83  | 82   | 144                                      | 35            |
| OH    | 82  | 76  | 87  | 84  | 83   | 334                                      | 37            |
| OK    | 85  | 81  | 89  | 87  | 86   | 207                                      | 41            |

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|-------|---|---|---|---|--|--|---------------|
| OR    | 81  | 77  | 87  | 84  | 81   | 47                                       | 33            |
| PA    | 85  | 79  | 89  | 87  | 84   | 238                                      | 39            |
| PR    | 82  | 80  | 89  | 82  | 75   | 35                                       | 39            |
| RI    | 83  | 77  | 88  | 85  | 83   | 19                                       | 34            |
| SC    | 87  | 84  | 91  | 88  | 84   | 65                                       | 36            |
| SD    | 86  | 82  | 89  | 86  | 85   | 22                                       | 49            |
| TN    | 87  | 83  | 90  | 88  | 85   | 136                                      | 38            |
| TX    | 85  | 80  | 89  | 86  | 85   | 1284                                     | 35            |
| UT    | 83  | 79  | 88  | 83  | 79   | 74                                       | 44            |
| VA    | 83  | 79  | 88  | 86  | 82   | 171                                      | 37            |
| VI    | 78  | 85  | 88  | 87  | 76   | 2  | 17            |
| VT    | 83  | 85  | 87  | 84  | 82   | 12                                       | 38            |
| WA    | 81  | 77  | 87  | 85  | 80   | 55                                       | 33            |
| WI    | 83  | 79  | 88  | 86  | 84   | 90                                       | 42            |
| WV    | 89  | 86  | 91  | 89  | 85   | 52                                       | 41            |
| WY    | 81  | 80  | 88  | 84  | 82   | 23                                       | 43            |
| US    | 84  | 79  | 88  | 85  | 84   | 7719                                     | 35            |

These results are from patients who received at least two skilled care home visits at some point between January 2012 through December 2012.

\*Average "top box" scores for participating publicly reported home health agencies in each state.

See HCAHPS results on <http://www.medicare.gov/HomeHealthCompare>.