

HHCAHPS Publicly Reported National and State Averages*
October 2011 – September 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	81	76	85	84	82	11	30
AL	89	84	91	89	87	143	38
AR	86	83	90	86	85	122	41
AZ	80	73	86	83	80	85	33
CA	78	74	85	82	81	694	26
CO	80	75	86	83	81	121	38
CT	83	80	87	85	82	69	35
DC	67	60	78	72	69	11	35
DE	81	74	87	85	83	18	35
FL	85	80	89	86	82	737	30
GA	86	82	89	87	84	101	33
GU	77	81	89	86	87	3	22
HI	84	83	90	87	84	12	36
IA	86	82	88	86	86	131	50
ID	85	82	89	86	80	41	40
IL	83	77	88	85	84	495	35
IN	85	78	88	86	83	167	38
KS	86	81	89	86	84	81	43
KY	88	86	92	89	83	99	38
LA	89	85	92	89	88	195	36
MA	85	82	88	86	84	104	36
MD	83	77	88	86	82	50	35
ME	86	85	89	87	83	24	43
MI	82	75	87	84	84	377	31
MN	81	76	86	83	82	123	43
MO	85	80	90	87	85	144	42
MP	75	76	90	86	83	2	21
MS	89	86	92	89	88	44	36
MT	83	81	89	86	83	25	41
NC	87	82	90	87	84	163	35
ND	86	82	88	86	88	13	47
NE	82	80	88	86	83	48	45
NH	86	84	88	87	82	30	41
NJ	82	77	87	84	82	47	33
NM	83	79	88	85	83	60	35
NV	80	76	86	82	80	79	31
NY	79	75	85	83	83	145	36
OH	82	76	87	85	83	333	37
OK	85	81	89	86	86	204	41
OR	82	79	87	85	80	48	33
PA	85	80	89	87	84	240	39
PR	83	81	89	82	75	35	39
RI	83	77	87	85	83	19	35
SC	87	84	91	89	84	65	37
SD	86	83	89	86	85	22	50
TN	87	83	90	88	84	136	38
TX	85	80	89	86	85	1270	35
UT	82	79	88	83	79	73	43
VA	84	79	88	86	82	168	37
VI	83	90	90	88	78	2	18
VT	83	85	87	85	82	12	38
WA	81	78	87	85	81	55	34
WI	82	78	88	86	83	91	42
WV	89	86	91	89	84	52	41
WY	81	80	88	85	82	23	42
US	84	79	88	85	83	7662	35

These results are from patients who received at least two skilled care home visits at some point between October 2011 through September 2012.

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

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