

HCAHPS Publicly Reported National and State Averages*
January 2013 – December 2013

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	78	76	86	82	82	10	25
AL	89	85	91	89	87	142	36
AR	86	82	90	87	85	127	38
AZ	82	75	87	84	81	92	31
CA	80	73	86	83	82	762	25
CO	82	77	87	85	82	112	37
CT	83	78	86	84	82	70	33
DC	70	60	82	76	73	14	31
DE	82	76	86	85	82	16	32
FL	85	79	89	86	82	721	29
GA	85	81	89	86	84	102	30
GU	67	79	82	80	83	3	23
HI	82	80	88	86	82	13	35
IA	85	81	88	87	86	129	46
ID	83	80	88	85	79	45	39
IL	83	77	88	85	84	539	33
IN	84	78	88	86	83	166	37
KS	85	80	89	86	83	81	41
KY	89	85	91	89	84	98	35
LA	88	85	92	89	88	196	34
MA	85	81	88	86	85	107	33
MD	82	77	88	85	81	50	33
ME	86	85	89	87	84	24	40
MI	82	75	88	84	84	401	30
MN	81	76	86	83	83	123	41
MO	86	82	90	87	85	136	41
MP	77	72	85	86	89	2	20
MS	89	86	92	89	88	43	34
MT	82	79	88	85	81	24	38
NC	86	82	90	87	85	169	33
ND	85	82	88	86	87	13	42
NE	85	82	89	88	82	48	43
NH	86	84	88	86	83	28	39
NJ	82	77	87	85	82	46	31
NM	83	79	88	85	82	63	33
NV	78	76	86	81	80	82	30
NY	79	74	84	82	83	141	33
OH	82	75	87	84	83	347	35
OK	86	82	90	87	86	211	38
OR	80	77	87	84	81	48	32
PA	86	81	89	88	84	238	37

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PR	85	80	89	83	76	36	37
RI	83	80	87	86	83	24	32
SC	87	83	90	88	85	60	33
SD	86	84	90	87	85	23	46
TN	86	83	90	88	85	132	36
TX	85	80	89	86	85	1314	34
UT	83	80	88	84	79	75	39
VA	83	78	88	85	81	168	35
VI	69	85	88	84	82	2	18
VT	85	86	87	85	81	12	39
WA	81	77	87	84	81	55	31
WI	83	77	88	85	83	90	39
WV	87	84	91	88	83	54	37
WY	82	83	89	86	81	22	40
US	84	79	88	85	84	7849	34

These results are from patients who received at least two skilled care home visits at some point between January 2013 through December 2013.

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

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