

**HHCAHPS PUBLICLY REPORTED NATIONAL AND STATE AVERAGES\*  
APRIL 2015–MARCH 2016**

| <b>State</b> | <b>Patients who gave their home health agency a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)</b> | <b>Patients who reported YES, they would definitely recommend the home health agency to friends and family</b> | <b>Patients who reported that their home health team gave care in a professional way</b> | <b>Patients who reported that their home health team communicated well with them</b> | <b>Patients who reported that their home health team discussed medicines, pain, and home safety with them</b> | <b>Number of Home Health Agencies Reporting</b> | <b>Response Rate</b> |
|--------------|--|--|--|--|---|---|----------------------|
| AK           | 82   | 81   | 89   | 85   | 81  | 10  | 24                   |
| AL           | 89   | 84   | 91   | 89   | 87  | 143   | 32                   |
| AR           | 87   | 83   | 90   | 87   | 86  | 119   | 33                   |
| AZ           | 81   | 75   | 87   | 84   | 80  | 104   | 28                   |
| CA           | 80   | 74   | 85   | 83   | 82  | 880   | 23                   |
| CO           | 82   | 76   | 87   | 84   | 82  | 123   | 31                   |
| CT           | 81   | 76   | 86   | 84   | 82  | 74  | 30                   |
| DC           | 73   | 55   | 80   | 71   | 67  | 15  | 24                   |
| DE           | 81   | 77   | 87   | 85   | 83  | 17  | 29                   |
| FL           | 85   | 79   | 89   | 85   | 82  | 742   | 27                   |
| GA           | 85   | 80   | 89   | 86   | 83  | 100   | 26                   |
| GU           | 41   | 72   | 79   | 73   | 79  | 3   | 11                   |
| HI           | 84   | 80   | 88   | 86   | 83  | 12  | 28                   |
| IA           | 85   | 80   | 88   | 86   | 86  | 123   | 43                   |
| ID           | 85   | 81   | 88   | 85   | 81  | 42  | 34                   |
| IL           | 83   | 77   | 88   | 85   | 84  | 552   | 30                   |
| IN           | 85   | 79   | 89   | 86   | 82  | 172   | 33                   |
| KS           | 87   | 83   | 90   | 87   | 85  | 87  | 39                   |
| KY           | 88   | 85   | 91   | 89   | 84  | 100   | 32                   |
| LA           | 88   | 84   | 92   | 89   | 88  | 186   | 32                   |

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|--------------|--|--|--|--|---|---|----------------------|
| MA           | 84   | 81   | 89   | 85   | 85  | 132   | 28                   |
| MD           | 82   | 77   | 88   | 85   | 82  | 50  | 28                   |
| ME           | 88   | 86   | 90   | 88   | 85  | 21  | 36                   |
| MI           | 81   | 75   | 87   | 84   | 83  | 391   | 28                   |
| MN           | 81   | 75   | 86   | 84   | 82  | 126   | 37                   |
| MO           | 87   | 81   | 90   | 88   | 86  | 138   | 37                   |
| MP           | 80   | 75   | 86   | 83   | 85  | 2   | 21                   |
| MS           | 89   | 86   | 92   | 89   | 89  | 43  | 31                   |
| MT           | 85   | 80   | 88   | 86   | 80  | 24  | 37                   |
| NC           | 86   | 82   | 90   | 88   | 85  | 170   | 29                   |
| ND           | 86   | 82   | 90   | 87   | 86  | 13  | 42                   |
| NE           | 84   | 79   | 88   | 86   | 84  | 55  | 39                   |
| NH           | 85   | 83   | 88   | 86   | 83  | 26  | 35                   |
| NJ           | 83   | 78   | 87   | 85   | 83  | 45  | 27                   |
| NM           | 84   | 79   | 89   | 85   | 82  | 64  | 30                   |
| NV           | 78   | 75   | 87   | 81   | 81  | 98  | 28                   |
| NY           | 78   | 73   | 83   | 81   | 80  | 121   | 29                   |
| OH           | 83   | 75   | 88   | 84   | 82  | 389   | 32                   |
| OK           | 85   | 81   | 89   | 87   | 85  | 205   | 35                   |
| OR           | 80   | 77   | 87   | 85   | 82  | 51  | 29                   |

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|-------|---|---|---|---|--|--|---------------|
| PA    | 86  | 80  | 89  | 87  | 84   | 254                                      | 34            |
| PR    | 85  | 80  | 89  | 83  | 76   | 37                                       | 37            |
| RI    | 84  | 81  | 88  | 87  | 85   | 23                                       | 30            |
| SC    | 87  | 83  | 90  | 87  | 85   | 65                                       | 28            |
| SD    | 85  | 81  | 89  | 86  | 86   | 24                                       | 41            |
| TN    | 86  | 82  | 90  | 87  | 84   | 126                                      | 31            |
| TX    | 85  | 80  | 89  | 86  | 85   | 1316                                     | 32            |
| UT    | 82  | 78  | 87  | 83  | 79   | 78                                       | 34            |
| VA    | 84  | 79  | 89  | 86  | 82   | 173                                      | 30            |
| VI    | 92  | 77  | 91  | 90  | 72   | 2  | 32            |
| VT    | 85  | 87  | 89  | 86  | 83   | 11                                       | 33            |
| WA    | 81  | 77  | 86  | 83  | 80   | 55                                       | 28            |
| WI    | 83  | 80  | 88  | 86  | 84   | 88                                       | 36            |
| WV    | 88  | 85  | 91  | 89  | 84   | 56                                       | 32            |
| WY    | 83  | 81  | 88  | 85  | 82   | 22                                       | 38            |
| US    | 84  | 78  | 88  | 85  | 83   | 8098                                     | 30            |

These results are from patients who received at least two skilled care home visits at some point between April 2015 through March 2016.

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

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