

**HHCAHPS PUBLICLY REPORTED NATIONAL AND STATE AVERAGES*
JANUARY 2016–DECEMBER 2016**

| 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 | 85 | 82 | 89 | 84 | 84 | 9 | 23 |
| AL | 89 | 84 | 92 | 89 | 88 | 143 | 31 |
| AR | 87 | 83 | 91 | 88 | 86 | 95 | 33 |
| AZ | 81 | 74 | 86 | 83 | 79 | 112 | 28 |
| CA | 80 | 74 | 86 | 83 | 82 | 878 | 22 |
| CO | 83 | 78 | 88 | 85 | 82 | 119 | 31 |
| CT | 82 | 77 | 86 | 84 | 83 | 76 | 29 |
| DC | 70 | 59 | 81 | 74 | 70 | 13 | 24 |
| DE | 82 | 77 | 88 | 84 | 82 | 17 | 29 |
| FL | 84 | 79 | 88 | 85 | 81 | 697 | 27 |
| GA | 85 | 80 | 89 | 86 | 83 | 99 | 26 |
| GU | 64 | 67 | 83 | 78 | 80 | 3 | 16 |
| HI | 85 | 83 | 90 | 86 | 81 | 11 | 28 |
| IA | 86 | 82 | 89 | 87 | 86 | 123 | 43 |
| ID | 84 | 81 | 88 | 85 | 82 | 40 | 34 |
| IL | 83 | 76 | 88 | 85 | 84 | 516 | 30 |
| IN | 84 | 77 | 87 | 85 | 82 | 169 | 33 |
| KS | 86 | 83 | 90 | 87 | 85 | 83 | 40 |
| KY | 89 | 85 | 91 | 88 | 85 | 101 | 31 |
| LA | 88 | 84 | 91 | 89 | 88 | 182 | 31 |

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|--------------|--|--|--|--|---|---|----------------------|
| MA | 85 | 80 | 88 | 84 | 84 | 139 | 27 |
| MD | 81 | 77 | 87 | 85 | 81 | 50 | 29 |
| ME | 87 | 86 | 90 | 88 | 85 | 21 | 36 |
| MI | 82 | 74 | 87 | 84 | 83 | 367 | 27 |
| MN | 83 | 76 | 87 | 84 | 83 | 124 | 37 |
| MO | 87 | 82 | 90 | 88 | 86 | 136 | 37 |
| MP | 87 | 81 | 86 | 77 | 84 | 2 | 10 |
| MS | 89 | 85 | 92 | 89 | 88 | 44 | 30 |
| MT | 84 | 80 | 88 | 86 | 80 | 23 | 35 |
| NC | 86 | 82 | 90 | 87 | 84 | 163 | 29 |
| ND | 83 | 81 | 88 | 86 | 86 | 13 | 42 |
| NE | 83 | 77 | 87 | 86 | 84 | 55 | 39 |
| NH | 84 | 83 | 89 | 86 | 84 | 24 | 34 |
| NJ | 82 | 78 | 87 | 85 | 83 | 41 | 26 |
| NM | 84 | 80 | 88 | 85 | 82 | 62 | 30 |
| NV | 81 | 77 | 87 | 82 | 82 | 99 | 26 |
| NY | 79 | 72 | 84 | 81 | 81 | 115 | 28 |
| OH | 83 | 74 | 87 | 83 | 82 | 389 | 31 |
| OK | 85 | 81 | 90 | 87 | 85 | 207 | 35 |
| OR | 79 | 77 | 86 | 84 | 81 | 51 | 28 |

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|-------|---|---|---|---|--|--|---------------|
| PA | 85 | 79 | 89 | 87 | 83 | 253 | 33 |
| PR | 84 | 78 | 89 | 83 | 76 | 31 | 33 |
| RI | 84 | 78 | 88 | 85 | 85 | 22 | 27 |
| SC | 87 | 83 | 90 | 88 | 85 | 65 | 29 |
| SD | 84 | 81 | 89 | 87 | 84 | 26 | 41 |
| TN | 86 | 82 | 90 | 87 | 85 | 123 | 31 |
| TX | 86 | 80 | 89 | 86 | 85 | 1267 | 31 |
| UT | 80 | 77 | 86 | 82 | 80 | 82 | 31 |
| VA | 83 | 78 | 88 | 85 | 81 | 179 | 30 |
| VI | 86 | 84 | 86 | 80 | 79 | 1 | 39 |
| VT | 85 | 86 | 89 | 86 | 83 | 11 | 34 |
| WA | 82 | 77 | 87 | 84 | 81 | 57 | 27 |
| WI | 83 | 78 | 88 | 86 | 84 | 87 | 36 |
| WV | 89 | 85 | 91 | 89 | 84 | 56 | 33 |
| WY | 85 | 82 | 88 | 86 | 80 | 21 | 36 |
| US | 84 | 78 | 88 | 85 | 83 | 7892 | 30 |

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

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

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