Average State and National ICH CAHPS Ratings and Composite Scores  
Based on Data from the 2014 ICH CAHPS Survey

| **State/ Territory** | **n (CCN)** | **n (Resp)** | **Rate Kidney Doctor (Q8)** | **Rate Dialysis Center Staff (Q32)** | **Rate Dialysis Center (Q35)** | **Nephrologist Communication a Caring (COMPOSITE 1)** | **Quality of Dialysis Center Care and Operations (COMPOSITE 2)** | **Providing Information to Patients (COMPOSITE 3)** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| NATIONAL | 5,748 | 121,162 | 60.91 | 61.78 | 64.59 | 65.39 | 61.21 | 78.69 |
| AK | 8 | 133 | 71.35 | 69.56 | 73.87 | 72.25 | 65.16 | 83.64 |
| AL | 147 | 2,535 | 59.17 | 57.62 | 61.46 | 65.18 | 59.43 | 78.75 |
| AR | 63 | 1,090 | 60.53 | 59.34 | 61.09 | 64.85 | 59.90 | 80.72 |
| AZ | 112 | 2,251 | 58.17 | 63.53 | 67.04 | 62.01 | 60.20 | 78.67 |
| CA | 511 | 15,047 | 62.64 | 64.62 | 67.27 | 66.74 | 62.31 | 78.12 |
| CO | 69 | 1,229 | 65.48 | 67.76 | 70.55 | 70.27 | 64.75 | 82.45 |
| CT | 43 | 917 | 56.41 | 60.88 | 62.95 | 61.64 | 61.81 | 78.24 |
| DC | 17 | 525 | 63.44 | 45.59 | 47.40 | 67.03 | 51.08 | 74.18 |
| DE | 20 | 375 | 52.39 | 52.74 | 61.19 | 62.31 | 57.72 | 77.89 |
| FL | 346 | 7,009 | 62.60 | 62.27 | 65.33 | 65.51 | 61.63 | 78.79 |
| GA | 282 | 5,103 | 62.43 | 56.97 | 60.35 | 67.48 | 58.80 | 77.06 |
| GU | 4 | 246 | 43.87 | 48.86 | 52.15 | 48.87 | 51.74 | 71.52 |
| HI | 24 | 948 | 67.32 | 66.56 | 69.50 | 70.27 | 61.58 | 78.97 |
| IA | 65 | 743 | 62.41 | 71.07 | 72.43 | 66.06 | 65.32 | 83.62 |
| ID | 24 | 327 | 62.42 | 75.38 | 74.31 | 66.82 | 69.33 | 83.38 |
| IL | 226 | 4,760 | 57.03 | 57.79 | 60.27 | 63.36 | 60.13 | 75.68 |
| IN | 136 | 2,477 | 59.12 | 60.94 | 63.01 | 63.98 | 61.41 | 81.36 |
| KS | 51 | 969 | 64.02 | 65.20 | 69.51 | 67.02 | 63.40 | 81.48 |
| KY | 105 | 1,576 | 62.87 | 61.59 | 64.35 | 67.20 | 62.55 | 79.79 |
| LA | 142 | 2,367 | 62.29 | 59.25 | 61.10 | 66.87 | 60.39 | 77.35 |
| MA | 72 | 1,680 | 64.36 | 67.51 | 69.53 | 68.95 | 64.44 | 80.85 |
| MD | 121 | 2,670 | 59.92 | 58.26 | 62.40 | 66.27 | 59.55 | 78.24 |
| ME | 17 | 330 | 58.93 | 65.16 | 63.24 | 64.87 | 63.71 | 80.75 |
| MI | 181 | 3,995 | 59.53 | 62.74 | 64.84 | 65.18 | 62.00 | 79.66 |
| MN | 103 | 1,264 | 63.59 | 67.30 | 69.62 | 69.58 | 66.03 | 83.50 |

(continued)

Average State and National ICH CAHPS Ratings and Composite Scores  
Based on Data from the 2014 ICH CAHPS Survey (continued)

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **State/ Territory** | **n (CCN)** | **n (Resp)** | **Rate Kidney Doctor (Q8)** | **Rate Dialysis Center Staff (Q32)** | **Rate Dialysis Center (Q35)** | **Nephrologist Communication a Caring (COMPOSITE 1)** | **Quality of Dialysis Center Care and Operations (COMPOSITE 2)** | **Providing Information to Patients (COMPOSITE 3)** |
| MO | 133 | 2,121 | 63.08 | 64.27 | 67.02 | 67.54 | 64.07 | 81.58 |
| MS | 71 | 1,686 | 55.65 | 55.00 | 58.13 | 61.62 | 56.51 | 75.45 |
| MT | 12 | 192 | 67.71 | 66.63 | 70.37 | 71.49 | 65.32 | 82.12 |
| NC | 184 | 4,635 | 58.82 | 56.50 | 60.18 | 63.11 | 56.42 | 78.43 |
| ND | 16 | 141 | 57.37 | 73.28 | 79.33 | 62.20 | 68.24 | 84.09 |
| NE | 31 | 476 | 58.84 | 66.31 | 71.52 | 64.45 | 64.34 | 82.40 |
| NH | 15 | 256 | 53.70 | 64.76 | 63.09 | 58.66 | 61.47 | 80.49 |
| NJ | 147 | 3,545 | 63.07 | 62.02 | 65.22 | 67.07 | 62.03 | 78.58 |
| NM | 36 | 755 | 48.27 | 56.01 | 60.76 | 55.59 | 54.75 | 76.35 |
| NV | 44 | 1,012 | 48.82 | 65.48 | 68.49 | 56.54 | 64.15 | 78.69 |
| NY | 240 | 7,049 | 58.37 | 59.58 | 61.40 | 64.82 | 60.49 | 74.11 |
| OH | 255 | 4,679 | 61.90 | 63.69 | 66.87 | 65.00 | 62.78 | 80.07 |
| OK | 72 | 1,253 | 65.84 | 66.49 | 68.38 | 68.80 | 63.68 | 81.46 |
| OR | 59 | 1,259 | 62.62 | 67.55 | 73.01 | 66.34 | 65.72 | 82.57 |
| PA | 252 | 4,940 | 61.02 | 65.72 | 67.59 | 65.04 | 62.81 | 80.60 |
| PR | 40 | 1,615 | 60.69 | 60.74 | 61.05 | 59.67 | 55.78 | 79.82 |
| RI | 15 | 338 | 72.97 | 75.84 | 80.25 | 70.41 | 72.90 | 81.44 |
| SC | 122 | 2,550 | 62.27 | 58.06 | 61.17 | 65.26 | 58.42 | 77.43 |
| SD | 23 | 123 | 66.44 | 79.23 | 76.86 | 68.54 | 70.53 | 81.34 |
| TN | 157 | 3,098 | 57.15 | 61.60 | 64.21 | 60.95 | 61.99 | 80.08 |
| TX | 499 | 10,697 | 62.42 | 60.76 | 64.36 | 66.71 | 60.24 | 77.90 |
| UT | 37 | 388 | 66.32 | 71.27 | 74.71 | 68.50 | 68.16 | 80.32 |
| VA | 142 | 3,337 | 55.94 | 55.29 | 58.85 | 62.06 | 58.01 | 78.24 |
| VT | 8 | 109 | 62.32 | 80.28 | 83.68 | 65.77 | 71.21 | 80.14 |
| WA | 80 | 1,714 | 69.60 | 71.85 | 73.61 | 72.95 | 67.48 | 83.86 |
| WI | 117 | 1,743 | 60.53 | 64.50 | 65.54 | 64.96 | 64.33 | 82.22 |
| WV | 34 | 655 | 61.40 | 63.39 | 63.62 | 64.45 | 62.55 | 78.72 |