

**NATIONAL AND STATE AVERAGES
FROM THE 2015 ICH CAHPS SPRING AND FALL SURVEYS**

State	Survey Year	State Average Nephrologists Communication and Caring ¹			State Average Quality of Dialysis Center Care and Operations			State Average Providing Information to Patients		State Average Rating of the Nephrologist			State Average Rating of the Dialysis Center Staff			State Average Rating of the Dialysis Facility			State Average Response Rate ²	Total Completed Surveys
		Top Box	Middle Box	Lower Box	Top Box	Middle Box	Lower Box	Top Box	Lower Box	Top Box	Middle Box	Lower Box	Top Box	Middle Box	Lower Box	Top Box	Middle Box	Lower Box		
National	2015	66	17	17	61	22	17	78	22	62	22	16	62	25	13	65	23	12	33	218,655
State	2015																			
AK	2015	69	17	14	63	24	13	82	18	65	18	17	68	23	9	74	17	9	36	229
AL	2015	66	15	19	60	20	20	78	22	61	23	16	60	25	15	63	23	14	33	4,525
AR	2015	65	17	18	60	21	19	80	20	61	23	16	59	26	15	63	24	13	35	1,910
AS	2015	32	11	57	53	20	27	64	36	26	17	57	36	43	21	40	46	14	17	41
AZ	2015	62	18	20	60	22	18	78	22	57	24	19	62	25	13	66	22	12	32	4,231
CA	2015	66	17	17	62	22	16	78	22	63	22	15	65	24	11	68	22	10	32	28,458
CO	2015	70	17	13	64	22	14	82	18	67	20	13	68	21	11	72	19	9	36	2,098
CT	2015	63	18	19	61	22	17	79	21	59	25	16	62	25	13	65	24	11	31	1,698
DC	2015	67	17	16	52	22	26	75	25	60	25	15	47	34	19	48	32	20	30	923
DE	2015	64	18	18	59	23	18	77	23	55	27	18	57	29	14	60	28	12	31	705
FL	2015	67	16	17	63	20	17	79	21	64	21	15	64	23	13	66	22	12	33	12,742
GA	2015	68	15	17	59	21	20	77	23	64	22	14	58	27	15	62	24	14	32	8,816
GU	2015	45	19	36	52	20	28	70	30	36	31	33	44	34	22	50	32	18	44	404
HI	2015	72	14	14	63	23	14	78	22	69	20	11	67	23	10	71	22	7	35	1,730
IA	2015	66	18	16	65	22	13	82	18	65	22	13	70	20	10	72	19	9	37	1,208
ID	2015	67	17	16	67	21	12	83	17	66	22	12	74	17	9	77	16	7	37	538
IL	2015	64	17	19	60	22	18	77	23	59	24	17	60	26	14	63	25	12	32	8,530
IN	2015	64	19	17	60	23	17	81	19	59	25	16	61	26	13	63	24	13	36	4,453

(continued)

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² The response rates shown are percentages.

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		Top Box	Middle Box	Lower Box	Top Box	Middle Box	Lower Box	Top Box	Lower Box	Top Box	Middle Box	Lower Box	Top Box	Middle Box	Lower Box	Top Box	Middle Box	Lower Box		
KS	2015	67	17	16	62	23	15	82	18	65	21	14	64	24	12	68	20	12	37	1,589
KY	2015	67	17	16	62	21	17	80	20	62	23	15	64	24	12	65	22	13	36	2,852
LA	2015	66	16	18	60	20	20	76	24	61	22	17	58	27	15	61	24	15	30	4,283
MA	2015	69	17	14	65	21	14	81	19	67	21	12	67	24	9	70	21	9	34	3,028
MD	2015	66	17	17	58	24	18	77	23	59	25	16	59	27	14	61	26	13	31	4,585
ME	2015	69	18	13	68	19	13	83	17	65	24	11	74	18	8	72	20	8	42	591
MI	2015	65	18	17	61	23	16	79	21	60	24	16	62	25	13	65	23	12	37	7,460
MN	2015	70	17	13	66	22	12	84	16	63	24	13	68	23	9	72	19	9	35	2,213
MO	2015	68	16	16	65	20	15	81	19	65	22	13	67	22	11	70	21	9	34	3,723
MP	2015	23	8	69	58	17	25	67	33	22	15	63	57	26	17	64	29	7	34	103
MS	2015	64	14	22	58	19	23	76	24	58	23	19	56	27	17	60	24	16	30	3,077
MT	2015	76	14	10	67	21	12	84	16	74	17	9	72	19	9	75	18	7	37	351
NC	2015	63	17	20	57	22	21	78	22	59	23	18	56	27	17	60	25	15	35	8,340
ND	2015	66	17	17	69	20	11	83	17	60	23	17	74	20	6	80	17	3	33	282
NE	2015	65	19	16	65	21	14	81	19	62	24	14	67	23	10	71	20	9	40	797
NH	2015	61	21	18	62	25	13	81	19	58	25	17	68	23	9	68	24	8	36	457
NJ	2015	67	17	16	61	22	17	78	22	64	22	14	63	25	12	66	23	11	32	6,392
NM	2015	59	17	24	56	22	22	77	23	53	25	22	59	22	19	63	21	16	28	1,334
NV	2015	57	18	25	64	20	16	79	21	51	25	24	65	22	13	69	19	12	31	1,739
NY	2015	65	17	18	60	21	19	74	26	60	24	16	59	27	14	61	26	13	32	12,852

(continued)

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		Top Box	Middle Box	Lower Box	Top Box	Middle Box	Lower Box	Top Box	Lower Box	Top Box	Middle Box	Lower Box	Top Box	Middle Box	Lower Box	Top Box	Middle Box	Lower Box		
OH	2015	66	18	16	63	22	15	80	20	63	22	15	65	23	12	67	22	11	34	8,070
OK	2015	70	17	13	64	22	14	81	19	68	19	13	69	20	11	71	19	10	33	2,143
OR	2015	67	18	15	65	22	13	82	18	65	23	12	68	23	9	72	20	8	37	2,079
PA	2015	65	18	17	62	22	16	80	20	61	23	16	65	23	12	66	23	11	36	8,867
PR	2015	62	20	18	58	24	18	82	18	63	19	18	63	22	15	62	22	16	35	2,938
RI	2015	71	16	13	72	18	10	81	19	70	18	12	77	17	6	79	16	5	35	570
SC	2015	65	16	19	59	20	21	77	23	62	22	16	59	26	15	63	23	14	33	4,532
SD	2015	73	16	11	70	18	12	83	17	75	16	9	76	14	10	77	14	9	25	273
TN	2015	63	16	21	62	20	18	80	20	58	23	19	62	25	13	64	24	12	36	5,464
TX	2015	67	16	17	60	21	19	78	22	63	21	16	61	25	14	65	22	13	31	19,992
UT	2015	69	18	13	67	20	13	78	22	68	20	12	73	18	9	75	17	8	29	669
VA	2015	62	19	19	58	23	19	78	22	56	27	17	57	28	15	60	26	14	34	5,795
VI	2015	61	19	20	58	24	18	74	26	58	23	19	60	26	14	61	28	11	31	105
VT	2015	61	22	17	70	19	11	82	18	56	23	21	81	15	4	80	16	4	39	172
WA	2015	73	16	11	65	22	13	82	18	70	20	10	70	21	9	73	19	8	36	3,203
WI	2015	65	19	16	63	22	15	82	18	60	23	17	64	24	12	68	21	11	37	3,159
WV	2015	65	18	17	62	23	15	79	21	62	23	15	65	22	13	65	23	12	38	1,163
WY	2015	66	16	18	63	22	15	80	20	61	22	17	57	29	14	59	31	10	44	174

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