

**Average State and National ICH CAHPS Scores Based on Combined Data from the 2015 ICH CAHPS Fall and the 2016 Spring Surveys.
Results for Participating CCNs were Posted on Dialysis Facility Compare in April 2017**

| State | State Average—Nephrologists' Communication and Caring | | | 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 |
|-------|---|------------|-----------|---|------------|-----------|---|-----------|--|------------|-----------|---|------------|-----------|---|------------|-----------|-----------------------------|
| | 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 | |
| AK | 70 | 17 | 13 | 63 | 22 | 15 | 81 | 19 | 67 | 20 | 13 | 68 | 24 | 8 | 76 | 15 | 9 | 27 |
| AL | 67 | 15 | 18 | 60 | 20 | 20 | 79 | 21 | 62 | 24 | 14 | 61 | 26 | 13 | 64 | 24 | 12 | 31 |
| AR | 64 | 16 | 20 | 60 | 21 | 19 | 81 | 19 | 59 | 25 | 16 | 60 | 25 | 15 | 62 | 24 | 14 | 32 |
| AS | | | | | | | | | | | | | | | | | | 17 |
| AZ | 63 | 17 | 20 | 61 | 20 | 19 | 79 | 21 | 57 | 24 | 19 | 62 | 25 | 13 | 67 | 21 | 12 | 29 |
| CA | 67 | 16 | 17 | 62 | 21 | 17 | 78 | 22 | 62 | 24 | 14 | 64 | 25 | 11 | 69 | 21 | 10 | 30 |
| CO | 70 | 16 | 14 | 64 | 20 | 16 | 82 | 18 | 66 | 21 | 13 | 67 | 22 | 11 | 72 | 18 | 10 | 32 |
| CT | 65 | 17 | 18 | 62 | 21 | 17 | 80 | 20 | 58 | 26 | 16 | 64 | 25 | 11 | 67 | 23 | 10 | 30 |
| DC | 68 | 15 | 17 | 52 | 22 | 26 | 75 | 25 | 59 | 26 | 15 | 46 | 34 | 20 | 47 | 31 | 22 | 28 |
| DE | 62 | 18 | 20 | 58 | 21 | 21 | 77 | 23 | 52 | 29 | 19 | 58 | 27 | 15 | 61 | 25 | 14 | 29 |
| FL | 68 | 15 | 17 | 63 | 20 | 17 | 80 | 20 | 64 | 22 | 14 | 64 | 24 | 12 | 67 | 22 | 11 | 30 |
| GA | 68 | 15 | 17 | 59 | 20 | 21 | 78 | 22 | 63 | 23 | 14 | 58 | 27 | 15 | 62 | 24 | 14 | 29 |
| GU | 47 | 19 | 34 | 51 | 22 | 27 | 72 | 28 | 35 | 35 | 30 | 44 | 37 | 19 | 54 | 28 | 18 | 37 |
| HI | 72 | 14 | 14 | 63 | 21 | 16 | 79 | 21 | 67 | 21 | 12 | 64 | 26 | 10 | 70 | 21 | 9 | 34 |
| IA | 67 | 16 | 17 | 65 | 21 | 14 | 83 | 17 | 65 | 22 | 13 | 70 | 20 | 10 | 74 | 16 | 10 | 36 |
| ID | 69 | 16 | 15 | 69 | 18 | 13 | 83 | 17 | 65 | 23 | 12 | 76 | 15 | 9 | 78 | 14 | 8 | 30 |
| IL | 64 | 17 | 19 | 61 | 21 | 18 | 77 | 23 | 58 | 25 | 17 | 60 | 27 | 13 | 64 | 23 | 13 | 31 |
| IN | 64 | 18 | 18 | 59 | 23 | 18 | 81 | 19 | 58 | 26 | 16 | 60 | 27 | 13 | 63 | 23 | 14 | 33 |
| KS | 68 | 17 | 15 | 63 | 22 | 15 | 82 | 18 | 64 | 22 | 14 | 65 | 24 | 11 | 70 | 19 | 11 | 35 |
| KY | 67 | 16 | 17 | 62 | 20 | 18 | 81 | 19 | 61 | 25 | 14 | 64 | 23 | 13 | 66 | 21 | 13 | 33 |

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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 | |
| LA | 68 | 14 | 18 | 61 | 19 | 20 | 78 | 22 | 61 | 24 | 15 | 59 | 27 | 14 | 63 | 24 | 13 | 29 |
| MA | 69 | 16 | 15 | 65 | 20 | 15 | 82 | 18 | 65 | 23 | 12 | 68 | 23 | 9 | 71 | 20 | 9 | 32 |
| MD | 66 | 16 | 18 | 58 | 22 | 20 | 78 | 22 | 58 | 27 | 15 | 58 | 28 | 14 | 61 | 25 | 14 | 30 |
| ME | 68 | 17 | 15 | 68 | 20 | 12 | 85 | 15 | 63 | 24 | 13 | 75 | 19 | 6 | 75 | 17 | 8 | 37 |
| MI | 66 | 17 | 17 | 62 | 21 | 17 | 80 | 20 | 59 | 26 | 15 | 62 | 26 | 12 | 66 | 22 | 12 | 34 |
| MN | 70 | 17 | 13 | 66 | 21 | 13 | 84 | 16 | 63 | 24 | 13 | 69 | 22 | 9 | 73 | 19 | 8 | 34 |
| MO | 68 | 16 | 16 | 64 | 20 | 16 | 81 | 19 | 63 | 24 | 13 | 66 | 23 | 11 | 70 | 20 | 10 | 32 |
| MP | 23 | 7 | 70 | 58 | 16 | 26 | 69 | 31 | 18 | 17 | 65 | 56 | 28 | 16 | 69 | 26 | 5 | 37 |
| MS | 65 | 13 | 22 | 59 | 18 | 23 | 77 | 23 | 57 | 25 | 18 | 56 | 27 | 17 | 62 | 23 | 15 | 29 |
| MT | 73 | 15 | 12 | 65 | 22 | 13 | 85 | 15 | 71 | 19 | 10 | 68 | 22 | 10 | 73 | 19 | 8 | 33 |
| NC | 63 | 17 | 20 | 57 | 21 | 22 | 79 | 21 | 58 | 25 | 17 | 56 | 28 | 16 | 61 | 24 | 15 | 33 |
| ND | 66 | 15 | 19 | 69 | 18 | 13 | 84 | 16 | 62 | 21 | 17 | 77 | 15 | 8 | 81 | 14 | 5 | 29 |
| NE | 64 | 19 | 17 | 64 | 21 | 15 | 82 | 18 | 58 | 27 | 15 | 66 | 24 | 10 | 71 | 20 | 9 | 39 |
| NH | 63 | 19 | 18 | 64 | 23 | 13 | 83 | 17 | 56 | 26 | 18 | 65 | 26 | 9 | 67 | 24 | 9 | 34 |
| NJ | 68 | 16 | 16 | 63 | 20 | 17 | 80 | 20 | 63 | 24 | 13 | 64 | 25 | 11 | 68 | 22 | 10 | 31 |
| NM | 57 | 18 | 25 | 56 | 21 | 23 | 77 | 23 | 50 | 27 | 23 | 58 | 25 | 17 | 63 | 22 | 15 | 26 |
| NV | 57 | 17 | 26 | 65 | 18 | 17 | 79 | 21 | 49 | 27 | 24 | 67 | 21 | 12 | 71 | 18 | 11 | 28 |
| NY | 66 | 15 | 19 | 60 | 21 | 19 | 75 | 25 | 59 | 26 | 15 | 60 | 27 | 13 | 62 | 25 | 13 | 31 |
| OH | 67 | 16 | 17 | 63 | 21 | 16 | 81 | 19 | 62 | 24 | 14 | 64 | 24 | 12 | 68 | 21 | 11 | 32 |
| OK | 71 | 16 | 13 | 65 | 21 | 14 | 83 | 17 | 66 | 22 | 12 | 68 | 22 | 10 | 72 | 18 | 10 | 31 |

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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 | |
| OR | 68 | 17 | 15 | 66 | 20 | 14 | 83 | 17 | 64 | 24 | 12 | 68 | 24 | 8 | 73 | 18 | 9 | 34 |
| PA | 66 | 17 | 17 | 63 | 20 | 17 | 81 | 19 | 60 | 25 | 15 | 64 | 24 | 12 | 67 | 21 | 12 | 34 |
| PR | 63 | 18 | 19 | 60 | 22 | 18 | 83 | 17 | 63 | 21 | 16 | 63 | 24 | 13 | 66 | 19 | 15 | 30 |
| RI | 73 | 13 | 14 | 74 | 16 | 10 | 83 | 17 | 71 | 19 | 10 | 78 | 16 | 6 | 82 | 12 | 6 | 34 |
| SC | 66 | 15 | 19 | 59 | 20 | 21 | 78 | 22 | 62 | 24 | 14 | 58 | 27 | 15 | 64 | 22 | 14 | 31 |
| SD | 72 | 16 | 12 | 71 | 16 | 13 | 83 | 17 | 72 | 17 | 11 | 74 | 16 | 10 | 75 | 15 | 10 | 23 |
| TN | 62 | 16 | 22 | 61 | 20 | 19 | 81 | 19 | 56 | 26 | 18 | 60 | 26 | 14 | 64 | 23 | 13 | 33 |
| TX | 67 | 15 | 18 | 60 | 21 | 19 | 78 | 22 | 61 | 24 | 15 | 61 | 25 | 14 | 65 | 22 | 13 | 30 |
| UT | 69 | 16 | 15 | 67 | 19 | 14 | 79 | 21 | 66 | 22 | 12 | 70 | 22 | 8 | 77 | 16 | 7 | 30 |
| VA | 63 | 17 | 20 | 58 | 22 | 20 | 79 | 21 | 55 | 27 | 18 | 57 | 29 | 14 | 61 | 25 | 14 | 33 |
| VI | 59 | 18 | 23 | 56 | 23 | 21 | 73 | 27 | 55 | 30 | 15 | 56 | 31 | 13 | 50 | 35 | 15 | 30 |
| VT | 66 | 17 | 17 | 72 | 17 | 11 | 83 | 17 | 60 | 22 | 18 | 77 | 20 | 3 | 79 | 17 | 4 | 39 |
| WA | 74 | 14 | 12 | 65 | 21 | 14 | 83 | 17 | 69 | 22 | 9 | 70 | 21 | 9 | 74 | 18 | 8 | 33 |
| WI | 66 | 17 | 17 | 63 | 22 | 15 | 82 | 18 | 60 | 25 | 15 | 64 | 25 | 11 | 69 | 20 | 11 | 35 |
| WV | 66 | 18 | 16 | 63 | 22 | 15 | 81 | 19 | 62 | 26 | 12 | 66 | 23 | 11 | 68 | 21 | 11 | 35 |
| WY | 65 | 18 | 17 | 62 | 23 | 15 | 82 | 18 | 58 | 23 | 19 | 61 | 27 | 12 | 61 | 27 | 12 | 35 |
| National Average | 66 | 16 | 18 | 61 | 21 | 18 | 79 | 21 | 61 | 24 | 15 | 62 | 26 | 12 | 66 | 22 | 12 | 31 |