

**Average State and National ICH CAHPS Scores Based on Combined Data from the 2016 ICH CAHPS Fall and the 2017 Spring Surveys.
Results for Participating CCNs were Posted on Dialysis Facility Compare in April 2018**

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	77	10	13	62	20	18	85	15	67	23	10	65	23	12	73	16	11	33
AL	67	14	19	60	19	21	79	21	60	26	14	60	27	13	66	21	13	32
AR	66	15	19	61	19	20	81	19	60	26	14	60	27	13	67	20	13	37
AS																		0
AZ	64	16	20	60	20	20	81	19	57	26	17	62	25	13	69	19	12	31
CA	68	15	17	64	19	17	79	21	61	26	13	65	25	10	70	20	10	32
CO	71	15	14	64	20	16	82	18	65	25	10	67	23	10	74	17	9	33
CT	65	16	19	63	19	18	79	21	56	29	15	64	25	11	68	21	11	32
DC	68	13	19	53	21	26	75	25	58	27	15	45	36	19	47	31	22	27
DE	66	15	19	62	20	18	79	21	54	30	16	61	28	11	66	23	11	29
FL	68	14	18	63	19	18	80	20	62	25	13	64	25	11	68	20	12	33
GA	69	13	18	60	19	21	78	22	61	27	12	58	29	13	64	23	13	33
GU	48	19	33	52	20	28	73	27	35	39	26	45	36	19	55	28	17	36
HI	71	12	17	64	20	16	80	20	63	24	13	67	23	10	72	18	10	37
IA	67	18	15	63	22	15	84	16	61	27	12	67	22	11	71	19	10	38
ID	74	14	12	71	18	11	84	16	68	22	10	74	20	6	79	15	6	38
IL	66	15	19	62	20	18	78	22	57	28	15	60	28	12	66	22	12	33
IN	66	17	17	62	21	17	82	18	59	27	14	62	26	12	68	20	12	35
KS	68	15	17	64	19	17	83	17	63	23	14	67	22	11	72	16	12	39
KY	70	14	16	66	18	16	82	18	64	23	13	69	22	9	72	18	10	34

(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	
LA	68	13	19	61	18	21	78	22	60	25	15	59	27	14	64	22	14	29
MA	69	16	15	64	20	16	81	19	64	25	11	66	25	9	71	19	10	33
MD	67	15	18	59	21	20	78	22	58	28	14	57	30	13	62	25	13	31
ME	68	17	15	69	18	13	85	15	63	26	11	73	20	7	73	20	7	42
MI	67	15	18	62	20	18	81	19	58	28	14	61	27	12	66	23	11	36
MN	73	14	13	67	19	14	85	15	64	25	11	70	21	9	75	16	9	36
MO	69	15	16	64	19	17	82	18	63	25	12	64	25	11	70	19	11	34
MP	25	10	65	57	15	28	68	32	22	23	55	52	34	14	69	22	9	29
MS	65	13	22	59	17	24	78	22	57	26	17	57	26	17	63	20	17	29
MT	71	12	17	66	18	16	81	19	67	22	11	65	24	11	71	18	11	34
NC	65	15	20	58	20	22	79	21	57	28	15	57	28	15	63	23	14	34
ND	70	14	16	70	18	12	84	16	63	23	14	70	23	7	80	15	5	32
NE	67	17	16	65	21	14	82	18	55	32	13	65	26	9	73	19	8	39
NH	62	20	18	62	21	17	80	20	57	28	15	66	24	10	69	20	11	36
NJ	69	14	17	64	19	17	80	20	62	26	12	65	26	9	70	20	10	31
NM	57	16	27	57	19	24	76	24	49	28	23	57	24	19	63	21	16	27
NV	57	17	26	65	17	18	79	21	49	28	23	67	22	11	72	17	11	31
NY	66	15	19	61	20	19	76	24	57	29	14	60	28	12	64	24	12	31
OH	68	15	17	64	20	16	82	18	62	25	13	66	23	11	70	20	10	33
OK	72	14	14	65	20	15	82	18	66	23	11	67	23	10	71	18	11	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	
OR	69	16	15	64	21	15	83	17	64	26	10	68	24	8	74	18	8	36
PA	66	17	17	63	21	16	81	19	58	28	14	65	25	10	68	21	11	36
PR	66	16	18	62	21	17	85	15	62	23	15	65	22	13	68	19	13	35
RI	74	13	13	73	17	10	83	17	69	22	9	77	19	4	84	12	4	33
SC	66	14	20	59	20	21	78	22	59	27	14	58	29	13	64	23	13	33
SD	71	16	13	68	17	15	82	18	66	23	11	75	15	10	75	17	8	24
TN	62	15	23	61	19	20	81	19	54	27	19	61	26	13	65	22	13	36
TX	68	14	18	61	19	20	79	21	61	26	13	61	26	13	67	20	13	31
UT	69	14	17	70	17	13	80	20	62	24	14	75	18	7	80	13	7	32
VA	64	16	20	60	20	20	80	20	56	28	16	58	29	13	64	23	13	34
VI	60	13	27	56	19	25	75	25	47	29	24	52	33	15	50	39	11	19
VT	66	20	14	68	21	11	81	19	60	24	16	73	18	9	82	14	4	32
WA	75	13	12	67	19	14	84	16	70	22	8	69	24	7	76	17	7	34
WI	67	16	17	65	19	16	83	17	61	25	14	66	23	11	70	19	11	37
WV	67	16	17	65	19	16	83	17	62	26	12	66	25	9	71	19	10	36
WY	70	15	15	62	19	19	82	18	64	21	15	67	19	14	71	17	12	36
National Average	67	15	18	62	20	18	80	20	60	26	14	62	26	12	68	20	12	33