

**Average State and National ICH CAHPS Scores Based on Combined Data from the 2017 ICH CAHPS Fall and the 2018 Spring Surveys.
Results for Participating CCNs Were Posted on Dialysis Facility Compare in April 2019**

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
	TB	MB	LB	LS	TB	MB	LB	LS	TB	LB	LS	TB	MB	LB	LS	TB	MB	LB	LS	TB	MB	LB	LS	
AK	73	12	15	85	64	19	17	81	84	16	84	68	19	13	87	68	20	12	86	73	14	13	88	34
AL	67	14	19	81	61	18	21	78	80	20	80	58	28	14	84	60	27	13	85	64	23	13	86	32
AR	68	14	18	82	62	18	20	79	82	18	82	60	27	13	85	60	28	12	85	64	23	13	86	37
AS																								0
AZ	63	16	21	78	60	20	20	78	80	20	80	55	27	18	82	62	26	12	85	68	20	12	87	31
CA	68	15	17	82	64	19	17	81	80	20	80	62	26	12	85	65	25	10	87	70	20	10	88	32
CO	73	14	13	86	65	20	15	82	83	17	83	66	24	10	87	68	23	9	88	73	18	9	89	34
CT	64	16	20	79	62	19	19	79	79	21	79	57	29	14	84	64	25	11	86	68	20	12	87	32
DC	69	12	19	82	53	21	26	74	74	26	74	61	26	13	85	47	35	18	80	51	29	20	80	28
DE	65	18	17	81	59	23	18	79	79	21	79	55	28	17	83	55	31	14	83	64	24	12	86	28
FL	68	14	18	81	63	19	18	80	80	20	80	61	26	13	85	63	26	11	86	68	20	12	87	32
GA	68	14	18	82	60	18	22	77	78	22	78	60	27	13	85	58	27	15	83	64	22	14	86	32
GU	48	19	33	68	55	20	25	75	75	25	75	34	40	26	73	49	32	19	81	56	27	17	83	36
HI	69	14	17	82	63	20	17	80	78	22	78	63	23	14	85	65	24	11	87	72	17	11	88	34
IA	68	18	14	83	66	20	14	83	85	15	85	63	25	12	86	70	20	10	88	73	18	9	89	38
ID	73	14	13	86	71	19	10	86	84	16	84	68	22	10	88	75	18	7	90	80	14	6	92	38
IL	66	15	19	81	62	20	18	80	79	21	79	58	28	14	84	61	27	12	85	67	21	12	87	33
IN	66	17	17	81	62	21	17	80	82	18	82	58	28	14	84	63	25	12	85	67	21	12	87	35
KS	70	15	15	84	65	19	16	82	84	16	84	65	23	12	86	66	23	11	87	71	17	12	88	39
KY	69	15	16	82	65	20	15	82	83	17	83	63	25	12	86	68	22	10	88	72	18	10	89	32
LA	69	13	18	82	62	18	20	79	79	21	79	61	26	13	85	60	27	13	85	65	22	13	86	29

Note: TB = Top Box; MB = Middle Box; LB = Lower Box; LS = Linearized Score

(continued)

**Average State and National ICH CAHPS Scores Based on Combined Data from the 2017 ICH CAHPS Fall and the 2018 Spring Surveys.
Results for Participating CCNs Were Posted on Dialysis Facility Compare in April 2019**

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
	TB	MB	LB	LS	TB	MB	LB	LS	TB	LB	LS	TB	MB	LB	LS	TB	MB	LB	LS	TB	MB	LB	LS	
MA	69	16	15	83	64	20	16	81	80	20	80	64	24	12	86	66	24	10	87	70	20	10	88	31
MD	68	14	18	82	59	21	20	78	78	22	78	59	27	14	84	57	29	14	84	62	24	14	85	32
ME	70	17	13	84	67	19	14	83	84	16	84	64	25	11	86	74	20	6	90	77	17	6	91	41
MI	67	16	17	82	62	20	18	80	81	19	81	59	27	14	84	61	27	12	85	67	21	12	87	35
MN	71	15	14	84	65	20	15	82	85	15	85	62	27	11	86	69	23	8	88	76	15	9	89	35
MO	69	14	17	83	64	19	17	81	82	18	82	62	26	12	85	64	25	11	86	71	19	10	88	34
MP	31	16	53	51	60	15	25	77	72	28	72	24	28	48	53	63	16	21	83	73	10	17	89	21
MS	66	13	21	80	60	16	24	76	78	22	78	59	25	16	83	58	26	16	83	63	21	16	85	29
MT	67	14	19	81	67	18	15	83	82	18	82	64	25	11	86	68	24	8	89	76	17	7	90	34
NC	65	15	20	80	58	20	22	77	80	20	80	57	29	14	84	57	29	14	83	63	23	14	85	33
ND	65	16	19	80	69	18	13	84	82	18	82	56	25	19	83	72	22	6	89	81	13	6	92	34
NE	67	17	16	82	66	20	14	83	82	18	82	57	30	13	83	66	23	11	86	71	18	11	88	38
NH	61	19	20	78	59	23	18	78	78	22	78	56	27	17	82	61	25	14	84	67	20	13	86	34
NJ	70	14	16	83	64	19	17	81	80	20	80	63	26	11	86	65	25	10	87	70	20	10	88	31
NM	58	15	27	74	58	18	24	76	77	23	77	48	30	22	78	58	25	17	83	65	20	15	85	29
NV	57	16	27	73	64	18	18	80	79	21	79	48	30	22	78	66	22	12	86	70	19	11	87	30
NY	67	14	19	81	62	19	19	79	76	24	76	58	28	14	84	61	28	11	85	65	24	11	86	31
OH	67	16	17	81	63	20	17	81	82	18	82	60	26	14	84	64	25	11	86	69	20	11	88	33
OK	72	14	14	85	65	20	15	82	83	17	83	65	25	10	87	67	24	9	88	72	19	9	89	33
OR	70	16	14	84	66	20	14	83	84	16	84	64	26	10	87	71	21	8	88	75	16	9	90	36
PA	67	16	17	81	63	20	17	80	81	19	81	59	27	14	84	65	24	11	86	69	20	11	87	35

Note: TB = Top Box; MB = Middle Box; LB = Lower Box; LS = Linearized Score

(continued)

**Average State and National ICH CAHPS Scores Based on Combined Data from the 2017 ICH CAHPS Fall and the 2018 Spring Surveys.
Results for Participating CCNs Were Posted on Dialysis Facility Compare in April 2019**

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
	TB	MB	LB	LS	TB	MB	LB	LS	TB	LB	LS	TB	MB	LB	LS	TB	MB	LB	LS	TB	MB	LB	LS	
PR	66	16	18	81	62	20	18	80	85	15	85	63	22	15	85	67	21	12	87	69	17	14	87	24
RI	73	15	12	86	72	17	11	86	83	17	83	68	24	8	89	79	17	4	92	81	15	4	92	31
SC	65	15	20	80	59	20	21	77	79	21	79	58	28	14	84	58	27	15	84	63	23	14	85	32
SD	72	15	13	85	70	17	13	84	78	22	78	67	22	11	88	74	17	9	89	79	13	8	91	22
TN	64	14	22	78	63	18	19	80	82	18	82	56	27	17	82	62	25	13	85	67	20	13	87	34
TX	68	14	18	82	61	19	20	79	80	20	80	61	26	13	85	61	26	13	85	66	21	13	86	31
UT	63	18	19	79	68	18	14	83	79	21	79	58	25	17	82	74	18	8	89	78	14	8	91	32
VA	64	16	20	80	60	20	20	78	80	20	80	56	29	15	83	59	28	13	84	64	23	13	86	34
VI	63	10	27	75	65	14	21	81	81	19	81	54	21	25	79	64	36	0	88	90	9	1	95	7
VT	64	19	17	81	65	21	14	83	78	22	78	55	26	19	81	69	22	9	89	75	20	5	92	34
WA	74	13	13	86	67	18	15	83	83	17	83	70	22	8	89	69	23	8	88	74	18	8	90	34
WI	66	17	17	81	64	20	16	81	83	17	83	59	27	14	84	64	25	11	86	68	19	13	87	35
WV	68	16	16	82	64	20	16	81	81	19	81	61	26	13	85	65	25	10	87	70	19	11	88	35
WY	66	13	21	79	60	22	18	79	82	18	82	58	22	20	80	63	23	14	86	65	24	11	88	38
National Average	67	15	18	81	62	20	18	80	80	20	80	60	26	14	84	63	25	12	86	68	20	12	87	32

Note: TB = Top Box; MB = Middle Box; LB = Lower Box; LS = Linearized Score