

**Average State and National ICH CAHPS Scores Based on Combined Data from the 2017 ICH CAHPS Spring and the 2017 Fall Surveys.
Results for Participating CCNs were Posted on Dialysis Facility Compare in October 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
	TB	MB	LB	LS	TB	MB	LB	LS	TB	LB	LS	TB	MB	LB	LS	TB	MB	LB	LS	TB	MB	LB	LS	
AK	74	12	14	86	62	21	17	81	84	16	84	65	23	12	87	67	19	14	87	72	16	12	88	37
AL	67	14	19	81	61	18	21	78	80	20	80	58	28	14	84	60	27	13	84	65	22	13	86	33
AR	68	14	18	81	62	18	20	79	82	18	82	60	26	14	84	61	26	13	85	66	21	13	86	38
AS																								0
AZ	63	17	20	79	61	20	19	79	81	19	81	56	27	17	82	63	25	12	85	69	20	11	87	32
CA	68	14	18	82	64	19	17	81	80	20	80	61	26	13	85	65	25	10	87	70	20	10	88	33
CO	72	15	13	85	65	20	15	82	83	17	83	65	25	10	87	68	24	8	88	74	18	8	89	35
CT	64	17	19	80	63	18	19	80	79	21	79	56	30	14	83	64	25	11	86	67	21	12	87	34
DC	69	14	17	82	54	21	25	75	76	24	76	60	26	14	85	46	36	18	80	49	31	20	79	28
DE	64	18	18	80	61	22	17	80	80	20	80	53	30	17	82	60	29	11	85	65	23	12	86	28
FL	68	14	18	81	64	18	18	80	80	20	80	62	25	13	85	63	26	11	86	68	20	12	87	34
GA	69	13	18	82	60	19	21	78	78	22	78	61	27	12	85	58	28	14	84	64	23	13	86	34
GU	47	19	34	68	54	19	27	74	75	25	75	33	41	26	73	48	33	19	80	53	30	17	83	36
HI	69	14	17	82	64	19	17	81	79	21	79	63	23	14	85	66	23	11	87	72	18	10	89	36
IA	67	18	15	83	65	20	15	82	84	16	84	62	26	12	86	69	22	9	88	71	19	10	89	39
ID	74	14	12	86	70	19	11	85	83	17	83	69	20	11	87	75	18	7	90	79	15	6	91	39
IL	66	15	19	81	62	20	18	80	78	22	78	57	28	15	84	60	28	12	85	66	22	12	87	34
IN	65	18	17	81	62	21	17	80	82	18	82	59	27	14	84	63	25	12	86	67	21	12	87	36
KS	68	16	16	82	63	20	17	81	82	18	82	63	23	14	85	65	23	12	86	70	17	13	87	40
KY	70	14	16	83	66	19	15	82	82	18	82	65	23	12	86	68	23	9	88	72	18	10	89	35
LA	68	13	19	81	61	18	21	78	79	21	79	61	25	14	85	59	27	14	84	65	21	14	86	30

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	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	81	19	81	64	25	11	86	67	24	9	88	71	19	10	89	32
MD	68	15	17	82	60	20	20	78	78	22	78	58	28	14	84	57	30	13	84	62	25	13	85	33
ME	70	17	13	84	67	20	13	83	85	15	85	65	25	10	87	73	22	5	90	74	20	6	91	42
MI	67	15	18	81	63	19	18	80	80	20	80	59	27	14	84	61	27	12	85	67	21	12	87	37
MN	72	15	13	85	66	20	14	83	84	16	84	63	26	11	86	70	21	9	88	76	15	9	90	36
MO	69	15	16	83	64	19	17	81	82	18	82	63	25	12	86	65	24	11	87	71	19	10	88	35
MP	25	14	61	44	56	14	30	73	69	31	69	23	24	53	52	55	25	20	83	70	16	14	89	26
MS	66	13	21	80	60	16	24	76	78	22	78	58	26	16	83	57	26	17	83	63	20	17	84	29
MT	68	13	19	80	64	19	17	81	81	19	81	64	23	13	85	64	25	11	86	72	17	11	88	33
NC	65	15	20	80	59	19	22	77	80	20	80	57	28	15	83	57	29	14	84	64	22	14	86	35
ND	71	13	16	83	71	18	11	86	83	17	83	60	22	18	85	74	20	6	91	82	16	2	93	31
NE	66	19	15	82	66	20	14	83	82	18	82	56	31	13	84	67	23	10	87	73	18	9	89	40
NH	62	20	18	79	60	22	18	79	79	21	79	56	30	14	83	63	26	11	85	67	21	12	87	36
NJ	69	14	17	82	64	19	17	81	80	20	80	62	26	12	86	65	25	10	87	70	20	10	88	32
NM	59	15	26	74	58	18	24	75	77	23	77	48	30	22	78	57	25	18	82	64	20	16	85	29
NV	57	16	27	73	65	18	17	81	80	20	80	49	28	23	78	67	22	11	87	71	18	11	88	31
NY	67	14	19	81	62	19	19	79	76	24	76	58	28	14	84	61	28	11	85	65	23	12	86	32
OH	68	15	17	82	64	20	16	81	82	18	82	61	26	13	85	65	24	11	87	70	20	10	88	35
OK	72	15	13	85	65	20	15	82	82	18	82	66	24	10	87	67	24	9	87	71	19	10	88	34
OR	69	16	15	83	65	21	14	82	83	17	83	63	27	10	86	69	23	8	88	74	18	8	90	37
PA	66	16	18	81	64	19	17	81	81	19	81	58	28	14	84	65	24	11	87	68	21	11	87	37

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	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	21	17	80	85	15	85	62	23	15	84	65	22	13	86	68	18	14	87	29
RI	74	14	12	86	71	17	12	86	83	17	83	69	24	7	89	79	16	5	92	81	15	4	93	32
SC	66	14	20	80	59	20	21	78	79	21	79	59	27	14	84	59	27	14	84	64	23	13	86	34
SD	70	16	14	84	67	17	16	82	79	21	79	67	21	12	87	72	17	11	88	75	15	10	90	23
TN	63	14	23	78	62	18	20	79	81	19	81	54	27	19	81	61	26	13	85	66	21	13	86	36
TX	69	13	18	82	62	18	20	79	79	21	79	61	26	13	85	61	26	13	85	67	21	12	87	33
UT	66	17	17	81	69	18	13	84	81	19	81	60	26	14	85	76	17	7	90	79	13	8	91	31
VA	64	16	20	80	60	21	19	79	80	20	80	56	28	16	83	59	28	13	84	64	23	13	86	35
VI	57	14	29	74	55	17	28	74	77	23	77	42	27	31	77	44	39	17	81	49	40	11	83	14
VT	63	20	17	81	66	22	12	84	80	20	80	57	23	20	82	69	21	10	89	79	17	4	93	33
WA	74	14	12	86	67	18	15	83	83	17	83	70	22	8	89	69	23	8	88	75	17	8	90	35
WI	67	15	18	81	64	20	16	81	83	17	83	60	26	14	84	65	24	11	86	70	18	12	87	37
WV	67	16	17	82	65	20	15	82	82	18	82	61	26	13	85	66	25	9	88	69	21	10	88	35
WY	70	14	16	83	62	20	18	80	82	18	82	64	21	15	84	67	21	12	86	68	21	11	88	40
National Average	67	15	18	81	63	19	18	80	80	20	80	60	26	14	84	63	25	12	86	68	20	12	87	34

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