

Average State and National ICH CAHPS Scores Based on Combined Data from the 2021 Spring and the 2021 Fall Surveys. Results for Participating CCNs Were Posted on Care Compare on Medicare.gov in October 2022

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	75	11	14	85	65	15	20	79	80	20	80	69	23	8	88	67	23	10	87	72	14	14	88	23
AL	67	14	19	81	62	18	20	79	79	21	79	60	26	14	84	62	25	13	85	67	20	13	87	22
AR	67	16	17	81	60	20	20	78	81	19	81	61	27	12	85	61	27	12	85	64	23	13	86	23
AS																								0
AZ	62	16	22	77	59	21	20	78	79	21	79	56	26	18	82	62	25	13	85	66	19	15	86	21
CA	68	15	17	82	65	19	16	82	80	20	80	63	25	12	85	68	23	9	88	72	19	9	89	22
CO	70	14	16	83	64	19	17	80	81	19	81	62	24	14	85	65	24	11	86	69	19	12	88	23
CT	66	16	18	81	63	18	19	79	81	19	81	58	29	13	84	64	24	12	85	68	20	12	87	23
DC	68	14	18	81	60	20	20	78	78	22	78	59	31	10	84	56	32	12	84	58	29	13	84	18
DE	62	17	21	78	59	20	21	78	78	22	78	51	30	19	81	58	27	15	84	64	22	14	86	26
FL	68	14	18	81	64	19	17	81	80	20	80	63	24	13	85	66	24	10	87	69	20	11	88	21
GA	67	14	19	81	60	20	20	78	77	23	77	59	27	14	84	58	28	14	84	62	24	14	85	21
GU	44	16	40	63	57	16	27	75	69	31	69	30	30	40	67	55	27	18	82	60	22	18	85	23
HI	69	14	17	82	67	18	15	82	80	20	80	62	26	12	85	70	21	9	89	76	15	9	90	29
IA	67	18	15	83	66	20	14	82	84	16	84	63	26	11	86	70	21	9	88	74	17	9	89	27
ID	72	14	14	84	68	19	13	83	82	18	82	70	19	11	88	72	22	6	90	76	17	7	90	24
IL	67	16	17	82	64	19	17	81	79	21	79	60	27	13	85	65	25	10	87	69	21	10	88	22
IN	66	16	18	81	64	20	16	81	83	17	83	62	24	14	84	66	23	11	87	70	19	11	88	25
KS	74	14	12	86	67	20	13	84	85	15	85	69	23	8	89	73	19	8	89	77	15	8	90	25
KY	70	15	15	83	65	20	15	82	82	18	82	64	24	12	86	69	21	10	88	73	17	10	89	23
LA	70	13	17	82	63	18	19	79	80	20	80	63	24	13	85	61	25	14	85	66	20	14	86	23

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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	71	14	15	84	66	18	16	82	80	20	80	64	24	12	87	68	23	9	88	72	19	9	89	24
MD	67	15	18	81	60	20	20	78	78	22	78	59	27	14	84	58	28	14	84	63	22	15	85	21
ME	66	15	19	80	65	18	17	81	82	18	82	61	24	15	84	72	19	9	89	75	17	8	90	30
MI	67	16	17	81	62	21	17	80	80	20	80	61	25	14	85	63	26	11	86	68	20	12	87	25
MN	70	15	15	84	67	19	14	83	84	16	84	60	27	13	85	71	22	7	89	75	18	7	90	24
MO	68	15	17	82	63	20	17	80	81	19	81	63	23	14	85	64	24	12	86	69	19	12	87	23
MP	78	9	13	87	65	12	23	79	78	22	78	60	28	12	86	64	21	15	86	76	13	11	90	22
MS	66	13	21	80	60	18	22	77	78	22	78	57	27	16	83	59	26	15	84	64	21	15	85	21
MT	71	15	14	85	70	17	13	84	83	17	83	68	20	12	87	74	19	7	90	77	17	6	91	26
NC	65	15	20	80	60	19	21	77	79	21	79	57	28	15	83	58	28	14	84	64	22	14	85	22
ND	65	16	19	80	69	18	13	84	84	16	84	59	28	13	84	76	20	4	92	81	16	3	94	23
NE	66	17	17	81	64	21	15	82	82	18	82	58	27	15	83	66	24	10	87	70	20	10	88	25
NH	60	19	21	77	61	22	17	80	79	21	79	54	28	18	82	67	23	10	86	69	20	11	87	30
NJ	68	15	17	82	66	19	15	82	81	19	81	62	25	13	85	69	22	9	88	72	19	9	89	23
NM	63	14	23	77	60	18	22	77	78	22	78	54	26	20	80	63	22	15	85	69	17	14	86	22
NV	60	17	23	76	64	20	16	81	80	20	80	50	30	20	79	65	25	10	87	69	20	11	88	20
NY	66	15	19	80	63	19	18	80	77	23	77	58	28	14	84	63	26	11	86	66	22	12	87	23
OH	68	16	16	82	66	19	15	82	82	18	82	61	25	14	85	67	24	9	88	72	19	9	89	23
OK	70	15	15	83	66	19	15	82	81	19	81	65	23	12	87	67	24	9	88	72	19	9	89	20
OR	67	18	15	82	63	21	16	80	80	20	80	62	26	12	86	65	24	11	87	72	17	11	88	25
PA	67	16	17	81	65	19	16	81	81	19	81	59	27	14	84	66	24	10	87	70	20	10	88	25

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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	68	17	15	83	62	21	17	80	85	15	85	65	23	12	86	68	20	12	87	70	17	13	87	25
RI	72	16	12	85	73	17	10	87	85	15	85	66	25	9	88	77	18	5	91	81	15	4	93	25
SC	66	14	20	80	60	19	21	78	79	21	79	58	27	15	83	58	28	14	84	64	22	14	85	22
SD	73	13	14	85	69	18	13	84	79	21	79	71	21	8	88	77	16	7	90	81	12	7	92	20
TN	65	15	20	79	64	19	17	81	82	18	82	57	27	16	83	64	25	11	86	68	21	11	88	22
TX	69	14	17	82	64	18	18	80	80	20	80	62	25	13	85	65	24	11	86	70	19	11	88	20
UT	66	16	18	80	68	19	13	84	82	18	82	59	26	15	84	74	20	6	90	78	17	5	92	21
VA	64	17	19	80	62	21	17	80	81	19	81	57	28	15	83	63	26	11	86	67	22	11	87	24
VI	52	15	33	68	60	19	21	78	66	34	66	35	37	28	72	53	34	13	82	54	29	17	80	38
VT	72	13	15	83	75	13	12	86	83	17	83	65	20	15	85	78	17	5	91	84	11	5	93	26
WA	74	14	12	86	65	21	14	82	83	17	83	70	22	8	89	68	23	9	88	73	18	9	89	23
WI	69	15	16	83	66	19	15	82	83	17	83	63	24	13	85	67	22	11	87	72	17	11	88	25
WV	66	16	18	80	67	17	16	82	82	18	82	60	24	16	84	68	21	11	88	71	18	11	89	26
WY	69	14	17	82	64	21	15	81	80	20	80	68	18	14	85	68	24	8	87	72	19	9	88	24
National Average	67	15	18	81	64	19	17	80	80	20	80	61	25	14	85	65	24	11	86	69	20	11	88	22

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