

Average State and National ICH CAHPS Scores Based on Combined Data from the 2022 Spring and 2022 Fall Surveys. Results for Participating CCNs Were Posted on Care Compare on Medicare.gov in October 2023

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	13	14	85	64	17	19	80	83	17	83	69	19	12	87	70	21	9	88	75	16	9	90	31	
AL	67	14	19	80	61	19	20	78	78	22	78	60	25	15	84	61	26	13	85	66	21	13	86	26	
AR	67	15	18	81	61	20	19	78	81	19	81	59	28	13	84	60	28	12	85	65	22	13	86	25	
AS																									0
AZ	61	16	23	77	59	20	21	77	77	23	77	54	27	19	80	60	25	15	84	65	19	16	85	22	
CA	67	14	19	81	64	19	17	81	79	21	79	61	25	14	84	67	23	10	87	71	19	10	88	25	
CO	69	15	16	83	63	20	17	80	81	19	81	61	25	14	85	66	23	11	87	70	19	11	87	23	
CT	65	15	20	80	62	19	19	79	80	20	80	59	25	16	84	64	25	11	87	67	21	12	87	26	
DC	66	13	21	79	55	20	25	74	76	24	76	57	29	14	83	51	32	17	81	55	26	19	82	22	
DE	67	14	19	81	61	19	20	79	78	22	78	57	25	18	83	60	26	14	85	64	23	13	86	26	
FL	67	14	19	80	64	18	18	80	79	21	79	60	25	15	84	64	24	12	86	67	21	12	87	24	
GA	66	14	20	80	59	19	22	77	76	24	76	58	27	15	84	56	29	15	83	61	24	15	84	23	
GU	43	17	40	63	61	18	21	78	73	27	73	29	38	33	69	58	29	13	84	68	20	12	87	25	
HI	67	14	19	81	67	18	15	82	79	21	79	62	24	14	85	73	19	8	89	78	14	8	91	30	
IA	67	18	15	82	66	19	15	82	83	17	83	63	25	12	85	68	21	11	88	73	17	10	89	30	
ID	71	15	14	85	67	20	13	83	81	19	81	66	23	11	87	71	22	7	89	73	20	7	90	28	
IL	66	15	19	80	65	18	17	81	78	22	78	59	26	15	84	65	25	10	86	70	19	11	88	25	
IN	64	16	20	79	64	20	16	81	81	19	81	57	27	16	83	66	23	11	87	70	19	11	88	28	
KS	71	14	15	84	66	19	15	82	82	18	82	66	24	10	87	70	21	9	88	73	18	9	89	29	
KY	68	16	16	82	66	19	15	82	82	18	82	63	24	13	85	69	21	10	88	72	18	10	88	26	
LA	70	12	18	82	64	17	19	80	79	21	79	61	24	15	84	62	24	14	85	67	20	13	86	24	

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

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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	15	16	83	65	18	17	81	79	21	79	63	25	12	85	66	24	10	87	71	19	10	88	25
MD	66	15	19	80	58	21	21	77	75	25	75	56	28	16	83	56	28	16	83	60	24	16	84	25
ME	68	17	15	83	66	19	15	82	83	17	83	63	25	12	85	73	19	8	89	74	17	9	90	32
MI	67	15	18	81	64	19	17	81	79	21	79	59	27	14	84	64	26	10	86	69	21	10	88	27
MN	69	16	15	83	65	20	15	82	82	18	82	58	28	14	84	65	26	9	87	72	19	9	89	26
MO	68	14	18	81	64	19	17	81	80	20	80	60	26	14	85	64	24	12	86	69	19	12	87	27
MP	64	14	22	79	60	17	23	78	78	22	78	58	25	17	84	59	26	15	84	73	15	12	89	37
MS	66	12	22	79	61	16	23	77	77	23	77	56	27	17	82	58	27	15	84	63	22	15	85	24
MT	68	15	17	82	67	19	14	83	80	20	80	64	21	15	85	67	25	8	89	74	16	10	90	28
NC	65	15	20	79	60	19	21	78	79	21	79	56	28	16	83	60	26	14	84	64	22	14	85	25
ND	69	16	15	83	71	17	12	86	82	18	82	59	30	11	86	74	21	5	92	80	14	6	93	25
NE	65	18	17	81	64	20	16	81	82	18	82	59	26	15	83	66	24	10	87	73	18	9	89	28
NH	61	18	21	77	66	19	15	82	81	19	81	57	26	17	82	70	21	9	88	71	20	9	89	32
NJ	68	15	17	82	66	18	16	82	79	21	79	62	26	12	85	68	23	9	88	73	18	9	89	25
NM	63	15	22	77	61	18	21	78	78	22	78	53	27	20	81	64	22	14	86	69	19	12	88	22
NV	60	16	24	75	64	19	17	80	79	21	79	51	28	21	79	65	24	11	86	68	20	12	87	23
NY	66	15	19	80	63	19	18	80	77	23	77	57	28	15	83	63	26	11	86	67	21	12	87	24
OH	67	15	18	81	66	18	16	82	81	19	81	60	26	14	84	67	23	10	87	71	19	10	88	25
OK	70	14	16	83	64	19	17	81	81	19	81	65	23	12	87	66	24	10	87	71	19	10	89	23
OR	66	17	17	81	61	22	17	79	80	20	80	60	25	15	84	63	25	12	85	68	19	13	86	27
PA	66	16	18	81	65	19	16	81	80	20	80	58	27	15	83	67	23	10	87	70	19	11	88	27

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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	69	16	15	83	66	19	15	82	86	14	86	67	20	13	87	73	16	11	89	76	13	11	89	32
RI	70	15	15	84	70	18	12	85	81	19	81	61	25	14	86	78	15	7	91	77	14	9	91	28
SC	65	14	21	79	61	19	20	79	79	21	79	58	27	15	83	60	27	13	85	65	21	14	86	24
SD	71	15	14	84	67	18	15	82	81	19	81	63	24	13	86	77	15	8	91	83	8	9	91	22
TN	63	15	22	78	63	19	18	80	81	19	81	55	26	19	81	63	25	12	86	66	21	13	87	25
TX	68	14	18	82	64	18	18	80	79	21	79	61	25	14	85	65	24	11	86	70	19	11	88	22
UT	65	17	18	80	69	17	14	84	83	17	83	57	27	16	82	74	19	7	89	78	15	7	91	26
VA	64	16	20	79	62	19	19	79	79	21	79	55	28	17	82	61	26	13	85	66	21	13	86	27
VI	51	15	34	66	56	21	23	76	57	43	57	45	33	22	73	44	40	16	79	46	37	17	79	16
VT	67	13	20	79	73	17	10	87	82	18	82	58	25	17	81	78	17	5	92	82	13	5	93	30
WA	73	14	13	86	66	19	15	82	82	18	82	66	24	10	87	69	23	8	88	73	19	8	89	23
WI	65	17	18	80	65	19	16	81	82	18	82	57	28	15	83	67	22	11	87	71	17	12	87	27
WV	66	15	19	80	68	18	14	83	81	19	81	61	23	16	84	70	21	9	89	76	15	9	91	29
WY	76	13	11	87	69	19	12	84	78	22	78	71	24	5	90	74	20	6	91	79	15	6	92	25
National Average	67	14	19	81	64	18	18	80	79	21	79	59	26	15	84	64	25	11	86	69	19	12	87	25

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