

Average State and National ICH CAHPS Scores Based on Combined Data from the 2022 Fall and 2023 Spring Surveys. Results for Participating CCNs Were Posted on Care Compare on Medicare.gov in April 2024

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	72	12	16	84	65	19	16	81	81	19	81	65	23	12	86	68	22	10	87	75	17	8	90	30	
AL	66	14	20	80	61	19	20	79	79	21	79	58	27	15	83	60	27	13	85	65	22	13	86	26	
AR	67	14	19	81	62	18	20	79	81	19	81	58	28	14	84	61	27	12	85	66	22	12	87	25	
AS																									
AZ	61	17	22	77	58	21	21	77	77	23	77	54	27	19	81	60	25	15	84	64	21	15	84	22	
CA	67	14	19	81	65	18	17	81	79	21	79	60	26	14	84	67	23	10	87	72	18	10	89	24	
CO	68	16	16	82	63	20	17	80	81	19	81	60	25	15	84	66	22	12	86	70	18	12	87	22	
CT	66	15	19	80	62	20	18	80	79	21	79	59	26	15	84	64	25	11	86	68	20	12	87	24	
DC	65	14	21	79	55	20	25	74	75	25	75	56	31	13	84	51	32	17	81	52	30	18	81	21	
DE	66	15	19	80	62	18	20	79	78	22	78	54	29	17	82	60	27	13	85	66	22	12	87	26	
FL	67	14	19	80	64	18	18	80	79	21	79	61	25	14	84	65	24	11	86	68	20	12	87	25	
GA	65	14	21	79	60	19	21	77	77	23	77	57	28	15	83	57	29	14	84	62	23	15	85	23	
GU	43	14	43	61	59	19	22	77	74	26	74	26	38	36	68	58	28	14	84	66	21	13	86	23	
HI	67	14	19	81	66	18	16	82	79	21	79	61	25	14	84	71	22	7	89	75	16	9	90	30	
IA	70	15	15	84	67	19	14	83	84	16	84	65	23	12	87	70	21	9	88	75	16	9	90	29	
ID	69	15	16	83	68	19	13	83	81	19	81	64	23	13	86	71	22	7	89	77	16	7	91	29	
IL	66	15	19	80	65	18	17	81	78	22	78	58	27	15	84	65	25	10	87	69	20	11	88	26	
IN	64	16	20	79	65	19	16	81	81	19	81	57	26	17	82	66	23	11	87	69	20	11	88	27	
KS	70	15	15	84	65	20	15	82	82	18	82	66	23	11	87	69	22	9	88	74	17	9	89	29	
KY	68	15	17	82	66	18	16	82	81	19	81	62	25	13	85	69	21	10	88	72	18	10	88	25	
LA	70	13	17	82	64	17	19	80	79	21	79	62	25	13	85	63	25	12	86	68	20	12	87	24	

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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	14	17	83	65	18	17	81	78	22	78	62	26	12	85	67	23	10	87	70	20	10	88	25
MD	66	15	19	80	59	20	21	77	75	25	75	56	28	16	83	57	28	15	83	59	25	16	84	24
ME	70	15	15	83	67	20	13	83	83	17	83	62	26	12	85	72	22	6	90	76	17	7	90	31
MI	67	15	18	81	64	20	16	81	78	22	78	59	26	15	84	64	25	11	86	69	20	11	88	27
MN	70	16	14	84	65	21	14	82	81	19	81	60	27	13	85	66	25	9	88	72	19	9	89	25
MO	67	15	18	81	64	19	17	81	80	20	80	60	26	14	85	63	25	12	86	69	20	11	88	27
MP	62	12	26	77	58	22	20	79	75	25	75	56	22	22	82	58	30	12	85	72	17	11	89	23
MS	66	12	22	79	62	17	21	78	77	23	77	55	29	16	83	59	27	14	84	65	21	14	86	26
MT	70	14	16	82	67	20	13	84	82	18	82	69	18	13	87	68	24	8	89	75	17	8	90	26
NC	65	15	20	79	60	19	21	78	79	21	79	57	28	15	83	60	26	14	84	65	21	14	86	25
ND	65	17	18	81	69	19	12	85	81	19	81	57	28	15	83	75	19	6	92	82	11	7	92	25
NE	65	18	17	81	63	21	16	81	82	18	82	60	25	15	83	66	24	10	87	73	19	8	89	26
NH	63	17	20	79	66	20	14	82	82	18	82	56	29	15	83	69	23	8	88	72	20	8	89	31
NJ	69	15	16	82	67	18	15	82	79	21	79	63	25	12	86	69	23	8	88	74	18	8	90	24
NM	62	15	23	77	60	18	22	77	77	23	77	52	28	20	80	61	23	16	84	66	20	14	86	21
NV	60	17	23	76	63	19	18	80	78	22	78	51	28	21	79	65	24	11	86	68	20	12	87	23
NY	67	14	19	80	64	18	18	80	76	24	76	57	28	15	83	64	25	11	86	67	22	11	87	24
OH	67	16	17	81	65	19	16	81	81	19	81	59	27	14	84	67	23	10	87	70	20	10	88	25
OK	71	14	15	83	65	19	16	82	80	20	80	66	23	11	87	67	24	9	88	71	19	10	89	22
OR	68	15	17	82	61	22	17	80	80	20	80	61	26	13	85	63	25	12	86	67	20	13	86	27
PA	66	16	18	81	64	20	16	81	80	20	80	58	27	15	84	66	24	10	87	70	19	11	88	26

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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	65	20	15	82	86	14	86	66	21	13	86	72	18	10	88	74	15	11	89	33
RI	71	14	15	84	69	18	13	84	82	18	82	61	26	13	85	73	21	6	90	75	17	8	90	27
SC	66	14	20	80	62	19	19	79	79	21	79	59	26	15	84	60	28	12	85	66	21	13	86	25
SD	68	16	16	82	67	19	14	82	80	20	80	62	24	14	85	72	20	8	89	79	13	8	90	22
TN	64	14	22	78	64	18	18	80	81	19	81	56	26	18	82	64	24	12	86	68	20	12	87	25
TX	68	14	18	81	64	18	18	80	79	21	79	62	24	14	85	65	23	12	86	70	19	11	88	22
UT	65	16	19	80	68	18	14	83	83	17	83	58	25	17	82	74	18	8	89	78	14	8	90	26
VA	63	17	20	79	61	20	19	79	79	21	79	54	29	17	82	60	27	13	85	64	22	14	86	27
VI	60	14	26	74	54	22	24	75	67	33	67	50	31	19	77	51	33	16	80	55	31	14	83	11
VT	67	14	19	80	74	16	10	87	81	19	81	61	24	15	83	79	15	6	92	78	16	6	92	25
WA	72	14	14	85	66	20	14	83	82	18	82	65	24	11	87	69	23	8	89	72	20	8	89	23
WI	65	17	18	80	65	20	15	82	82	18	82	58	27	15	83	66	24	10	87	71	18	11	88	27
WV	67	15	18	81	68	18	14	83	81	19	81	61	26	13	85	72	19	9	89	77	15	8	91	30
WY	77	11	12	87	73	15	12	85	77	23	77	73	20	7	90	77	16	7	91	82	13	5	92	28
National Average	67	14	19	81	64	18	18	80	79	21	79	59	26	15	84	65	24	11	86	69	20	11	87	25

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