

**Average State and National ICH CAHPS Scores Based on Combined Data from the 2018 ICH CAHPS Spring and the 2018 Fall Surveys.
Results for Participating CCNs Were Posted on Dialysis Facility Compare in October 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	74	11	15	85	64	19	17	81	83	17	83	68	18	14	86	68	21	11	87	75	11	14	88	34
AL	67	14	19	81	61	18	21	78	80	20	80	60	27	13	85	60	27	13	84	65	23	12	86	33
AR	67	14	19	81	61	19	20	79	81	19	81	60	28	12	85	58	29	13	84	63	24	13	85	37
AS																								0
AZ	63	15	22	78	60	20	20	78	80	20	80	55	27	18	81	62	25	13	85	68	19	13	87	31
CA	69	14	17	82	65	18	17	81	81	19	81	62	26	12	86	66	25	9	87	72	19	9	89	31
CO	73	14	13	86	66	19	15	82	83	17	83	65	25	10	87	69	22	9	88	74	17	9	89	33
CT	65	15	20	79	63	18	19	79	80	20	80	57	29	14	84	64	24	12	86	68	20	12	87	32
DC	68	13	19	81	54	20	26	74	76	24	76	59	27	14	84	49	32	19	80	53	27	20	81	28
DE	66	16	18	81	59	21	20	78	79	21	79	55	31	14	83	55	29	16	83	64	23	13	86	29
FL	68	14	18	81	64	18	18	80	81	19	81	61	25	14	85	64	25	11	86	69	19	12	87	32
GA	68	13	19	81	60	18	22	77	78	22	78	60	27	13	85	57	29	14	84	64	22	14	85	33
GU	49	18	33	69	56	19	25	76	75	25	75	35	38	27	74	50	36	14	83	60	26	14	85	37
HI	71	14	15	84	63	20	17	81	80	20	80	65	22	13	86	66	24	10	87	72	18	10	88	35
IA	68	17	15	83	66	20	14	83	85	15	85	63	25	12	86	70	19	11	87	75	14	11	89	38
ID	72	15	13	85	72	17	11	86	85	15	85	69	21	10	88	75	19	6	90	79	16	5	92	39
IL	67	15	18	81	62	19	19	80	79	21	79	60	26	14	84	61	27	12	85	67	21	12	87	32
IN	66	16	18	81	62	20	18	80	82	18	82	59	27	14	84	63	25	12	85	67	20	13	86	35
KS	71	14	15	84	65	19	16	82	84	16	84	66	22	12	86	67	23	10	87	72	18	10	89	39
KY	69	15	16	83	65	19	16	81	82	18	82	63	25	12	86	68	22	10	88	73	17	10	89	32
LA	70	12	18	82	62	18	20	79	79	21	79	62	25	13	85	61	26	13	85	66	21	13	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	15	16	83	64	19	17	81	79	21	79	63	25	12	86	65	25	10	87	70	19	11	88	32
MD	69	14	17	82	60	20	20	78	79	21	79	60	27	13	84	58	29	13	84	63	24	13	86	31
ME	70	17	13	84	67	19	14	83	84	16	84	62	27	11	86	72	22	6	90	77	17	6	91	41
MI	68	15	17	82	62	20	18	80	81	19	81	59	28	13	84	62	26	12	85	67	22	11	87	34
MN	72	14	14	85	66	19	15	83	85	15	85	63	25	12	86	69	22	9	88	75	15	10	89	34
MO	69	14	17	82	64	19	17	81	82	18	82	61	26	13	85	63	26	11	86	70	19	11	88	35
MP	49	12	39	64	61	17	22	78	73	27	73	42	22	36	66	66	19	15	85	72	14	14	89	22
MS	66	13	21	80	60	17	23	77	78	22	78	59	26	15	83	58	27	15	83	64	21	15	85	29
MT	70	14	16	83	66	19	15	82	82	18	82	62	27	11	85	69	22	9	88	74	18	8	89	35
NC	65	15	20	80	59	19	22	77	80	20	80	57	29	14	84	57	29	14	83	62	24	14	85	33
ND	66	16	18	81	68	18	14	83	83	17	83	56	30	14	84	72	20	8	89	79	13	8	91	34
NE	69	15	16	83	66	21	13	83	83	17	83	57	30	13	84	67	24	9	87	71	20	9	89	37
NH	61	19	20	78	61	22	17	79	81	19	81	57	27	16	83	63	25	12	85	68	19	13	87	33
NJ	70	14	16	83	65	19	16	81	81	19	81	63	25	12	86	65	25	10	87	71	19	10	89	31
NM	58	15	27	73	59	17	24	76	78	22	78	48	29	23	77	59	24	17	83	67	18	15	86	32
NV	58	16	26	74	64	18	18	80	79	21	79	50	29	21	79	66	23	11	86	71	17	12	87	30
NY	67	14	19	81	62	19	19	79	76	24	76	58	28	14	84	60	29	11	85	65	23	12	86	32
OH	67	15	18	81	64	19	17	81	82	18	82	60	26	14	84	65	24	11	87	69	20	11	88	33
OK	70	15	15	84	65	20	15	82	83	17	83	65	24	11	87	67	24	9	88	72	19	9	89	33
OR	70	16	14	84	65	20	15	82	83	17	83	66	24	10	87	69	23	8	88	74	17	9	89	36
PA	67	16	17	82	64	19	17	81	81	19	81	60	26	14	84	65	24	11	86	69	20	11	88	34

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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	80	63	19	18	80	85	15	85	63	21	16	84	67	22	11	87	69	18	13	87	27
RI	75	14	11	87	73	17	10	87	83	17	83	70	21	9	89	77	19	4	92	81	15	4	93	32
SC	66	14	20	80	59	20	21	77	79	21	79	57	29	14	84	57	28	15	83	64	22	14	85	33
SD	74	14	12	86	74	17	9	87	81	19	81	67	21	12	88	77	17	6	91	83	12	5	93	23
TN	64	15	21	79	63	18	19	80	82	18	82	56	27	17	82	62	26	12	85	67	21	12	87	35
TX	69	13	18	82	62	19	19	79	80	20	80	61	26	13	85	62	26	12	85	67	21	12	87	31
UT	63	17	20	79	70	17	13	84	79	21	79	58	25	17	82	73	20	7	90	79	14	7	91	32
VA	65	16	19	80	61	20	19	79	80	20	80	57	28	15	83	61	27	12	85	66	21	13	86	34
VI	58	11	31	73	72	9	19	83	83	17	83	57	20	23	83	73	17	10	89	79	10	11	91	21
VT	68	16	16	82	66	20	14	82	77	23	77	60	24	16	83	69	21	10	89	76	16	8	91	34
WA	75	13	12	87	67	19	14	83	84	16	84	70	22	8	89	70	22	8	89	75	17	8	90	34
WI	67	16	17	81	64	20	16	81	83	17	83	59	27	14	84	64	25	11	86	69	19	12	88	35
WV	67	17	16	82	64	21	15	82	83	17	83	60	27	13	85	65	25	10	87	71	18	11	88	36
WY	71	14	15	83	65	21	14	83	84	16	84	65	19	16	84	72	20	8	89	77	15	8	91	38
National Average	68	14	18	81	63	19	18	80	80	20	80	60	27	13	85	63	26	11	86	68	21	11	87	32

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