

**Average State and National ICH CAHPS Scores Based on Combined Data from the 2018 ICH CAHPS Fall and the 2019 Spring Surveys.  
Results for Participating CCNs Were Posted on Dialysis Facility Compare in April 2020**

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	14	13	85	64	19	17	81	84	16	84	66	23	11	87	63	25	12	86	72	17	11	89	36	
AL	68	14	18	81	62	18	20	79	80	20	80	61	26	13	85	60	27	13	85	66	22	12	87	34	
AR	67	14	19	81	62	18	20	79	82	18	82	60	27	13	85	59	28	13	85	64	23	13	86	36	
AS																									0
AZ	63	16	21	78	60	20	20	78	80	20	80	56	26	18	82	62	25	13	85	67	20	13	87	30	
CA	69	14	17	82	65	19	16	82	81	19	81	63	25	12	86	67	24	9	88	73	18	9	89	30	
CO	73	14	13	85	66	19	15	82	84	16	84	66	24	10	87	70	21	9	88	76	16	8	90	32	
CT	66	16	18	81	64	18	18	80	82	18	82	58	28	14	84	64	25	11	86	68	19	13	87	31	
DC	69	13	18	82	56	19	25	74	78	22	78	58	28	14	84	50	31	19	80	54	27	19	82	26	
DE	63	17	20	79	57	22	21	77	77	23	77	53	31	16	82	55	29	16	83	63	21	16	85	27	
FL	68	14	18	81	64	18	18	81	81	19	81	61	25	14	85	64	25	11	86	68	20	12	87	31	
GA	68	13	19	81	61	17	22	78	78	22	78	60	27	13	85	58	28	14	84	65	22	13	86	32	
GU	45	16	39	64	56	18	26	75	73	27	73	32	35	33	71	53	33	14	82	58	26	16	84	33	
HI	71	13	16	84	64	19	17	81	79	21	79	65	24	11	87	67	23	10	87	72	18	10	89	33	
IA	68	15	17	82	66	20	14	82	84	16	84	62	25	13	85	69	21	10	88	73	17	10	89	39	
ID	72	15	13	85	71	17	12	85	84	16	84	70	21	9	88	74	19	7	89	78	16	6	91	37	
IL	67	15	18	81	63	19	18	80	79	21	79	59	27	14	84	62	27	11	85	68	20	12	87	31	
IN	65	16	19	80	62	21	17	80	82	18	82	59	26	15	84	63	25	12	86	68	20	12	87	34	
KS	72	13	15	84	66	19	15	82	84	16	84	66	23	11	87	68	23	9	88	73	18	9	89	37	
KY	70	15	15	83	66	18	16	82	82	18	82	64	24	12	86	68	22	10	87	73	18	9	89	32	
LA	70	12	18	82	63	17	20	79	79	21	79	62	24	14	85	61	26	13	85	66	21	13	86	31	

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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	70	14	16	83	64	19	17	81	79	21	79	63	25	12	86	65	25	10	87	70	19	11	88	31
MD	69	14	17	82	60	20	20	79	79	21	79	59	28	13	85	58	29	13	84	63	25	12	86	30
ME	71	17	12	85	68	19	13	84	85	15	85	64	27	9	87	73	22	5	90	77	18	5	92	39
MI	68	15	17	82	63	20	17	80	80	20	80	60	27	13	85	64	25	11	86	68	21	11	87	33
MN	71	15	14	84	66	19	15	83	85	15	85	62	25	13	85	69	21	10	88	74	16	10	89	33
MO	70	13	17	82	64	19	17	81	82	18	82	62	25	13	85	64	25	11	86	70	19	11	88	33
MP	60	11	29	73	60	18	22	78	74	26	74	55	21	24	77	65	25	10	87	71	20	9	91	23
MS	66	13	21	79	61	17	22	78	78	22	78	58	26	16	83	58	27	15	84	64	22	14	85	29
MT	68	15	17	82	64	19	17	80	81	19	81	61	25	14	85	65	25	10	86	72	19	9	88	34
NC	65	15	20	80	59	19	22	77	80	20	80	57	28	15	83	57	29	14	84	63	23	14	85	32
ND	67	15	18	81	68	19	13	84	82	18	82	58	26	16	83	73	21	6	90	79	15	6	92	33
NE	68	17	15	83	66	20	14	83	83	17	83	56	30	14	83	67	24	9	87	73	19	8	89	39
NH	63	19	18	80	64	21	15	82	84	16	84	56	29	15	83	66	24	10	87	68	19	13	87	35
NJ	70	13	17	83	65	19	16	82	80	20	80	63	25	12	85	65	26	9	87	71	20	9	89	29
NM	58	15	27	73	59	18	23	76	78	22	78	49	27	24	78	59	24	17	83	65	19	16	85	33
NV	59	15	26	74	65	17	18	81	80	20	80	50	29	21	79	66	23	11	86	71	16	13	87	28
NY	66	15	19	80	62	19	19	79	77	23	77	58	27	15	83	60	29	11	85	65	23	12	86	31
OH	68	15	17	82	65	19	16	82	82	18	82	60	26	14	85	65	25	10	87	70	20	10	88	33
OK	69	15	16	82	63	21	16	81	82	18	82	63	25	12	86	66	24	10	87	71	19	10	88	31
OR	70	15	15	83	65	20	15	82	83	17	83	65	23	12	86	67	24	9	87	73	18	9	89	35
PA	68	15	17	82	64	20	16	81	81	19	81	60	26	14	84	66	23	11	87	70	19	11	88	33

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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	65	17	18	80	62	20	18	80	85	15	85	62	22	16	84	67	22	11	87	68	19	13	87	33
RI	75	15	10	88	72	17	11	86	83	17	83	70	23	7	89	76	20	4	91	79	17	4	93	31
SC	67	13	20	80	60	19	21	78	79	21	79	57	29	14	84	57	29	14	84	64	22	14	86	33
SD	74	12	14	85	74	16	10	87	84	16	84	69	18	13	87	73	21	6	90	82	13	5	93	22
TN	64	15	21	78	64	18	18	80	82	18	82	55	28	17	82	63	26	11	86	68	20	12	87	35
TX	69	14	17	82	63	18	19	80	80	20	80	62	25	13	85	63	26	11	86	69	19	12	87	30
UT	65	16	19	80	71	17	12	86	82	18	82	59	25	16	83	74	20	6	90	81	13	6	92	31
VA	65	16	19	80	62	19	19	80	81	19	81	57	28	15	83	62	26	12	85	67	21	12	87	32
VI	57	11	32	72	70	9	21	82	78	22	78	46	22	32	79	64	25	11	86	69	15	16	87	21
VT	69	15	16	83	68	19	13	84	78	22	78	59	27	14	84	74	19	7	90	82	10	8	92	35
WA	75	13	12	87	67	19	14	83	84	16	84	70	21	9	89	69	23	8	88	75	16	9	90	33
WI	68	15	17	82	63	20	17	81	83	17	83	60	26	14	84	64	25	11	86	70	18	12	88	34
WV	66	17	17	81	64	21	15	82	83	17	83	58	27	15	84	65	25	10	87	70	19	11	88	35
WY	73	14	13	85	65	22	13	83	85	15	85	68	22	10	87	73	17	10	88	76	18	6	91	41
National Average	68	14	18	81	63	19	18	80	81	19	81	60	26	14	85	64	25	11	86	69	20	11	87	31

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