

**Average State and National ICH CAHPS Scores Based on Combined Data from the 2019 ICH CAHPS Spring and the 2019 Fall Surveys.
Results for Participating CCNs Were Posted on Dialysis Facility Compare in October 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	74	13	13	86	64	19	17	81	83	17	83	65	24	11	87	60	30	10	86	67	24	9	88	37	
AL	68	14	18	82	62	18	20	79	81	19	81	61	26	13	85	61	26	13	85	67	21	12	87	33	
AR	68	14	18	82	61	19	20	78	83	17	83	61	26	13	85	59	28	13	84	64	23	13	86	34	
AS																									0
AZ	63	15	22	78	60	19	21	78	80	20	80	56	26	18	82	61	25	14	85	66	21	13	86	29	
CA	69	14	17	82	65	19	16	81	82	18	82	62	26	12	86	67	24	9	88	72	19	9	89	29	
CO	73	13	14	85	65	20	15	82	84	16	84	67	22	11	86	69	22	9	88	74	17	9	89	30	
CT	67	16	17	82	64	19	17	81	82	18	82	59	27	14	85	64	26	10	87	68	21	11	87	28	
DC	67	14	19	81	56	19	25	75	77	23	77	56	29	15	83	49	34	17	81	54	27	19	82	25	
DE	62	16	22	78	58	21	21	77	77	23	77	55	28	17	82	55	30	15	83	61	24	15	84	27	
FL	68	14	18	81	64	19	17	81	81	19	81	62	25	13	85	65	24	11	86	69	19	12	87	29	
GA	68	13	19	81	61	18	21	78	79	21	79	60	27	13	85	59	27	14	84	65	22	13	86	30	
GU	43	17	40	62	54	20	26	75	72	28	72	30	33	37	68	52	31	17	81	55	29	16	82	30	
HI	72	12	16	84	65	19	16	82	80	20	80	65	24	11	87	69	22	9	88	75	17	8	90	31	
IA	68	15	17	82	65	20	15	82	84	16	84	61	25	14	85	67	23	10	87	72	18	10	89	40	
ID	72	15	13	85	70	18	12	85	84	16	84	68	23	9	88	74	19	7	90	77	19	4	91	35	
IL	67	15	18	81	64	18	18	80	80	20	80	59	27	14	84	62	27	11	86	68	21	11	87	29	
IN	65	16	19	80	63	20	17	81	83	17	83	60	25	15	84	64	25	11	86	69	20	11	87	34	
KS	71	14	15	84	66	19	15	82	84	16	84	68	21	11	87	69	20	11	88	73	16	11	89	35	
KY	70	14	16	83	66	19	15	82	83	17	83	64	23	13	86	69	21	10	88	73	18	9	89	31	
LA	71	12	17	83	64	17	19	80	80	20	80	62	26	12	86	62	26	12	85	68	20	12	87	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	70	15	15	83	64	19	17	81	80	20	80	64	24	12	86	66	24	10	87	71	19	10	89	29
MD	68	14	18	81	60	21	19	79	79	21	79	59	27	14	84	59	28	13	84	64	24	12	86	28
ME	71	16	13	85	68	18	14	84	85	15	85	65	25	10	87	73	21	6	90	77	18	5	91	38
MI	68	15	17	82	64	19	17	81	81	19	81	60	26	14	84	64	25	11	86	68	20	12	87	31
MN	70	16	14	84	65	20	15	82	85	15	85	61	26	13	85	68	22	10	88	74	17	9	89	32
MO	69	14	17	82	63	20	17	81	82	18	82	61	26	13	85	64	24	12	86	69	20	11	88	31
MP	62	15	23	77	63	15	22	80	76	24	76	62	25	13	83	63	26	11	87	73	21	6	91	30
MS	66	12	22	79	60	17	23	77	78	22	78	58	26	16	83	58	26	16	83	64	21	15	85	28
MT	69	14	17	82	66	19	15	82	83	17	83	63	24	13	85	67	23	10	87	73	17	10	88	33
NC	65	15	20	80	59	19	22	77	80	20	80	57	28	15	83	57	29	14	84	63	23	14	85	31
ND	66	17	17	81	69	20	11	85	83	17	83	58	26	16	83	74	21	5	91	82	13	5	93	32
NE	68	17	15	83	67	19	14	83	83	17	83	57	29	14	84	67	24	9	87	72	19	9	89	38
NH	63	19	18	80	64	20	16	81	83	17	83	53	32	15	83	64	26	10	86	70	18	12	87	36
NJ	69	14	17	83	65	19	16	81	81	19	81	62	26	12	86	66	24	10	87	71	20	9	89	27
NM	59	16	25	75	59	18	23	76	79	21	79	52	25	23	78	60	23	17	83	65	19	16	85	30
NV	61	15	24	76	66	17	17	81	81	19	81	51	28	21	79	67	23	10	87	69	19	12	87	26
NY	66	15	19	80	62	19	19	79	77	23	77	57	28	15	83	60	28	12	85	64	24	12	86	29
OH	69	15	16	82	65	19	16	82	83	17	83	62	25	13	85	67	23	10	87	71	19	10	88	31
OK	68	15	17	82	63	20	17	80	82	18	82	63	24	13	85	63	25	12	86	69	20	11	87	29
OR	69	15	16	83	66	19	15	82	83	17	83	66	22	12	86	68	23	9	88	74	17	9	89	34
PA	68	15	17	82	65	19	16	81	82	18	82	60	27	13	84	66	24	10	87	70	19	11	88	32

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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	81	62	20	18	79	85	15	85	61	24	15	84	66	21	13	86	68	18	14	87	34
RI	72	17	11	86	71	18	11	86	82	18	82	67	26	7	89	75	21	4	91	80	15	5	92	30
SC	67	13	20	81	61	18	21	78	80	20	80	59	27	14	84	59	28	13	84	65	22	13	86	32
SD	73	13	14	85	68	18	14	83	80	20	80	68	23	9	88	71	22	7	89	81	14	5	93	21
TN	65	15	20	79	64	18	18	81	82	18	82	57	27	16	83	63	26	11	86	69	20	11	88	33
TX	69	14	17	82	63	18	19	80	80	20	80	62	25	13	85	63	25	12	86	69	19	12	87	28
UT	66	16	18	81	71	17	12	85	83	17	83	60	24	16	84	75	18	7	90	81	13	6	92	30
VA	65	15	20	80	62	19	19	80	81	19	81	56	29	15	83	61	27	12	85	66	22	12	87	31
VI	60	13	27	75	71	12	17	83	73	27	73	40	28	32	76	57	30	13	82	60	25	15	83	16
VT	68	16	16	83	72	17	11	86	82	18	82	56	31	13	84	82	14	4	93	87	8	5	94	35
WA	75	13	12	87	66	20	14	83	84	16	84	70	22	8	89	69	23	8	88	75	16	9	90	31
WI	68	15	17	82	64	20	16	81	85	15	85	61	26	13	85	65	24	11	86	71	17	12	88	32
WV	66	16	18	81	65	20	15	82	82	18	82	60	24	16	83	66	25	9	87	70	20	10	88	34
WY	70	13	17	82	64	20	16	82	84	16	84	66	23	11	87	68	20	12	87	71	21	8	90	38
National Average	68	14	18	81	63	19	18	80	81	19	81	61	25	14	85	64	25	11	86	69	20	11	87	30

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