

Average State and National ICH CAHPS Scores Based on Combined Data from the 2024 Spring and 2024 Fall Surveys. Results for Participating CCNs Were Posted on Care Compare on Medicare.gov in October 2025

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	71	11	18	82	67	16	17	81	81	19	81	61	27	12	84	68	25	7	88	73	18	9	89	31
AL	66	14	20	80	62	18	20	79	80	20	80	58	26	16	83	62	24	14	85	66	20	14	86	25
AR	67	14	19	81	61	19	20	79	80	20	80	58	29	13	85	60	28	12	85	67	21	12	87	24
AS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AZ	63	16	21	78	61	19	20	78	78	22	78	56	27	17	82	63	24	13	85	66	20	14	86	23
CA	67	14	19	81	66	18	16	82	79	21	79	60	27	13	85	69	23	8	88	72	19	9	89	25
CO	69	16	15	83	66	20	14	83	82	18	82	62	26	12	86	71	20	9	89	75	17	8	90	24
CT	66	15	19	81	64	18	18	80	79	21	79	59	28	13	85	65	25	10	87	70	19	11	88	23
DC	70	12	18	82	58	19	23	76	76	24	76	59	28	13	84	53	34	13	82	56	28	16	83	24
DE	69	14	17	82	65	19	16	81	80	20	80	60	28	12	85	66	25	9	88	69	22	9	88	25
FL	68	14	18	81	66	18	16	82	79	21	79	61	26	13	85	67	23	10	87	71	19	10	88	24
GA	67	14	19	81	61	19	20	78	77	23	77	59	27	14	84	59	28	13	85	64	23	13	86	23
GU	40	19	41	61	59	20	21	78	69	31	69	27	38	35	68	56	29	15	83	61	22	17	84	15
HI	68	14	18	81	68	17	15	83	80	20	80	62	24	14	85	73	19	8	90	78	14	8	91	30
IA	66	18	16	82	65	20	15	82	83	17	83	61	26	13	85	69	22	9	88	75	16	9	89	28
ID	73	13	14	84	68	19	13	84	83	17	83	67	21	12	87	70	24	6	89	77	16	7	91	29
IL	66	15	19	80	66	18	16	81	78	22	78	60	26	14	84	66	24	10	87	71	19	10	88	26
IN	65	17	18	80	64	20	16	81	81	19	81	58	28	14	84	65	23	12	86	69	19	12	87	26
KS	68	16	16	82	67	19	14	83	83	17	83	62	27	11	86	71	21	8	89	75	17	8	90	27
KY	68	14	18	81	67	18	15	83	82	18	82	61	25	14	85	69	22	9	88	73	18	9	89	24
LA	71	12	17	83	66	16	18	81	79	21	79	63	24	13	85	65	24	11	87	69	19	12	88	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	70	14	16	83	67	17	16	82	79	21	79	63	26	11	86	69	22	9	88	72	18	10	89	24
MD	66	15	19	80	61	20	19	79	76	24	76	56	29	15	83	59	28	13	84	62	25	13	85	24
ME	76	14	10	87	74	16	10	87	85	15	85	67	27	6	89	82	14	4	93	83	13	4	94	26
MI	68	14	18	82	65	19	16	81	80	20	80	60	26	14	85	65	25	10	87	69	21	10	88	25
MN	72	14	14	85	67	19	14	83	82	18	82	64	26	10	86	69	23	8	88	73	18	9	89	26
MO	67	15	18	81	65	18	17	81	80	20	80	59	27	14	84	66	23	11	86	70	19	11	88	24
MP	51	14	35	69	56	17	27	75	69	31	69	33	40	27	76	43	37	20	79	55	30	15	84	27
MS	66	13	21	79	62	17	21	79	77	23	77	58	26	16	83	59	28	13	84	65	21	14	86	24
MT	76	13	11	87	73	17	10	87	85	15	85	74	20	6	91	77	19	4	92	82	12	6	93	25
NC	65	15	20	80	61	20	19	79	79	21	79	57	28	15	83	62	26	12	86	66	22	12	87	24
ND	67	18	15	83	69	18	13	84	82	18	82	61	28	11	86	73	19	8	90	75	18	7	91	20
NE	67	16	17	81	65	20	15	82	82	18	82	61	27	12	84	67	24	9	88	72	17	11	88	26
NH	59	19	22	77	67	19	14	83	81	19	81	55	26	19	81	68	23	9	88	70	19	11	88	29
NJ	70	14	16	83	68	18	14	83	80	20	80	65	23	12	86	72	20	8	89	76	17	7	90	23
NM	65	14	21	79	63	17	20	79	79	21	79	60	24	16	84	65	22	13	86	70	18	12	88	21
NV	64	15	21	78	66	18	16	82	79	21	79	54	30	16	82	66	25	9	87	72	18	10	89	21
NY	68	14	18	81	65	18	17	81	78	22	78	58	28	14	84	65	26	9	87	69	21	10	88	23
OH	67	15	18	81	67	18	15	82	82	18	82	60	26	14	84	68	23	9	88	72	19	9	89	23
OK	71	13	16	83	66	18	16	82	81	19	81	65	24	11	87	68	22	10	88	73	17	10	89	21
OR	68	16	16	82	63	22	15	81	81	19	81	62	25	13	85	67	24	9	87	72	18	10	88	26
PA	67	16	17	82	66	19	15	82	81	19	81	59	27	14	84	68	23	9	88	71	20	9	89	25

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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	70	16	14	84	67	18	15	82	87	13	87	68	20	12	87	73	18	9	89	77	13	10	90	33
RI	72	14	14	85	70	17	13	85	83	17	83	67	24	9	88	76	19	5	91	76	16	8	90	24
SC	67	13	20	80	63	18	19	80	79	21	79	60	26	14	84	63	26	11	86	68	21	11	87	24
SD	71	15	14	84	69	18	13	84	82	18	82	64	24	12	86	74	18	8	89	83	11	6	92	18
TN	66	14	20	80	66	18	16	82	81	19	81	60	26	14	84	67	23	10	87	70	20	10	88	24
TX	68	14	18	81	65	18	17	81	80	20	80	61	26	13	85	66	23	11	87	70	19	11	88	23
UT	62	17	21	78	69	17	14	84	84	16	84	54	28	18	81	73	20	7	90	77	16	7	91	24
VA	64	16	20	79	63	19	18	80	79	21	79	55	28	17	82	62	26	12	85	67	21	12	87	26
VI	63	13	24	78	54	15	31	71	69	31	69	53	27	20	80	54	36	10	84	47	37	16	83	16
VT	63	18	19	79	75	12	13	86	83	17	83	53	29	18	82	82	11	7	92	83	12	5	93	27
WA	72	13	15	84	66	19	15	82	81	19	81	64	25	11	87	69	23	8	88	73	17	10	89	24
WI	65	16	19	80	65	19	16	81	82	18	82	58	28	14	84	65	25	10	87	71	18	11	88	27
WV	67	16	17	81	70	18	12	85	81	19	81	63	24	13	85	74	21	5	90	77	17	6	91	27
WY	73	13	14	85	73	17	10	87	81	19	81	67	22	11	88	79	16	5	91	83	12	5	93	23
National Average	67	15	18	81	65	18	17	81	80	20	80	60	26	14	84	66	24	10	87	70	20	10	88	24

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