

**CAHPS Hospice Survey Top-Box Scores by State**  
**July 1, 2017 through June 30, 2019**

State and national average top-box scores are calculated only among those hospices for which CAHPS Hospice Survey scores are publicly reported on Hospice Compare (i.e., only hospices for which there are 30 or more completed surveys over the eight-quarter reporting period). Hospices are not included in calculation of state or national averages for a measure if there were fewer than 11 respondents for the measure. *State-level variation in CAHPS Hospice Survey scores should be interpreted with caution given the variation across states in the proportion of hospices for which CAHPS Hospice Survey data are reportable.*

Results are adjusted for mode of survey administration and case mix. Detailed information regarding the content of CAHPS Hospice Survey measures and how top-box scores are calculated and adjusted is available at: <http://www.hospicecahpsurvey.org/en/scoring-and-analysis/>.

State	Communication with Family	Getting Timely Help	Treating Patient with Respect	Emotional and Spiritual Support	Help for Pain and Symptoms	Training Family to Care for Patient	Rating of this Hospice	Willing to Recommend this Hospice	Number of Hospices Reporting	Response Rate <sup>a</sup>
AK	NA	NA	NA	NA	NA	NA	NA	NA	3	NA
AL	84	83	92	91	81	81	84	87	73	31%
AR	82	81	91	90	78	78	83	86	39	31%
AZ	80	78	90	90	75	73	80	84	80	31%
CA	77	72	87	87	72	72	77	80	266	29%
CO	79	76	91	91	73	74	80	84	41	34%
CT	80	77	90	88	75	77	80	83	27	31%
DC	NA	NA	NA	NA	NA	NA	NA	NA	3	NA
DE	79	75	90	89	73	73	79	84	8	NA
FL	77	74	88	88	73	70	79	84	43	28%
GA	81	78	90	89	76	76	81	84	136	27%
HI	83	80	92	91	75	77	83	89	9	NA
IA	81	79	92	92	75	76	82	87	70	43%
ID	82	79	92	92	76	75	83	87	31	38%
IL	80	77	91	90	75	76	80	83	98	33%
IN	80	78	91	90	74	74	81	84	70	35%
KS	81	79	92	91	75	75	82	86	53	38%

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KY	84	83	93	92	79	79	85	90	23	33%
LA	84	82	92	91	80	82	84	86	94	28%
MA	81	77	91	91	76	79	81	85	58	31%
MD	81	77	90	90	74	74	82	87	23	31%
ME	82	77	92	91	75	75	81	88	13	38%
MI	81	78	91	91	75	74	82	86	95	35%
MN	81	77	92	91	73	74	81	86	60	43%
MO	81	80	91	91	75	77	81	84	90	34%
MS	84	83	92	90	79	80	84	87	55	28%
MT	81	80	92	91	76	75	83	87	17	39%
NC	84	83	93	92	79	78	85	89	70	33%
ND	81	79	91	92	74	79	80	86	10	NA
NE	80	78	91	91	74	74	80	84	31	40%
NH	80	77	91	91	74	73	81	86	17	34%
NJ	80	76	90	89	74	76	79	82	50	29%
NM	80	75	89	89	75	74	78	82	24	30%
NV	79	74	89	88	75	73	80	83	22	27%
NY	81	78	91	90	75	76	81	86	42	31%
OH	80	79	91	91	75	73	82	85	116	35%
OK	81	81	91	90	76	77	82	85	85	31%
OR	80	77	91	91	75	74	81	86	42	36%
PA	81	79	92	90	76	75	82	85	150	36%
PR	78	72	88	81	69	70	76	81	23	39%
RI	79	74	90	89	73	78	78	84	7	NA
SC	83	81	91	90	76	77	82	85	57	31%
SD	78	76	90	91	74	76	79	85	12	40%

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TN	82	81	91	90	77	78	82	85	52	32%
TX	80	77	90	89	75	76	80	83	275	27%
UT	81	77	91	91	74	75	81	84	47	33%
VA	81	78	91	90	75	75	80	84	81	32%
VT	80	78	91	90	73	76	81	89	10	NA
WA	80	76	90	91	74	74	80	87	29	33%
WI	79	76	90	91	73	70	80	84	67	42%
WV	84	83	92	91	80	77	84	89	18	33%
WY	84	83	93	91	79	80	84	88	10	NA
US	81	78	91	90	75	75	81	84	2925	32%

Notes:

<sup>a</sup> State- and national-level response rates are calculated among all surveyed cases; calculation is not restricted to cases used in public reporting.  
 NA: State average score not available for this measure due to small number of completed surveys (fewer than 400), or response rate not shown because there are fewer than 11 reportable hospices.