CAHPS Hospice Survey Top-Box Scores by State
April 1, 2024 – March 31, 2026

State and national average top-box scores are calculated only among those hospices for which CAHPS Hospice Survey scores are publicly reported on Care 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: https://hospicecahpssurvey.org/en/public-reporting/scoring-and-analysis/.

State	Commun-ication with Family	Getting Timely Help	Treating Patient with Respect	Emotional and Spiritual Support	Help for Pain and Symptoms	Rating of this Hospice	Willing to Recom-mend this Hospice	Number of Hospices Reporting	Response Rate [a]
AK	81	76	92	92	NA	83	87	3	NA
AL	87	83	93	93	83	88	89	79	28%
AR	84	82	92	93	81	86	88	39	30%
AZ	82	78	92	93	78	85	86	100	31%
CA	80	73	90	90	76	81	82	298	27%
CO	82	76	92	92	77	84	85	52	31%
CT	81	74	91	91	77	82	85	24	28%
DC	67	61	81	84	NA	69	65	4	NA
DE	81	77	91	92	77	84	85	9	NA
FL	78	73	89	90	74	81	82	54	27%
GA	83	79	91	91	79	84	84	150	27%
HI	84	78	93	93	78	87	89	11	35%
IA	84	81	94	94	79	88	89	61	42%
ID	82	78	93	94	77	85	87	43	36%
IL	82	77	92	92	77	83	84	100	32%
IN	82	78	92	93	78	85	86	84	34%
KS	83	80	93	94	78	87	87	56	36%

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KY	86	84	94	93	83	89	91	23	30%
LA	86	82	93	92	82	87	87	88	26%
MA	81	78	92	92	78	83	85	64	29%
MD	80	74	90	90	75	81	83	24	29%
ME	83	79	94	94	77	85	89	17	36%
MI	82	77	92	92	77	84	84	115	34%
MN	81	77	93	94	76	85	87	62	42%
MO	83	80	93	93	78	85	87	98	33%
MS	85	83	93	92	81	86	87	63	26%
MT	83	77	94	94	79	86	88	21	38%
NC	85	81	93	93	80	87	89	67	31%
ND	83	79	94	94	78	86	89	10	NA
NE	81	80	92	94	77	85	86	35	37%
NH	83	79	93	93	80	86	89	21	34%
NJ	80	74	91	91	75	81	82	55	28%
NM	80	76	91	90	76	82	82	32	29%
NV	81	76	90	91	76	83	83	27	28%
NY	85	79	93	93	79	85	89	39	30%
OH	80	77	91	92	76	83	84	122	32%
OK	83	81	93	93	80	86	87	101	29%
OR	81	76	92	92	75	83	86	54	34%
PA	82	79	92	92	78	84	85	147	35%
PR	78	76	92	85	74	80	80	21	18%
RI	83	77	93	92	77	85	86	7	NA
SC	83	79	93	92	79	84	86	60	29%
SD	81	80	93	94	79	85	86	14	42%

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TN	83	80	92	93	80	85	86	56	29%
TX	81	77	91	91	78	83	84	345	25%
UT	82	76	92	93	78	85	86	42	30%
VA	81	76	91	91	77	82	83	90	31%
VT	84	78	93	92	75	86	90	9	NA
WA	80	73	92	93	76	82	86	43	32%
WI	80	77	92	93	76	84	85	72	42%
WV	85	82	93	93	80	86	89	18	31%
WY	85	82	94	95	79	89	91	14	37%
US	82	78	92	92	78	84	85	3243	31%

Notes:
[a] 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.

A revised version of the CAHPS Hospice Survey was introduced beginning with Q2 2025 (April 1, 2025) decedents. The revised survey includes a new measure (Care Preferences) and a substantively revised version of one existing measure (Training Family to Care for Patient). CMS will wait to introduce public reporting of these two measures until there are eight quarters of data from the revised survey (i.e., the February 2028 refresh, using data from April 1, 2025 – March 31, 2027 decedents). Therefore, this document does not include these measures.