

CAHPS Hospice Survey Top-Box Scores by State
January 1, 2016 through December 31, 2017

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: <https://hospicecahpsurvey.org/en/public-reporting/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 ^a |
|-------|---------------------------|---------------------|-------------------------------|---------------------------------|----------------------------|-------------------------------------|------------------------|-----------------------------------|------------------------------|----------------------------|
| AK | NA | NA | NA | NA | NA | NA | NA | NA | 3 | NA |
| AL | 85 | 84 | 93 | 90 | 81 | 82 | 85 | 88 | 72 | 31% |
| AR | 82 | 81 | 91 | 90 | 77 | 77 | 82 | 86 | 34 | 31% |
| AZ | 79 | 77 | 90 | 89 | 75 | 72 | 80 | 84 | 72 | 33% |
| CA | 77 | 72 | 87 | 87 | 72 | 72 | 76 | 80 | 254 | 30% |
| CO | 80 | 76 | 91 | 91 | 73 | 74 | 80 | 84 | 43 | 35% |
| CT | 80 | 76 | 91 | 88 | 76 | 76 | 80 | 85 | 26 | 33% |
| DC | 76 | 68 | 85 | 86 | NA | NA | 73 | 74 | 3 | NA |
| DE | 78 | 75 | 89 | 88 | 74 | 72 | 79 | 84 | 8 | NA |
| FL | 77 | 76 | 88 | 88 | 73 | 70 | 80 | 84 | 43 | 29% |
| GA | 81 | 79 | 90 | 89 | 75 | 76 | 80 | 84 | 128 | 28% |
| HI | 82 | 76 | 91 | 90 | 73 | 77 | 83 | 88 | 9 | NA |
| IA | 81 | 80 | 92 | 91 | 75 | 75 | 82 | 87 | 73 | 43% |
| ID | 82 | 79 | 92 | 92 | 76 | 74 | 84 | 88 | 33 | 37% |
| IL | 80 | 77 | 90 | 90 | 75 | 77 | 80 | 83 | 93 | 33% |
| IN | 81 | 79 | 91 | 90 | 76 | 75 | 81 | 85 | 70 | 36% |

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|-------|---------------------------|---------------------|-------------------------------|---------------------------------|----------------------------|-------------------------------------|------------------------|-----------------------------------|------------------------------|----------------------------|
| KS | 80 | 79 | 91 | 91 | 75 | 74 | 80 | 84 | 49 | 39% |
| KY | 85 | 83 | 93 | 91 | 80 | 79 | 85 | 89 | 23 | 34% |
| LA | 83 | 81 | 92 | 89 | 79 | 81 | 83 | 86 | 91 | 28% |
| MA | 81 | 77 | 91 | 90 | 75 | 78 | 80 | 85 | 56 | 31% |
| MD | 80 | 78 | 90 | 90 | 74 | 75 | 82 | 86 | 23 | 32% |
| ME | 81 | 77 | 91 | 91 | 75 | 75 | 80 | 87 | 16 | 38% |
| MI | 80 | 78 | 91 | 90 | 75 | 74 | 81 | 84 | 95 | 35% |
| MN | 81 | 78 | 92 | 91 | 74 | 72 | 81 | 86 | 56 | 43% |
| MO | 82 | 80 | 92 | 91 | 76 | 77 | 82 | 85 | 87 | 35% |
| MS | 83 | 82 | 92 | 90 | 78 | 80 | 82 | 86 | 54 | 30% |
| MT | 79 | 76 | 91 | 90 | 73 | 72 | 80 | 87 | 14 | 39% |
| NC | 84 | 82 | 93 | 91 | 78 | 78 | 84 | 89 | 71 | 33% |
| ND | 83 | 82 | 92 | 93 | 76 | 81 | 82 | 89 | 9 | NA |
| NE | 80 | 78 | 91 | 91 | 73 | 75 | 81 | 85 | 33 | 42% |
| NH | 79 | 77 | 91 | 90 | 74 | 73 | 79 | 85 | 18 | 35% |
| NJ | 80 | 76 | 90 | 89 | 74 | 75 | 79 | 83 | 49 | 30% |
| NM | 79 | 75 | 89 | 87 | 74 | 74 | 78 | 82 | 24 | 30% |
| NV | 79 | 75 | 89 | 89 | 75 | 74 | 80 | 84 | 22 | 29% |
| NY | 81 | 78 | 90 | 90 | 75 | 76 | 80 | 87 | 45 | 32% |
| OH | 80 | 79 | 91 | 90 | 74 | 73 | 81 | 85 | 108 | 36% |
| OK | 80 | 80 | 91 | 90 | 77 | 77 | 82 | 85 | 84 | 32% |
| OR | 80 | 76 | 90 | 91 | 74 | 73 | 80 | 86 | 43 | 36% |
| PA | 81 | 79 | 92 | 90 | 76 | 74 | 82 | 85 | 148 | 36% |
| PR | 80 | 77 | 92 | 81 | 73 | 71 | 79 | 83 | 25 | 35% |
| RI | 79 | 74 | 90 | 90 | 73 | 77 | 80 | 82 | 6 | NA |
| SC | 83 | 80 | 92 | 90 | 77 | 78 | 83 | 86 | 59 | 32% |

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|-------|---------------------------|---------------------|-------------------------------|---------------------------------|----------------------------|-------------------------------------|------------------------|-----------------------------------|------------------------------|----------------------------|
| SD | 80 | 77 | 91 | 91 | 74 | 77 | 80 | 85 | 12 | 43% |
| TN | 82 | 80 | 91 | 90 | 77 | 78 | 82 | 86 | 50 | 32% |
| TX | 79 | 77 | 89 | 88 | 75 | 75 | 79 | 82 | 265 | 27% |
| UT | 81 | 76 | 91 | 90 | 73 | 76 | 81 | 84 | 48 | 34% |
| VA | 80 | 77 | 90 | 89 | 75 | 75 | 79 | 84 | 79 | 32% |
| VT | 82 | 79 | 93 | 90 | 74 | 78 | 81 | 90 | 10 | NA |
| WA | 81 | 76 | 92 | 91 | 74 | 75 | 81 | 88 | 30 | 34% |
| WI | 79 | 76 | 90 | 90 | 73 | 70 | 79 | 83 | 66 | 42% |
| WV | 85 | 84 | 92 | 90 | 79 | 78 | 84 | 89 | 19 | 34% |
| WY | 84 | 84 | 93 | 93 | 80 | 78 | 86 | 93 | 8 | NA |
| US | 80 | 78 | 91 | 90 | 75 | 75 | 81 | 85 | 2,859 | 33% |

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.