



Methodology

HCAHPS questionnaires are mailed to hospital inpatients on a monthly basis with a reminder mailing to non-responders. Data is uploaded quarterly to CMS, and results are shared with the hospital facility on a quarterly basis.

Response rates are based upon ALL surveys sent and returned, and may include observation and/or swing bed patients.

66 surveys were mailed and 19 surveys were returned, resulting in a 29% response rate.



Data Snapshot

	Current Q Top Box	Previous Q Top Box	+/- Previous	Rolling 4 Quarters	Your State Top Box*	US Top Box*	Rolling 4 Qtrs +/- State
Communication with Nurses	88	77	11	81	82	80	-1
Nurses treat patients with courtesy and respect	95	92	3	90		87	
Nurses listen carefully to patients	84	67	18	76		77	
Nurses explain things in a way patients understand	84	73	11	76		75	
Communication with Doctors	93	83	10	88	83	80	5
Doctors treat patients with courtesy and respect	95	100	-5	96		86	
Doctors listen carefully to patients	89	83	6	86		79	
Doctors explain things in a way patients understand	95	67	28	82		75	
Restfulness of Hospital Environment	72	N/A	N/A	68	N/A	N/A	N/A
Got rest you needed	58	50	8	55			
Area around room quiet at night	68	67	2	65			
Staff helped to rest and recover	89	83	6	87			
Care Coordination	79	81	-2	80	N/A	N/A	N/A
Staff informed and up-to-date with care	63	75	-12	68			
Staff worked well together	89	75	14	84			
Staff worked with family for care after the hospital stay	84	92	-7	87			
Responsiveness of Staff	88	N/A	N/A	82	N/A	N/A	N/A
Got to bathroom or used bedpan as soon as needed	100	71	29	81		67	
Got help right away	77	89	-12	82			
Communication about Medicines	59	71	-12	68	66	86	2
Staff explained purpose of new medication	73	75	-2	79		75	
Staff described possible side effects of new medicine	45	67	-21	58		48	
Discharge Information	86	85	1	84	87	68	-3
Staff talked about help after discharge	89	91	-1	84		85	
Written instructions about symptoms/health problems to look out for	83	80	3	83		88	
Cleanliness of Hospital Environment	89	91	-1	86	73	74	13
Room and bathroom kept clean	89	91	-1	86			
Information About Symptoms	81	83	-2	82	N/A	N/A	N/A
Staff provided enough information about symptoms after hospital	81	83	-2	82			
Overall Rating of Hospital	53	82	-29	71	72	72	-1
From 0 to 10, rate this hospital during stay	53	82	-29	71			
Willingness to Recommend Hospital	79	92	-13	83	70	70	13
Recommend this hospital to friends and family	79	92	-13	83			

*State and US data for the new composite calculations (due to the January 1, 2025 questionnaire change) will be updated with the October 2026 public report.

State and US data is from the August 2025 public report. <https://www.hcahpsonline.org> Centers for Medicare & Medicaid Services, Baltimore, MD. 9/15/2025.

This report has been produced by Custom Survey Solutions Inc and does not represent official HCAHPS results, which are published on

Care Compare on Medicare.gov (<https://www.medicare.gov/care-compare/>).



Top Rated Attributes

- 13. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?
- 6. How often did doctors explain things in a way you could understand?

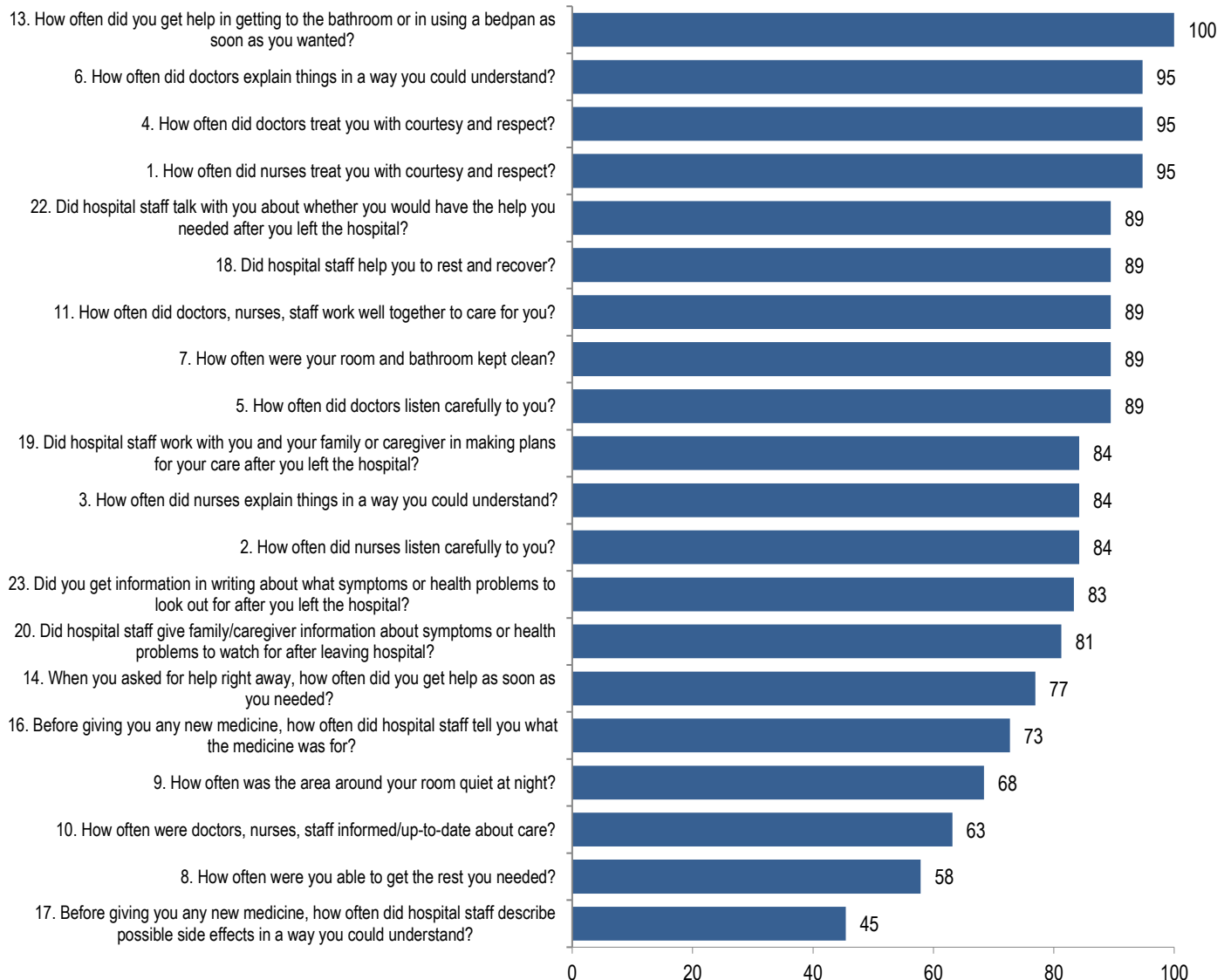


Lowest Scoring Areas

- 17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?
- 8. How often were you able to get the rest you needed?



All Questions - Sorted by Top Box





Composite Measures Percentiles

	Communication with Nurses	Communication with Doctors	Restfulness of Hospital Environment	Care Coordination	Responsiveness of Hospital Staff	Communication about Medicine	Discharge information	Cleanliness of Hospital Environment	Information About Symptoms	Overall Rating of Hospital	Willingness to Recommend Hospital
Your facility	88	93	72	79	88	59	86	89	81	53	79
National Hospital Percentile*											
95th (near best)	92	92	N/A	N/A	N/A	79	94	90	N/A	90	89
90th	89	89	N/A	N/A	N/A	74	92	86	N/A	86	85
75th	84	84	N/A	N/A	N/A	67	89	80	N/A	79	78
50th	80	79	N/A	N/A	N/A	60	87	73	N/A	72	70
25th	76	76	N/A	N/A	N/A	56	84	68	N/A	65	63
10th	72	72	N/A	N/A	N/A	52	81	62	N/A	59	56
5th (near worst)	69	70	N/A	N/A	N/A	50	78	59	N/A	56	52

The "Top-box" is the most positive response to HCAHPS survey items. Percentiles indicate how often patients gave positive assessments of their hospital experience. With "Top-box" scores, the higher the better. For example, on "communication with nurses", 5% of hospitals scored 91 or higher (95th percentile) in the "Top-box".

Your facility's scores are in the top blue row. You can see where you fall nationally with the percentiles in the table.

Beartooth Billings Clinic

HCAHPS Survey

FY2025 Q4
Overall - 2Q 2025 Discharges

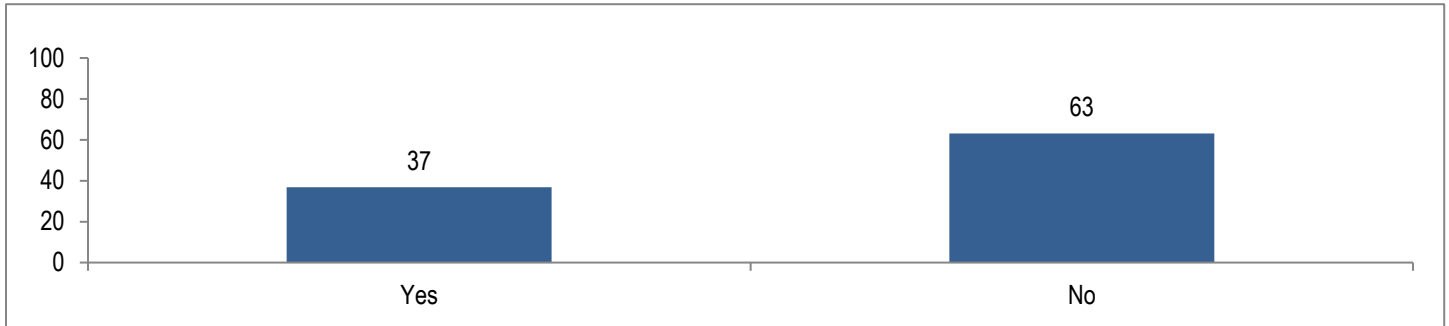
Number Surveyed: 19

All Response Data	Always Yes, definitely	Usually (Yes, somewhat)	Sometimes	Never (No)
1. How often did nurses treat you with courtesy and respect?	95	5	0	0
2. How often did nurses listen carefully to you?	84	16	0	0
3. How often did nurses explain things in a way you could understand?	84	16	0	0
4. How often did doctors treat you with courtesy and respect?	95	5	0	0
5. How often did doctors listen carefully to you?	89	5	5	0
6. How often did doctors explain things in a way you could understand?	95	5	0	0
7. How often were your room and bathroom kept clean?	89	5	5	0
8. How often were you able to get the rest you needed?	58	26	16	0
9. How often was the area around your room quiet at night?	68	21	11	0
10. How often were doctors, nurses, staff informed/up-to-date about care?	63	37	0	0
11. How often did doctors, nurses, staff work well together to care for you?	89	11	0	0
13. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	100	0	0	0
14. When you asked for help right away, how often did you get help as soon as you needed?	77	23	0	0
16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	73	9	18	0
17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	45	9	18	27
18. Did hospital staff help you to rest and recover?	89	11	-	0
19. Did hospital staff work with you and your family or caregiver in making plans for your care after you left the hospital?	84	11	-	5
20. Did hospital staff give family/caregiver information about symptoms or health problems to watch for after leaving hospital?	81	13	-	0
22. Did hospital staff talk with you about whether you would have the help you needed after you left the hospital?	89	-	-	11
23. Did you get information in writing about what symptoms or health problems to look out for after you left the hospital?	83	-	-	17

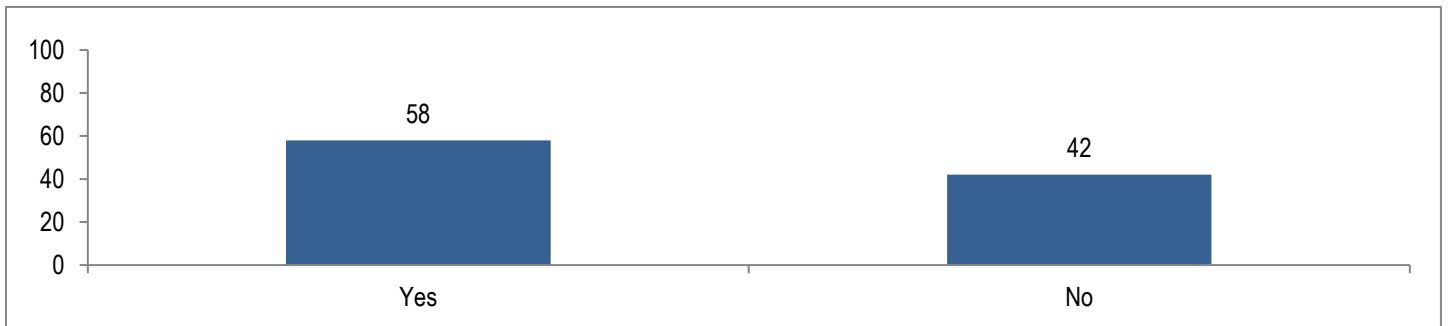
Comparison to Previous Survey Quarters	2Q 2025 Top Box	1Q 2025 Top Box	4Q 2024 Top Box	3Q 2024 Top Box	+/- Previous
1. How often did nurses treat you with courtesy and respect?	95	92	94	84	3
2. How often did nurses listen carefully to you?	84	67	81	72	18
3. How often did nurses explain things in a way you could understand?	84	73	75	72	11
4. How often did doctors treat you with courtesy and respect?	95	100	100	92	-5
5. How often did doctors listen carefully to you?	89	83	87	83	6
6. How often did doctors explain things in a way you could understand?	95	67	75	83	28
7. How often were your room and bathroom kept clean?	89	91	94	76	-1
8. How often were you able to get the rest you needed?	58	50	N/A	N/A	8
9. How often was the area around your room quiet at night?	68	67	69	60	2
10. How often were doctors, nurses, staff informed/up-to-date about care?	63	75	N/A	N/A	-12
11. How often did doctors, nurses, staff work well together to care for you?	89	75	N/A	N/A	14
13. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	100	71	78	77	29
14. When you asked for help right away, how often did you get help as soon as you needed?	77	89	N/A	N/A	-12
16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	73	75	80	89	-2
17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	45	67	40	80	-21
18. Did hospital staff help you to rest and recover?	89	83	N/A	N/A	6
19. Did hospital staff work with you and your family or caregiver in making plans for your care after you left the hospital?	84	92	N/A	N/A	-7
20. Did hospital staff give family/caregiver information about symptoms or health problems to watch for after leaving hospital?	81	83	N/A	N/A	-2
22. Did hospital staff talk with you about whether you would have the help you needed after you left the hospital?	89	91	73	83	-1
23. Did you get information in writing about what symptoms or health problems to look out for after you left the hospital?	83	80	87	83	3

Hospital Care

12. Did you need help getting to the bathroom or using a bedpan?

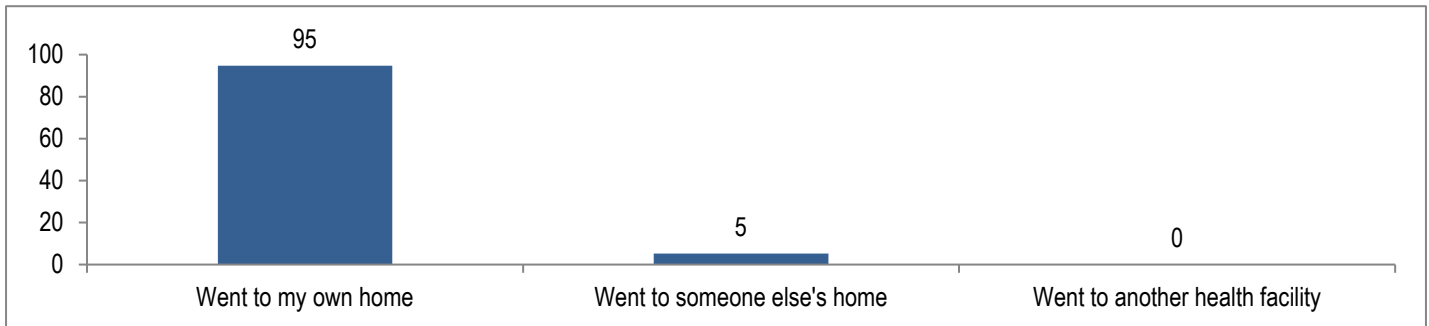


15. Were you given any medicine that you had not taken before?

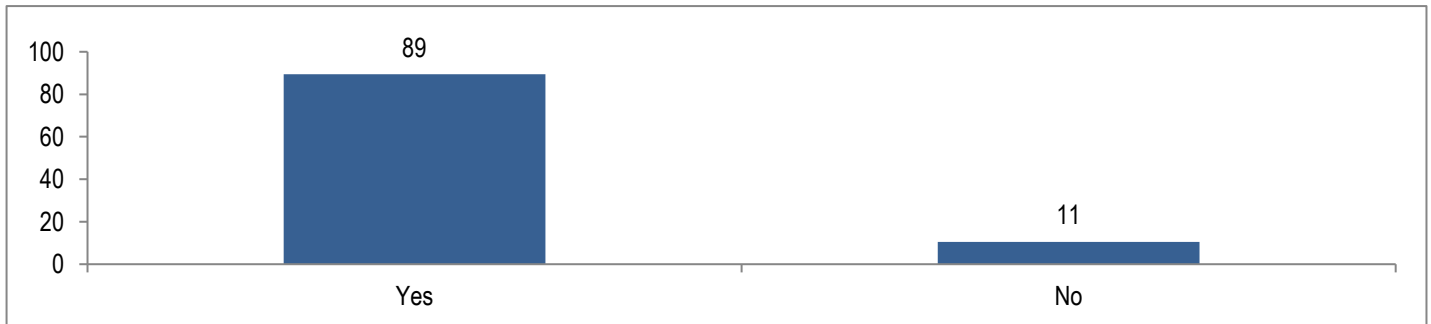


Leaving the Hospital

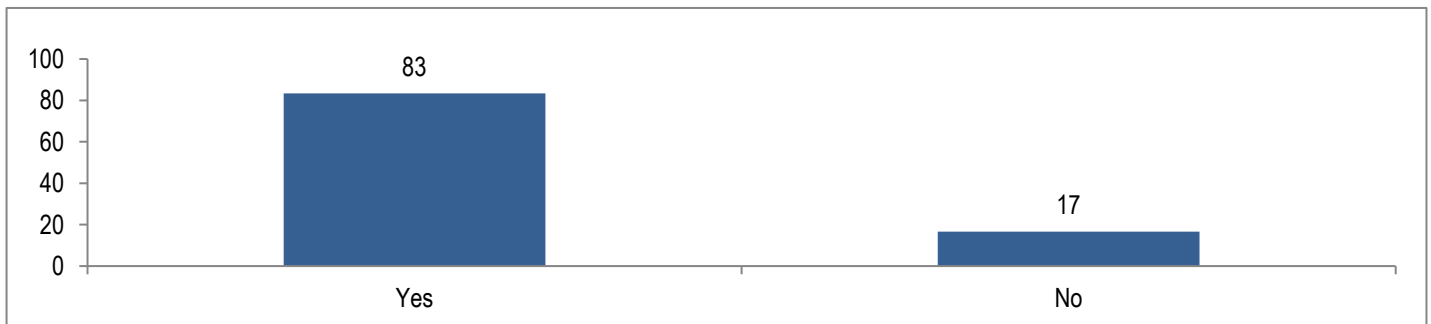
21. When you left the hospital, what did you do?



22. Did hospital staff talk with you about whether you would have the help you needed when you left?

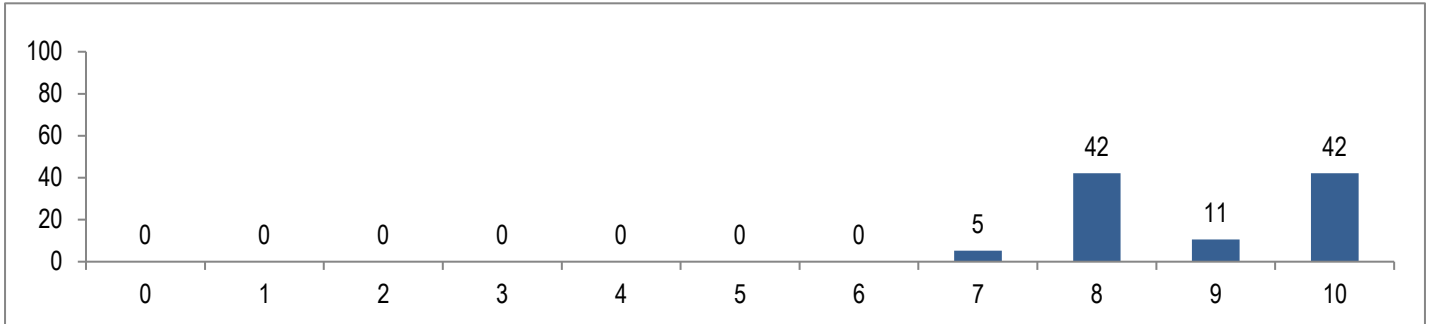


23. Did you get information in writing about what symptoms or health problems to look out for when you left?

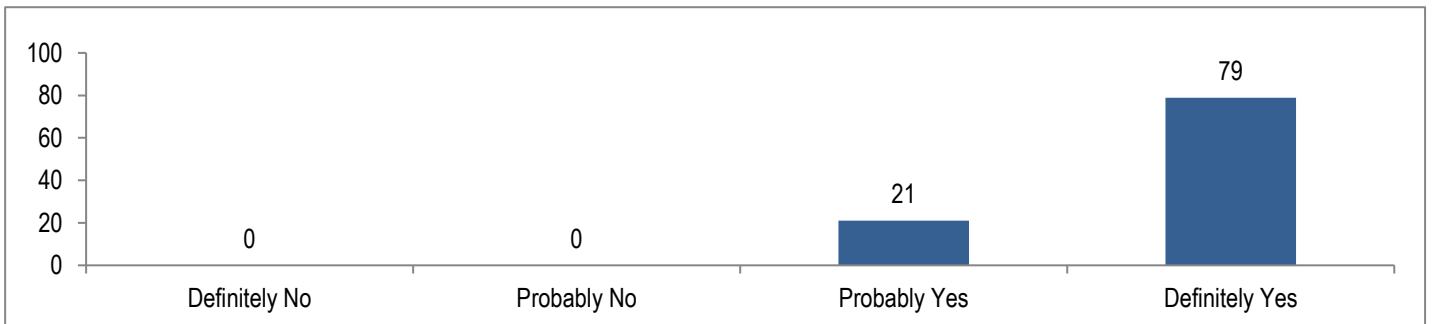


Overall

Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?

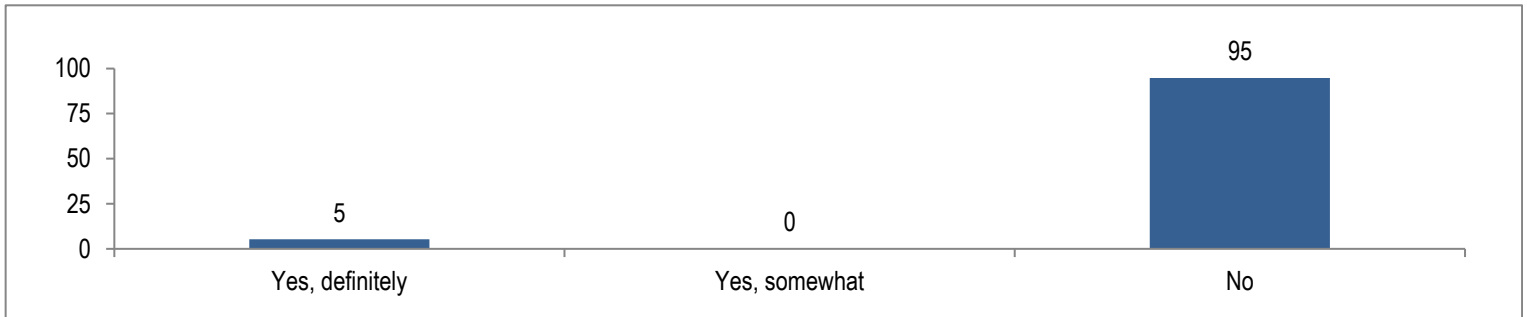


Would you recommend this hospital to your friends and family?

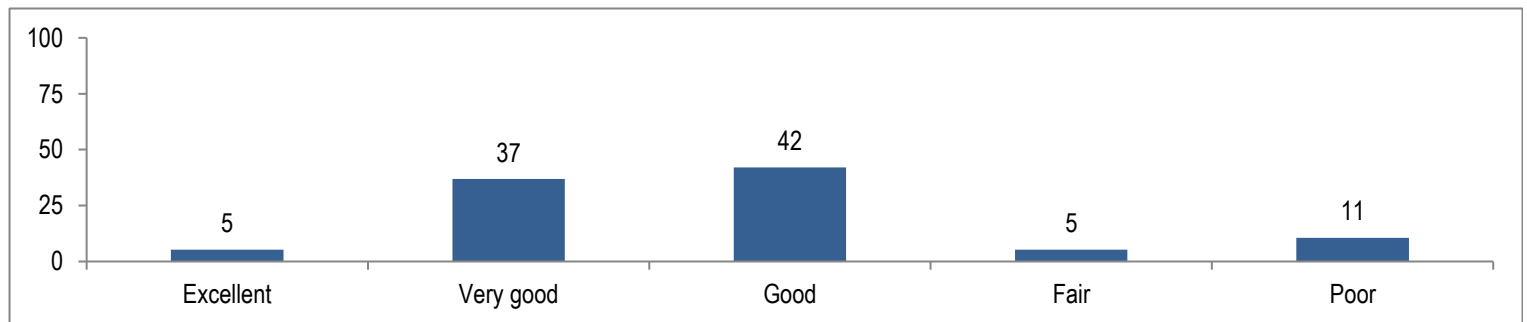


About You

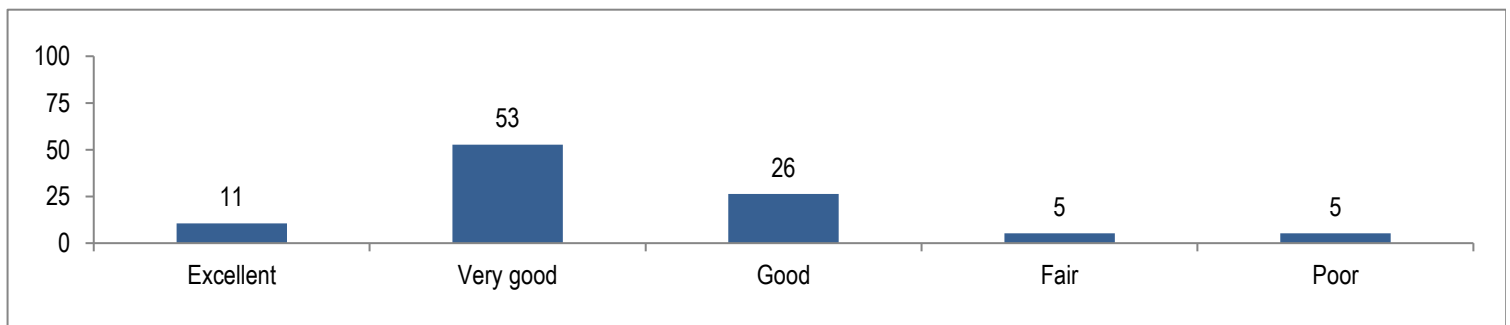
Was this hospital stay planned in advance?



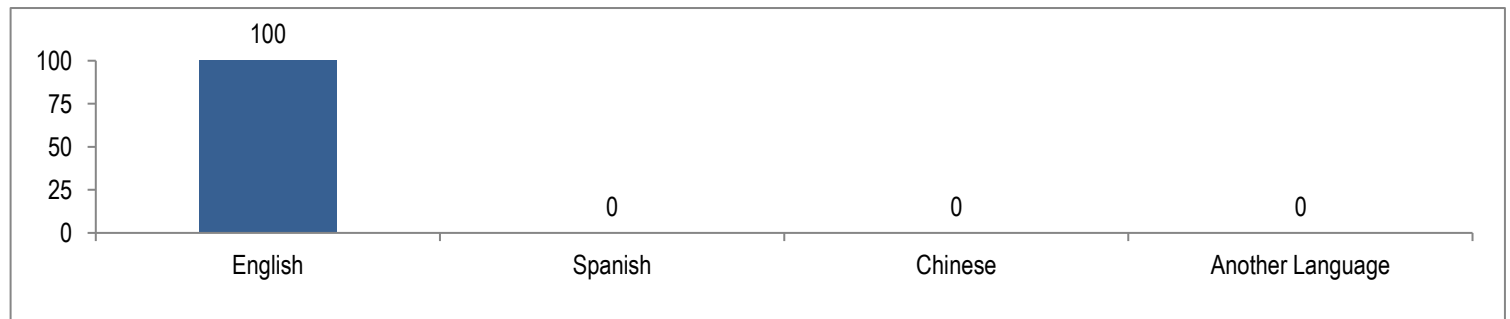
In general, how would you rate your overall health?



How would you rate your overall mental or emotional health?

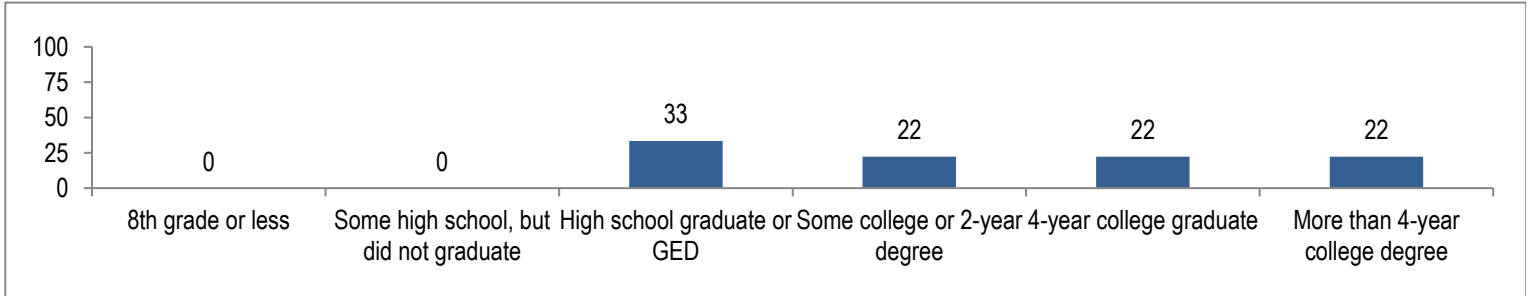


What language do you mainly speak at home?

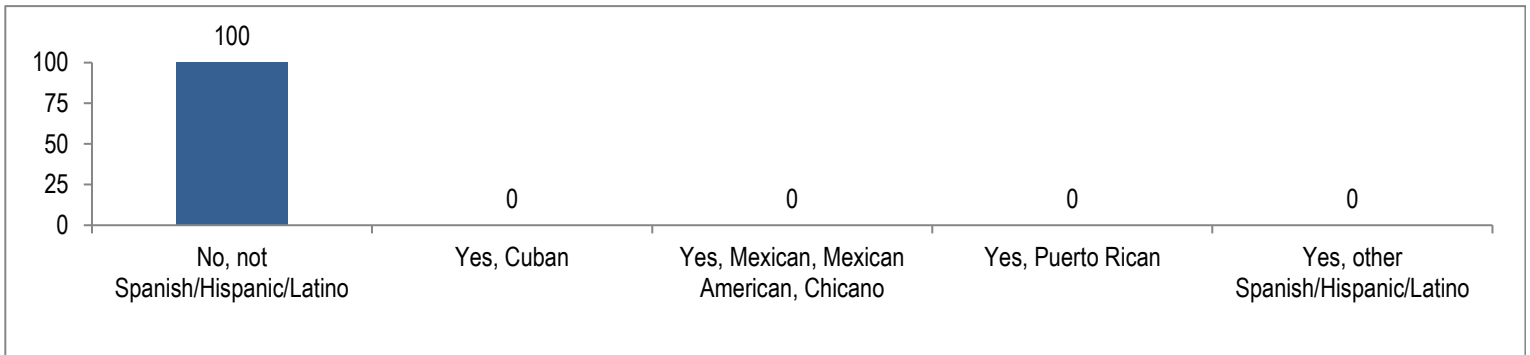


About You

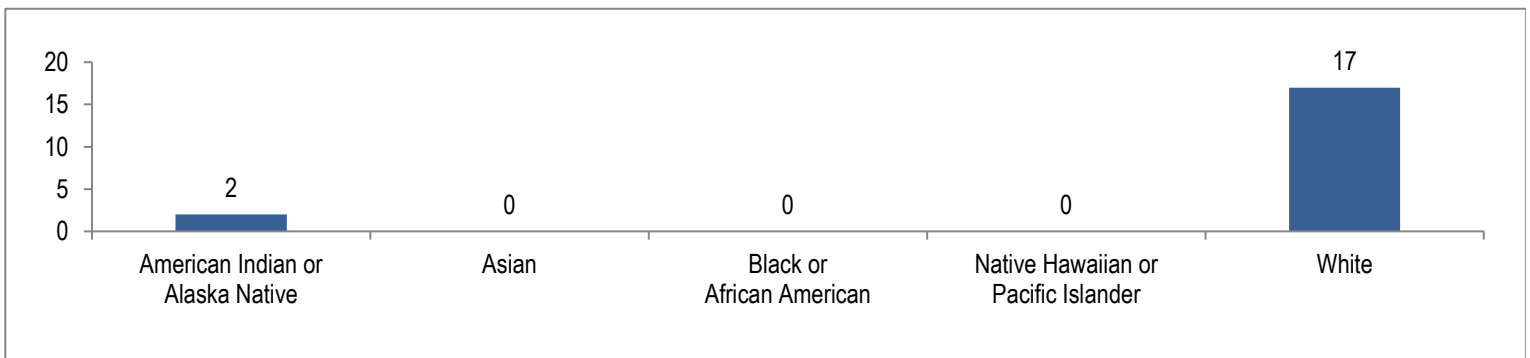
What is the highest grade or level of school that you have completed?



Are you of Spanish, Hispanic or Latino origin or descent?



What is your race? (Counts presented - multiple choice option)



Supplemental Question

Please share comments about your stay:

- * Good.
- * Staff was helpful and courteous.
- * Very happy with staff and treatment.
- * The treatment I received was outstanding. I was very impressed by all.
- * Okay. Don't want to do it again.
- * Hospital, doctor and staff excellent. Great job.
- * The food was horrible! Here's a photo of what I was told was beef chow mein with rice and broccoli - unedible!!
- * For a small hospital with limited facilities - most excellent.
- * Excellent.
- * Staff were amazing! The hospital needs a new kitchen. I got hungry when I was in.

Measures Reported to CMS

A Note About HCAHPS "Boxes" HCAHPS results are publicly reported on Care Compare as "top-box," "bottom-box" and "middle-box" scores.

The **"top-box"** is the most positive response to HCAHPS survey questions. The "top-box" response is *"Always"* for six HCAHPS composites (Communication with Nurses, Communication with Doctors, Restfulness of Hospital Environment, Care Coordination, Responsiveness of Hospital Staff, and Communication About Medicines) and two individual items (Cleanliness of Hospital Environment and Quietness of Information About Symptoms), *"Yes"* for the seventh composite, Discharge Information, *"9" or "10" (high)* for the Overall Hospital Rating item, and *"Would definitely recommend"* for the Recommend the Hospital item.

The **"bottom-box"** is the least positive response category for HCAHPS measures. The "bottom-box" response is *"Sometimes or never"* for six HCAHPS composites (Communication with Nurses, Communication with Doctors, Restfulness of Hospital Environment, Care Coordination, Responsiveness of Hospital Staff, and Communication About Medicines) and two individual items (Cleanliness of Hospital Environment and Quietness of Information About Symptoms), *"No"* for the seventh composite, Discharge Information, *"6" or lower (low)* for the Overall Hospital Rating item, and *"Would not recommend"* for the Recommend the Hospital item.

The **"middle-box"** captures intermediate responses to HCAHPS survey items. The "middle-box" response is *"Usually"* for six HCAHPS composites (Communication with Nurses, Communication with Doctors, Restfulness of Hospital Environment, Care Coordination, Responsiveness of Hospital Staff, and Communication About Medicines) and two individual items (Cleanliness of Hospital Environment and Quietness of Hospital Environment), *"7" or "8" (medium)* for the Overall Hospital Rating item, and *"Would probably recommend"* for the Recommend the Hospital item. There is no "middle-box" response in the Discharge Information composite.

Composite Measures

	CMS August 2025 Report (Oct 2023 - Sept 2024 Discharges)				
	Top Box = Always	Bottom Boxes = Sometimes/Never	Middle Box = Usually	Your State Top Box*	US Overall Top Box*
Communication with Nurses (Q1, Q2, Q3)	88	0	12	82	80
Communication with Doctors (Q4, Q5, Q6)	93	2	5	83	80
Restfulness of Hospital Environment (Q8, Q9, Q18)	72	9	19	N/A	N/A
Care Coordination (Q10, Q11, Q19)	79	2	19	N/A	N/A
Responsiveness of Hospital Staff (Q13, Q14)	88	0	12	N/A	N/A
Communication About Medicines (Q16, Q17)	59	32	9	66	86
Discharge Information (Q22, Q23)	86	14	N/A	87	68

Individual Items

	CMS August 2025 Report (Oct 2023 - Sept 2024 Discharges)				
	Top Box = Always	Bottom Boxes = Sometimes/Never	Middle Box = Usually	Your State Top Box*	US Overall Top Box*
Cleanliness of Hospital Environment (Q7)	89	5	5	73	74
Information About Symptoms (Q20)	81	0	13	N/A	N/A

Global Items

	CMS August 2025 Report (Oct 2023 - Sept 2024 Discharges)				
	Top Box = High (Yes)	Bottom Box = Low (No)	Middle Box	Your State Top Box*	US Overall Top Box*
Overall Rating of Hospital (Q24)	53	0	47	72	72
Willingness to Recommend Hospital (Q25)	79	0	21	70	70

*State and US data for the new composite calculations (due to the January 1, 2025 questionnaire change) will be updated with the October 2026 public report.

State and US data is from the April 2025 public report. <https://www.hcahponline.org> Centers for Medicare & Medicaid Services, Baltimore, MD. 6/9/25.

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