

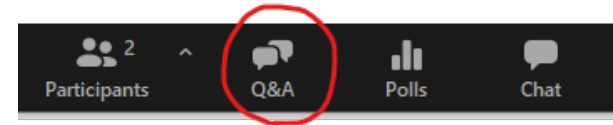
2022 Leapfrog Hospital Survey Town Hall Call

April 20 and May 11, 2022



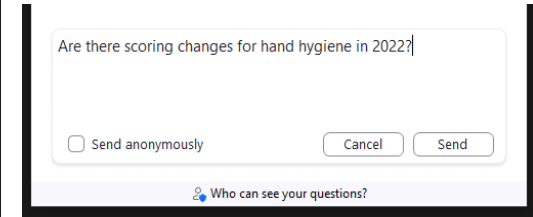
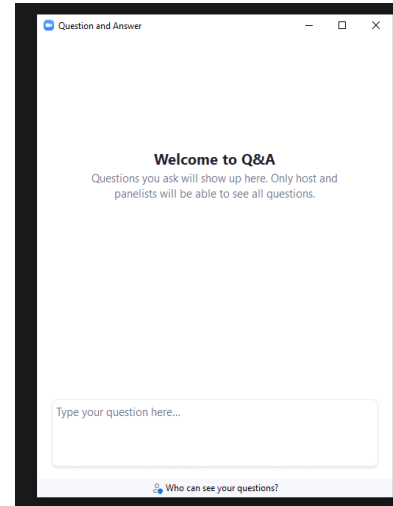
Zoom Q & A Feature

Participants will be able to ask questions throughout today's presentation. Please select the Q & A icon at the bottom of your screen to type your questions.



Once the icon has been selected a Q & A box will appear for you to type your questions.

All participants will be able to view all questions during the duration of the webinar.



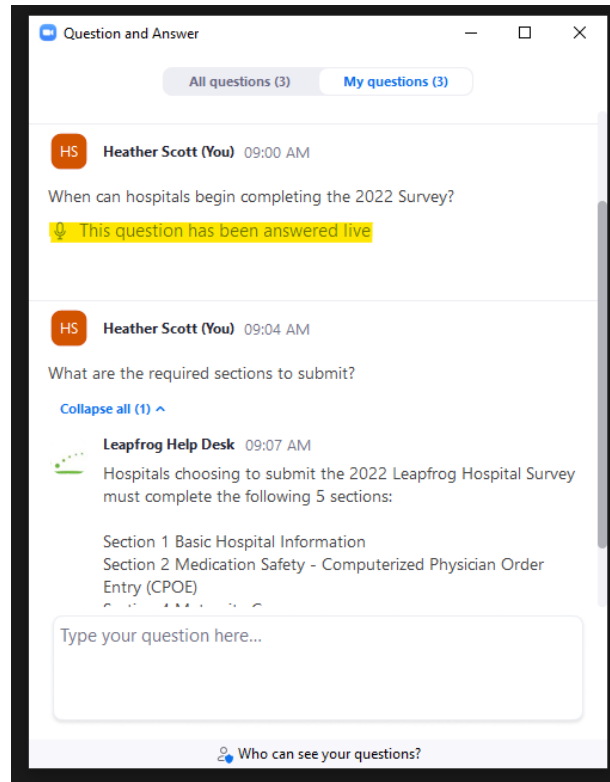
Q & A

Your questions will be answered by a Help Desk Coordinator
In real time.

Please pay close attention as some questions may
be answered live.

**** IMPORTANT NOTE:**

Please reserve the Zoom Chat feature to report
technical issues only.





Leapfrog Hospital Survey Overview

Annual Survey Process

August - September:

Survey team and expert panelists set goals, review latest measures, review changes to endorsement status, consider member and hospital recommendations from the previous year.

November:

Publish proposed changes for a 30-day public comment period. Hospitals and other stakeholders are invited to share comments and feedback on the proposed changes for the new Survey. This year we received over 150 comments.

January:

Pilot test the new Survey with ~30 hospitals and health systems nationwide. Participating hospitals are asked to test a draft of the Survey and scoring algorithms (hard copies only) and provide feedback.

February – March:

Online Survey Tool is programmed, and Survey materials are updated. Leapfrog publishes a [Summary of Changes](#).

April 1:

Survey launches at leapfroggroup.org/hospital.

Goals for the Hospital Survey

Expand the Survey to more hospitals by including measures that are relevant to rural, urban, and pediatric hospitals.

Keep the reporting burden as low as possible by continuing to align with other [national performance measurement initiatives](#) (such as the CDC/NHSN, CMS, The Joint Commission, and applicable registries such as STS and VON).

Include cutting-edge measures that improve the safety, quality, and efficiency of care delivery.

Maintain a consistent measurement structure so hospitals can use their Survey Results for benchmarking and for improvement purposes.

Work to ensure that Survey Results are used by employers, purchasers, and payors in value-based payment programs.

Content Overview

The Survey includes 10 sections, and each of the sections is organized in the same format in the hard copy of the Survey and the Online Hospital Survey Tool, unless otherwise noted:

- **General information** about The Leapfrog Group standard [hard copy only].
- **Reporting periods** to provide hospitals with specific periods of time for each set of questions.
- **Survey questions** which may include references to endnotes. The Survey questions and endnotes match the Online Hospital Survey Tool exactly.
- **Affirmation of accuracy** by your hospital's CEO/Chief Administrative Officer or by an individual that has been designated by the hospital CEO. These statements affirm the accuracy of your hospital's responses.
- **Reference Information** which includes 'What's New' and 'Change Summaries,' important measure specifications, answers to frequently asked questions, and other notes that must be carefully reviewed before providing responses to any of the Survey questions [hard copy only].

SURVEY SECTION

Profile

1 Basic Hospital Information

2 Medication Safety - CPOE

3 Adult and Pediatric Complex Surgery

4 Maternity Care

5 ICU Physician Staffing

6 Patient Safety Practices

7 Managing Serious Errors

8 Medication Safety

9 Pediatric Care

10 Outpatient Procedures



Submission Guidelines

Submission Requirements

Section 1 Basic Hospital Information, as well as Section 2 CPOE, Section 4 Maternity Care, Section 5 ICU Physician Staffing, and Section 6 Patient Safety Practices are required to submit a Survey via the Online Hospital Survey Tool.

Hospitals are strongly urged to submit **all** sections of the Leapfrog Hospital Survey and can indicate within a section if a measure does not apply.

The CPOE Evaluation Tool is included in Section 2 of the Leapfrog Hospital Survey for adult and general hospitals and will be accessible from the Survey Dashboard once a hospital has completed and affirmed Section 2 CPOE.

Deadlines

June 30 Submission Deadline

Hospitals that submit a Survey by June 30 will have their Survey Results [publicly reported](#) on July 25. After July, Survey Results are updated on the fifth business day of the month to reflect Surveys (re)submitted by the end of the previous month.

Hospitals that do not submit a Survey by June 30 will be publicly reported as "Declined to Respond" until a Survey has been submitted.

July 12 Hospital Details Page Live

Hospitals that submit a Survey by June 30 will be able to view their Survey Results on their confidential [Hospital Details Page](#) on July 12. This includes NHSN Data for the five HAI measures, VON data for the Death or Morbidity measure (if applicable), and CMS outpatient data for OP-31 and OP-32 (if applicable).

After July 12, the Hospital Details Pages are updated on the fifth business day of the month to reflect Surveys (re)submitted by the end of the previous month.

July 25 Survey Results Publicly Reported

Hospitals that submit a Survey by June 30 will have their Survey Results [publicly reported](#) on July 25. After July, Survey Results are updated on the fifth business day of the month to reflect Surveys (re)submitted by the end of the previous month.

Deadlines

August 31 Top Hospital Deadline

Hospitals that would like to be eligible to receive a Leapfrog Top Hospital Award must submit a Survey, including all applicable sections, by August 31.

August 31 Data Snapshot Date for the Fall 2022 Safety Grade

This is the date that Leapfrog will obtain the public data (i.e., download data published by CMS or submitted via the Leapfrog Hospital Survey) to calculate the fall 2022 Hospital Safety Grades. All data, including Survey Results, must be finalized by this date.

November 30 Late Submission & Performance Update Deadline

The 2022 Leapfrog Hospital Survey will close to new submissions, and re-submissions that reflect updates to performance, at midnight ET on November 30. No new Surveys, new Survey sections, or performance updates to previously submitted Surveys can be submitted after this deadline. In addition, the CPOE Evaluation Tool will go offline at midnight ET on November 30.

Only hospitals that have submitted a Survey by November 30 will be able to log in to the Online Survey Tool to make data entry corrections (i.e., correct data entry errors) or reporting corrections (i.e., in response to Leapfrog's Extensive Monthly Data Review) to previously submitted sections during the months of December and January. Performance updates submitted after November 30 will not be scored or publicly reported.

January 31 Corrections Deadline

Hospitals that need to make data entry corrections (i.e., correct data entry errors) or reporting corrections (i.e., in response to Leapfrog's Extensive Monthly Data Review) to previously submitted 2022 Leapfrog Hospital Surveys must make necessary updates and re-submit the entire Survey by January 31, 2023. Hospitals will not be able to make changes or re-submit their Survey after this date.

More information, including NHSN group deadlines, on the Deadlines [webpage](#).

Ensuring Data Accuracy

Leapfrog has several protocols in place to ensure the accuracy of the Survey responses submitted via the Online Survey Tool, including:

- Affirmations
- Warnings in the Online Survey Tool
- Extensive Monthly Data Verification
- Monthly Documentation Requirements
- Virtual On-Site Data Verification

Review Leapfrog's protocols on the Data Accuracy [webpage](#).



Notes on Changes Made in 2020/2021 Due to COVID-19

Continued for the 2022 Survey

- Leapfrog is continuing its Virtual [On-Site Data Verification Program](#) in 2022, in place of the On-Site Verification Program we've implemented in previous years but plans to resume On-Site Data Verification in 2023.
- Leapfrog is permanently reducing the sample size requirements that were first introduced in 2020 due to the impact of COVID-19. For future Surveys, 30 cases will be sampled for the following maternity care and medication safety measures:
 - Early Elective Deliveries,
 - Cesarean Birth,
 - Bilirubin Screening,
 - Deep Vein Thrombosis (DVT) Prophylaxis, and
 - Medication Safety for Outpatient Procedures

Discontinued for the 2022 Survey

Submission Deadline:

- For the 2021 Survey, Leapfrog extended the Submission Deadline from June 30 to July 31. For the 2022 Survey Cycle, the Submission Deadline will revert to the traditional deadline of June 30, with Survey Results publicly reported on July 25. The Late Submission Deadline will continue to be November 30.

Discontinued for the 2022 Survey

Reporting Periods:

- For Sections 3 Complex Surgery, 4 Maternity Care, and 10C Volume of Outpatient Procedures of the 2021 Survey, due to known disruptions in services, Leapfrog allowed hospitals to report using either their 2020 or 2019 data. In 2022, hospitals will report on 2021 data.
- For Section 6A NQF Safe Practice #1 Leadership, Structures, and Systems and Section 6C NQF Safe Practice #9 Nursing Workforce we allowed hospitals to report on safe practice elements that were implemented within the last 24 months. In 2022, hospitals will report on practices implemented within the last 12 months.
- For Section 6B NQF Safe Practice #2 Culture of Safety Measurement, Feedback, and Intervention we allowed hospitals to report on culture of safety surveys administered within the last 36 months and additional safe practice elements that were implemented in the last 24 months. In 2022, hospitals will report on culture of safety surveys administered within the last 24 months and additional safe practice elements that were implemented within the last 12 months.
- For Section 7B Healthcare-Associated Infections, Leapfrog aligned with CMS and excluded the first two quarters of 2020. In 2022, Leapfrog will report 12 months of continuous data including all four quarters of 2021 in the June and August data downloads and the last two quarters of 2021 and the first two quarters of 2022 in the October and December data downloads.

Discontinued for the 2022 Survey

Scoring for CPOE for adult and general hospitals:

- In 2021, Leapfrog gave adult and general hospitals two options to achieve the CPOE standard, allowing hospitals to be scored based on implementation status only (option #1) or implementation status and results from the CPOE Evaluation Tool (option #2).
- In 2022, we will revert to the historical standard and score all adult and general hospitals on both implementation status and results from the CPOE Evaluation Tool.
- There are no changes to the CPOE Scoring Algorithm for pediatric hospitals.



What's New in 2022: Key Updates

Section 1 Basic Hospital Information

Scoring and Public Reporting for Billing Ethics

Updates to Health Equity Questions

Optional Questions on Informed Consent

Billing Ethics

Leapfrog is removing the Price Transparency, Network Matching, and Out-of-Network Services domains from Billing Ethics since new legislation and federal rulemaking has set legal standards that supersede Leapfrog standards.

Leapfrog is retaining and requiring the three questions in the Billing Ethics domain, which were updated based on public comments and feedback received from hospitals that participated in the pilot.

As a reminder, patients with whom your hospital has entered into a written agreement specifying a set price (not a range or estimate) for a medical service would **not** be included in the question about legal action.

Billing Ethics

Responses to the Billing Ethics questions will be scored and publicly reported in 2022.

Billing Ethics Score (Performance Category)	Meaning that...
Achieved the Standard	<ul style="list-style-type: none"> The hospital provides every patient with a billing statement and/or master itemized bill within 30 days of final claims adjudication that includes all 10 required elements listed in question #1 and The hospital gives patients instructions for contacting a billing representative who has the authority to do all three required elements in question #2 within 5 business days and The hospital does not take legal action against patients for late or insufficient payment of a medical bill
Considerable Achievement	<ul style="list-style-type: none"> Upon request, the hospital provides patients with a billing statement and/or master itemized bill within 30 days of final claims adjudication that includes all 10 required elements listed in question #1 and The hospital gives patients instructions for contacting a billing representative who has the authority to do all three required elements in question #2 within 5 business days and The hospital does not take legal action against patients for late or insufficient payment of a medical bill
Some Achievement	<ul style="list-style-type: none"> The hospital does not provide patients with a billing statement and/or master itemized bill within 30 days of final claims adjudication that includes all 10 required elements listed in question #1 and The hospital gives patients instructions for contacting a billing representative who has the authority to do all three required elements in question #2 within 5 business days and The hospital does not take legal action against patients for late or insufficient payment of a medical bill
Limited Achievement	The hospital responded to all the questions in this section but does not yet meet the criteria for Some Achievement.

Health Equity

Leapfrog is requiring responses to Health Equity questions.

The updated questions do a better job of assessing a hospital's specific actions regarding the collection of patient self-identified demographic data (race, ethnicity, primary language, sexual orientation, and gender identify) and the use of that data.

Responses will not be scored or publicly reported in 2022.

Informed Consent – Optional in 2022

Leapfrog is adding a new evidence-based standard that assesses a hospital's informed consent forms and process.

This new standard is made-up of three domains:

- Internal training and education around informed consent,
- The content of informed consent forms, and
- The process of gaining informed consent

Based on public comments and feedback received from hospitals that participated in the pilot, Leapfrog made several updates to the proposed questions.

These questions are optional and will not be scored or publicly reported in 2022.

Section 2 Medication Safety - CPOE

Scoring Algorithm for Adult and General Hospitals

CPOE Evaluation Tool

CPOE Scoring for Adult and General Hospitals

Adult and general hospitals will be scored on BOTH their implementation status and the score on the Adult Inpatient Test via the CPOE Evaluation Tool.

Score on Adult Inpatient Test via the CPOE Evaluation Tool (see Appendix I for details on the CPOE Evaluation Tool Scoring Algorithm)						
Implementation Status (from Leapfrog Hospital Survey Questions #3-4)	<i>Full Demonstration of National Safety Standard for Decision Support</i> (60% or greater of test orders correct)	<i>Substantial Demonstration of National Safety Standard for Decision Support</i> (50-59% of test orders correct)	<i>Some Demonstration of National Safety Standard for Decision Support</i> (40-49% of test orders correct)	<i>Completed the Evaluation</i> (Less than 40% of test orders correct)	<i>Insufficient Evaluation</i> (Hospital was not able to test at least 50% of test orders)	<i>Incomplete Evaluation</i> (Failed deception analysis or timed out) -or- <i>Did not complete an evaluation</i>
85% or greater of all inpatient medication orders entered through CPOE System	Achieved the Standard	Considerable Achievement	Considerable Achievement	Some Achievement	Unable to Calculate Score	Limited Achievement
75-84% of all inpatient medication orders entered through CPOE System	Achieved the Standard	Considerable Achievement	Some Achievement	Some Achievement	Unable to Calculate Score	Limited Achievement
50-74% of all inpatient medication orders entered through CPOE System	Considerable Achievement	Considerable Achievement	Some Achievement	Limited Achievement	Unable to Calculate Score	Limited Achievement
CPOE implemented in at least one inpatient unit but <50% of all inpatient medication orders entered through CPOE System	Considerable Achievement	Some Achievement	Some Achievement	Limited Achievement	Unable to Calculate Score	Limited Achievement
CPOE not implemented in at least one inpatient unit	Cannot take CPOE Evaluation Tool; hospital will be scored as "Limited Achievement"					

Accessing the CPOE Tool from the Survey Dashboard

The CPOE Evaluation Tool will be accessible from the Survey Dashboard once a hospital has **completed and affirmed** Section 2 CPOE.

As a reminder, hospitals will not be able to submit the Survey, including the results from the Adult Inpatient CPOE Test, until all five required sections (1 Basic Hospital Information, 2 CPOE, 4 Maternity Care, 5 ICU Physician Staffing, and 6 Patient Safety Practices) are completed and affirmed.

CPOE Evaluation Tool

- Leapfrog had originally announced moving the CPOE Evaluation Tool to a new platform. However, the platform update has been postponed.
- On April 1, adult and general hospitals will access the same version of the CPOE Evaluation Tool they have used in previous years with one exception: questions on the EHR application (i.e., vendor, product, formulary, etc.) will be included in Section 2B of the Online Survey Tool and NOT in the CPOE Evaluation Tool

Section 3 Inpatient Surgery

Scoring Algorithm and Public Reporting on the Use of a Safe Surgery Checklist

Scoring and Public Reporting on the Use of a Safe Surgery Checklist for Adult and Pediatric Complex Procedures

- Leapfrog is asking hospitals to report on their use of a safe surgery checklist for all the adult and pediatric complex procedures included in Leapfrog's Hospital and Surgeon Volume Standards (Section 3A) and to perform an audit on a sample of cases to measure the implementation of the checklist.

Safe Surgery Checklist Score (Performance Category)	Meaning that...
Achieved the Standard	<ul style="list-style-type: none"> The hospital uses a safe surgery checklist on all patients undergoing an applicable procedure The hospital's checklist includes all safe surgery checklist elements, and these elements were verbalized in the presence of the appropriate personnel (i.e., hospital responded "yes" to questions #3, #4, and #5) The hospital completed an audit of at least 15 patients and documented adherence to the checklist The hospital has documented adherence to the checklist for at least 90% of the patients included in the audit
Considerable Achievement	<ul style="list-style-type: none"> The hospital uses a safe surgery checklist on all patients undergoing an applicable procedure The hospital's checklist includes all safe surgery checklist elements, and these elements were verbalized in the presence of the appropriate personnel (i.e., hospital responded "yes" to questions #3, #4, and #5) The hospital completed an audit of at least 15 patients and documented adherence to the checklist The hospital has documented adherence to the checklist for at least 75% of the patients included in the audit
Some Achievement	<ul style="list-style-type: none"> The hospital uses a safe surgery checklist on all patients undergoing an applicable procedure The hospital's checklist includes all safe surgery checklist elements, and these elements were verbalized in the presence of the appropriate personnel (i.e., hospital responded "yes" to questions #3, #4, and #5) The hospital completed an audit of at least 15 patients and documented adherence to the checklist The hospital has documented adherence to the checklist for at least 50% of the patients included in the audit
Limited Achievement	The hospital responded to this section but does not yet meet the criteria for Some Achievement.
Does Not Apply	The hospital does not perform any of the adult or pediatric complex procedures.
Declined to Respond	The hospital did not respond to the questions in this section of the Survey or did not submit a Survey.
Pending Leapfrog Verification	The hospital's responses are undergoing Leapfrog's standard verification process.

Section 4 Maternity Care

VON Data Share Agreement

VON Data Share Agreement

Hospitals that participate in the Vermont Oxford Network (VON) and report on the VON Death or Morbidity outcome measure can enter their VON Transfer Code in the Profile section of the Survey and this field will be pre-populated in future Survey Cycles.

For hospitals that provided an accurate VON Transfer Code on the 2021 Leapfrog Hospital Survey, that code will be pre-populated in the Profile for 2022.

Leapfrog will obtain data directly from VON for the Death or Morbidity Outcome Measure for hospitals that complete the following steps:

1. Provide an accurate [VON Transfer Code](#) in the Hospital Profile Section of the Survey,
2. Complete a [Data Sharing Authorization](#) letter and submit it to [VON](#) by **June 15**. Hospitals that submitted their Data Sharing Authorization letter to VON in 2021 will NOT have to re-submit a new letter in 2022.
3. Select “VON National Performance Measure” in question #3, and
4. Submit Section 4 Maternity Care by the June 30 Submission Deadline.

Section 6 Patient Safety Practices

Scoring Algorithm for Hand Hygiene

Alternative to Achieve the Standard

Based on public comments and feedback received from hospitals that participated in the pilot, Leapfrog is offering an alternative path to achieve the Hand Hygiene Standard that requires hospitals to monitor **100** hand hygiene opportunities (rather than 200) per unit per month and meet **all other elements for the remaining domains**: Monitoring and Feedback, Training and Education, Infrastructure, and Culture.

The historic path to achieve the Hand Hygiene Standard remains in place.

Historic path to Achieve the Standard

- The hospital respond “yes” to all questions in the **Monitoring Domain**, including:
 - Question #8:

Hospital collects hand hygiene compliance data on at least **200** hand hygiene opportunities, or at least the number of hand hygiene opportunities outlined based on the unit type in Tables 1-3 of the [2022 Hospital Survey](#) (FAQ #44, Section 6), **each month in each patient care unit**
 - Question #11:

Hospital uses hand hygiene coaches or compliance observers to provide individuals who touch patients or who touch items that will be used by patients with feedback on both when they are and are not compliant with performing hand hygiene
 - The hospital responded “yes” to all questions pertaining to the monitoring method used (as indicated in question #8):
 - *Electronic Compliance Monitoring*: questions #12-13
 - *Direct Observation*: questions #14-15

The hospital responds “yes” to all questions in the **Feedback Domain**: questions #16-19

AND

The hospital responded “yes” to all questions in any **2** of the following domains:

- **Training and Education Domain**: questions #1-3
- **Infrastructure Domain**: questions #4-7
- **Culture Domain**: questions #20-21

New alternative path to Achieve the Standard

- The hospital respond “yes” to all questions in the **Monitoring Domain**, including:
 - Question #9:
Hospital collects hand hygiene compliance data on at least **100** hand hygiene opportunities, or at least the number of hand hygiene opportunities outlined based on the unit type in Tables 4-6 of the [2022 Hospital Survey](#) (FAQ #44, Section 6), **each month in each patient care unit**
 - Question #11:
Hospital uses hand hygiene coaches or compliance observers to provide individuals who touch patients or who touch items that will be used by patients with feedback on both when they are and are not compliant with performing hand hygiene
 - The hospital responded “yes” to all questions pertaining to the monitoring method used (as indicated in question #8):
 - *Electronic Compliance Monitoring*: questions #12-13
 - *Direct Observation*: questions #14-15

AND

The hospital responded “yes” to all questions in the other four domains:

- **Feedback Domain**: questions #16-19
- **Training and Education Domain**: questions #1-3
- **Infrastructure Domain**: questions #4-7
- **Culture Domain**: questions #20-21

Public Reporting

- Hospitals in all four performance categories for the Hand Hygiene Standard will be publicly reported accordingly.
- All four performance categories for the Hand Hygiene Standard will be used in calculating the fall 2022 Hospital Safety Grade.

Section 7 Managing Serious Errors

Reporting Period for HAI measures

NHSN Reporting Periods and Data Downloads

Leapfrog will continue to obtain healthcare-associated infection (HAI) data directly from the CDC's National Healthcare Safety Network (NHSN).

Join Leapfrog's NHSN Group by	Leapfrog will download data from NHSN for all current group members	Data downloaded from NHSN will be scored and publicly reported for hospitals that have submitted Section 7 by	HAI Reporting Period	Available on Hospital Details Page and Public Reporting Website
June 21, 2022	June 22, 2022	June 30, 2022	01/01/2021 – 12/31/2021	July 12, 2022 Details Page July 25, 2022 Public Reporting Website
August 22, 2022	August 23, 2022	August 31, 2022	01/01/2021 – 12/31/2021	September 7, 2022
October 20, 2022	October 21, 2021	October 31, 2022	07/01/2021 – 06/30/2022	November 7, 2022
December 20, 2022	December 21, 2022*	November 30, 2022	07/01/2021 – 06/30/2022	January 6, 2023

Section 10 Outpatient Procedures

New CMS Outcomes Measures

Patient Follow-Up

Leapfrog is removing the fact-finding questions regarding patient follow-up and replacing them with two outcomes measures calculated and published by the Centers for Medicare and Medicaid Services (CMS) for both hospital outpatient departments and ambulatory surgery centers:

- OP-31 (ASC-11) Percentage of Patients Who Had Cataract Surgery and Had Improvement in Visual Function within 90 Days Following the Surgery
- OP-32 (ASC-12) Rate of Unplanned Hospital Visits After an Outpatient Colonoscopy

CMS Data Downloads

Leapfrog will obtain data for both hospitals and ambulatory surgery centers using a hospital's CMS Certification Number (CCN) provided in the Hospital Profile Section of the Leapfrog Hospital Survey.

CMS data will be scored and publicly reported for hospitals that have submitted Section 10 by	CMS Reporting Period	Available on Hospital Details Page	Available on the Public Reporting Website
June 30, 2022	OP-31 most recent 12-month reporting period; OP-32 most recent 24-month reporting period	July 12, 2022	July 25, 2022
August 31, 2022	OP-31 most recent 12-month reporting period; OP-32 most recent 24-month reporting period	September 7, 2022	September 7, 2022
November 30, 2022	OP-31 most recent 12-month reporting period; OP-32 most recent 24-month reporting period	December 7, 2022	December 7, 2022

Scoring Algorithm for OP 31: Percentage of Patients Who Had Cataract Surgery and Had Improvement in Visual Function within 90 Days Following the Surgery

To encourage greater administration of the visual function survey among hospitals and ASCs, both types of facilities will be able to earn full credit for administering the survey (as evidenced by having a score for the measure published by CMS).

Performance Category	Meaning that...
Achieved the Standard	<ul style="list-style-type: none">• The hospital provided an accurate CCN in the Profile Section,• Reported volume for anterior segment eye procedures in Section 10C, and• Had a measure score published by CMS for the measure*
Does Not Apply	The hospital does not perform anterior segment eye procedures, or the hospital is a pediatric facility.
Unable to Calculate Score	The hospital is scored as 'not available' by CMS, or does not participate with CMS, or did not provide an accurate CCN in the Profile Section.

Scoring Algorithm for OP-32 Rate of Unplanned Hospital Visits After an Outpatient Colonoscopy

The quartiles will be based on the distribution of hospital and ASC performance from 2022 Leapfrog Hospital Surveys and Leapfrog ASC Surveys submitted as of June 30, 2022.

Performance Category	Meaning that the hospital...
Achieved the Standard	<ul style="list-style-type: none">• Provided an accurate CCN in the Profile Section,• Reported volume for lower GI endoscopy in Section 10C, and• Is in the top quartile of performance*
Considerable Achievement	<ul style="list-style-type: none">• Provided an accurate CCN in the Profile Section,• Reported volume for lower GI endoscopy in Section 10C, and• Is in the second quartile of performance*
Some Achievement	<ul style="list-style-type: none">• Provided an accurate CCN in the Profile Section,• Reported volume for lower GI endoscopy in Section 10C, and• Is in the third quartile of performance*
Limited Achievement	<ul style="list-style-type: none">• Provided an accurate CCN in the Profile Section,• Reported volume for lower GI endoscopy in Section 10C, and• Is in the bottom quartile of performance*
Does Not Apply	The hospital does not perform lower GI endoscopy or the hospital is a pediatric facility.
Unable to Calculate Score	The hospital is not participating with CMS, is scored as 'not available' by CMS, or did not provide an accurate CCN in the Profile Section.



How Survey Results are Used

Public reporting

- Leapfrog's purchaser and employer members use the Survey Results to:
 - Educate and inform their health plan enrollees
 - Recognize and acknowledge hospitals and ASCs that achieve our national standards
 - Negotiate contracts with their health plans (i.e., ensure Survey Results will be embedded in member tools) and hospitals and ASCs (i.e., direct contracting)
- Consumers use Leapfrog's free public reporting website to compare hospitals and ambulatory surgery centers.
- Health plans, transparency vendors, and others that use Survey Results to design consumer education tools, perform market analysis, or inform contracting decisions, must license the data from The Leapfrog Group for a fee.
- The revenue from data licenses is used to support the ongoing administration of the Leapfrog Surveys and Leapfrog's data dissemination efforts.

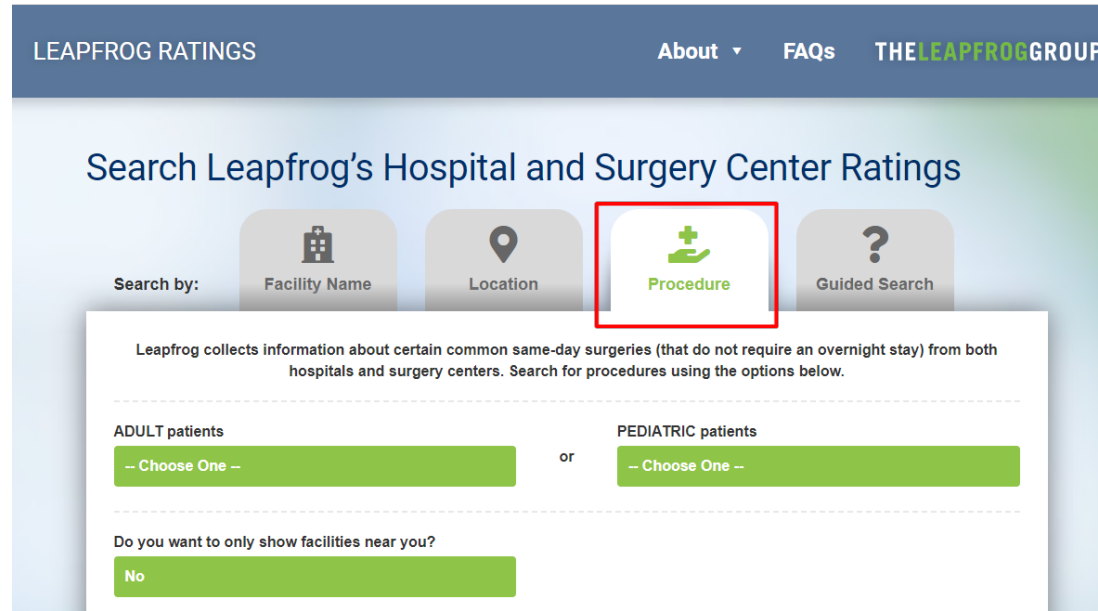
Public Reporting – ratings.leapfroggroup.org

- Users can search for hospitals and surgery centers by name, location, procedure type, or use the guided search function
- As a reminder, hospitals and ASCs that don't submit a Survey by June 30 will be publicly reported as Declined to Respond starting in July

The screenshot shows the top navigation bar of the LEAPFROG RATINGS website. It includes the text "LEAPFROG RATINGS" on the left, and "About", "FAQs", and "THE LEAPFROG GROUP" on the right. Below the navigation bar is a large search area with the heading "Search Leapfrog's Hospital and Surgery Center Ratings". Under this heading are four search options: "Facility Name" (highlighted with a green icon), "Location" (with a location pin icon), "Procedure" (with a plus sign and hand icon), and "Guided Search" (with a question mark icon). Below these options is a search form with a label "Facility name" and a text input field containing the placeholder text "Start typing the name of the facility here". Below the input field is an orange "Search" button.

Public Reporting – Procedure Search

- Users can search for hospitals and/or ASCs that perform the adult and pediatric same day surgeries included on the Surveys



LEAPFROG RATINGS

About ▾ FAQs THE LEAPFROG GROUP

Search Leapfrog's Hospital and Surgery Center Ratings

Search by:

- Facility Name
- Location
- Procedure**
- Guided Search

Leapfrog collects information about certain common same-day surgeries (that do not require an overnight stay) from both hospitals and surgery centers. Search for procedures using the options below.

ADULT patients

-- Choose One --

or

PEDIATRIC patients

-- Choose One --

Do you want to only show facilities near you?

No

Public Reporting – Select Facilities




The Leapfrog Group | 2021 Survey Results

Compare selected facilities

Edmonds Center for Outpatient Surgery

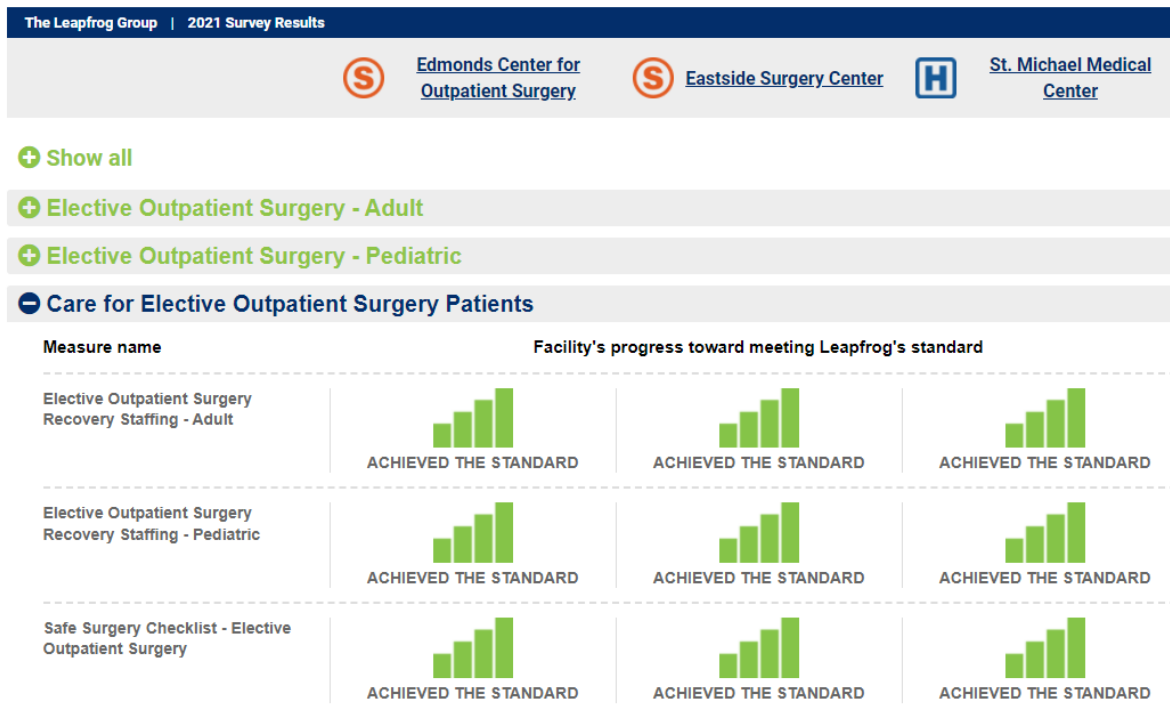
Eastside Surgery Center

St. Michael Medical Center

<input checked="" type="checkbox"/>		Edmonds Center for Outpatient Surgery 7320 216th St Sw, Suite 320 Edmonds, Washington 98026 View Surgery Center Ratings	13.6 miles
<input checked="" type="checkbox"/>		Eastside Surgery Center 1301 4th Ave Nw, Suite 201 Issaquah, Washington 98027-8985 View Surgery Center Ratings	14.2 miles
<input checked="" type="checkbox"/>		St. Michael Medical Center 1800 NW Myhre Rd Silverdale, Washington 98383 View Hospital Ratings	16.3 miles

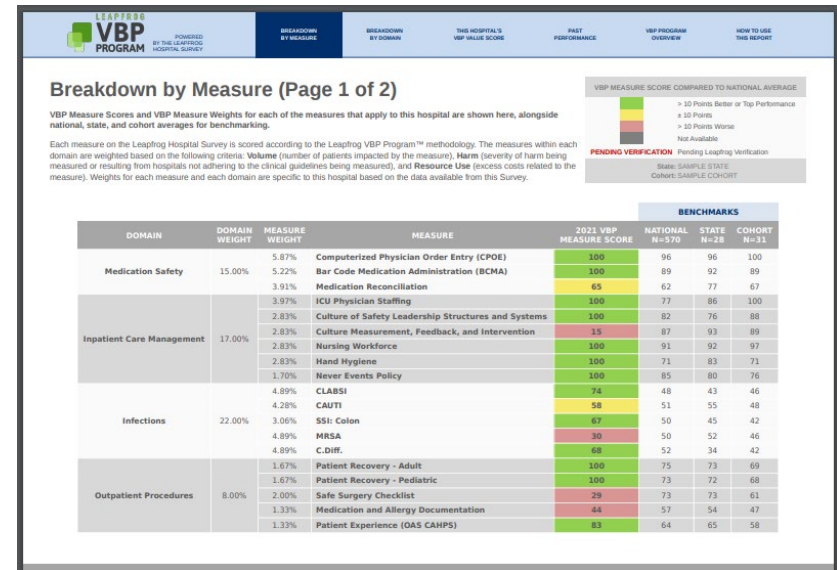
- Users can also compare up to three hospitals and/or ASCs at a time

Public Reporting – Compare Results



Competitive Benchmarking Reports

- Hospitals that submit a Leapfrog Hospital Survey by the **June 30** Submission Deadline will receive a Free Summary Competitive Benchmarking Report.
- Obtain more information about Competitive Benchmarking Reports, the Leapfrog Value-Based Purchasing Program Methodology, and more detailed performance reports on the [Competitive Benchmarking webpage](#).



Top Hospital

- The highest performing hospitals on the Leapfrog Hospital Survey are recognized annually with the prestigious Leapfrog Top Hospital award.
- Top Hospitals are publicized in a national press announcement and invited to participate in an awards ceremony.
- Hear from 2021 Top Hospital awardees on our [website](#).



Top General Hospitals



Top Children's Hospitals



Top Rural Hospitals



Top Teaching Hospitals



Get Ready for 2022

Documents to Help You Get Started

Request a 16-digit security code at <http://www.leapfroggroup.org/survey-materials/get-hospital-security-code>

Download Survey Materials at <http://www.leapfroggroup.org/survey-materials/survey-and-cpoe-materials>

Download the Scoring Algorithms at <https://www.leapfroggroup.org/survey-materials/scoring-and-results>

Resources for Hospitals

FREE RESOURCES

- **Help Desk** - The Help Desk is staffed from 9:00 a.m. to 5:00 p.m. ET on all regular business days. Help Desk tickets are responded to within 1-2 business days.
- **Town Hall Calls** - Free general information sessions offered at the beginning of each Survey Cycle. Register on our [website](#).
- **Case Studies** - Leapfrog has [published](#) a number of case studies featuring examples of how hospitals have achieved Leapfrog's standards.
- **Leapfrog Survey Binder** – Available to collect, organize, and record information during the completion of the Survey. Download [here](#).

PAID RESOURCES

- **Monthly Webinar Series** – Held monthly from March to December, the Webinar Series is designed for hospitals that would benefit from a more interactive presentation of Survey materials and information. Each month focuses on a new topic and includes a live Q&A session.
- **Deep Dive Series** – New virtual series in 2022 will include four 3-hour long intensive webinars focused on various sections of the Survey. Live Help Desk throughout. All sessions held prior to June 30 submission deadline and will include:
 - **NQF Safe Practices & Hand Hygiene**
 - **Medication Safety**
 - **Inpatient & Outpatient Surgery**
 - **Specialty Care**Register on our [website](#).

Thank you for joining us today.

Questions? Contact the Help Desk at <https://leapfroghelpdesk.Zendesk.com>