



Frequently Asked Questions - General

How does Leapfrog identify an ambulatory surgery center vs. a hospital outpatient department?

Leapfrog is using the following definitions adapted from the Code of Federal Regulations and the Center for Disease Control and Prevention's National Healthcare Safety Network:

- An ASC is a distinct entity that exclusively **provides same-day surgical services** to patients not requiring hospitalization. Important Characteristics of ASCs:
 - If certified by Medicare, the facility is certified as an ASC (not all ASCs are certified by Medicare) and has a 10-digit CMS Certification Number (nnCnnnnnnn)
 - Provides surgical services that do not exceed 24 hours
 - May or may not be affiliated with a hospital
 - Often are specialty-specific

- An HOPD is a location that provides **hospital outpatient services** and operates under the license of a hospital. Important Characteristics of HOPDs:
 - If certified by Medicare, the facility is certified as a hospital and has a 6-digit CMS Certification Number (nn-nnnn)
 - Provides outpatient hospital services, meaning preventive, diagnostic, therapeutic, rehabilitative, or palliative services that are furnished to **outpatients**
 - May be co-located with a hospital (e.g., a unit within the building or building connected to the main hospital) or separately located (e.g., a separate on/off campus surgical center)

If our facility includes several provider groups, all reporting to Medicare under different NPIs, should each provider group submit a Survey?

No. The Leapfrog ASC Survey is designed to collect information at the facility level, not the provider level (either individuals or groups). If your facility has multiple provider groups, you should only submit a single Survey based on all patients and procedures, provider groups or payers.

If our facility is part of a multi-center network of ambulatory surgery centers, can we submit a single Survey?

No. Similar to Leapfrog's Hospital Survey, Leapfrog is collecting facility-level data for ASCs. You should designate an individual, such as an Administrator or Nurse Manager, who works at each ASC in your chain/network to coordinate the completion of the 2019 ASC Survey for their facility.

If our facility submits a 2019 Leapfrog ASC Survey, do we have to submit another Survey in 2020?

The Leapfrog ASC Survey is a free, annual survey for ambulatory surgery centers. In order to have Survey Results each year, a new Survey will need to be submitted. This ensures that we always publish the most



accurate and up-to-date information. However, the Survey is also voluntary. Therefore, after submitting a Survey in 2019, you can decide not to submit a Survey in 2020.

Frequently Asked Questions – Survey Submission

How much time will this take?

In this first year of reporting, Leapfrog is soliciting feedback on the time required to gather documentation and report to the questions in the ASC Survey. Leapfrog will use this feedback to provide more information on the anticipated time commitment and to make further refinements to the Survey for 2020. Participating facilities can submit comments to the [Leapfrog Help Desk](#).

More than 60% of surgical procedures are now performed either by hospital outpatient departments or ambulatory surgery centers. As a result, employers and other purchasers urged Leapfrog to begin reporting on the safety and quality of those settings in addition to our Survey focused on inpatient care; it is simply no longer adequate to report exclusively on inpatient care. In 2019, the national Expert Panel, along with research partners at Johns Hopkins Medicine, recommended focusing on process and structural measures relevant to all hospitals and ASCs performing outpatient procedures. Leapfrog is also focusing on high volume procedures that are performed in both settings, typically require sedation or general anesthesia, and are common among privately insured patients (i.e. as opposed to common only among Medicare patients).

Frequently Asked Questions – Survey Content

What information will Leapfrog collect?

The 2019 ASC Survey consists of 5 Sections:

- [Section 1](#): questions about your facility's operating and procedure rooms, adult and pediatric patient discharges, teaching status, ownership, accreditation, and transfer policies
- [Section 2](#): questions about your facility's medical, surgical, and clinical staff, including certification maintenance
- [Section 3](#): questions about your facility's volumes of adult and pediatric procedures, patient follow-up and after hours communication, patient selection and consent to treat, and use of a Safe Surgery Checklist
- [Section 4](#): questions about medication safety (medication and allergy documentation, and antimicrobial stewardship practices), the NHSN Outpatient Procedure Module reporting, hand hygiene, NQF Safe Practices, and the Never Events Policy at your facility
- [Section 5](#): questions about patient experience (OAS CAHPS)



Additionally, Section 10: Outpatient Procedures of the 2019 Leapfrog Hospital Survey closely aligns with the ASC Survey. This joint effort will provide purchasers and consumers with information to compare the same procedure whether offered at a hospital or an ASC.

What if I can't find the data you are asking for – missing or incomplete documentation, not measuring yet, etc.?

Leapfrog is using the 2019 Survey Cycle as a fact-finding year and will not be scoring or publicly reporting any information for individual facilities. If a measure is not applicable to your facility or you do not have documentation to support an affirmative response to a question or you have not yet implemented the processes or started administering the surveys Leapfrog is including (e.g., OAS CAHPS, AHRQ Surveys on Patient Safety Culture), respond “no” and move on to the next question or subsection.

Will the Survey use risk adjustment to assure fairness?

Leapfrog maintains strict standards for ensuring the evidence base and scientific validity of the measures used on our Surveys. In this first year, the [national Expert Panel](#), along with our research partners at Johns Hopkins Medicine, have recommended process and structural measures that research suggest can result in better outcomes for patients. These measures are relevant to all facilities performing ambulatory and outpatient procedures. Many of these process and structural measures have been endorsed by the National Quality Forum (NQF) and hospitals have been reporting on them for many years. The process and structural measures are not risk adjusted. As Leapfrog, our research partners, and our national Expert Panel review and add outcome measures to the Survey, they will evaluate and advise on the appropriateness of risk adjustment for patient and/or facility factors.

Frequently Asked Questions – Public Reporting

Are you reporting the same information about ambulatory surgery centers that you report about hospital outpatient procedures?

Our goal is to report substantially similar information about both settings. Leapfrog strongly believes that reporting about quality and safety should be patient-centered, and patients seeking a particular procedure do not care about the business entity that houses the operating room, they care about the quality and safety of the procedure. As a result, we are committed to offering apples-to-apples comparisons of both hospitals and ambulatory surgery centers.

That said, currently not all of the information we collect is comparable between ambulatory surgery centers and hospitals due to the limitations of some of the valid and available measures. For instance, the measure of surgical site infections for breast surgery is specifically validated only for ASCs currently. Working with our national Expert Panel and researchers at Johns Hopkins Medicine, as well as quality leaders in the ambulatory surgery community, Leapfrog advocates and participates with NQF, CMS, and policymakers to ensure that measures are developed that satisfy consumer need.



Isn't CMS already publicly reporting information on ASCs and hospital outpatient departments?

CMS currently reports only a handful of measures common to both ASCs and hospital outpatient departments. Most of the measures only include Medicare beneficiaries, and commercially insured patients are excluded all together. For instance, one of the procedures for Medicare beneficiaries is cataract surgery; commercially insured populations are more likely to need orthopedic procedures and colonoscopies.

How will information reported by facilities to the 2019 Leapfrog ASC Survey be used?

In 2019, both ASCs and hospital outpatient departments are being asked to voluntarily report on a set of patient safety and quality metrics specific to outpatient and ambulatory procedures.

This information will not be scored and publicly reported by facility in 2019. However, the information collected will be used in a couple different ways:

1. Individual ASC Benchmarking Reports – available to ASCs on the confidential ASC Details Page
2. In aggregate in a national report of Survey participation

More information on how the 2019 Leapfrog ASC Survey Results will be used may be found here:

<http://www.leapfroggroup.org/asc-survey-materials/how-results-are-used>.

Information from the 2019 Leapfrog ASC Survey will **not** be used to calculate or publish a Safety Grade for ambulatory surgery centers.