

## Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

Do we need to enter our CPOE numerator and denominator before taking the practice CPOE test? If so, can we use Jan-March 2022 for a June survey submission?

Thank you for your question. Yes, you will need to complete and affirm Section 2 CPOE in order to access the Sample Test within the CPOE Evaluation Tool. You will need to use the most recent 3-month reporting period when answering these questions. If completing in April, this could be Jan-March 2022.

So if we complete the practice test in April, we can use Jan-March data? If we do our actual CPOE test in May, do we need to update our data to Feb-April?

Yes, you can use Jan-March data in April. You do not need to update your data in May after completing the CPOE Test unless you have had a change in performance.

where we can download the slides

Thank you for your question. The slides will be distributed to the attendees following the presentation.

BCMA - report latest 3 months prior to submission. In this case, June 30th is the deadline: can we use April, May and June performance with a cut off on 6/29?

You must report on a full three months so if you are submitting data for BCMA in June the reporting period would be March 1-May 31.

Please provide instructions on how to cancel registration for May Town Hall, I don't see how to do that on the calendar/zoom information. Thank you.

In the email you received after registering for the Town Hall Call, at the very bottom there should be a link to cancel. It states "You can cancel your registration at any time."

If we do not turn in the entire survey until June, can we still use Jan-March 2022 data for CPOE?

Yes, the reporting period can be selected based on the date you complete and affirm Section 2 CPOE. If affirming in April, you could use Jan-March 2022 data for CPOE as an example.

## Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

If you report for Hand Hygiene that you monitor(observe) 200 HH opportunities per month and for example you do not meet a month of 200 observations what is the process for changing the response in the survey tool? Is November the last time to make a change in any answers.

If you no longer meet the 200 monthly requirement, you will need to update your responses in Section 6D Hand Hygiene to indicate that you are no longer compliant. This should be done once you become aware of the noncompliance. November 30 is the last deadline to make updates to reflect a change in performance however.

we gave changed our EHR mid march  
can we use partial data from March for submission?  
mar\_may for june submission

Can you please submit this question to the Help Desk so that we can discuss in further detail with you? You can send an email to us at [helpdesk@leapfrog-group.org](mailto:helpdesk@leapfrog-group.org).

Is it my understanding that we need to complete hand hygiene observations even if we utilize an electronic monitoring system for the purposes of coaching and intervention?

Thank you for your question. Yes, even if you use an electronic monitoring system, your hospital would still complete direct observations for the purposes of coaching and intervention.

Will there be a copy of the slides to return for later review?

Yes, a copy of the slides and recording will be made available on our website tomorrow.

Is there an outline of how each Items is weighted towards the Safety Grade

Yes, this is available in the Safety Grade Scoring Methodology document which can be downloaded from the Safety Grade Review Website after logging in with your username and password: <https://www.hospitalsafetygrade.org/for-hospitals/data-review/review-login>. If you need a copy of your login information, please contact our Help Desk with your hospital's name, address, and CMS Certification Number.

## Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

Are you required to submit the CPOE tool if your score is high?

Yes, the CPOE Evaluation Tool is required for general acute care hospitals if submitting a 2022 Leapfrog Hospital Survey. The maximum score you can earn without completing the CPOE Evaluation Tool is "Limited Achievement."

Is Section 8 BCMA, a required section?

Thank you for your question. Section 8A BCMA is not one of the minimum required sections (1, 2, 4, 5 and 6) to submit a Leapfrog Hospital Survey, but if your hospital wants 2022 Leapfrog Hospital Survey Results for all measures used in the Hospital Safety Grade, you will also need to submit Section 7 and Section 8 (in order for Leapfrog to obtain your BCMA data).

Are there any changes to the sections included in the Leapfrog Safety GRADE for the Fall of 2022?

No, you can review the sections of the Leapfrog Hospital Survey that are used in the Hospital Safety Grade in the Survey Overview: <https://www.leapfroggroup.org/survey-materials/survey-overview>.

What is the date for survey submission to be included in the Safety Grade?

Thank you for your question. Adult and general hospitals that would like Survey Results included in the Fall 2022 Leapfrog Hospital Safety Grade are urged to submit a Survey by June 30. This will allow Leapfrog to perform its Extensive Monthly Data Verification, which must be completed before the Survey Results are used in the Hospital Safety Grade. It also ensures that hospitals have adequate time to correct data entry and reporting errors prior to the August 31 Data Snapshot Date. Please review the deadlines on the Safety Grade website: <https://www.hospitalsafetygrade.org/for-hospitals/key-dates-and-information>.

## Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

Can we submit responses to section 2A but decide not to do the CPOE testing and still be able to "submit" the whole survey?

Yes, you can submit Section 2 CPOE without completing a CPOE Evaluation Tool, but you will only be eligible to earn "Limited Achievement." For more information, please review the Section 2 scoring in the Scoring Algorithms document: <https://www.leapfroggroup.org/survey-materials/scoring-and-results>.

Is there a limit for taking Mock / practice CPOE test?

The Sample Test can be taken multiple times. Submit a ticket to the Help Desk if you would like your Sample Test reset. Make sure that you provide the hospital name, address, and a contact phone number.

Will sections 1,4,5 and 6 need to be completed to get the CPOE Adult Evaluation score?

You only need to affirm Section 2 in order to access the CPOE Tool. Please review the CPOE Instructions and Quick Start Guide prior to attempting to enter the CPOE Tool: <https://www.leapfroggroup.org/survey-materials/survey-and-cpoe-materials>.

if we have granted NHSN and VON permission in the past does that carry over or do we need to provide this access again?

Thank you for your question. While hospitals who have previously joined Leapfrog's NHSN Group remain in the Group from year-to-year, Leapfrog requires all hospitals to review their Rights Acceptance Report annually, before the June 21, 2022 NHSN join-by date and whenever updates are made to their location mapping in NHSN. In regards to the VON data, hospitals that submitted a Data Sharing Authorization letter to VON in 2021 will not have to resubmit the letter in 2022.

For Section 1A, Question 9 - do we include pediatric cardiac ICU within the total pediatric ICU number?

No, you should exclude admissions to units dedicated exclusively to patients with specialized conditions, such as pediatric cardiac ICU patients. More information can be found in endnote #15 on page 309 of the Survey: <https://www.leapfroggroup.org/survey-materials/survey-and-cpoe-materials>.

## Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

I'm confused about the requirement to submit 1, 2, 4, 5, and 6 for the survey. This doesn't seem to align with the components that are part of the actual letter grade score. Can you confirm that section for continues to not be part of the letter grade as well as section 6- The staffing matrix component (I believe it's 6e)

The Leapfrog Hospital Survey and the Hospital Safety Grade are two separate programs. It is correct that the minimum requirement to submit a Leapfrog Hospital Survey is Sections 1,2,4,5, and 6 while a different set of sections are actually used in the Hospital Safety Grade. You can review the sections used in the Safety Grade in the Survey Overview: <https://www.leapfroggroup.org/survey-materials/survey-overview>.

If we have previously conferred rights for direct data pull from VON, but prefer to use the Volume Standard this year, do we need to do anything other than select the volume standard within the survey?

No, if you select to report on volume in your Survey we will score and publicly report those data in your 2022 Survey Results.

One more clarifying question. If we do not meet the 200 observations one month we will make the change in our response to what we did meet such as 100 observations?

To clarify, are you asking if you should update your response to match your current performance, including the specific threshold of hand hygiene opportunities observed your hospital met? If so, yes, your response should be consistent with your current performance.

Question about deadlines/timelines: For the Fall 2022 grade to reflect most current data - must we submit the hospital survey by June 30th? or later?

Yes, hospitals that would like 2022 Leapfrog Hospital Survey results included in the fall 2022 Safety Grade should submit a Survey by the June 30 Submission Deadline. This will allow Leapfrog to perform its Extensive Monthly Data Verification, which must be completed before the Survey Results are used in the Hospital Safety Grade. It also ensures that hospitals have adequate time to correct data entry and reporting errors prior to the August 31 Data Snapshot Date.

For BCMA, we can use data from March-May if we submit data in June?

Yes.

## Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

Does Leapfrog have a way to allow hospitals to review all their historical submitted surveys to date?

We can provide historical Leapfrog Hospital Surveys for a fee. If you can contact the Help Desk, we can assist with this: [helpdesk@leapfrog-group.org](mailto:helpdesk@leapfrog-group.org).

May the CPOE evaluation test be taken more than once?

An Adult Inpatient Test can only be taken once every 120 days. For more information, please reference the CPOE Instructions available under the Section 2 materials at <https://www.leapfroggroup.org/survey-materials/survey-and-cpoe-materials>.

Just so I'm clear, for top hospital eligibility all applicable components of the leapfrog survey tool needs to be filled out and submitted by June 30th (ideally), no later that 8/31/22.

Correct

For Safe Surgery Checklist: if we submit in June, are we required to submit audit data from March-May? or can we submit January-March?

Thank you for your question. Please note there are two sections that refer to a Safe Surgery Checklist: Section 3C (Safe Surgery Checklist for Adult and Pediatric Complex Surgery), and Section 10D (Safe Surgery Checklist for Adult and Pediatric Outpatient Procedures). Both sections ask for the latest 3-month reporting period for which your hospital is submitting responses for that section. So if your hospital submits in June, you would report on data from March-May.

Does the question in the hospital profile about being part of a health system impact any other part of the survey? If not, why is that question asked?

In the Profile we include basic demographic information, including system information. This is sometimes used for data verification and also may be used by our data licensees, including researchers, health plans, etc.

## Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

If a Fall 22 survey is not submitted and the new Hand Hygiene Imputation model is used resulting in the Spring 22 Hand Hygiene score being pulled forward, will the score be adjusted at all based on the new scores released in July or will it remain the same as Spring 22 even if that score is no longer a score that can be achieved by submitting the Fall 22 survey?

The fall 2022 Scoring Methodology for imputing the Hand Hygiene measure has not yet been finalized.

Selected facilities for Virtual On-Site Data Verification will receive notification emails by June 1?

Thank you for your question. Yes, hospitals will be notified prior to June 1 if they have been selected for the Virtual On-Site Data Verification in 2022. Hospitals that submitted a 2021 Leapfrog Hospital Survey will be eligible for Virtual On-Site Data Verification. Virtual On-Site Data Verification will take place via Zoom Meetings in September and October.

Are we able to sample the Process Measures of Quality Only? Are we able to sample Episiotomy? We do not want to sample Elective Deliveries, Cesarean birth.

You can choose to sample some measures and not others. If sampling is an option for the measure you will be able to find that information in the measure specifications in the hard copy of the Survey: <https://www.leapfroggroup.org/survey-materials/survey-and-cpoe-materials>. We provide sampling instructions for the maternity care process measures beginning on page 141 for example. There is not an option for sampling for the episiotomy measure.

Can you submit each section during a different timeframe? For example, CPOE and BCMA in May & Maternity in June?

It is not possible to submit a Survey without including Section 4 Maternity Care. Therefore, if you would like to submit Section 2 CPOE and Section 8, including Section 8A BCMA, in May, you will also need to include Section 4 Maternity Care.

## Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

Has there been any consideration regarding systems with a single EMR to complete 1 system CPOE test?

No, because of differences in implementation and usage between separate hospital locations, the test must be taken by each hospital consistent with Leapfrog's policy on multi-campus hospital systems: <https://www.leapfroggroup.org/survey-materials/multi-campus-reporting-policy>.

Section 3 we can pick a timeline either 24 months or 12 month, correct?

Correct, for Section 3A Hospital and Surgeon Volume, hospitals can report on a 12-month count or 24-month annual average. If submitting prior to September 1, the 12 or 24-month period must end 12/31/2021.

When will we get the actual dates for the HAI data pulls?

Thank you for your question. The timeline for NHSN downloads for the Leapfrog Hospital Survey is currently available on our website at <https://www.leapfroggroup.org/survey-materials/join-nhsn>. The first join-by date is June 21, 2022.

Does the Systems demographic specifically the Systems Public Relations Officer need to be completed to submit the survey?

If you are part of a system, you will be required to provide some additional information on your system. However, system public relations contact is not required if you do not have one at your facility.

We had a question today regarding the STS data. STS has not updated their public website for 3 years so that data available is January 2017 - December 2019. Is this what you are wanting us to use as the most recent 3 year STS report?

Yes, you should report what is available on the STS public website.

## Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

On falls and trauma, that is gotten from CMS, where does CMS pull this from?

Leapfrog pulls data for this measure from CMS here: <https://data.cms.gov/quality-of-care/deficit-reduction-act-hospital-acquired-condition-measures/data/2020>. If you have questions about your rate for this measure you would need to direct them to CMS at <https://qualitynet.cms.gov/support>.

CMS has proposed excluding additional data from the VBP and IQR from CY2021 due to the ongoing COVID19 pandemic. Has leapfrog considered not using this data for Safety Grades, regardless of whether publicly reported, to align with CMS's decision?

Leapfrog is still reviewing CMS' proposed rule, but will notify hospitals via our newsletter of any changes to the safety grade methodology.

How do we determine which reporting periods for CMS hai will be counted for the next leapfrog grade? We'd like to be proactive with the NHSN data reporting.

If you are submitting a Leapfrog Hospital Survey and completing the steps to join our NHSN Group you can find the reporting periods we will use here: <https://www.leapfroggroup.org/survey-materials/join-nhsn>. So for the fall 2022 Safety Grade we will use data available on the data snapshot date of August 31, which uses the reporting period 01/01/2021 - 12/31/2021. Then for spring 2023 we will use the data as of January 31 which uses the reporting period 07/01/2021 - 06/30/2022.

For electronic hand surveillance, Does one equipped unit count as compliance or does it have to be within the whole organization?

Thank you for your question. If your hospital uses a combination of an electronic compliance monitoring system in some units and direct observation in other units, you would answer "Yes, using an electronic compliance monitoring system throughout some patient care units and only direct observation in all other patient care units" in either question #8, #9, or #10 (depending on the number of observations completed and the frequency of the observations). Note that electronic compliance monitoring is not required for a hospital to Achieve the Standard; hospitals are able to still Achieve the Standard using direct observation only or a combination of the two.

## Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

Will we receive a copy of the Q & section?

We will include your suggestion and consider making the Q&A available to attendees after the call.

Which sections are applied to the safety letter grade?

Thank you for your question. Please review the Survey Overview on our website which lists what measures on the Hospital Survey are included in the Leapfrog Hospital Safety Grade. You can access the survey overview document here: <https://www.leapfroggroup.org/survey-materials/survey-overview>

One more question, if we don't sell our debt to a collection agency, but we do send accounts to a collection agency that may then take legal action against a patient do we answer that question "yes"?

Yes, that is correct. If the collection agency may take legal action against patients because of a late or unpaid bill, you should answer "Yes" to question #3 in Section 1.

What is the rationale for the time limit on the CPOE test?

The CPOE Evaluation Tool is timed in order to simulate true medication ordering as much as possible and capture the current implementation of the system.

When is the earliest time CMS will release Care Compare reports from which you get the August Snapshot?

Care Compare is typically updated in July and preview reports are typically available prior to that date for a 30 day preview period.

## Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

Do we receive the final CPOE score after CPOT test?

You will receive your CPOE Test score right after you have completed and submitted the test, yes. Keep in mind that the score on the CPOE Test is only one part of your overall score for Section 2. You can review the scoring algorithm here: <https://www.leapfroggroup.org/survey-materials/scoring-and-results>.

Are you able to share "where" on the website to find the slides and recordings?

Yes - you can find the slides and recordings here: <https://www.leapfroggroup.org/survey-materials/town-hall-calls>. They will be posted tomorrow.

If we submit our survey by June 30th do we have to submit again in Aug?

Thank you for your question. If you submit your Survey by June 30 you do not have to submit the Survey again in August. However, if you have a change in performance or policy we ask that hospitals update responses within 30 days of any changes. More information about updating your Survey can be found at <https://www.leapfroggroup.org/survey-materials/updating-your-hospital-survey>.

For CPOE - if the test was done last year, does it have to be done this year?

Yes, even if your hospital completed a CPOE test in the 2021 Survey Cycle, it must be completed again in the 2022 Survey Cycle.

Paige: will Leapfrog include the Q&A of this session in your website for review?

We will include your suggestion and consider making the Q&A available to attendees after the call.

## Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

Can we do the CPOE test before we submit sections 1.2.4.5.6 correct? But to count, we must submit the sections and complete the CPOE by the required date? Is that correct?

Thank you for your question. You must complete and affirm Section 2 before the link to the CPOE test appears on the Survey Dashboard, no other sections must be completed or affirmed other than Section 2 for the purposes of taking the CPOE test. However, hospitals must complete and affirm Sections 1, 2, 4, 5, and 6 in order to submit their Survey.

Is there any plan to allow multi hospital systems that have a common EHR set up to just do a single COPE evaluation and have it applied to all hospitals on the same EHR system set up?

No. Because of differences in implementation and usage between separate hospital locations, the test must be taken by each hospital consistent with Leapfrog's policy on multi-campus hospital systems: <https://www.leapfroggroup.org/survey-materials/multi-campus-reporting-policy>.

We are a orthopedic surgical hospital with no maternity and ICU. We would not be a candidate to do the CPOE tool correct? To clarify we are not deem a CAH or ASC. We are a hospital.

Hi Kerry - Can you please contact the Help Desk with the name and CCN for your hospital so that we can take a look? [helpdesk@leapfrog-group.org](mailto:helpdesk@leapfrog-group.org)

How can you verify in a retrospective audit that the elements were verbalized for the Safe Surgery checklist?

It must be documented in your checklist so there must be a checkbox or something of that nature on your checklist where the person completing it indicates in writing that it was completed. When looking back during the audit, you would see that the element was completed because it is checked off.

Safe Surgery Checklist - do we do 15 patients total or 15 pt for each surgery we select in Section 3 and Section 10?

Thank you for your question. The minimum is 15 patients across all procedures reported on in Section 3A, not 15 patients for each surgery selected.

## Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

Will there be a way to get a copy of these questions that are being asked along with the responses?  
People are asking excellent questions and I would like to refer to them later.

We will include your suggestion and consider making the Q&A available to attendees after the call.

When completing section 2 we have sites that have been on their current EHR system for many years and we do not know an accurate date of the initial install. Are you asking for the date of the latest update or initial install. Can we guesstimate the date of initial install?

We are requesting the date the current EHR was fully implemented (i.e., went live in production for patient care). We are not requesting when the license was agreed upon, extended, or when it was installed before going live, etc.

Based on the Step 1 Imputation Model for Hand Hygiene the score from the previous round of grades is used. However, the scores associated with the different achievement levels may change for the Fall survey and will not be announced until July. If the Step 1 model is used for Fall 22 and the score from Fall 21/Spring 22 is 100 but the new achievement level scores for Fall 22 do not include the ability to achieve 100 points specifically, will the score stand as 100 even if it is no longer an available score?

We will need to review this question and get back you. Could you please submit your question along with contact information to our Help Desk: <https://leapfroghelpdesk.zendesk.com/>?

## Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

For the audit of 15 patients for the Safe Surgery Checklist (Section 3a) - is there a specific procedure/methodology for selecting the 15 patients to sample?

Thank you for your question. Hospitals can randomly sample 15 patients (who had one of the procedures included in Section 3A performed during the reporting period in Section 3A) and measure and report adherence to the safe surgery checklist based on that sample. When sampling from a larger population of cases, hospitals that perform multiple procedures (e.g., bariatric surgery for weight loss, total hip replacement, total knee replacement, etc.) included in Section 3A and hospitals that perform procedures for both adult and pediatric patients (e.g., the Norwood Procedures) should obtain a representative sample (i.e., include patients who underwent different procedures and include both adult and pediatric patients, if applicable). This information is available in the hard copy of the Survey (<https://www.leapfroggroup.org/survey-materials/survey-and-cpoe-materials>) in the Measure Specifications for Section 3, on page 115.

Hi In regards to the safe surgery checklist audit. Is that a retrospective review that must include documentation that all was verbalized or do you recommend a concurrent observation of the actual process.

Yes, the audits must be completed within the 3 months prior to Survey submission, but could be started over earlier (i.e., take place over the latest 6 months prior to Survey submission). If you have additional questions please contact the Leapfrog Help Desk at <https://leapfroghelpdesk.zendesk.com/>. Instructions for submitting a ticket are available at <https://leapfroghelpdesk.zendesk.com/hc/en-us/articles/360025321832-How-do-I-submit-a-question-to-the-Leapfrog-Help-Desk-What-are-the-hours-of-operation->.

## Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

Can you achieve full compliance if you don't participate in VON?

Yes. Hospitals that do not participate in the Vermont Oxford Network should report their hospital's Volume (questions #4-5 in Section 4F). The scoring for hospitals reporting on Volume is available on page 24 of the 2022 Scoring Algorithms: <https://www.leapfroggroup.org/survey-materials/scoring-and-results>

For the Safe Surgery checklist, if a component, for example equipment check, is noted in the record but not verbalized during the time out, does that count?

All items must be read aloud as indicated in the questions.

Is there any way that these slides can be made available for us? or a copy of the recording?

Yes, both will be posted tomorrow at this link: <https://www.leapfroggroup.org/survey-materials/town-hall-calls>

Explain more about what is required for 'documented adherence to use of surgery safety checklist' that should be collected during audits.

Thank you for your question. Based on the audit completed for question #6, hospitals should determine the total number of patient audits where all elements of the safe surgery checklist (included in questions #3, #4, and #5) were read aloud in the presence of the appropriate personnel 1) before the induction of anesthesia, 2) before the skin incision and/or the procedure began, and 3) before the patient left the operating and/or procedure room.

More information is available in the hard copy of the Survey (<https://www.leapfroggroup.org/survey-materials/survey-and-cpoe-materials>) on page 116 (for Section 3A) and page 294 (for Section 10D, outpatient surgery).

## Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

Can you achieve full compliance if you don't participate in VON?

Yes, hospitals reporting using volume can still earn Achieved the Standard if they care for at least 50 very low birth weight infants in their NICU. Please see the high-risk deliveries scoring algorithm on page 24-25 of the Scoring Algorithms document for more information:  
<https://www.leapfroggroup.org/survey-materials/scoring-and-results>.

Do we submit any fees to participate in the survey or only if we want to license to market the score?

Thank you for your question. Reporting to the Leapfrog Hospital Survey is free. Hospitals can license their Safety Grade if they wish to use it for marketing or any internal/external display purposes; more information is available on our website at  
<https://www.hospitalsafetygrade.org/Licensure#:~:text=Leapfrog%20enables%20hospitals%20to%20utilize,agreement%20with%20The%20Leapfrog%20Group>.

If it is the same EHR set up with warning levels, not sure what differences in implementation and usage apply.

Feel free to contact the Help Desk if you have additional concerns about this: [helpdesk@leapfrog-group.org](mailto:helpdesk@leapfrog-group.org).

Can submission be delayed until August in efforts to have complete data for 3 months? does this affect the ability to receive a timely Leapfrog score?

Yes; however, Hospitals that do not submit a Survey by June 30 will be publicly reported as "Declined to Respond" until a Survey has been submitted. As well, adult and general hospitals that would like Survey Results included in the Fall 2022 Leapfrog Hospital Safety Grade are urged to submit a Survey by June 30. Hospitals submitting in August will have their Survey results scored and publicly reported within the first five business days of September.

## Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

So do we have the N/A opportunity this year for hand hygiene? last year we were able to select N/A and the weight of the metrics for the process measures were adjusted accordingly.

Beginning in fall 2022 we will no longer assign "Not Available" to the bottom two performance categories from the Leapfrog Hospital Survey for the hand hygiene measure on the Hospital Safety Grade. Please review this update which was published in the changes document available here: <https://www.hospitalsafetygrade.org/for-hospitals/key-dates-and-information>.

I am at a small rural acute care hospital. Can I submit outpatient procedures even if our denominator is low (not may procedures)

Yes, you can still submit the section. The volumes collected in Section 10C are not used in scoring and are only shown for display purposes. There may be some sections that you can't report on if there is not enough volume, such as OAS CAHPS, but you would be scored as "Unable to Calculate Score" if you do not meet the minimum sample size.

OP-31 - hospitals may not know this info as the pt will be returning to the physicians office for follow-up. How can hospitals answer this question?

This data will be pulled directly from CMS based on your hospital's CMS Certification Number which should be verified in your Survey Profile. You will not self-report this information in the Survey.

Where does Leapfrog get data on OP-31 if hospital is not submitting it or tracking this measure?

Leapfrog will obtain the data from CMS for the OP-31 measure. If your hospital does not perform cataract surgery procedures you will be scored and publicly reported as "Does Not Apply," if you do not participate with CMS, you will be scored as "Unable to Calculate Score."

To submit Section 8, do we have to complete both 8A and 8B?

Yes.

## Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

We do not publicly report OAS CAHPS - but collect the data. Can we submit this data, if we download reports from our survey company?

Yes, you may submit your hospital's Top Box scores based on your vendor reports.

For NHSN data, we will submit the survey on 06/30/22. As we understand, we should download the NHSN data on 06/22/22 before we submit the survey. Leapfrog will download our NHSN data on 06/22 before we submit/confirm the section 7?

Correct, Leapfrog's first data download of NHSN data will occur on June 22. You should download the 2021 Annual Survey and CMS IQR reports on June 22. You can find all data download dates at <https://www.leapfroggroup.org/survey-materials/join-nhsn>

For measures that ask for data in the latest 3 months from submission date. If I submit that section in May, I have to use data from Feb-April, or can we use Jan-Mar?

You could use either if submitting in May. The "3 months prior to Survey submission" refers to the most recent 3 months prior to submitting the Survey for which you have complete data. This is the case for all reporting periods that say 3 months or 6 months or 12 months etc. "prior to Survey submission." For example, if submitting in the month of August, the most recent 3-month reporting period for which you have complete data may be April, May, and June or May, June, and July

Is the fall safety grade data time frames for psi-90 available ?

Please contact the Help Desk closer to the data snapshot date for the fall Safety Grade for that information (August 31).

thank you. so it looks like one of the ways that Leapfrog will calculate score if we don't submit info in this section is by using the mean score of similar hospitals and assign that mean score to our hospital. Is that correct?

That is a correct summary of the Imputation Method (Step 2), which only applies to hospitals that don't have Survey Results available and where Step 1, a previous score, was not available. Please contact the Help Desk at [helpdesk@leapfrog-group.org](mailto:helpdesk@leapfrog-group.org) with any specific questions that arise after review of the Methodology Change document.

## Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

Is there a file that has the weights of each section? The scoring algorithm file only has the "achieved the standard" language. Is there a better way to determine scoring?

For the purposes of Leapfrog Survey Results, measures/sections are not weighted. However, some of the Survey Results are used in the Leapfrog Hospital Safety Grade and are assigned a measure score and weight for that program. All of that information can be found in the Safety Grade Scoring Methodology. The spring 2022 methodology document is available on the Safety Grade Review Website after logging in with your username and password: <https://www.hospitalsafetygrade.org/hospitals/data-review/review-login>. If you need a copy of your login, please contact our Help Desk and provide your hospital's name, address, and CMS Certification Number.

Where on the website do we find the leapfrog survey binder?

Thank you for your question. The Leapfrog Hospital Survey Binder is available on our website at <https://www.leapfroggroup.org/survey-materials/survey-and-cpoe-materials>. Please scroll to the bottom of the page.

Am I understanding correctly that OP-31 will be scored for all facilities who perform cataract procedures, even though the measure is not yet mandated by CMS? What score is assigned if a hospital does not yet report for this measure?

Yes, Leapfrog will pull data from CMS for the OP-31 measure. If your hospital does not perform cataract surgery procedures you will be scored and publicly reported as "Does Not Apply" and will be scored as "Unable to Calculate Score" if the hospital does not report to CMS.

where do we get the slides?

The slides and recording will be posted tomorrow here: <https://www.leapfroggroup.org/survey-materials/town-hall-calls>

## Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

Where can we get the score thresholds for the grades to be released for Spring 2022?

This information is available through the Review Website in the Explanation of Safety Grades document: <https://www.hospitalsafetygrade.org/for-hospitals/data-review/review-login>.

Do you know if the imputation model for missing CPOE, BCMA and IPS data will be used as a secondary source for the fall safety grade?

Yes, you can find additional details in the Safety Grade Scoring Methodology document which can be downloaded from the Safety Grade Review Website after logging in with your username and password: <https://www.hospitalsafetygrade.org/for-hospitals/data-review/review-login>. If you need a copy of your login information, please contact our Help Desk with your hospital's name, address, and CMS Certification Number.

If we have only made a score of 56 on our CPOE test but have maintained a score of 95% on section 2a of the test, am I correct in saying we will not rec. full pts. of 100 but, how many points would we rec. would you recc. retaking the CPOE test?

You are correct, that combination of scores would equate to the Considerable Achievement performance category. Your hospital can retake the CPOE Test after 120 days have passed if they would like to.

Will the 88+ Q& As be made available after the call? I was not able to read through all of them but am interested just in case they answer questions we have.

Thank you for your question. Leapfrog will look into whether we can access the Q&A transcript following the call.

OP-31 how are hospitals scored who do perform cataract procedures but do not submit data for OP-31?

Hospitals that do not perform cataract surgery procedures will be scored and publicly reported as "Does Not Apply" and those that perform them but choose not to report to CMS will be scored as "Unable to Calculate Score."

## Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

Are the deep dive sessions paid or free?

Thank you for your question. The deep dive session are a paid resource; free resources include our Help Desk, Town Hall Calls, and case studies available on our website.

what are the key differences between Leapfrog Hospital Survey vs Leapfrog Hospital Safety Grade Survey?

Please submit your question to the Leapfrog Help Desk at <https://leapfroghelpdesk.zendesk.com/>. Instructions for submitting a ticket are available at <https://leapfroghelpdesk.zendesk.com/hc/en-us/articles/360025321832-How-do-I-submit-a-question-to-the-Leapfrog-Help-Desk-What-are-the-hours-of-operation->.