

Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

For the hand hygiene section, how many months do you need to be doing the 100 or 200 audits per month to be able to say yes to the question?

For hospital's who are just starting to adopt this, the monthly sample size (or quarterly sample size if answering question #10) would need to be met at least once in each patient care unit the month (or quarter) preceding the time of the submission of the Survey and there must be a process in place to meet the monthly (or quarterly) sample size thereafter in each patient care unit every month/quarter.

For section 10F question #1 latest 12 month reporting period, are you talking the latest 12 month prior to the submission of the survey or 12 month calendar year?

The latest 12 months would refer to the latest 12 months for which you have complete data available. For example, if submitting in June 2022, this could be June 2021 - May 2022. It does not refer to the most recent calendar year.

Can you please clarify if we use an electronic means to collect hand hygiene compliance audits, must we also perform observational audits? If so, do the observational audits need to comply with the observation audit required counts or can it be fewer?

Yes, direct observations are required for hospitals using an electronic compliance monitoring system. However, the number of direct observations required is considerably less than those that would be required if using direct observation only. More information on the number required can be found in FAQ #48 on page 195 of the Survey: <https://www.leapfroggroup.org/survey-materials/survey-and-cpoe-materials>.

Please clarify which sections of the survey will be used in the Letter Grade.

Sections 2, 5, 6, 7, and 8 of the Leapfrog Hospital Survey are used in the Hospital Safety Grade. This information is provided in the Survey Overview available here: <https://www.leapfroggroup.org/survey-materials/survey-overview>.

Last year we were surprised with the change in the grades cut points. Should we expect another change this coming year?

The letter grade cut points are reviewed each round. The cut points for spring 2022 are now available on the public website in the Explanation of Safety Grades document available here: <https://www.hospitalsafetygrade.org/your-hospitals-safety-grade/about-the-grade>.

Our hospital does Inpatient and Outpatient Total Hip and Total Knee surgeries. Should these be reported in Section 3 or Section 10?

Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

Total Hip and Total Knee Replacement procedures are only included in Section 3 of the Hospital Survey. You can count inpatient and outpatient Total Hip and Total Knee procedures in Section 3A that meet the specifications provided in the hard copy of the Survey.

Separately, Section 10 does include some outpatient hip and knee procedures which you should count as appropriate based on the specifications provided in that section.

I am participating in the hand hygiene survey only. Can I just submit sections 1, 4, 5 and 6?

No, in order to submit Section 6D Hand Hygiene, you will need to complete all subsections within Section 6, including the NQF Safe Practices, and also submit Section 1, 2, 4, 5, and 6. If you would like to also have Survey data available for BCMA and the infections in the Safety Grade, you will want to also submit Section 7 and Section 8.

Is section 1C required? I see a note that says optional.

Yes, Section 1C is optional. However, we encourage you to submit responses if possible, as these will be used to inform our updates to this Section for the 2023 Survey, including developing a standard for scoring and public reporting.

How many points are the sections worth that are scored based on achievement level? (i.e., CPOE, BCMA, ICU Physician Staffing). Using the scoring algorithms, I have not been able to determine the maximum point worth for those sections. Are they flexible or standardized?

The number of points varies based on the section. You can find the number of points on the safety grade that are awarded based on your hospital's Survey performance category on pages 8-10 of the Spring 2022 Scoring Methodology, located here: <https://www.hospitalsafetygrade.org/for-hospitals>. Please contact the Help Desk with any further specific questions about the Safety Grade scoring.

For section 3A and 10C, did you add any additional ICD-10 code procedures compared to the ICD-10 codes from last year?

ICD-10 codes are only used in counting cases in Section 3A of the Hospital Survey. You can review the workbook where we provide all of the ICD-10 codes to see what codes were added and removed for 2022. The workbook is provided under other supporting materials here: <https://www.leapfroggroup.org/survey-materials/survey-and-cpoe-materials>.

What time frame will be used for NHSN Data?

The NHSN reporting periods for the 2022 Leapfrog Hospital Survey are available on our website at: <https://www.leapfroggroup.org/survey-materials/join-nhsn>. The reporting period used in the first round of Leapfrog reporting in July will be 01/012021-12/31/2021.

If you don't submit for OP 30 to CMS, what should we report on the LF survey?

Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

Leapfrog will be pulling the OP data directly from CMS. If you do not have data available from CMS, you will be publicly reported as Unable to Calculate Score. The measures included are OP-31 and OP-32.

Top Hospital Deadline requires submission of all sections?

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.

Is there a calculator available to preview possible scoring?

A calculator is not made available for the Leapfrog Hospital Survey scoring. However, all scoring information can be found in the Scoring Algorithms document available here:

<https://www.leapfroggroup.org/survey-materials/scoring-and-results>.

For section 8A, can you specifically tell me which units should be included and which units should be excluded?

You can find specific definitions for each unit type Leapfrog asks about in Section 8A BCMA by reviewing endnotes 41, 42, and 43 on pages 317-318 of the 2022 Hospital Survey

(<https://www.leapfroggroup.org/survey-materials/survey-and-cpoe-materials>). If you have any questions about how these apply to your hospital, please submit a ticket to the Help desk.

For section 1, should admission data for adult cardiac units be included? The instructions specify to include med/surg/ob/ICU.

You should exclude admissions for adult cardiac units. For more information, please review endnote 15 on page 309 of the Survey: <https://www.leapfroggroup.org/survey-materials/survey-and-cpoe-materials>.

If we want to make a change in one section after the June submission deadline, can we just update that one section of the survey at a later time or do we have to update every section?

Hospitals can update one or more sections of the Survey without updating the entire Survey. More information and guidelines for updating a Survey can be found at

<https://www.leapfroggroup.org/survey-materials/updating-your-hospital-survey>.

Do you have the timeframes for data to be used to calculate 2022 Fall Grade?

The fall 2022 Safety Grade reporting periods have not yet been released. However, if your hospital submits a 2022 Leapfrog Hospital Survey by August 31, the following Leapfrog measures will have a reporting period of 2022 (since they are obtained from the 2022 Leapfrog Hospital Survey):

CPOE

Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

BCMA
ICU Physician Staffing
NQF Safe Practices

Additionally, the infection measures (CLABSI, CAUTI, SSI: Colon, MRSA and C. Diff) will use calendar year 2021 data.

We do not yet have information on the reporting periods for the CMS measures. Please check the timeline posted on the Safety Grade website once we are closer to the fall Data Snapshot Date (August 31), as we will likely have more information available at that time.

Section 7 is required?

Completion of Section 7 is not required in order to submit your Leapfrog Hospital Survey. However, hospitals that would like to be eligible for Top Hospital must submit all applicable sections of the Survey. In addition, hospitals that are eligible for a Hospital Safety Grade and would like complete data for the fall 2022 and spring 2023 Hospital Safety Grade must also submit Section 7 Managing Serious Errors and Section 8 Medication Safety. Hospitals are urged to submit all sections of the Survey and can indicate within a section if a measure does not apply.

Section 1C is identified as 'optional' but there is a red star next to the questions and state that it's required to enter data prior to attesting. Is this section truly optional if we want to submit that section?

If any data was entered into Section 1C: Informed Consent, it will show all questions are required in the Section. However, if you clear the data entered into the subsection so far, you will be able to affirm and submit Section 1 without entering any data in Section 1C.

In the beginning of the survey instructions it speaks to data for CY 2021 so am I to understand that when the instructions speak to the last 12 months, if I am submitting June 30, I am to report data for May 2021 through May 2022?

The reporting period that you should use depends on the measure that you are reporting on. The reporting period that you will need to use is specified in a red box before the questions in the hard copy of the Survey. For a full list of reporting periods, see pages 22 – 24 of the Survey at <https://www.leapfroggroup.org/survey-materials/survey-and-cpoe-materials>.

The 12 months prior to Survey submission refers to the most recent 12 months prior to submitting the Survey. For example, if submitting in the month of June, the most recent 12-month reporting period would be May 2021 - May 2022.

For the outpatient section (Section 10), is the medication auditing requirement 30 for each set of procedures (i.e. Ortho, plastics, Urology, etc)? Or is it 30 across all procedures and locations?

Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

In Section 10E Medication Safety for Outpatient Procedures, hospitals should perform an audit of clinical records on at least 30 cases across the applicable procedures listed in Section 10C. You do not have to audit 30 cases for each procedure type.

Please note that if you have more than one outpatient department that performs the procedures listed in Section 10C, you may randomly sample 10 cases from each location, for a minimum of 30 total cases. For example, if you are reporting on your hospital (including multiple areas where outpatient procedures are performed), as well as 1 other hospital outpatient department that is free-standing, you could sample 15 cases from each for a total sample size of 30. If you are reporting on 7 locations, you could sample 10 cases from each for a total sample size of 70.

The hard copy survey section 3A lists the option of submitting either 12 or 24 month average. the slide and current discussion stated only CY 2021. please clarify thank you

We apologize for any confusion. For Section 3A, hospitals will be able to report on a 12-month count or 24-month annual average ending 12/31/2021 if submitting prior to September 1. The slide here is to show that submitting 2021 data is required.

Is it generally safe to assume that any sections of the survey that are marked optional will likely eventually become mandatory in subsequent survey years? I get this question frequently when distributing the survey to stakeholders for completion. Some of these optional sections can be somewhat labor-intensive, and I think these folks are trying to account for potential future requirements.

While this is common, it is not always the case and often questions are significantly updated based on review. We would encourage you to submit these optional sections and provide feedback which can help provide Leapfrog with guidance as we look to add and revise these questions and potentially require them for future Surveys.

In hand hygiene section - for the volume of alcohol based hand sanitizer dispensed with each activation -- how many audits need to be done?

We provide guidance on completing this audit in FAQ 43 on page 192 of the Survey and ask hospitals to sample 5% of dispensers: <https://www.leapfroggroup.org/survey-materials/survey-and-cpoe-materials>.

For section 3C, if you answer No to using the WHO surgical safety checklist because your facility has their own checklist, is it necessary to move forward with completing the 15 sample patients?

If you answer no to question #2 in Section 3C, you will be instructed to skip the remaining questions in Section 3C, including the audit.

What will be the reporting period for HCAHPS, HAC and PSI components?

Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

We don't have this information yet, but you can check back closer to the data snapshot date and we will likely be able to provide them at that time.

If we want to submit by the June 30th deadline, do we need to do our CPOE testing before then as well?

We recommend that you complete the CPOE Test along with your submission of Section 2 CPOE. However, you will want to ensure it is completed no later than August 31 if you would like it included in your CPOE scoring used for the fall 2022 Safety Grade and Leapfrog Top Hospital. Please also note that the CPOE Test can only be taken once every 120 days.

What type of support is needed to ensure the test is done accurately? I was told that multiple disciplines have to have access and be available for the test. Is this accurate?

Yes. For an overview of the specific expertise you may need, you may consult page 9 of the CPOE Tool Instructions, available under the Section 2 materials here: <https://www.leapfroggroup.org/survey-materials/survey-and-cpoe-materials>.

Is there a practice CPOE test?

Yes, there is a Sample Test that can be used as practice. This information is provided in the CPOE Instructions available under other supporting materials here: <https://www.leapfroggroup.org/survey-materials/survey-and-cpoe-materials>.

Do we have to re-join NHSN leapfrog group every year even if we've already done this last year?

Hospitals are not required to re-join Leapfrog's NHSN Group if they joined and conferred rights for the 2017-2021 Leapfrog Hospital Surveys. However, all hospitals in Leapfrog's NHSN Group must review their Rights Acceptance Report at least annually to ensure that Leapfrog has access to the data from all of the locations that were active during the reporting period, even if those locations are no longer active, to ensure that Leapfrog obtains the appropriate SIR. Hospitals must review their Rights Acceptance Report before the June 21, 2022 NHSN join-by date and whenever updates are made to their location mapping in NHSN. More information can be found in the NHSN Guidance document, available here: <https://www.leapfroggroup.org/survey-materials/join-nhsn>.

Is turning over to collections considered legal action?

Yes. We provide a definition of legal action in FAQ 6 on page 46 of the Survey: <https://www.leapfroggroup.org/survey-materials/survey-and-cpoe-materials>.

I noticed on the Leapfrog Hospital Survey Scoring Algorithms that a point assignment has not been given to the hand hygiene section. When can we expect to see a scale that shows the breakdown of points for hand hygiene? Will it be 60 points for achieving the standard, 45 for considerable achievement, etc...

Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

For the purposes of publicly reporting Survey Results, points are not assigned. Instead, hospitals are placed in performance categories, i.e., “Achieved the Standard,” “Considerable Achievement,” etc. For the Safety Grade, please see page 2 of Final Updates to the Leapfrog Hospital Safety Grade Methodology for Spring 2022 and Fall 2022 available at <https://www.hospitalsafetygrade.org/for-hospitals/key-dates-and-information>. Leapfrog has decided to withhold assigning points to each of the four performance categories on the 2022 Leapfrog Hospital Survey for the Hand Hygiene measure until we review the distribution of performance categories following the publication of 2022 Leapfrog Hospital Survey Results in July.

Will informed consent be mandatory, scored, and / or publically reported in 2023?

Leapfrog will announce any proposed changes to the 2023 Leapfrog Hospital Survey and open a public comment period in November.

If a hospital accepts the insurance of a patient, does that count as having entered into a set price category?

No, that would not be considered having entered into a written agreement for a set price.

Is there information somewhere that would tell us every measures that goes into the Safety Grade?

For a list of Leapfrog Survey measures that are included in the Safety Grade, please reference the Survey Overview document available here (see column included in Safety Grade):
<https://www.leapfroggroup.org/survey-materials/survey-overview>.

For a full list of all 30 measures included, please reference the Safety Grade Scoring methodology, which can be found at <https://www.hospitalsafetygrade.org/for-hospitals>.

Do you only have to submit Section 2 before you can take the CPOE test?

Hi Janice, yes, hospitals must complete the Profile section of the Survey and then complete and affirm Section 2 in order to access the CPOE tool. You do not need to complete or affirm any other sections in order to access the CPOE test.

What are the Hospital Safety Grade reporting periods for the following data elements?

HCAHPS

PSIs

We don't have this information yet, but you can check back closer to the data snapshot date and we will likely be able to provide them at that time.

Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

For section 3A: Are we to include the ICD-10 codes as well as the two CPT codes listed for Total Hip Replacement and Total Knee Replacement?

Hi Heather - Yes, you should include any cases that meet the specifications provided in the hard copy of the Survey: <https://www.leapfroggroup.org/survey-materials/survey-and-cpoe-materials>.

Do you need to complete the CPOE tool before June 30th as well?

We recommend that you complete the CPOE Test along with your submission of Section 2 CPOE. However, you will want to ensure it is completed no later than August 31 if you would like it included in your CPOE scoring used for the fall 2022 Safety Grade and Leapfrog Top Hospital. Please also note that the CPOE Test can only be taken every 120 days.

When calculating the total number of live births in Section 4A question #3, refer to the measure specifications for Maternity Care Volume. Only inborns should be included in the total volume. The measure specifications on p. 135 doesn't elaborate on the definition of 'inborn.' Does it include babies born in the ED?

If your facility does have a labor/delivery unit and electively performs newborn deliveries, then you would include births that occur in the ED, if the mother/neonate are then admitted to the facility.

Leapfrog's infection data (Section 7) reporting period for the Fall Safety Grade will be Calendar Year 2021?

Hi Brian - If you complete the steps for joining Leapfrog's NHSN Group by the appropriate deadlines then yes. You can review more information on joining Leapfrog's NHSN Group and associated deadlines here: <https://www.leapfroggroup.org/survey-materials/join-nhsn>.

Is that VON authorization letter a requirement for this 2022 submission?

Hi Erica, no, a VON authorization letter is not a requirement for 2022 submission. Hospitals that do not participate in the Vermont Oxford Network should report their hospital's volume in questions #4-5 of Section 4F.

safe surgical checklist: if our electronic record has a place that states we followed universal precautions which contains reading aloud the checklist, is this sufficient for chart reviews, or do we need to physically be in the operating room to hear it read aloud?

Could you please elaborate? It's unclear how this would be read aloud to the appropriate personnel and accomplished outside the operating room.

What is the reporting period for 6D measure?

Your responses to Section 6D Hand Hygiene should be based on the practices currently in place at the

Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

time you submit this section of the Survey.

We had a few more questions regarding Maternity Care Volume: Please advise whether the encounters with the scenarios below should be included or excluded in the count of live births? resuscitation at birth but survived, transferred but died 12 days later, delivered in the ED, delivery report missing in the newborns chart. Thank you!

There are no exclusions for maternity care volume in Section 4A. You should include all live births reported to the state during the reporting period or as identified using the following z codes:

Z38.00 – Z38.01: Single liveborn infant, born in hospital

Z38.30 – Z38.31: Twin liveborn infant, born in hospital

Z38.61 – Z38.69: Other multiple liveborn infant, born in hospital

Please reference the measure specifications on page 135 of the Survey:

<https://www.leapfroggroup.org/survey-materials/survey-and-cpoe-materials>.

What will the reporting period for HAIs be if you do not submit section 7/join Leapfrog's NHSN Group?

If your hospital does not submit Section 7, it will be reported as Declined to Respond for all measures in Section 7, which includes Never Events. For the fall 2022 Hospital Safety Grade, Leapfrog will use CMS data for the HAIs. We do not yet have information on the reporting periods for the CMS measures as CMS has not yet published that information.

Where can we locate this presentation after today's meeting?

Hi Sheila, both the presentation and a recording of the call will be posted on the Town Hall calls webpage within the next couple days: <https://www.leapfroggroup.org/survey-materials/town-hall-calls>

to answer the questions in section 3c (EX question 3) with yes, and were audited; how do we show that the checklist was read aloud in the presence of the anesthesia professional and nursing personnel

It should be documented somehow, such as a checkbox on your safe surgery checklist that is checked once this element is completed.

if someone does not have 200 hand hygiene but 100 per month or even 150 per quarter how will that effect our score

Hi Gladys, if you collect 100 hand hygiene observations a month, your hospital can still Achieve the Standard if you answer yes to all applicable questions in all remaining domains (Monitoring, Feedback, Training and Education, Infrastructure, and Culture). If you collect 100 hand hygiene observations a quarter, the highest performance category you can reach is Considerable Achievement. More information is available in the 2022 Hospital Survey Scoring Algorithms document, available here: <https://www.leapfroggroup.org/survey-materials/scoring-and-results>, on page 32.

Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

What if we do those procedures but do not participate in outpatient surveys?

If your hospital has at least 300 eligible discharges in the prior 12 month reporting period, and did not administer the entire OAS CAHPS Survey, you would respond No to question #3 and skip the remaining questions in Section 10F. The hospital would be scored as Limited Achievement on this measure.

What if your facility performs the OP-31 procedures but does not report because it is voluntary? How does that affect hospital scores?

If your hospital does not have this data available from CMS, you will be publicly reported as Unable to Calculate Score. You can find more detailed information in the Scoring Algorithms document available at <https://www.leapfroggroup.org/survey-materials/scoring-and-results>.

thank you

I would like to have the link to download the presentation slides. Thanks.

live answered

Are these slides going to be available for download?

Yes, both the presentation and a recording of the call will be posted on the Town Hall calls webpage within the next couple days: <https://www.leapfroggroup.org/survey-materials/town-hall-calls>

We affirmed and submitted Section 2 CPOE to access CPOE evaluation tool. Can we update the CPOE implementation numbers again for the latest 3 month time period prior to submitting the survey by June 30, 2022?

Yes, sections of the Survey can be updated any time prior to the November 30 Late Submission Deadline. Please be sure to re-affirm any updated sections and re-submit the entire Survey. For more information about updating your Survey, please reference the following: <https://www.leapfroggroup.org/survey-materials/updating-your-hospital-survey>.

If we submit everything by June 30th and then wanted to retake the CPOE test 120 days after the initial test, will that second test taken be updated on the website?

Yes, whenever you retake the CPOE Test that updated score will be incorporated into your Section 2 CPOE score and then the Survey Results website will be updated to reflect this the month following.

Are you still endorsing the infograph where you show the risk of dying in hospitals B, C, D and E compared to an A hospital based on the Spring 2019 results?

Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

Thank you for your question. 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->.

Will a new infograph be released for 2022?

Thank you all so much!

We just continue to ask that the Leapfrog Group to continue to consider reducing the number of hand hygiene audit requirements as our hospitals across the country continue to struggle with critical staffing shortages.

Thank you for your feedback. As shared on today's presentation, hospitals can now achieve the standard by monitoring 100 hand hygiene opportunities a month if they are meeting the other requirements.

Will there ever be an Excel version of the survey available? It very time consuming to put the work / pdf into excel for folks to fill in

Thank you for your feedback. At this time we do not have the ability to provide the Survey in an excel workbook due to the endnotes and reference information required, but will take your suggestion to our team.

Will the ASC Survey ever have a Safety Grade as we do for the Hospital Survey?

At this time, we do not have plans to grade ASCs.

Re hand hygiene you still mean 100 per month per unit not just 100 per month, correct? I am concerned the answers in the chat might be misunderstood thanks

Yes, that is correct. 100 per unit, per month.

I would love an excel version of the survey! I echo Cassandra's comments.

Thank you for your feedback. At this time we do not have the ability to provide the Survey in an excel workbook due to the endnotes and reference information required, but will take your suggestion to our team.

Thank you, you all are very helpful!

Q&A From 2022 Leapfrog Hospital Survey Town Hall Call

Thank you for joining us today!

Please share the Q/A of this session

Both the presentation and a recording of the call will be posted on the Town Hall calls webpage within the next couple days: <https://www.leapfroggroup.org/survey-materials/town-hall-calls>

Where do I find the case studies?

Will all the Q&A answers be available or is there a way to download these as well?