HOW TO USE THE ONLINE SURVEY TOOL

FOR HOSPITALS

The Online Survey Tool can be found at **survey.leapfroggroup.org**.

Important Note: The Online Survey Tool cannot be used in Microsoft Edge.

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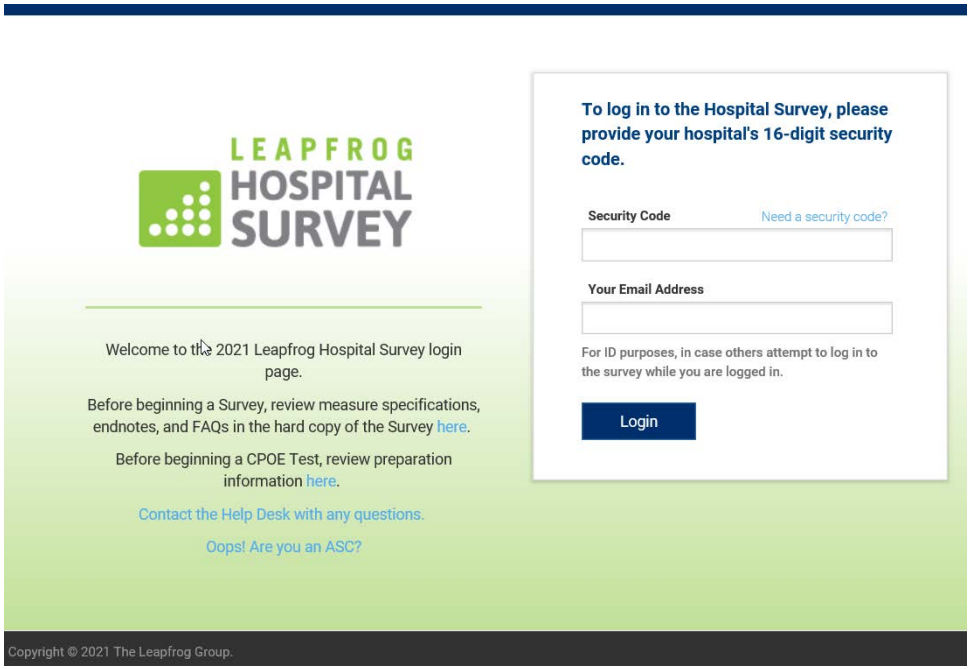
HOW DO I LOG INTO THE ONLINE SURVEY TOOL?

You will need your hospital's 16-digit security code. Don't have your hospital's security code? Download the Security Code Request Form on the Hospital Security Code webpage.

Helpful Hints:

- Do not include spaces in either field.
- Only one person can be logged into the Survey at a time.
- The submission confirmation email will be sent to the address you enter on the login page, so check for typos before logging in.
- Look out for important announcements on the login page regarding Online Survey Tool maintenance and downtime.

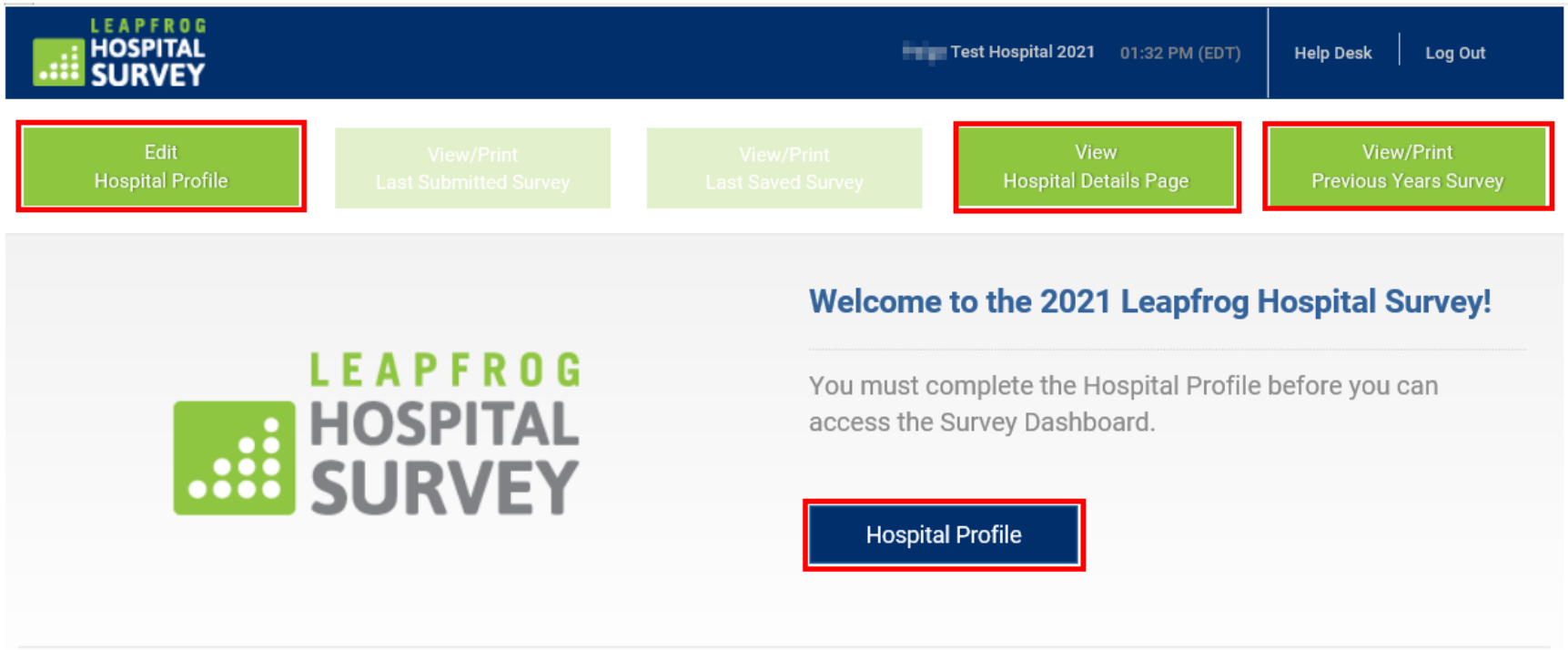


AFTER I LOG IN, WHAT DO I DO?

After you log in to the Survey Dashboard, you can complete/edit the Hospital Profile, view the Hospital Details page, and view/print the hospital's Previous Year's Survey. The first time you log in to the 2021 Survey, you will be required to complete and submit the Survey Profile, including all your hospital's demographic and contact information, before you can enter responses into the Online Survey Tool.

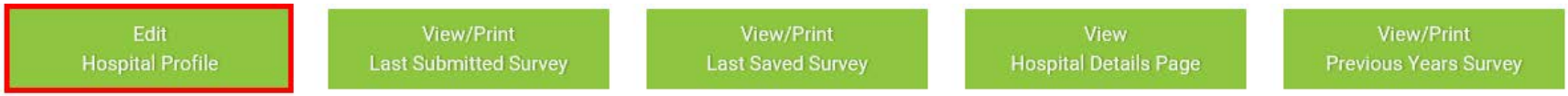
Helpful Hints:

- If you did not submit a 2019 or 2020 Survey, you will not be able to access the Details Page or Previous Year's Survey.
- You will not be able to access CPT Code Workbooks in the library until you complete the Survey Profile.



HOW DO I EDIT THE SURVEY PROFILE?

Once you submit the Profile, you can come back anytime to update your hospital's demographic and contact information.

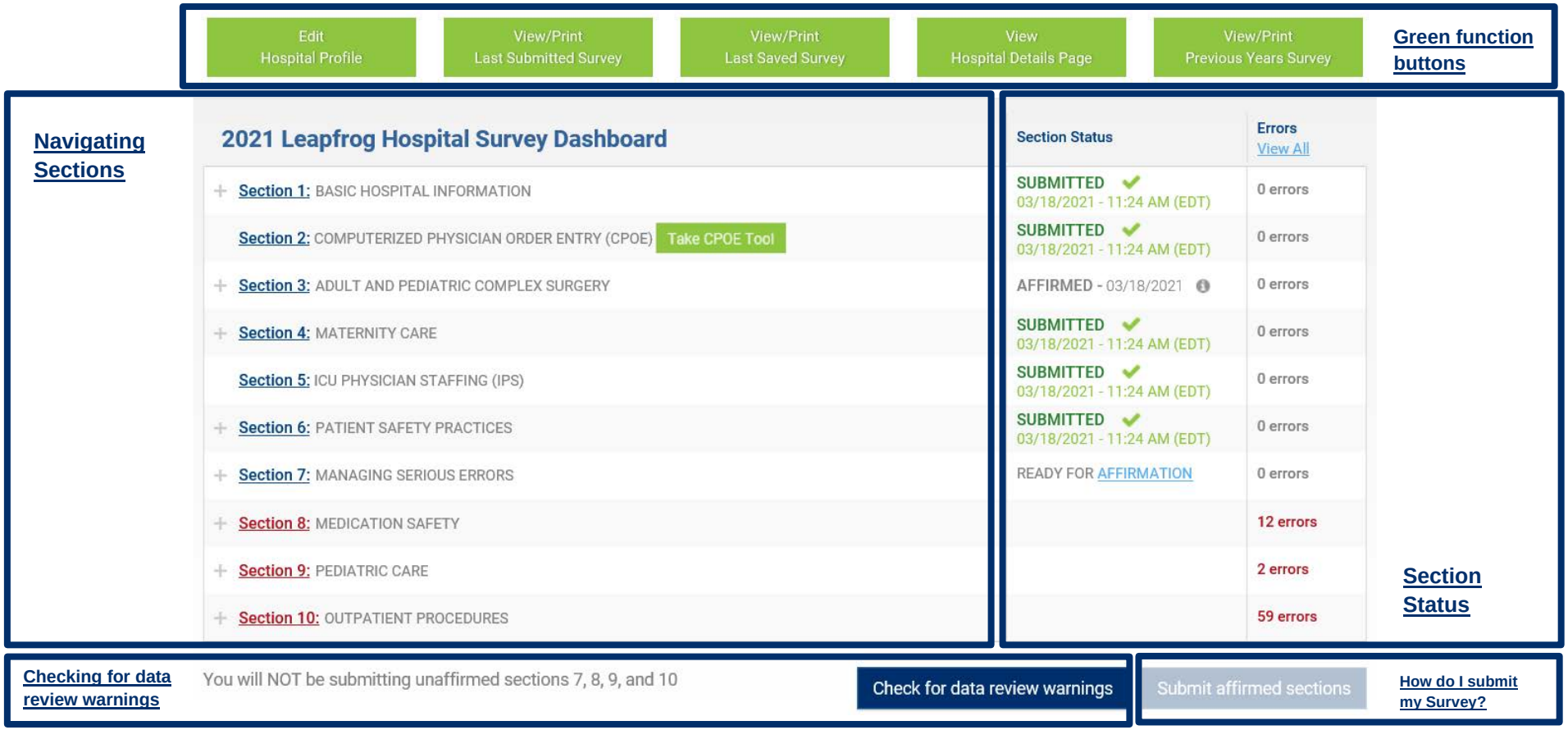


Helpful Hints:

- Make sure your contact information is entered correctly and is kept up to date. Leapfrog uses the contact information in the Survey Profile to email information regarding Extensive Monthly Data Verification messages, updates to the Survey after April 1, Top Hospital notification, and other announcements.
- Make sure your Primary Survey Contact is someone that your hospital wants to receive ALL communications from Leapfrog, including communications that require a timely response.
- Extensive Monthly Data Verification emails are sent to the Primary, Secondary, and System Contacts you list in the Survey Profile.
- Make sure your NHSN ID is entered correctly. If you entered the NHSN ID in a previous year, it will be prepopulated.
- The Survey Profile does not save as you go, you need to complete the entire Profile in one sitting and click Submit at the bottom to save your information.

HOW DO I NAVIGATE THE ONLINE SURVEY TOOL?

Navigating the Online Survey Tool is described on the following pages.



GREEN FUNCTION BUTTONS

Edit Hospital Profile

Displays your Hospital Profile. See page 3 for more details.

View/Print Last Submitted Survey

Displays your hospital's Last Submitted Survey. You can download and save this as a PDF by clicking the Print button. This button will only be available if you have submitted a Survey. Before submitting a Survey, it will be greyed out.

View/Print Last Saved Survey

Displays your hospital's Last Saved Survey. You can download and save this as a PDF by clicking the Print button. Your hospital's responses are automatically saved in the Online Survey Tool as you advance from field to field. This button will be available as soon as you enter a response into the Survey.

View Hospital Details Page

Displays intermediate scoring details that are not publicly reported. Between April 1 and the Submission Deadline, the previous Survey year's scoring details will be displayed here. After the Submission Deadline, the current Survey year's scoring details will be displayed here. See the deadlines webpage for more information. If you did not submit a Survey in the previous Survey year, you will receive a pop-up message.

View/Print Previous Years Survey

Displays your hospital's Last Submitted Survey from the previous Survey year. You can download and save this as a PDF by clicking the print button. If you did not submit a Survey in the previous Survey year, you will receive a pop-up message.

NAVIGATING SECTIONS

You can navigate to sections using the **blue** section links on the Dashboard. Use the + to expand sections that contain subsections (i.e., Section 1, 3, 4, 6, 7, 8, 9, and 10) and click to enter a subsection to enter data.

Sections where there are Data Entry Errors will be displayed in **red**. In the example on the right, data entry errors appear in Sections 8, 9, and 10. When you click on the section link, you will be taken back to that section to correct the errors listed in the error log. These errors must be corrected before you can affirm that section.

The "Take CPOE Tool" button will appear for adult and general hospitals once Section 2 has been affirmed. Once you complete the Adult Inpatient Test, this button will become a link to the CPOE Tool results. See page 16 for information on the CPOE Test.

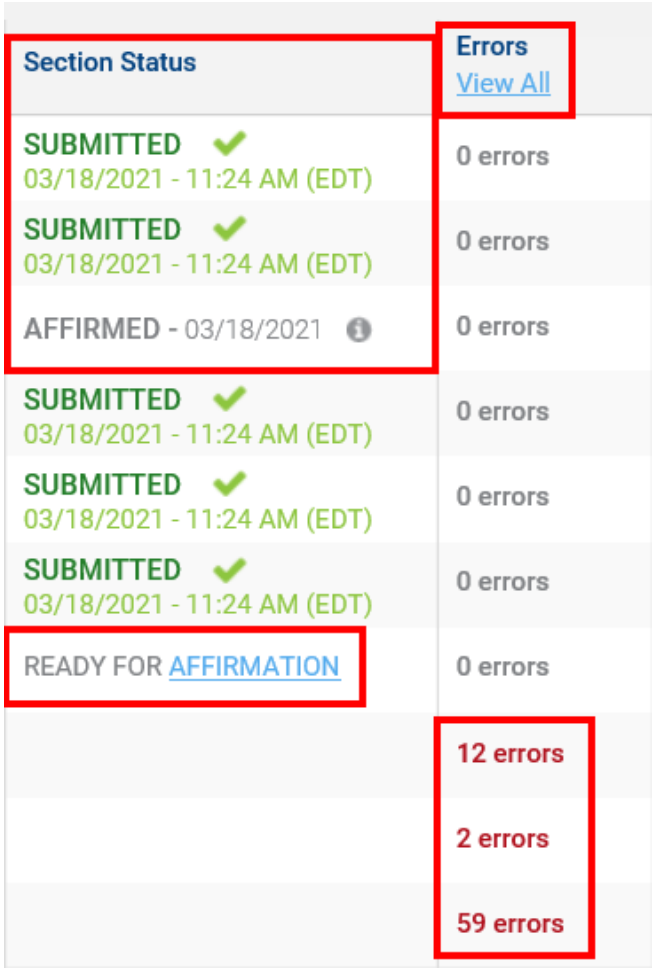
SECTION STATUS

Make sure you check the Section Status column on the Dashboard to check on your progress:

- READY FOR **AFFIRMATION**: Once a section has been completed, the "Ready for Affirmation" status will appear next to that section on the Survey Dashboard. When you select the "Affirmation" link, the Affirmation of Accuracy statement will appear in a pop-up window.
- **AFFIRMED**: Once the Affirmation of Accuracy has been completed, the section status will be updated to "Affirmed." When you hover over the "i" the name and title of the person who completed the Affirmation of Accuracy will appear.
- **SUBMITTED**: Once you have submitted sections of the Survey, the section status will be updated to "Submitted." Only "Submitted" sections will be scored and publicly reported.

Make sure you check for Errors:

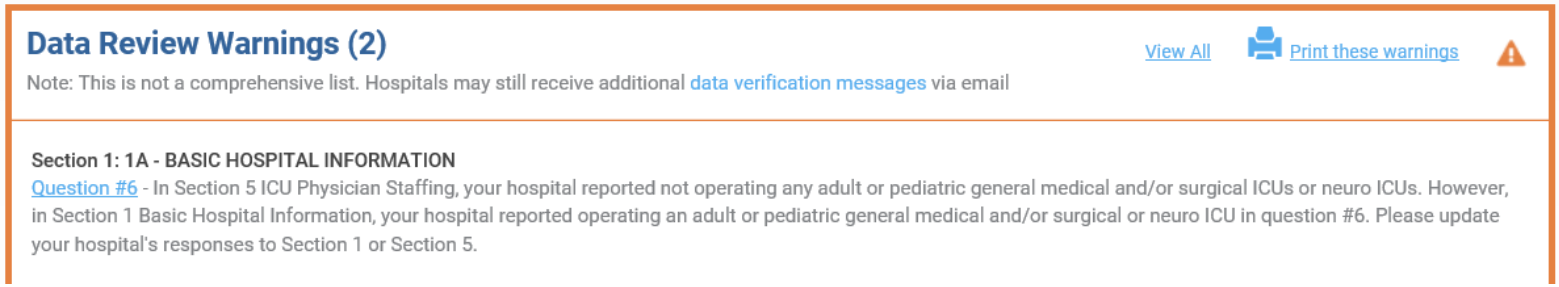
The number of data entry errors in each section will appear in the "**Errors**" Column. Select the number of errors displayed in **red** to display a printable error log which must be corrected before you can affirm that section of the Survey. You can also select "**View All**" at the top for a printable list of all of the errors that have been identified throughout the entire Survey.



CHECKING FOR DATA REVIEW WARNINGS

After a section has been completed and affirmed, you can check for data review warnings by clicking the blue button below the Dashboard.

When you select this button, your Survey responses will be scanned for potential data entry errors and inconsistencies. Any applicable messages will display in the orange box at the bottom of the Survey Dashboard.



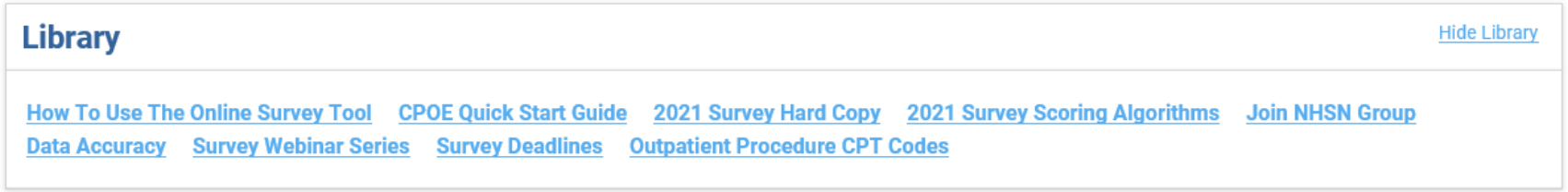
You can submit a Survey without resolving these warnings but will be contacted via email by the Help Desk to either (1) correct the error or (2) document that the original response was correct. Data review warnings give hospitals an opportunity to correct potential errors immediately – while they are still in the Online Survey Tool.

Helpful Hints:

- The data review warnings you see in the Online Survey Tool are not a comprehensive list. You may receive additional warnings from Leapfrog via email.
- Extensive Monthly Data Verification messages are emailed to the Primary, Secondary, and System Contacts listed in the Survey Profile. See page 3.
- If you make any updates to your hospital's Survey to resolve a data review warning, you will need to reaffirm the section and check for data review warnings again to clear the warning.
- More information about how Leapfrog ensures data accuracy is available on the Data Accuracy webpage.

THE SURVEY DASHBOARD LIBRARY

At the very bottom of the Survey Dashboard, you will find the Library. Important documents are linked here for your convenience. There are also links to important webpages that you should review.



The Outpatient Procedure CPT Code workbook is linked in the Survey Library. When you click the link for this the first time, you are required to review and complete the American Medical Association's Terms of Use. Once you complete the terms, you will see two files available for download: one for Section 3A for Total Hip and Knee Replacement Procedures and one for Section 10C for Volume of Outpatient Procedures. You are only required to complete the Terms of Use once per Survey year.

Helpful Hints:

- Navigate back to the Survey Dashboard using the Return to Dashboard link at the top right instead of closing the tab.
- CPT code workbooks are NOT editable but the information in the workbooks can be copy-pasted.
- If you are part of a system, you will need to complete the Terms of Use for EVERY facility, even if you only need to download the workbooks once for use by the entire hospital system. This is required by the American Medical Association.

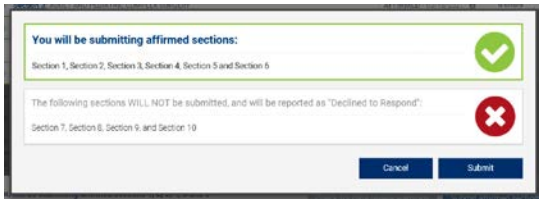
HOW DO I SUBMIT MY SURVEY?

To submit a Survey via the Online Survey Tool, hospitals must complete and affirm at least sections 1, 2, 4, 5, and 6, check for data review warnings and click the submit button. All hospitals are urged to submit all applicable sections.

1. Complete all sections that apply to your hospital and ensure all error messages are resolved. See page 8.
2. Affirm each section that you have completed by clicking the Affirmation link on the dashboard. See page 9.
3. Click the check for data review warnings button and review any warnings. See page 10.
4. Click the Submit affirmed sections button. Once you have clicked this button the sections you affirmed are submitted to us.
5. Save a copy of your Last Submitted Survey PDF and review it for accuracy and completeness. See page 7.
6. Review your Survey Results on the Hospital Details Page or public reporting website. The 2021 Submission Deadline is July 31, and Survey Results will be publicly reported within the first five business days of August. After August, the Hospital Details Page and public reporting website will be refreshed monthly.

Helpful Hints:

- Optional subsections (i.e., 1B, 6E, 8C) must be completed or left blank. If you enter partial data, you will not be able to affirm or submit the section.
- If one of the required sections does not apply to your hospital, you should indicate this in the section so that you can still affirm and submit the Survey. For example, if your hospital does not have an ICU then you should indicate this in Section 5 and affirm Section 5 so you can submit the Survey.
- Only the hospital CEO or the individual delegated by the CEO can complete an Affirmation of Accuracy.
- If the submit button is greyed out, you have missed a step. Review the steps above again.
- In order for Leapfrog to download your hospital's NHSN data used in Section 7B, in addition to submitting Section 7, hospitals must provide a valid NHSN ID in the Profile and join Leapfrog's NHSN Group by the join by dates published on the Join NHSN Group webpage.
- Review the submission confirmation pop-up to ensure that you are submitting all applicable sections:



HOW CAN I VERIFY THAT MY SURVEY WAS SUBMITTED?

Use the following tips to help verify that your hospital's submission was completed and that the appropriate sections were submitted:

- **Check the Hospital Survey Dashboard:** Refer to the "Section Status" column on the Hospital Survey Dashboard. All submitted sections will be marked as "Submitted." See page 9.
- **Check your email:** You will receive a survey submission confirmation email within five minutes of submitting a Survey. Please Note: This email will not specify what sections were submitted – you will need to use the other tips to determine which of the sections were submitted. This email is sent to the email address input on the login page. See page 3.
- **View/Print Last Submitted Survey:** Click this green function button on the Survey Dashboard to view or save a PDF of your hospital's submitted Survey. The Survey submission date will be listed at the top of the page under the heading "Submitted Survey." Be sure to check the submission date, review each section for accuracy and completeness, and check that each Affirmation of Accuracy is complete (Sections 1-10). See page 7.
- **Review the Hospital Details Page:** Your hospital's Survey Results will be available within the first five business days of August via the Hospital Details Page link on the Hospital Survey Dashboard. Carefully review your hospital's results, including your hospital's NHSN information for applicable healthcare-associated infections. See page 7.
- **Check your publicly reported results:** Always check your hospital's Leapfrog Hospital Survey Results on the public website. Results are posted within the first 5 business days of the month following your hospital's submission starting in August.

HOW CAN I UPDATE AND RESUBMIT MY SURVEY?

1. Log in to the Survey using your 16-digit security code.
2. Click on the section you would like to update and edit your responses.
3. Return to the Survey Dashboard and re-affirm the section.
4. Click the button “Check for data review warnings”.
5. Click the “Submit” button and ensure that the section you have updated is included in the list of sections being submitted.
6. Save a copy of your Last Submitted Survey PDF and review it for accuracy and completeness.

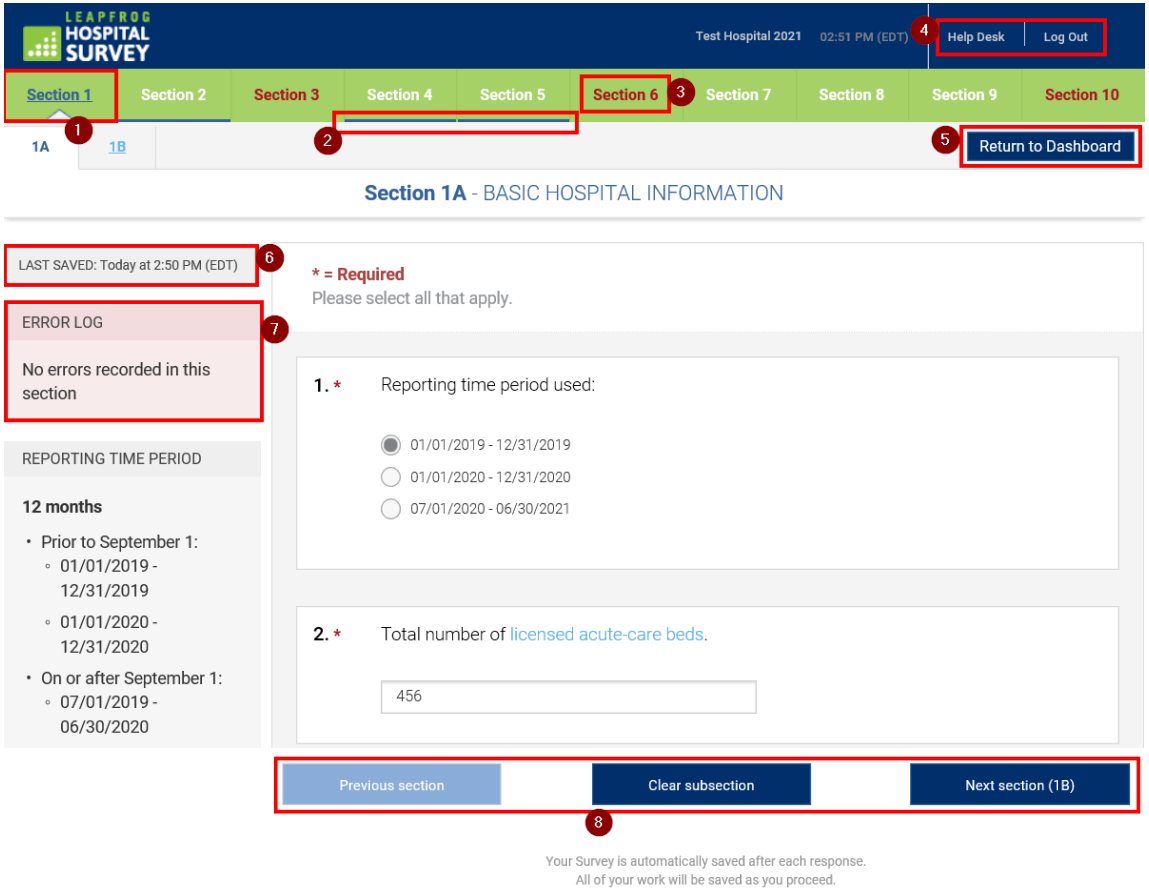
Remember to always check your updated results at https://ratings.leapfroggroup.org, which are posted within the first 5 business days of the month following (re)submission.

Hospitals can update and resubmit their Survey at any time between April 1 - November 30. Between December 1 - January 31, hospitals should only update their Survey to make a correction (no performance updates will be accepted after November 30). See this webpage for more details on why and when your hospital might make updates to your hospital’s Survey.

NAVIGATION WITHIN SURVEY SECTIONS

You can navigate between sections without going back to the dashboard by using the section links at the top of the page. There are many useful features you can utilize that will be described below.

1. The section you are currently in will be **blue**.
2. Sections that have been submitted will have a **blue line below**.
3. Section titles in **red** have errors.
4. You can access the **Help Desk** or **Log Out** at any time using the links at the top right.
5. When you are done, click **Return to Dashboard** to affirm, check for data review warnings, or submit your Survey.
6. The Online Survey Tool includes an auto-save feature. Responses are automatically saved as you move from field to field. As a new save happens, this box turns yellow and the timestamp updates.
7. The Error Log helps you track errors within each section.
8. You can navigate to the **Previous or Next section** or **Clear section** responses at the bottom of the page.



HOW DO I TAKE A CPOE TEST?

Detailed instructions for accessing The CPOE Evaluation Tool can be found in the CPOE Quick Start Guide, which is posted in the "Other Supporting Materials" table on the Survey and CPOE Materials page under Section 2. Also available in this table is the Instructions for Completing the CPOE Evaluation Tool document. Please carefully review all documents on that page before entering the CPOE Tool. You should also review the Prepare for the CPOE Tool page.

Important Note: The CPOE Tool can only be used in Chrome and IE11 browsers.