ASC Technical Assistance Call:
How to Get Help via Leapfrog’s Help Desk and Answers to FAQs

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AGENDA

• The Leapfrog Group and ASC Survey Background
• How to Get Help via Leapfrog’s Help Desk
• Answers to Current FAQs
• Timeline, Important Dates, & Next Steps
• Q&A
About The Leapfrog Group and the ASC Survey
About The Leapfrog Group

• Premier purchaser-driven nonprofit born out of the movement for health care transparency
• Founded by purchasers in 2000 in response to 1999 IOM Report *To Err is Human*
• Driving change by empowering purchasers and consumers
• Used by national and regional health plans, transparency vendors, and consumers
Regional Leaders: The Heart and Soul of Leapfrog
Leapfrog’s Historic Ratings Programs

Leapfrog Hospital Survey
• For the past 18 years, Leapfrog has been asking hospitals to voluntarily report about the quality and safety of the inpatient care they provide
  - Over 2,000 hospitals across the U.S. voluntarily report to the Leapfrog Hospital Survey

Leapfrog Hospital Safety Grade
• Since 2012, Leapfrog has been assigning A, B, C, D, or F grades to general acute care hospitals in the U.S.
  - Leapfrog Hospital Safety Grades are assigned to over 2,600 hospitals across the U.S., whether or not they submit a Leapfrog Hospital Survey, and are based on 28 measures of safety related to inpatient care

*Leapfrog does not plan on grading ASCs at this time.
Initiatives launched on April 1, 2019

Section 10: Outpatient Procedures
• How to Get Help via Leapfrog’s Help Desk
The Leapfrog Help Desk

You can find the link to Leapfrog’s Help Desk on the “Get Help” section of our ASC website or directly at https://leapfroghelpdesk.zendesk.com.
Welcome to the Leapfrog Help Desk. To submit a question, select "Submit a Request" using the link in the upper right of the page.

General Help Desk Information

Help Desk Guide and Hours of Operation

How do I submit a question to the Leapfrog Help Desk? What are the hours of operation?
Create a Zendesk Account

Creating a Zendesk Account is not required, but recommended so you can keep track of the tickets that you submit to the Help Desk.
Submit a Request

Select the name of the ratings program for which you are submitting a ticket.

- Leapfrog Hospital Survey
- Hospital Safety Grade
- Ambulatory Surgery Center Survey
Submit a Request (cont.)

Your email address *

Please check here to confirm your email address is correct *

Name

Facility Information

Please include facility information (name, address, city, state, zipcode, and phone)

CCN (CMS Certification Number)
Submit a Request (cont.)

ASC Survey Section *

ASC Survey Issue *

Subject *

Question *

Please enter the details of your request. A member of our Help Desk will respond as soon as possible.
Submit a Request (cont.)

Question*

Please enter the details of your request. A member of our Help Desk will respond as soon as possible.

Attachments

Add file or drop files here

Submit
Submit a Request (cont.)

Once your request is submitted, you will receive an e-mail from support@leapfroghelpdesk.zendesk.com notifying you that the request has been received.

From: Leapfrog Help Desk <support@leapfroghelpdesk.zendesk.com>
Date: Wed, Sep 18, 2019 at 6:46 PM
Subject: Leapfrog Help Desk: ASC Survey Test Issue
To: [redacted]@leapfroghelpdesk.zendesk.com

### Please type your reply above this line ###

Your request (#60074) has been received by the Leapfrog Help Desk and is being reviewed by our support staff.

To add additional comments, reply to this email or follow the link below:
http://leapfroghelpdesk.zendesk.com/hc/requests/60074

CCs on this ticket:

There are no additional emails copied on this ticket.

This email is a service from Leapfrog Help Desk. Delivered by Zendesk.
Receiving a Response to Your Request

When the Help Desk sends a response to your ticket, you will receive an email notification from support@leapfroghelpdesk.zendesk.com informing you that your request has been updated.

From: Leapfrog Help Desk <support@leapfroghelpdesk.zendesk.com>
Date: Wed, Sep 18, 2019 at 6:52 PM
Subject: [Leapfrog Help Desk] Re: ASC Survey Test Issue
To: [Email Address]

Your request (#60074) has been updated. Reply to this email or follow the link below:
http://leapfroghelpdesk.zendesk.com/hc/requests/60074

Leapfrog Help Desk (Leapfrog Help Desk)
Sep 18, 6:52 PM EDT

This is a reply to your response.
View the Status of Tickets in your Zendesk Account

Submit a request

- My activities
- Edit my profile
- Change password
- Sign out

My requests

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<td>#2</td>
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<td>2 months ago</td>
<td>open</td>
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Answers to Current FAQs
Question: How do I request a Security Code?

Each ASC will need a 16-digit security code in order to access the Online ASC Survey Tool.

In order to ensure that only authorized individuals have access to the 2019 Leapfrog ASC Survey for each facility, a Security Code Request Form must be completed. There are two options for requesting a security code:

- **Option 1**
  - Join Leapfrog’s NHSN Group
  - Have the individual listed as the “NHSN Administrator” complete and sign the Security Code Request Form
  - Print the Security Code Request Form on letterhead and submit it to the Help Desk.

- **Option 2**
  - Obtain a copy of the facility’s national accreditation letter or certificate, or the facility’s county or state business license
  - Have the Facility Administrator complete and sign the Security Code Request Form
  - Print the Security Code Request Form on letterhead and submit it with the required documentation to the Help Desk.

Note: In addition to the Facility Administrator referenced above, the Nurse Manager, Medical Director, or CEO may also submit a Security Code Request Form on behalf of their facility.
Question: I received my Security Code, what do I do next?


Read through the entire Survey document and review the reference information in each Section of the Survey. Complete a hard copy of the Survey before you log in to the Online ASC Survey Tool.


For help navigating the Online Survey Tool, refer to our Quick Start Guide. Survey submissions will be accepted up until November 30. All deadlines can be reviewed here.

If you have any questions, please contact the Leapfrog Help Desk at https://leapfroghelpdesk.zendesk.com.
Question: How will results be reported and used?

Reporting of Responses

• Leapfrog will not score Leapfrog ASC Survey responses or publicly report individual ASC Survey Results in 2019.
• However, ASCs will receive a free individual ASC Benchmarking Report which will be accessible via the ASC Details Page.
  − First ASC Benchmarking Report: September (submit by June 30)
  − Second ASC Benchmarking Report: February (submit by November 30)
• Leapfrog will not share the ASC Benchmarking Reports externally, but ASCs may share their own ASC Benchmarking Reports as they choose
• Aggregated responses from the 2019 Leapfrog ASC Survey and Section 10 of the 2019 Leapfrog Hospital Survey will be used in a national report.
• Leapfrog plans to score Survey responses and publicly report individual ASC Survey Results in 2020.

Ensuring Data Accuracy

• Leapfrog has several protocols in place to ensure the accuracy of our data including an Affirmation of Accuracy after each section, Data Review Warnings in the Online Survey Tool, a Monthly Data Review, and Monthly Requests for Documentation. Please review the protocols here.
Question: How will results be reported and used? (cont.)

**Current Example of Public Reporting for Hospitals -**

Leapfrog Hospital Survey Results are publicly reported at [www.leapfroggroup.org/compare](http://www.leapfroggroup.org/compare) by hospital and by measure.

We anticipate doing something similar in 2020 for ASCs.
Question: My facility does not participate in OAS CAHPS or do an AHRQ Culture of Safety Survey, can I still participate?

Yes. Hospitals and ASCs that are not participating in the OAS CAHPS and the AHRQ Culture of Safety Surveys are still eligible to participate in the 2019 Leapfrog Hospital Survey and 2019 Leapfrog ASC Survey. You will be able to respond “no” to the corresponding questions in the Survey and will still be able to answer all other questions.

While Leapfrog understands that the OAS CAHPS Survey is still a voluntary component of the CMS ASC Quality Reporting Program, this survey is the only nationally standardized instrument designed to compare patient experience in both HOPDs and ASCs. No other survey has been tested and validated for this purpose. All measures included in Leapfrog’s programs are predicated on the latest evidence and recommended by Leapfrog’s panels of experts. Most of all, they are a high priority to consumers, employers, and other purchasers.
Timeline, Important Dates, & Next Steps
April 1: Invitation letters will be sent to all Medicare-certified ambulatory surgery centers. The hard copy of the 2019 Leapfrog ASC Survey and Online ASC Survey Tool are available.

June 30 - SUBMISSION DEADLINE: ASCs that submit a Survey by June 30 will be included in the first ASC Benchmarking Report available in September. ASCs that do not submit a Survey by June 30 can still submit a Survey up until November 30, but they will only be included in the second ASC Benchmarking Report in February.

Updated - October: First ASC Benchmarking Reports available based on Surveys submitted by August 31.

November 30 - LATE SUBMISSION DEADLINE: Survey closes for the year. No new Surveys can be submitted after this date.

January 31 - CORRECTIONS DEADLINE: ASCs that have submitted a Survey prior to November 30 will be able to submit corrections until January 31.

February: Second ASC Benchmarking Reports available based on Surveys submitted by November 30 (will include any corrections that were submitted by January 31).

Find all ASC Survey Deadlines here.
Upcoming Events - Leapfrog ASC Survey Technical Assistance Calls

Find information for all calls here.

- October 8 from 11:00 – 11:30 am ET: Navigating Leapfrog’s ASC Website & Materials
  - Register here.
- November 7 from 12:00 – 12:30 pm ET: How to Use the Online ASC Survey Tool
  - Register here.
Technical Assistance

Answers to Frequently Asked Questions

Leapfrog ASC Survey Town Hall Calls

- register for upcoming calls and download slides and recordings from prior calls here.

Leapfrog Help Desk

- https://LeapfrogHelpdesk.zendesk.com

Leapfrog Newsletter

- Sign-up here so you don’t miss any announcements.
Questions?