ASC Technical Assistance Call:
Navigating Leapfrog’s ASC Website & Materials

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Director of Health Care Ratings
The Leapfrog Group

October 7, 2019
AGENDA

• The Leapfrog Group and ASC Survey Background
• How to Navigate Leapfrog’s Website
• Survey Content Organization
• 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
Navigating Leapfrog’s Website
Live Demo

www.leapfroggroup.org/asc
Survey Content
Organization
Survey Content Organization

Each section of the Survey is organized in the same format in the hard copy of the Survey and the Online Survey Tool:

**General information** about The Leapfrog Group standard (included in the hard copy only).

**Reporting periods** to provide facilities with specific periods of time for each set of questions.

**Survey questions** which may include references to endnotes. The Survey questions and endnotes match the Online ASC Survey Tool exactly.

**Affirmation of accuracy** by your facility’s administrator or by an individual that has been designated by your facility’s administrator. These statements affirm the accuracy of your ASC’s responses.

**Reference information** which includes ‘What’s New’ and ‘Change Summaries,’ important measure specifications, answers to frequently asked questions, and other notes that must be carefully reviewed before providing responses to any of the Survey questions (included in the hard copy only).
Section 3: Volume and Safety of Procedures Example

General Information:

Outpatient Procedures Bibliography (Patient Selection, Safe Surgery Checklist):
http://www.leapfroggroup.org/outpatient-procedures

Section 3 includes questions about your facility’s volumes of adult and pediatric procedures, patient follow-up and after-hours communication, patient selection and consent, and use of a safe surgery checklist.

Leapfrog will not score Survey responses or publicly report individual ASC Survey Results in 2019. However, participating ASCs will receive a free individual ASC Benchmarking Report. For ASCs that submit a Survey by June 30, this ASC Benchmarking Report will be available to view in September and February via the ASC Details Page link on the Survey Dashboard. Leapfrog plans to score Survey responses and publicly report individual ASC Survey Results in 2020.
**Section 3: Volume and Safety of Procedures Example (cont).**

**Reporting Periods and Survey Questions:**

### 3A: Volume of Procedures

**Specifications:** See [Volume of Procedures Measure Specifications](#) in the Reference Information on pages 53-72.

**Reporting Time Period: 12 months**
- Surveys submitted prior to September 1: 01/01/2018 – 12/31/2018
- Surveys (re)submitted on or after September 1: 07/01/2018 – 06/30/2019

<table>
<thead>
<tr>
<th>1) 12-month reporting time period used:</th>
<th>□ 01/01/2018 – 12/31/2018</th>
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<td>□ 07/01/2018 – 06/30/2019</td>
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<table>
<thead>
<tr>
<th>2) During the reporting period, were one or more of the following gastroenterology procedures performed at your facility on adult or pediatric patients:</th>
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<tbody>
<tr>
<td>- Upper GI endoscopy</td>
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<tr>
<td>- Other upper GI procedures</td>
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<tr>
<td>- Small intestine and stomal endoscopy</td>
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<tr>
<td>- Lower GI endoscopy</td>
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If "no" or "yes, but no longer perform these procedures," skip question #12 below.

Yes

Yes, but no longer perform these procedures

No
Affirmation of Accuracy:

2019 Leapfrog ASC Survey - Hard Copy

Affirmation of Accuracy

As the administrator of the Ambulatory Surgery Center (ASC) or as an employee of the ASC to whom the ASC administrator has delegated responsibility, I have reviewed this information pertaining to the Volume and Safety of Procedures Section at our ASC, and hereby certify that this information is true, accurate, and reflects the current, normal operating circumstances at our ASC. I am authorized to make this certification on behalf of our ASC.

The ASC and I understand that The Leapfrog Group is relying on the truth and accuracy of this information. The ASC and I understand that The Leapfrog Group will make this information and/or analyses of this information public through a national report that does not identify individual ASCs.

This information and/or analyses and all intellectual property rights therein shall be and remain the sole and exclusive property of The Leapfrog Group in which The Leapfrog Group retains exclusive ownership. This information does not infringe upon any third party’s intellectual property rights or any other third party rights whatsoever and is free and clear of all encumbrances and liens of any kind. The ASC and I acknowledge that The Leapfrog Group may use this information in a commercial manner for profit. The ASC shall be liable for and shall hold harmless and indemnify The Leapfrog Group from any and all damages, demands, costs, or causes of action resulting from any inaccuracies in the information or any misrepresentations in this Affirmation of Accuracy. The Leapfrog Group and its members and entities and persons who contract with The Leapfrog Group reserve the right to omit or disclaim information that is not current, accurate or truthful.

Affirmed by _________________________, the ASC’s _________________________,

(First Name, Last Name)  (Title)

On ________________________.

(Date)
Section 3: Volume and Safety of Procedures Example (cont).

Reference Information: **Volume of Procedures Measure Specifications**

**Important Note:** For each of the procedures included in Section 3A: Volume of Procedures, Leapfrog has provided a set of CPT code ranges for counting patients. These CPT code ranges are provided below and also in an Excel Document under “Other Supporting Materials” for Section 3 on the Survey Materials webpage.

**Source:** The Leapfrog Group, The Health Care Cost Institute

**Reporting Time Period:** 12-months
- Surveys submitted prior to September 1: 01/01/2018 - 12/31/2018
- Surveys submitted on or after September 1: 07/01/2018 - 06/30/2019

**Questions #2-11:** Respond “yes” or “no” based on whether or not your facility performed any of the procedures during the reporting period on adult and/or pediatric patients. The procedures fall within 10 specialty areas:

**Adult Procedures**
- Gastroenterology procedures: upper GI endoscopy; other upper GI procedures; small intestine and stomal endoscopy; and lower GI endoscopy
- General surgery procedures: cholecystectomy and common duct exploration; excision of skin lesion; hemorrhoid procedures; inguinal and femoral hernia repairs; other hernia repairs; laparoscopy; lumpectomy or quadrantectomy of breast; mastectomy; and skin grafts
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.

2. **Log in to the Online ASC Survey Tool and Submit a Survey** at [https://survey.leapfrogrgroup.org/login/asc](https://survey.leapfrogrgroup.org/login/asc).

   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](https://survey.leapfrogrgroup.org/login/asc).

If you have any questions, please contact the Leapfrog Help Desk at [https://leapfroghelpdesk.zendesk.com](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: October (submit by August 31)
  - 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.leapfroogroup.org/compare](http://www.leapfroogroup.org/compare) by hospital and by measure

We anticipate doing something similar in 2020 for ASCs

<table>
<thead>
<tr>
<th>Inpatient Care Management</th>
<th>Medication Safety</th>
<th>Infections</th>
<th>High-Risk Surgery</th>
<th>Cancer Surgery</th>
<th>Maternity Care</th>
<th>Pediatric Care</th>
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<tr>
<td><strong>Steps to Avoid Harm</strong></td>
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<td><strong>Northwestern Memorial Hospital</strong> Chicago, Illinois</td>
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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
Timeline & Important Dates

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 20 – NHSN GROUP DEADLINE: ASCs that join Leapfrog’s NHSN Group by June 20, have a valid NHSN ID provided in their Leapfrog ASC Survey Profile, and have submitted a Survey by June 30, will have NHSN data included in the first ASC Benchmarking Report.

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.

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](#).

- 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.