Leapfrog Ambulatory Surgery Center (ASC) Survey

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The Leapfrog Group

March 26, 2019
AGENDA

- The Leapfrog Group Background
- Expansion into Outpatient & Ambulatory Surgery
- The Leapfrog ASC Survey
- Survey Content Overview
- Submission Overview
- Timeline, Important Dates, & Next Steps
- Q&A
About The Leapfrog Group
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 of safety of the inpatient care they provide
  - Almost 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. since 2012
  - Leapfrog Hospital Safety Grades are assigned to over 2,600 hospitals across the U.S. and are based on 28 measures of safety related to inpatient care, whether or not they submit a Leapfrog Hospital Survey
Public Reporting

Annual, voluntary Leapfrog Hospital Survey with ~2,000 U.S. hospitals participating; covers almost 70% of pediatric and general acute care hospital beds in the U.S.
Facility Benchmarking

Confidential benchmarking reports are used by hospitals to engage their leadership and staff.

Breakdown by Measure

Scored results and measure weights for each of the measures that apply to your hospital are shown here, alongside national, state, and cohort averages for benchmarking.

Each measure on the Leapfrog Hospital Survey is scored according to the Leapfrog VBP Program methodology. Measures within each domain are weighted based on the following criteria: Volume (number of patients impacted by the measure), Harm (severity of harm being measured), and Resource Use (costs related to the measure). Weights for each measure and each domain are specific to your hospital based on the applicable sections of the survey.

<table>
<thead>
<tr>
<th>Domain</th>
<th>Domain Weight</th>
<th>Measure Weight</th>
<th>Measure</th>
<th>2016 Scoring</th>
<th>National N=1884</th>
<th>N=55</th>
<th>N=954</th>
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<td>Medication Safety</td>
<td>15.03%</td>
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<td>Medication Safety-CPR</td>
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<td>Infections</td>
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<td>C.Diff</td>
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Leapfrog Hospital Survey data is used by four of five national health insurers, as well as a number of regional insurers, other consultants, and many national transparency vendors.

CAREPOINT HEALTH NEWS
CAREPOINT HEALTH HOSPITALS AWARDED $350,000 BY BLUE CROSS BLUE SHIELD FOR SAFETY ACHIEVEMENTS

CarePoint Health hospitals awarded $350,000 by Blue Cross Blue Shield for safety achievements

**Insurer Case Study**

- **Insurer:** Horizon BCBS
- **Location:** New Jersey
- **Program:** VBP Incentives
- **Scope:** Annual Rewards to Best High Performing and Most Improved Hospitals
- **Since:** 2006
Quality Improvement

Nationwide hospitals use Survey Results to improve their safety and quality.

**Hospital Case Study 1:** Virginia Hospital Center

**Success:**
Reduced NTSV C-Section Rate from 33% in 2014 to 20.9% in 2017

**Keys:**
- Multidisciplinary group to track progress
- Chart audits and educational activities
- Encouraging transparency by posting C-section rates at department, group, and individual levels
- Assisting practitioners in lowering their rates and incorporating corrective measures for persistent outliers

**Hospital Case Study 2:** Texas Children’s Hospital Pavilion for Women

**Success:**
Reduced Rate of Episiotomy from 9.0% in 2012 to 4.4% in 2017

**Keys:**
- Having a stretch goal (when Leapfrog changed the target from 12% to 5%)
- Having the professional society guidelines support the desired practice
- Physicians knowing that their performance was being monitored
Leapfrog’s Expansion into Outpatient & Ambulatory Surgery
Why is Leapfrog moving into rating outpatient and ambulatory surgery?

- Today, the majority of surgeries are performed in outpatient or ambulatory settings.
- That trend is growing rapidly because these settings offer the opportunity for improved patient experience and greater cost-efficiency.
- Unfortunately, the availability of independent, publicly reported information about patient safety and quality is currently inadequate, so purchasers and consumers don’t have the information they need to select the best place for their care.
- Leapfrog will bring the leverage of purchasers to the market to get that information and make it public.
- In addition to informing consumer decision-making, this new information will assist purchasers and payors in network design, direct contracting, bundled payment models, and other innovative value-based payment strategies.
About the Leapfrog Ambulatory Surgery Center Survey
Initiatives launching on April 1, 2019

Section 10: Outpatient Procedures
How Leapfrog Will Collect the Data

Launching April 1, 2019

**Leapfrog Ambulatory Surgery Center Survey**
- Free to participate
- National voluntary Survey of ambulatory surgery centers (ASCs)
- All ASCs located in the U.S. can participate
- Results reported in aggregate nationally and shared with reporting ASCs via Benchmarking Reports
- Results will be publicly reported by facility starting in 2020

**Outpatient Procedure Section of the Leapfrog Hospital Survey**
- Free to participate
- New Outpatient Procedure Section on the Leapfrog Hospital Survey
- Closely align with the questions on the new ASC Survey
- Results reported in aggregate nationally and shared with reporting hospitals via Benchmarking Reports
- Results will be publicly reported by facility starting in 2020
Eligibility

Leapfrog Ambulatory Surgery Center Survey

For ASCs

• A distinct entity that exclusively provides same-day surgical services to patients not requiring hospitalization
• If certified by Medicare, the facility is certified as an ASC and has a 10-digit CCN
• Provides surgical services that do not exceed 24 hours
• May or may not be affiliated with a hospital
• Often specialty-specific

Section 10: Outpatient Procedures

For Hospital Outpatient Departments (HOPD)

• A location that provides hospital outpatient services and operates under the license of a hospital
• If certified by Medicare, the facility is certified as a hospital and has a 6-digit CCN
• Provides outpatient hospital services, meaning preventive, diagnostic, therapeutic, rehabilitative, or palliative services that are furnished to outpatients
• May be co-located with a hospital (e.g., a unit within the building) or separately located (e.g., separate on/off campus location)
Goals for Both Surveys

• Compare ASCs and HOPDs
• Include measures that are meaningful to purchasers and consumers
• Keep the reporting burden as low as possible
• Align with other performance measurement groups (such as the CDC/NHSN, CMS, accreditation organizations, and applicable registries)
• Include cutting-edge measures not collected or publicly reported by any other national organization
• Maintain consistent measurement structure for benchmarking
• Include measures that facilities can use for quality improvement (i.e. to improve patient care)
Leapfrog’s National Expert Panel

Lee A. Fleisher, MD, University of Pennsylvania Perelman School of Medicine
Lynn J. Reede, DNP, MBA, CRNA, FNAP, American Association of Nurse Anesthetists
Elizabeth C. Wick, MD, University of California San Francisco
Linda Groah, MSN, RN, CNOR, NEA-BC, FAAN, Association of periOperative Registered Nurses
Adolph J. Yates Jr., MD, University of Pittsburgh
Oliver D. Schein, MD, MPH, Johns Hopkins Medicine

In addition to Leapfrog’s National Expert Panel, we have a contract with the Armstrong Institute for Patient Safety and Quality at Johns Hopkins Medicine to provide scientific expertise and content management.

No industry representatives participate on our National Expert Panel. At times, we convene Advisory Committees made up of industry representatives.
Role of the National Expert Panel

Use research and peer reviewed literature to identify the most important patient safety and quality issues

Provide scientific expertise regarding these patient safety and quality issues

Evaluate measures for appropriateness for the Survey

Set the standard

Recommend adding and removing measures over time
How Responses will be 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
- 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 reported 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](#).
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).
1: Basic Facility Information

ASCs will be asked for general information on their facility.

- Examples of questions:
  - Number of operating rooms
  - Number of endoscopic procedure rooms
  - Number of adult and pediatric discharges
  - Teaching status
  - Ownership
  - Accreditation
  - Transfer policies and agreements
2: Medical, Surgical, and Clinical Staff

- Will include questions pertaining to the training and education of medical, surgical, and clinical staff, including proper resuscitation training and board certification:
  - Advanced Cardiovascular Life Support (ACLS) certification
  - Pediatric Advanced Life Support (PALS) certification
  - Board certification for physicians, anesthesiologists, and certified nurse anesthetists
3: Volume and Safety of Procedures

Asking ASCs to report information on the procedures performed in their centers, including:

- Volume of adult and pediatric procedures: 12-month reporting periods, procedures defined by CPT codes
- Patient follow-up and after-hours communication
- Processes to ensure that patients are selected appropriately for the outpatient setting
- Informed consent
- Structures to support effective use of the Safe Surgery Checklist
Types of Procedures

In 2019, Leapfrog is focusing on a small number of procedures selected using the following criteria:

- High volume in both ambulatory surgery centers and hospital outpatient departments based on an analysis of commercial claims
- Requires moderate to general anesthesia or a nerve block

Specialties Include:

- Gastroenterology
- General surgery
- Ophthalmology
- Orthopedic
- Otolaryngology
- Urology
- Dermatology
- Neurological surgery
- Obstetrics and gynecology
- Plastic and reconstructive surgery
4: Patient Safety Practices

Medication Safety
- Medication and allergy documentation
- Antimicrobial Stewardship Practices

NHSN Outpatient Procedure Component (OPC) Module
- A Town Hall Call was held on February 25 to review the NHSN requirements and reporting to the OPC. ASCs can download a recording here. An additional call will be held on April 15 to review reporting and analysis functions within the OPC. ASCs can register here.

Hand Hygiene

Select NQF Safe Practices
- Culture of Safety Leadership Structures and Systems
- Culture Measurement, Feedback, and Intervention
- Risks and Hazards

Policies related to Never Events
5: Patient Experience (OAS CAHPS)

- ASCs will be asked to report domain scores and selected aggregated question responses from the Outpatient and Ambulatory Surgery (OAS) CAHPS Survey
  - Leapfrog will accept responses from ASCs administering the OAS CAHPS Survey regardless of whether they are submitting the data to CMS
  - Leapfrog will accept responses from ASCs administering the OAS CAHPS Survey using modes not yet approved by CMS, such as electronic administration
Submission Overview
Getting Started: Prior to April 1

Before April 1:

- Sign-up for Leapfrog’s Newsletter so you can stay informed.
- Register for free Town Hall Calls (hosted in February, March, and April) and download prior recordings here.
- Request a 16-digit security code using the ASC Security Code Request Form.
  - All ASCs interested in participating in the 2019 Leapfrog ASC Survey will need to have their Facility Administrator complete this form to receive a Security Code and access the Online ASC Survey Tool.
- Join Leapfrog’s NHSN Group for ASCs by following our NHSN instructions.
- Check the ASC Survey Deadlines.
  - Begin planning to ensure that you will have enough time to collect the data, complete a hard copy of the Survey, and complete and submit via the Online Survey Tool.
- Review Leapfrog’s policies and procedures regarding data accuracy.
Welcome to the 2019 Leapfrog ASC Survey

This section of the website is designed for ambulatory surgery centers (ASCs) who are interested in submitting the Leapfrog ASC Survey on patient safety and quality.

Coming in April 2019
Getting Started: Beginning April 1

On or after April 1:

• Carefully review the ASC Survey Deadlines before you begin.

• Download a hard-copy of the Survey on the ASC Survey webpage. Read through the entire Survey document to ensure that you understand what information is required.

• Review the reference information in each section of the Survey document and download other supporting materials. These documents and tools contain information that you will need to accurately respond to the Survey questions.

• Identify information and people you will need to complete the various sections of the Survey.

• Complete a hard copy of the Survey before you log in to the Online ASC Survey Tool.

• Download and review a copy of the Quick Start Guide on the Get Started webpage. This document includes important instructions on how to navigate the Online ASC Survey Tool.
How to 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.
Online ASC Survey Tool

Welcome to the 2019 Leapfrog ASC Survey login page.

Before you begin, download the hard copy of the ASC Survey and review the Quick Start Guide.

Please contact the Help Desk if you have any additional questions. The Help Desk is open Monday through Friday from 9am-5pm ET.
For more information and holiday hours please visit the Get Help page.

Go back to The Leapfrog Group website.

Oops! Are you a Hospital?
Welcome to the 2019 Leapfrog ASC Survey

Before you can access the Online ASC Survey Tool, you must complete a Facility Profile.

ASC Profile
ASC Survey Dashboard

2019 ASC Survey Dashboard

Section 1: Basic Facility Information
Section 2: Medical, Surgical, and Clinical Staff
Section 3: Volume and Safety of Procedures
Section 4: Patient Safety Practices
Section 5: Patient Experience (OAS CAHPS)

Section Status

Errors
View All

You will NOT be submitting unaffirmed sections 3, 4, and 5

Check for data review warnings
Submit affirmed sections

Library

2019 Survey Hard Copy  Data Accuracy  Join NHSN Group  Quick Start Guide  Survey Deadlines
ASC Survey Dashboard (cont.)

2019 ASC Survey Dashboard
Section Status Errors
Section 1: BASIC FACILITY INFORMATION AFFIRMED - 03/22/2019 0 errors
Section 2: MEDICAL, SURGICAL, AND CLINICAL STAFF AFFIRMED - 03/22/2019 0 errors
Section 3: VOLUME AND SAFETY OF PROCEDURES AFFIRMED - 03/22/2019 0 errors
Section 4: PATIENT SAFETY PRACTICES AFFIRMED - 03/22/2019 0 errors
Section 5: PATIENT EXPERIENCE (OAS CAHPS) AFFIRMED - 03/22/2019 0 errors

You will be submitting affirmed sections 1, 2, 3, 4 and 5
Check for data review warnings
Submit affirmed sections

Data Review Warnings (0)
No warnings found
ASC Survey Dashboard (cont.)

![ASC Survey Dashboard Screenshot](image)

### 2019 ASC Survey Dashboard

**Section Status**
- **Section 1**: Basic Facility Information
  - SUBMITTED
  - 03/22/2019 - 11:55 PM (EDT)
  - 0 errors
- **Section 2**: Medical, Surgical, and Clinical Staff
  - SUBMITTED
  - 03/22/2019 - 11:55 PM (EDT)
  - 0 errors
- **Section 3**: Volume and Safety of Procedures
  - SUBMITTED
  - 03/22/2019 - 11:55 PM (EDT)
  - 0 errors
- **Section 4**: Patient Safety Practices
  - SUBMITTED
  - 03/22/2019 - 11:55 PM (EDT)
  - 0 errors
- **Section 5**: Patient Experience (OAS CAHPS)
  - SUBMITTED
  - 03/22/2019 - 11:55 PM (EDT)
  - 0 errors

You will be submitting affirmed sections 1, 2, 3, 4 and 5

**Data Review Warnings (0)**

No warnings found!
Timeline,
Important Dates,
& Next Steps
Timeline and 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.

**September:** First ASC Benchmarking Reports available based on Surveys submitted by June 30.

**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 Town Hall Calls

• ASCs are invited to the 2019 Leapfrog ASC Survey Town Hall Calls to learn more about The Leapfrog Group and the new Ambulatory Surgery Center Survey.
  - Tuesday, April 23 at 2-3 PM ET. Register here.

Leapfrog and NHSN Town Hall Call: Reporting and Analysis Functions within OPC

• ASCs are invited to the Leapfrog and NHSN Town Hall Call which will be co-hosted with the CDC/NHSN. Presenters from NHSN will review how to report and analyze data in the new Outpatient Procedure Component (OPC) within NHSN.
  - Monday, April 15 at 1:30-2:30 PM ET. Register here.

In-Person Training

• The Leapfrog Group, in partnership with DHG Healthcare, will be holding an in-person training and orientation for hospital and ambulatory surgery center leaders during the 2019 DHG Symposium on June 4 and 5 in Orlando, FL. For more information, go to: https://www.eventbrite.com/e/the-leapfrog-group-deep-dive-at-symposium-2019-tickets-56673041593
Technical Assistance

Answers to Frequently Asked Questions

Leapfrog Help Desk

• https://LeapfrogHelpdesk.zendesk.com

Leapfrog Newsletter

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