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
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
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.
Value-Based Payment Programs

Leapfrog Hospital Survey data is used by payors and health plans in value-based purchasing programs.

**Insurer Case Study**

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

---

**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.
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 procedures?

• Today, the majority of surgeries are performed in hospital outpatient or ambulatory surgery center settings.

• Because these settings offer the opportunity for improved patient experience and greater cost-efficiency, the trend is growing rapidly.

• Unfortunately, the availability of independent, publicly reported information about patient safety and quality within these settings is lacking.

• This new information collected via the Leapfrog ASC Survey and Leapfrog Hospital Survey (Section 10 Outpatient Procedures) will assist consumers in decision-making and 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 launched on April 1, 2019

Section 10: Outpatient Procedures
How Leapfrog Will Collect the Data

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 (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](#).
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

Facilities that are not yet participating in the OPC or administering the AHRQ Surveys on Patient Safety Culture (SOPS) can still report to the Leapfrog ASC Survey. They will simply answer “no” to the corresponding questions and/or leave the practice unselected.
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
- Only applicable for facilities with at least 300 eligible discharges (adult patients who had both medically and non-medically necessary surgeries and/or procedures) and at least 100 returned surveys during a 12-month reporting period

Facilities that are not yet administering the OAS CAHPS Survey can still report to the Leapfrog ASC Survey. They will simply answer “no” to the corresponding questions.
Submission Overview
How ASCs Can Learn More and Get Started

• Sign-up for Leapfrog’s Newsletter so you can stay informed.

• Visit the Leapfrog ASC Survey webpages at http://leapfroggroup.org/asc.
  − Review the tips for Getting Started.
  − Download and review a hard copy of the Survey.
  − Request an ASC security code, which is needed to participate and access the Online ASC Survey Tool.
  − Join Leapfrog’s NHSN Group for ASCs by following our NHSN instructions.
  − Check the ASC Survey Deadlines.
  − Review Leapfrog’s policies and procedures regarding data accuracy.
  − Review answers to Frequently Asked Questions.

• Register for free Town Hall Calls (hosted in February, March, and April) and download prior recordings here.

• Submit questions to the Leapfrog Help Desk: https://LeapfrogHelpdesk.zendesk.com
www.leapfroggroup.org/asc
Completing a Survey

- 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.
Security Code Request Forms: General Reminders

In order for Leapfrog to process your Security Code Request Form,

- Request Form must be **signed** and **dated**
- Request Form must be **copied** onto facility letterhead
- Facilities must **complete** all required fields
  - Option 1: all administrator and facility demographic fields **AND** NHSN ID
  - Option 2: all administrator and facility demographic fields
- Delegate fields are optional
  - Please check the box under Step 2 if you would like to identify a delegate to complete the Leapfrog ASC Survey and you would like Leapfrog to also email your 16-digit Security Code to that individual
- **CCN should be 10 digits** (format: nnCnnnnnnnn)
  - Please contact the [Help Desk](#) if your facility is not reimbursed by Medicare/ does not have a CCN
  - You can verify your CCN in CMS’s Ambulatory Surgical Center Quality Report (ASCQR) Program dataset (enter your CCN or name in the search box; CCN is listed in ‘Provider_ID’ column)
Option 1: NHSN Administrator

Security Code Request Form is completed/submitted by your **NHSN Administrator**

Please confirm that your facility has completed the following steps **prior to sending** your Security Code Request Form

- **1) enrolled** in the NHSN Outpatient Procedure Component
  - ASCs must also **complete** the OPC Annual Facility Survey
- **2) joined** Leapfrog's NHSN Group for ASCs and **accepted** the Data Rights Template,
- **3) verified** that the individual listed as the 'Administrator' on your Security Code Request Form is listed as the 'Facility Administrator' contact within NHSN


- Please use this instructions document to confirm that you have fully completed each of the steps listed above

Leapfrog held a Town Hall call on the process of joining Leapfrog's NHSN Group for ASCs; the recording and slides are available here: [http://www.leapfroggroup.org/asc-survey-materials/town-hall-calls](http://www.leapfroggroup.org/asc-survey-materials/town-hall-calls).
Option 2: Accreditation or business license

Security Code Request Form is completed/submitted by your **Facility Administrator**

When sending your Security Code Request Form, you should attach a copy of your facility’s national accreditation letter or certificate, or your facility’s county or state business license

- Please verify that your accreditation/license documentation is **not** expired

Letter/certificate should include your facility’s name and address
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?
Online ASC Survey Tool (cont.)
ASC Survey Dashboard

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 | READY FOR AFFIRMATION | 0 errors
Section 4: PATIENT SAFETY PRACTICES | READY FOR AFFIRMATION | 0 errors
Section 5: PATIENT EXPERIENCE (OAS CAHPS) | | 1 error

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.)
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 Call: Antimicrobial Stewardship

- ASCs are invited to a Town Hall Call to learn more about the Antimicrobial Stewardship Checklist for ASCs. The call will be co-hosted with the Health Services Advisory Group (HSAG).
  - Wednesday, June 19 at 2-3 PM ET. Registration information will be available 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 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.