ONLINE SURVEY TOOL GUIDE

FOR HOSPITALS

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

Important Note: The Online Survey Tool cannot be used in Internet Explorer.

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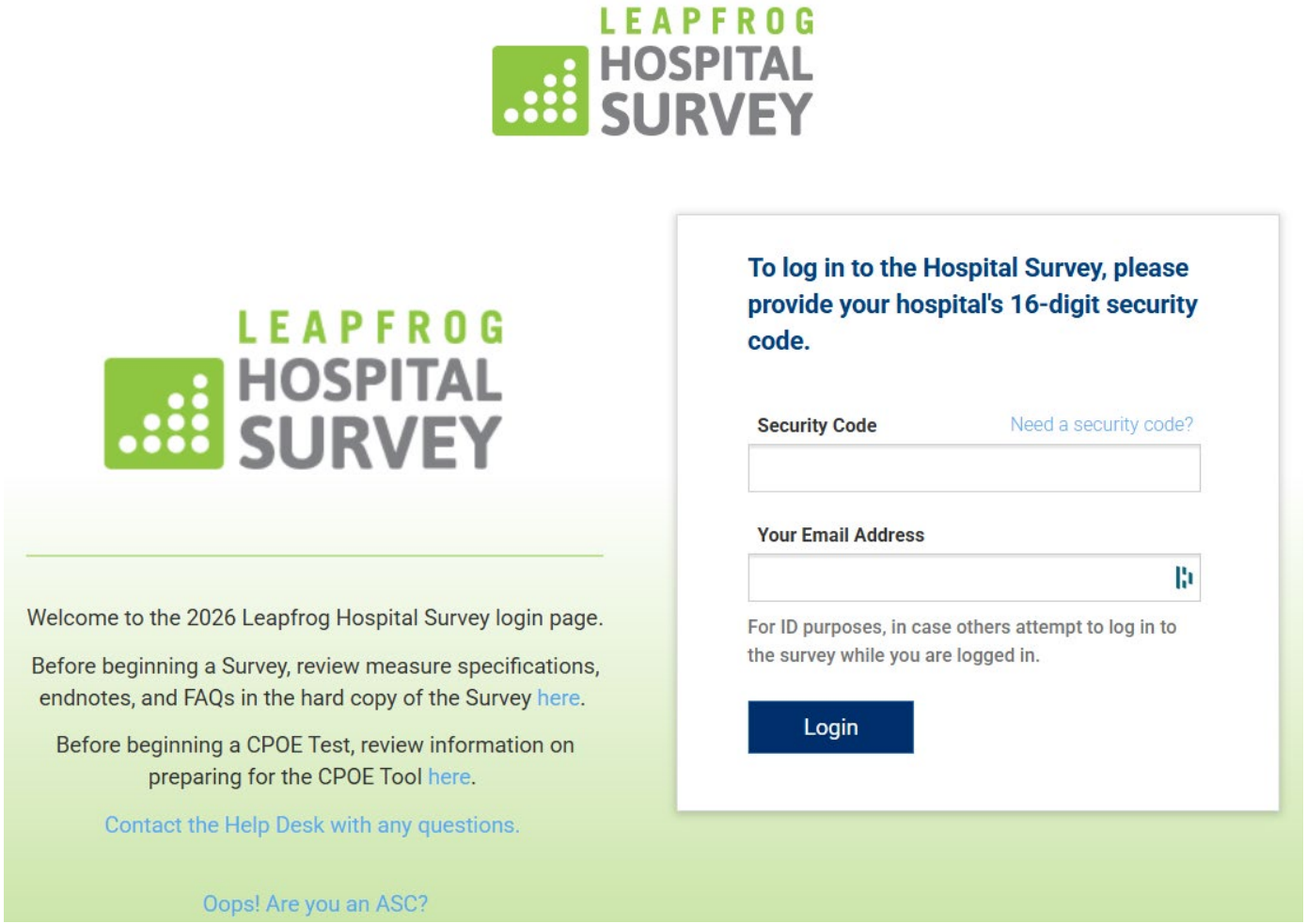
HOW DO I LOG INTO THE ONLINE SURVEY TOOL?

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.

Important Notes:

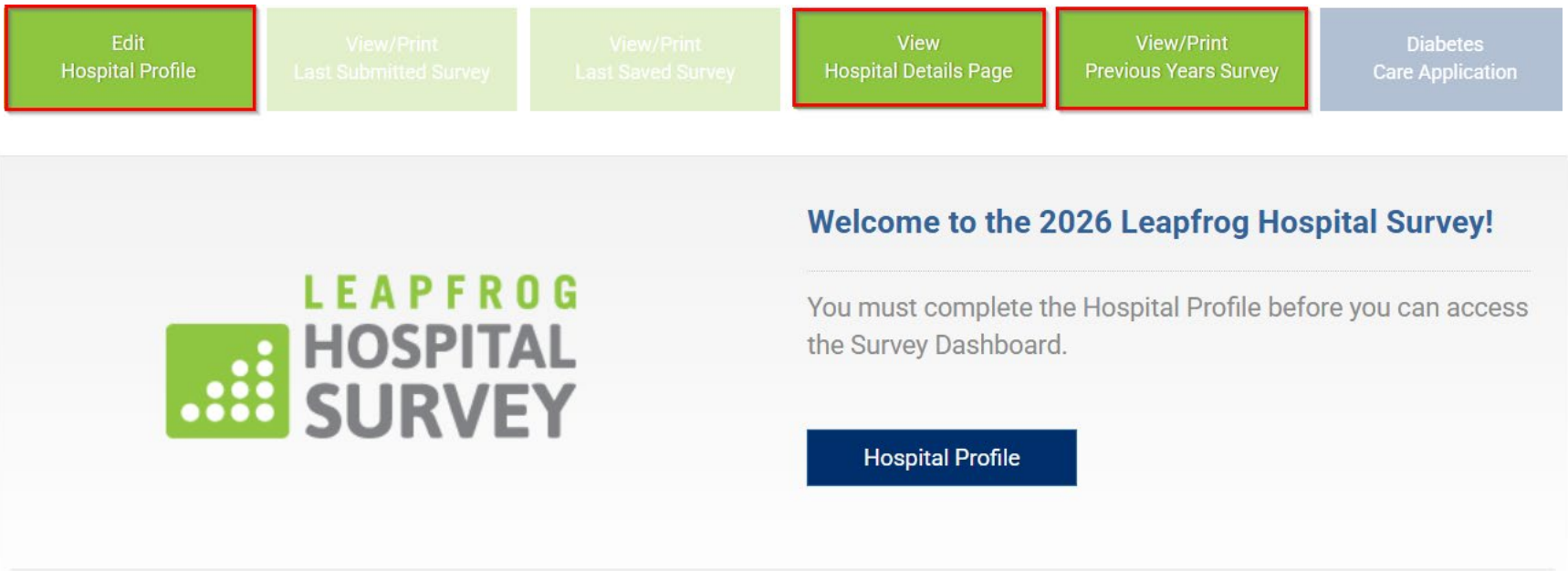
- *Do not include spaces in either field.*
- *Only one person can be logged into the Survey at a time.*
- *The submission confirmation email will be sent to the address you enter on the login page so check for typos before logging in.*
- *Look out for important announcements on the login page regarding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


LEAPFROG HOSPITAL SURVEY
LEAPFROG HOSPITAL SURVEY
Welcome to the 2026 Leapfrog Hospital Survey login page.
Before beginning a Survey, review measure specifications, endnotes, and FAQs in the hard copy of the Survey here.
Before beginning a CPOE Test, review information on preparing for the CPOE Tool here.
Contact the Help Desk with any questions.
Oops! Are you an ASC?
To log in to the Hospital Survey, please provide your hospital's 16-digit security code.
Security Code
Need a security code?
Your Email Address
For ID purposes, in case others attempt to log in to the survey while you are logged in.
Login

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 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.

If you did not submit a 2025 Survey, you will not be able to access the Details Page or Previous Year's Survey.



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.

Contacts for the Leapfrog Hospital Survey include:

- **Chief Executive Officer (CEO or Hospital Administrator)**
  - Receives the username and password for the Hospital Safety Grade Review Website, early 'A' notifications for the Hospital Safety Grade, Top Hospital notification, and any additional messages related to the hospital's Survey submission that may be urgent.
- **Primary Survey Contact**
  - Receives all communication specific to the hospital's Leapfrog Hospital Survey submission that require a timely response, including Monthly Data Verification messages, as well as the username and password for the Hospital Safety Grade Review Website, early 'A' notifications for the Hospital Safety Grade, and Top Hospital notification.
- **Secondary Survey Contact**
  - Receives the same communications regarding the Leapfrog Hospital Survey as Primary Survey Contact and is a backup contact if the Primary Survey Contact is not reachable.
- **Hospital Public Relations Contact**
  - Receives information on Leapfrog accolades, such as early 'A' notifications for the Hospital Safety Grade and Top Hospital notification.
- **System Contact**
  - Receives Monthly Data Verification messages and all general communications about Leapfrog's ratings programs, including early 'A' notifications for the Hospital Safety Grade and Top Hospital notifications.
- **System Public Relations Contact**
  - Receives Hospital Safety Grade communications and Top Hospital notification.

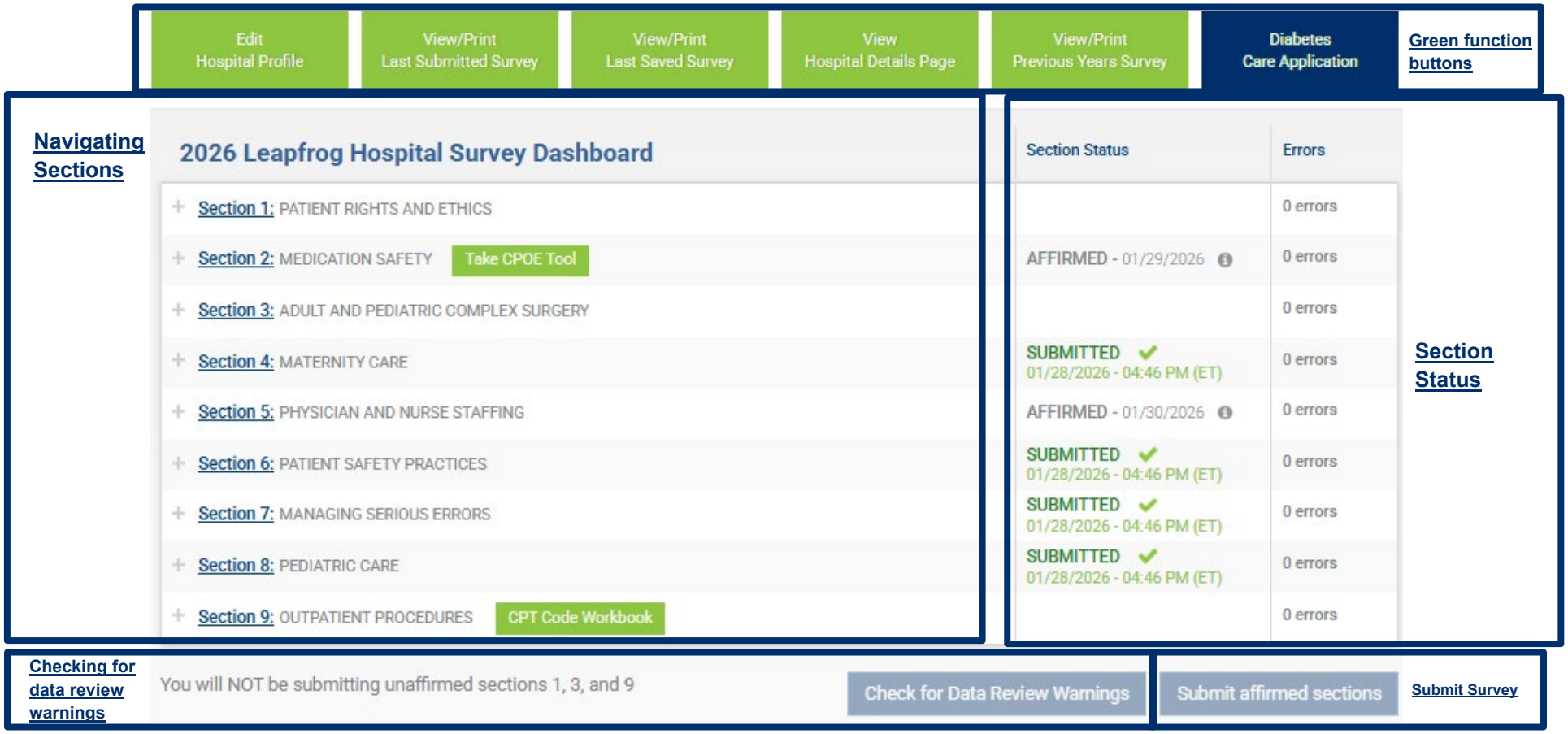
Important Notes:

- *Make sure the contact information is entered correctly and is kept up to date as Leapfrog uses the contact information in the Survey Profile to email information regarding the items listed above.*
- *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.*

LEAPFROG HOSPITAL SURVEY

HOW DO I NAVIGATE THE ONLINE SURVEY TOOL?

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



GREEN FUNCTION BUTTONS

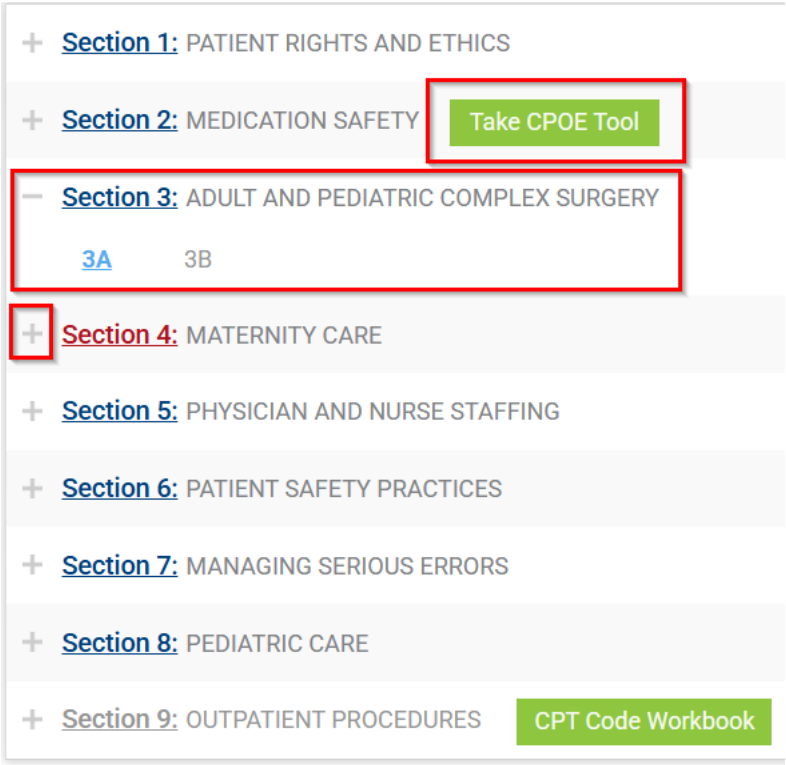
Edit Hospital Profile	Displays your Hospital Profile. See How do I edit the Survey Profile? for more details.
View/Print Last Submitted Survey	Displays your hospital's Last Submitted Survey. You can download and save this as a PDF by clicking the Print button. This button will only be available if you 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 Survey Results and intermediate scoring details that are not publicly reported. Between April 1 and the June 30 Submission Deadline, the previous year's scoring details will be displayed here. The current year's scoring details will be displayed here starting July 12. 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 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.
Diabetes Care Application	Adult and general acute care hospitals and specialty hospitals that care for adult inpatients and have submitted a 2026 Leapfrog Hospital Survey can access the Recognized Leader in Caring for People Living with Diabetes Application starting on July 1.

NAVIGATING SECTIONS

You can navigate to sections using the **blue** section links on the Dashboard. Use the + to expand sections that contain subsections and click a subsection to enter data.

Sections that contain data entry errors are displayed in **red**. In the example on the right, data entry errors appear in Section 4. 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 the Profile has been submitted. Once you complete the Adult Inpatient Test, this button will become a link to the Adult Inpatient Test results, which are only available until November 30. See How do I take a CPOE Test? for information on the CPOE Evaluation Tool.



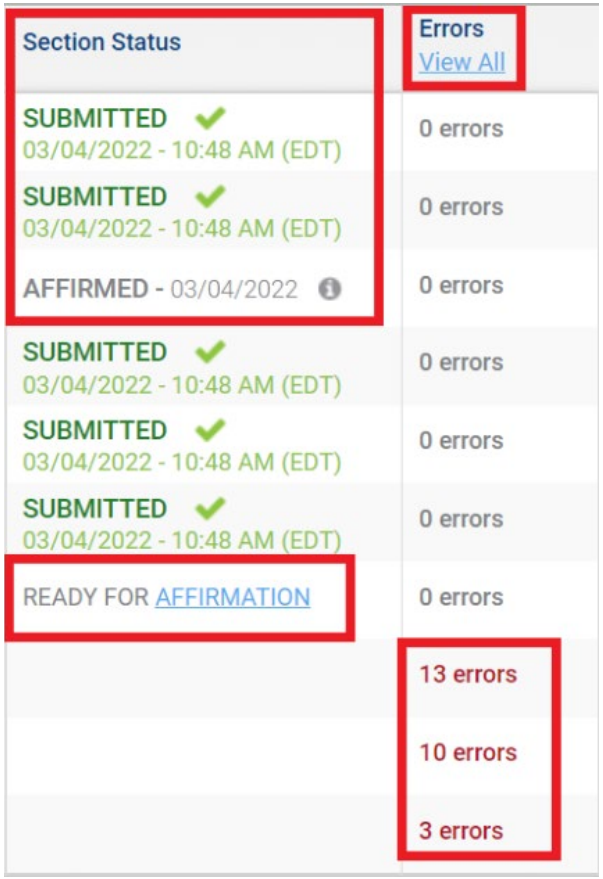
SECTION STATUS

Make sure you to use 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.

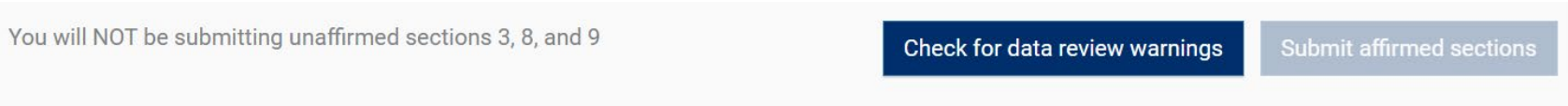
Make sure you check for Errors:

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. Data entry errors 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 the errors that have been identified throughout the entire Survey.

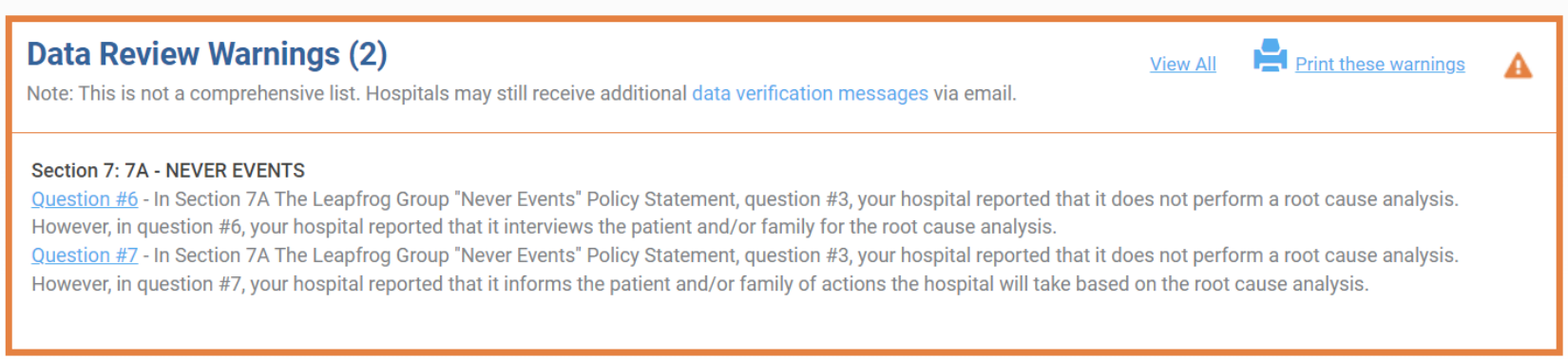


CHECKING FOR DATA REVIEW WARNINGS

After a section has been completed and affirmed, you must 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. Data review warnings are displayed 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.

Important Notes:

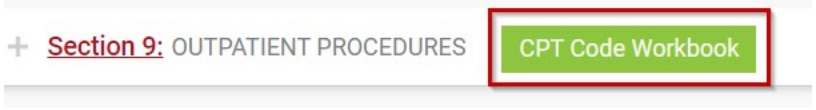
- *The data review warnings you see in the Online Survey Tool are not a comprehensive list. You may receive additional data verification messages from Leapfrog via email.*
- *Data Verification messages are emailed to the Primary, Secondary, and System Contacts listed in the Survey Profile. See How do I edit the Survey Profile?.*

- *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 links to important documents in the library. The library also contains links to important webpages, such as Survey deadlines, that you should review.

The CPT Code workbook is accessible via the CPT Code Workbook button next to Section 9 on the Survey Dashboard. When you click the button for this the first time, you will be 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 Replacement, Total Knee Replacement, and Bariatric Surgery for Weight Loss Procedures and one for Section 9C for Volume of Outpatient Procedures. You are only required to complete the Terms of Use once per Survey cycle (April 1 – November 30).



Important Notes:

- *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.*
- *The American Medical Association requires each individual hospital to complete the Terms of Use.*

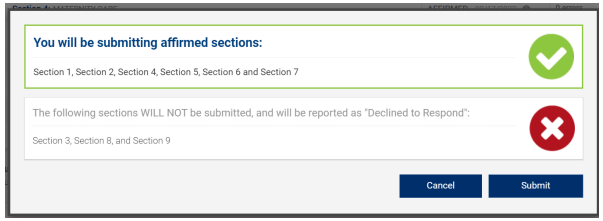
HOW DO I SUBMIT MY SURVEY?

To submit a Survey via the Online Survey Tool, hospitals must complete and affirm sections 1, 2, 4, 5, 6, 7, and 8 (for free-standing pediatric hospitals only), check for data review warnings and click the submit button. **All hospitals are urged to submit all applicable sections**.

1. Complete all applicable sections and ensure all error messages are resolved. See Navigating Sections.
2. Affirm each section. See Section Status.
3. Check for data review warnings. See Checking for Data Review Warnings.
4. Submit affirmed sections. By clicking this button you are submitting affirmed sections ONLY to Leapfrog. Sections that are not affirmed will not be submitted. As a reminder, sections that are not submitted by the November 30 Submission Deadline are scored and publicly reported as "Declined to Report."
5. Save a copy of your Last Submitted Survey PDF and review it for accuracy and completeness. See Green Function Buttons.
6. Review your Survey Results on the Hospital Details Page or public reporting website. The 2026 Submission Deadline is June 30, and Survey Results will be available on the Hospital Details Page on July 12 and then publicly reported starting July 25. After July, the Hospital Details Page and public reporting website will be refreshed monthly within the first 7 business days of each month.

Important Notes:

- *If a section does not apply to your hospital, you must indicate this in the section to affirm the section and submit the Survey. For example, if your hospital does not perform any of the adult and pediatric complex surgeries, then you should indicate this in Section 3 and affirm Section 3 so you can submit the Survey. Your hospital will be scored and publicly reported as "Does Not Apply."*
- *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 and responding "yes" to question #1, 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 Section Status.
- **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 How do I edit the Survey Profile?.
- **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 1-9). See Green Function Buttons.
- **Review the Hospital Details Page:** Your hospital's Survey Results will be available on July 12 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 Green Function Buttons.
- **Check your publicly reported results:** Always check your hospital's Leapfrog Hospital Survey Results on the public website. Results are first posted on July 25 and then updated within the first 7 business days of the month following your hospital's submission.

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.

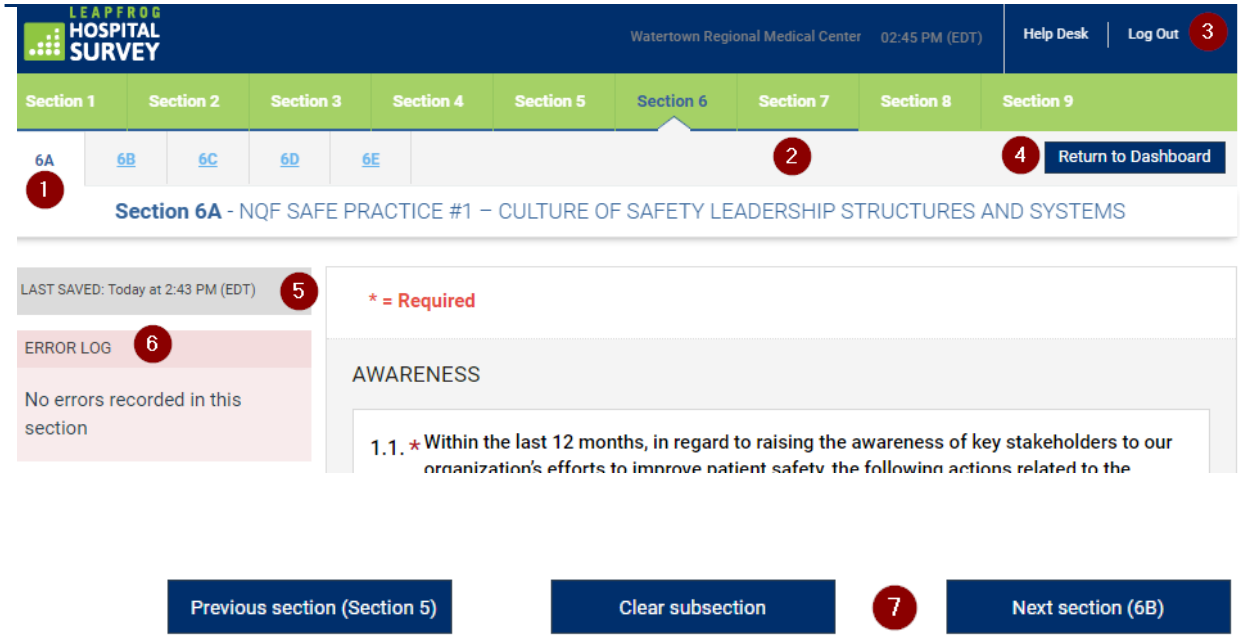
Remember to always check your updated results at https://ratings.leapfroggroup.org, which are posted within the first 7 business days of the month following (re)submission.

As a reminder, the Corrections Period (December 1-January 31) is reserved for corrections to previously submitted Surveys only. Any updates made to reflect a change in performance must be made prior to the November 30 Late Submission and Performance Update Deadline. Updates made to reflect a change in performance after November 30 will not be scored or publicly reported. 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. You can access the **Help Desk** or **Log Out** at any time using the links at the top right.
4. When you are done, click **Return to Dashboard** to affirm, check for data review warnings, or submit your Survey.
5. 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.
6. The Error Log helps you track errors within each section.
7. 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 Tool Instructions, which is posted in the "Other Supporting Materials" table on the Survey and CPOE Materials page under Section 2. Please carefully review the instructions before entering the CPOE Tool. You should also review the Prepare for the CPOE Tool page.

***Important Notes**:*

- *The CPOE Tool can only be used in Chrome and Microsoft Edge browsers.*
- *CPOE Test results are available in the CPOE Tool from April 1 - November 30. Remember to print a copy of the results for your records. Test results are not available while the CPOE Tool is offline from December 1 – March 31.*

HOW DO I ACCESS THE RECOGNIZED LEADER IN CARING FOR PEOPLE LIVING WITH DIABETES APPLICATION?

Detailed instructions for accessing the Recognized Leader in Caring for People Living with Diabetes Application can be found in the Diabetes Care Application Instructions, Questions, and Measure Specifications, which is posted in the Application Materials section of the Recognized Leader in Diabetes Program page. The Application opens on July 1.