



# ONLINE SURVEY TOOL GUIDE

FOR HOSPITALS

The Online Survey Tool can be found at [survey.leapfroggroup.org](https://survey.leapfroggroup.org).

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

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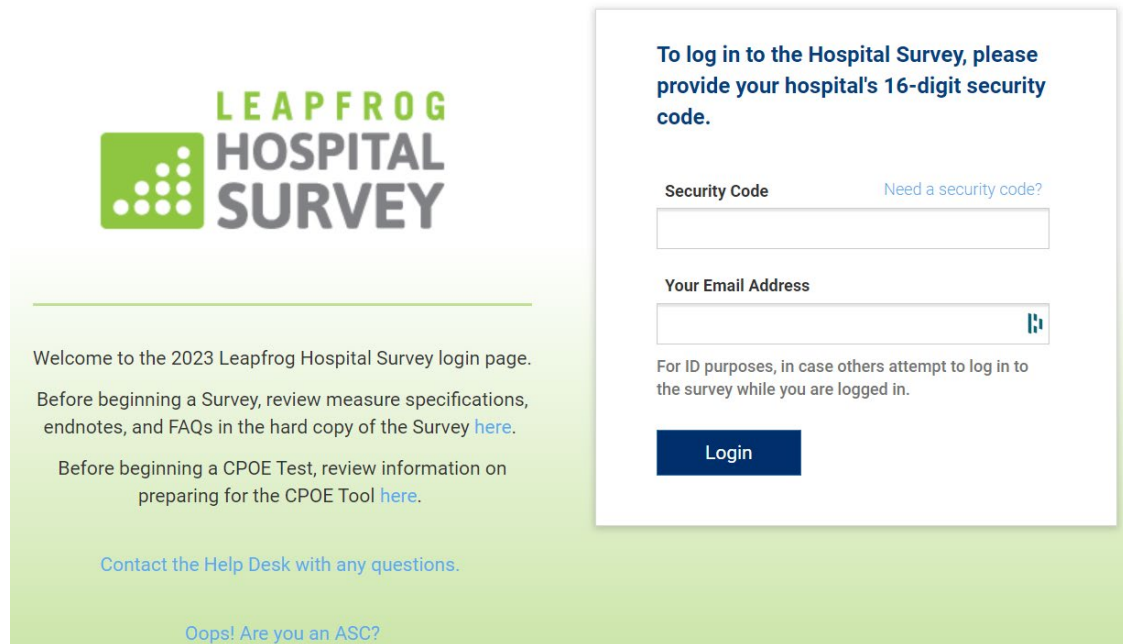
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## HOW DO I LOG INTO THE ONLINE SURVEY TOOL?

**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](#).

### Helpful Hints:

- 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.

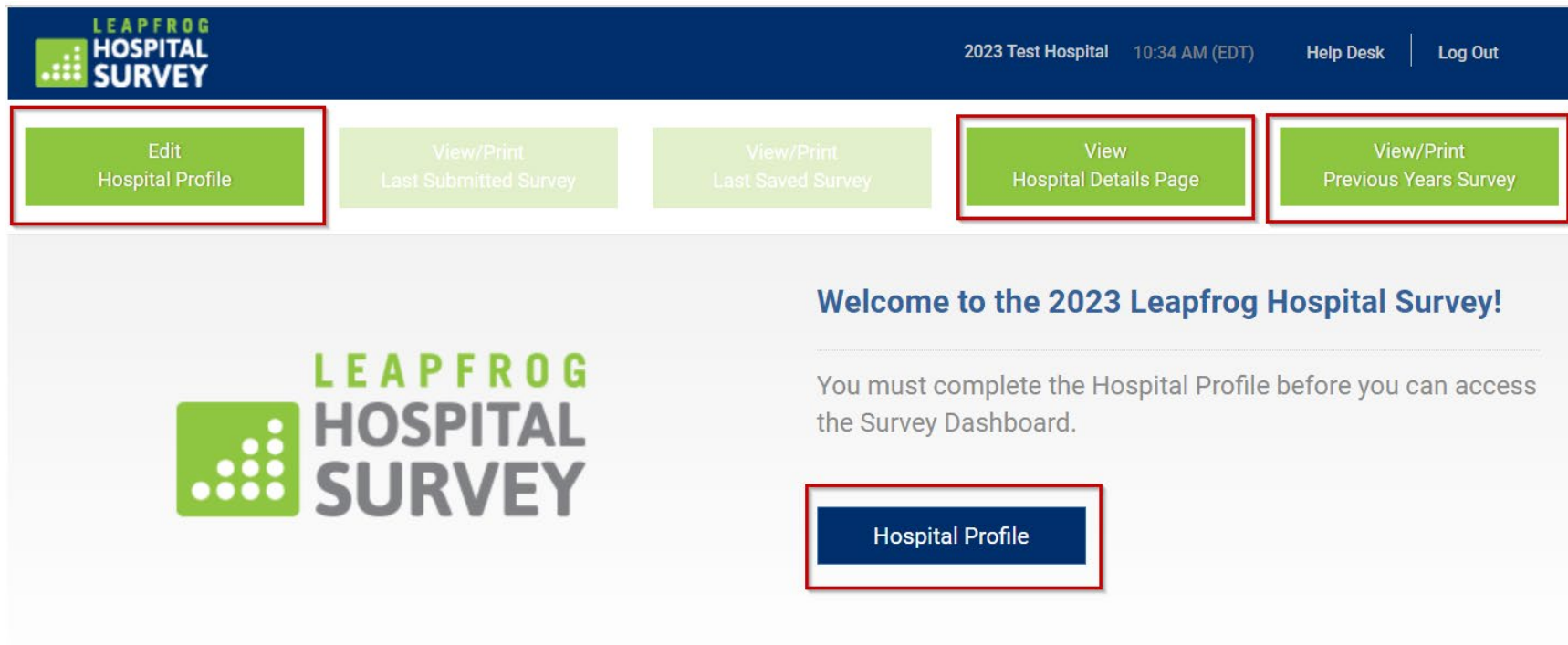


The screenshot shows the Leapfrog Hospital Survey login page. On the left, there is a logo for 'LEAPFROG HOSPITAL SURVEY' and a welcome message: 'Welcome to the 2023 Leapfrog Hospital Survey login page. Before beginning a Survey, review measure specifications, endnotes, and FAQs in the hard copy of the 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?'. On the right, there is a login form with the following elements: a heading 'To log in to the Hospital Survey, please provide your hospital's 16-digit security code.', a 'Security Code' input field with a link 'Need a security code?', a 'Your Email Address' input field with a small icon, a note 'For ID purposes, in case others attempt to log in to the survey while you are logged in.', and a blue 'Login' button.

## 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 2022 Survey, you will not be able to access the Details Page or Previous Year's Survey.



The screenshot shows the Leapfrog Hospital Survey dashboard. At the top, there is a dark blue header with the Leapfrog Hospital Survey logo on the left, and user information on the right: "2023 Test Hospital", "10:34 AM (EDT)", "Help Desk", and "Log Out". Below the header is a row of five buttons: "Edit Hospital Profile", "View/Print Last Submitted Survey", "View/Print Last Saved Survey", "View Hospital Details Page", and "View/Print Previous Years Survey". The "Edit Hospital Profile" button is highlighted with a red border. Below this row is a large white area with the Leapfrog Hospital Survey logo on the left. On the right, there is a blue heading "Welcome to the 2023 Leapfrog Hospital Survey!" followed by a message: "You must complete the Hospital Profile before you can access the Survey Dashboard." Below this message is a blue button labeled "Hospital Profile", which is also highlighted with a red border.

## 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.

Edit  
Hospital Profile

View/Print  
Last Submitted Survey

View/Print  
Last Saved Survey

View  
Hospital Details Page

View/Print  
Previous Years Survey

### Helpful Hints:

- Make sure your contact information is entered correctly and is kept up to date. Leapfrog uses the contact information in the Survey Profile to email information regarding Extensive [Monthly Data Verification messages](#), updates to the Survey after April 1, [Top Hospital notification](#), and other announcements.
- Make sure your Primary Survey Contact is someone that your hospital wants to receive ALL communications from Leapfrog, including communications that require a timely response.
- Extensive Monthly Data Verification emails are sent to the Primary, Secondary, and System Contacts you list in the Survey Profile.
- 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.

## HOW DO I NAVIGATE THE ONLINE SURVEY TOOL?

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

Edit  
Hospital Profile

View/Print  
Last Submitted Survey

View/Print  
Last Saved Survey

View  
Hospital Details Page

View/Print  
Previous Years Survey

[Green function buttons](#)

[Navigating Sections](#)

### 2023 Leapfrog Hospital Survey Dashboard

- + [Section 1](#): BASIC HOSPITAL INFORMATION
- + [Section 2](#): MEDICATION SAFETY Take CPOE Tool
- + [Section 3](#): ADULT AND PEDIATRIC COMPLEX SURGERY
- + [Section 4](#): MATERNITY CARE
- [Section 5](#): ICU PHYSICIAN STAFFING (IPS)
- + [Section 6](#): PATIENT SAFETY PRACTICES
- + [Section 7](#): MANAGING SERIOUS ERRORS
- + [Section 8](#): PEDIATRIC CARE
- + [Section 9](#): OUTPATIENT PROCEDURES CPT Code Workbook

Section Status	Errors
	0 errors
	0 errors
	0 errors
	0 errors
	0 errors
	0 errors
	0 errors
	0 errors
	0 errors
	0 errors

[Section Status](#)

[Checking for data review warnings](#)

Check for data review warnings

Submit affirmed sections

[Submit Survey](#)

## 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**

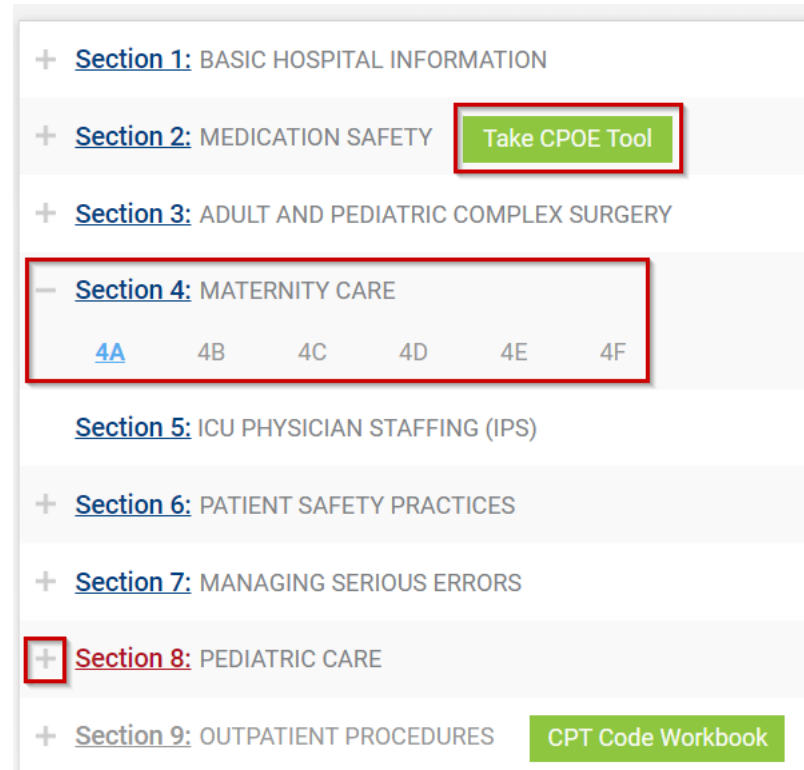
Displays your hospital's Last Submitted Survey from the previous year. You can download and save this as a PDF by clicking the print button. If you did not submit a Survey in the previous Survey year, you will receive a pop-up message.

## 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 8. 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. See [How do I take a CPOE Test?](#) for information on the CPOE Evaluation Tool.



- + [Section 1:](#) BASIC HOSPITAL INFORMATION
- + [Section 2:](#) MEDICATION SAFETY Take CPOE Tool
- + [Section 3:](#) ADULT AND PEDIATRIC COMPLEX SURGERY
- [Section 4:](#) MATERNITY CARE
  - [4A](#)
  - [4B](#)
  - [4C](#)
  - [4D](#)
  - [4E](#)
  - [4F](#)
- [Section 5:](#) ICU PHYSICIAN STAFFING (IPS)
- + [Section 6:](#) PATIENT SAFETY PRACTICES
- + [Section 7:](#) MANAGING SERIOUS ERRORS
- + [Section 8:](#) PEDIATRIC CARE
- + [Section 9:](#) OUTPATIENT PROCEDURES CPT Code Workbook



## SECTION STATUS

**Make sure you check 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.

Section Status	Errors <a href="#">View All</a>
SUBMITTED ✓ 03/04/2022 - 10:48 AM (EDT)	0 errors
SUBMITTED ✓ 03/04/2022 - 10:48 AM (EDT)	0 errors
AFFIRMED - 03/04/2022 ⓘ	0 errors
SUBMITTED ✓ 03/04/2022 - 10:48 AM (EDT)	0 errors
SUBMITTED ✓ 03/04/2022 - 10:48 AM (EDT)	0 errors
SUBMITTED ✓ 03/04/2022 - 10:48 AM (EDT)	0 errors
READY FOR <a href="#">AFFIRMATION</a>	0 errors
	13 errors
	10 errors
	3 errors

## 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.

You will NOT be submitting unaffirmed sections 3, 8, and 9



Check for data review warnings

Submit affirmed sections

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.

### Data Review Warnings (2)

Note: This is not a comprehensive list. Hospitals may still receive additional [data verification messages](#) via email.

[View All](#)  [Print these warnings](#) 

**Section 7: 7A - NEVER EVENTS**

[Question #6](#) - In Section 7A The Leapfrog Group "Never Events" Policy Statement, question #3, your hospital reported that it does not perform a root cause analysis. However, in question #6, your hospital reported that it interviews the patient and/or family for the root cause analysis.

[Question #7](#) - In Section 7A The Leapfrog Group "Never Events" Policy Statement, question #3, your hospital reported that it does not perform a root cause analysis. However, in question #7, your hospital reported that it informs the patient and/or family of actions the hospital will take based on the root cause analysis.

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.

### Helpful Hints:

- 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.

**Library** [Hide Library](#)

[Online Survey Tool Guide](#) [Prepare for the CPOE Tool](#) [2022 Survey Hard Copy](#) [2022 Survey Scoring Algorithms](#) [Join NHSN Group](#) [Data Accuracy](#)  
[Survey Webinar Series](#) [Survey Deadlines](#)

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).



### Helpful Hints:

- 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.

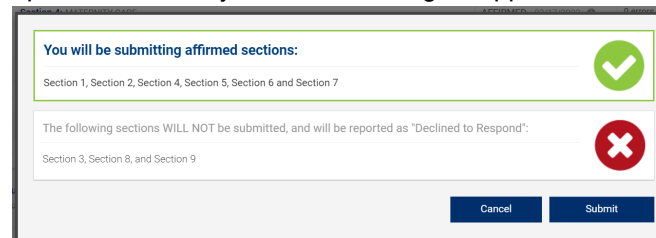
## HOW DO I SUBMIT MY SURVEY?

To submit a Survey via the Online Survey Tool, hospitals must complete and affirm at sections 1, 2, 4, 5, 6, and 7, 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 Respond.”
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 2023 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.

### Helpful Hints:

- 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 operate an ICU then you should indicate this in Section 5 and affirm Section 5 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, 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 5 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.

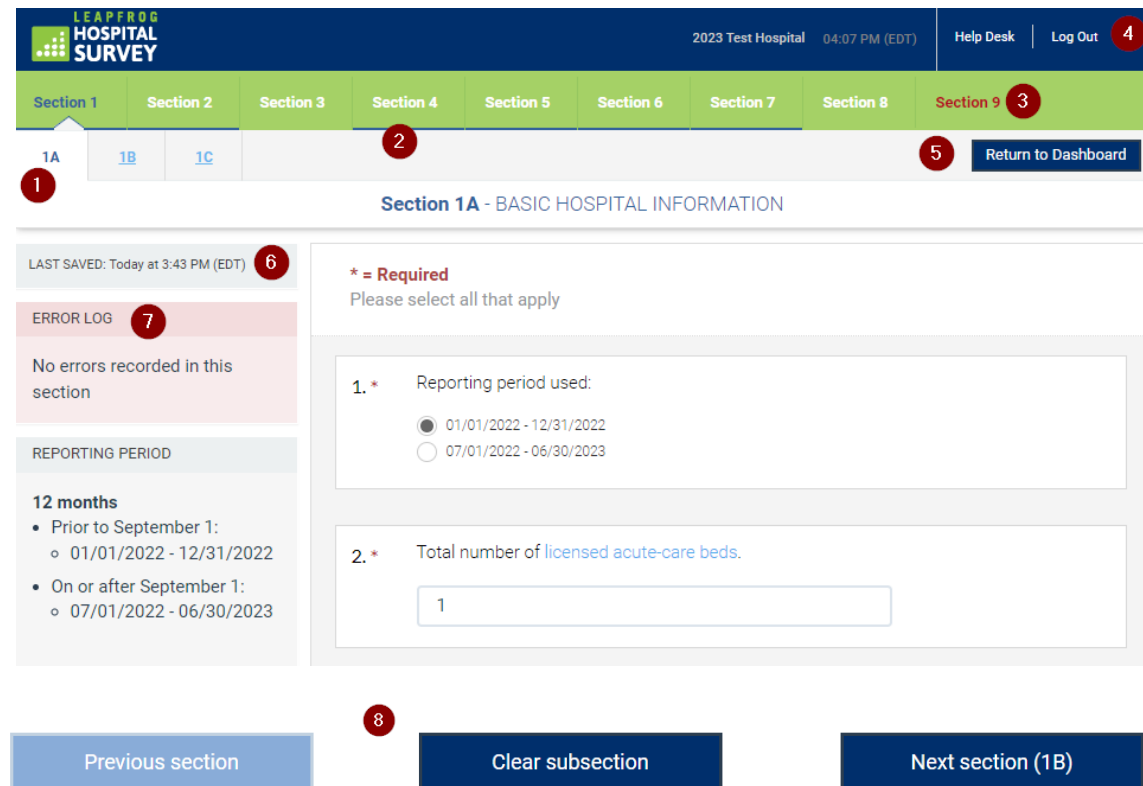
Remember to always check your updated results at <https://ratings.leapfroggroup.org>, which are posted within the first 5 business days of the month following (re)submission.

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. Section titles in **red** have errors.
4. You can access the **Help Desk** or **Log Out** at any time using the links at the top right.
5. When you are done, click **Return to Dashboard** to affirm, check for data review warnings, or submit your Survey.
6. 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.
7. The Error Log helps you track errors within each section.
8. You can navigate to the **Previous** or **Next section** or **Clear section** responses at the bottom of the page.



The screenshot displays the Leapfrog Hospital Survey interface. At the top, a navigation bar shows sections 1 through 9. Section 9 is highlighted in blue, indicating it is the current section, and is marked with a red circle containing the number 3. A 'Return to Dashboard' button is located to the right of the navigation bar, marked with a red circle containing the number 5. The main content area is titled 'Section 1A - BASIC HOSPITAL INFORMATION'. On the left side of this area, there is a 'LAST SAVED' timestamp (Today at 3:43 PM (EDT)) marked with a red circle containing the number 6, an 'ERROR LOG' section (No errors recorded in this section) marked with a red circle containing the number 7, and a 'REPORTING PERIOD' section with radio button options for '12 months' (Prior to September 1: 01/01/2022 - 12/31/2022; On or after September 1: 07/01/2022 - 06/30/2023). The main form area contains two required questions: '1. \* Reporting period used:' with radio button options for '01/01/2022 - 12/31/2022' (selected) and '07/01/2022 - 06/30/2023', and '2. \* Total number of licensed acute-care beds:' with a text input field containing the number '1'. At the bottom of the page, there are three buttons: 'Previous section' (marked with a red circle containing the number 8), 'Clear subsection', and 'Next section (1B)'.



## 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 Note: The CPOE Tool can only be used in Chrome and Microsoft Edge browsers.**