

# Updates to the 2019 Leapfrog Hospital Survey & Ratings Programs

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# 2018 Leapfrog Hospital Survey

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## Results

- Record-breaking **2,021** submitted Leapfrog Hospital Surveys in 2018
  - Compared to 1,947 submitted Surveys in 2017
- Hospitals with submitted Surveys may make changes until January 31
- Results publicly reported at [www.leapfroggroup.org/compare-hospitals](http://www.leapfroggroup.org/compare-hospitals)
- January-ending results will also be used in the Spring 2019 Safety Grade for those hospitals that are eligible to receive a Safety Grade



# Proposed Changes to the Leapfrog Hospital Survey

# Deadlines

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## Last Submission Deadline

- Leapfrog will be changing the Last Submission Deadline for the Survey and CPOE Evaluation Tool from December 31 to **November 30**
- Allows for a two-month Verification and Correction Period before Survey Results are finalized
  - Respond to [Monthly Data Review and Monthly Documentation Requests](#)
- Online Survey Tool and CPOE Evaluation Tool will continue to open on April 1
- CPOE Evaluation Tool will go offline on **November 30**
  - The waiting period between tests will continue to be 120 days
- Online Survey Tool will go offline after midnight ET on January 31
  - December and January are reserved for updating/correcting previously submitted Surveys only
- All hospitals should still submit a Leapfrog Hospital Survey and CPOE Evaluation Tool by the First Submission Deadline of June 30
  - Those that fail to meet this deadline will be reported as “Declined to Respond” when results are first [published](#) on July 25

# New Safe Practice

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## Section 6F: New Hand Hygiene Practices

- Adding a new optional subsection to Section 6 which will focus on the adherence to “best practice” Hand Hygiene practices identified by a National [Hand Hygiene Expert Panel](#)
- Adopted in part from the World Health Organization’s [Hand Hygiene Self-Assessment Framework](#)
- Optional for all hospitals in 2019 and will not be scored or publicly reported in 2019
- Hospitals will continue to report on the existing NQF Hand Hygiene Safe Practice 19 in Subsection 6E, which will continue to be scored, publicly reported, and included in the Fall 2019 and Spring 2020 Leapfrog Hospital Safety Grades
- Beginning in 2020, Leapfrog anticipates this new Hand Hygiene Practice measure will be scored and publicly reported, and that it will replace Safe Practice 19 in the Leapfrog Hospital Survey and the Hospital Safety Grade.

# New Safe Practice (cont.)

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## Section 6F: New Hand Hygiene Practices

- The new Hand Hygiene Practices will focus on the following main topics:
  - Infrastructure for supporting hand hygiene
  - Training and education
  - Monitoring and feedback
  - Additional fact-finding questions
    - Additional infrastructure questions
    - Hospital-wide safety climate for hand hygiene
    - Continuous improvement

# Section 10: Outpatient Procedures

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## Hospital Outpatient Departments

- Leapfrog [announced](#) on October 16 that we would be adding a new section to the 2019 Leapfrog Hospital Survey focused on measuring the safety and quality of outpatient procedures performed in Hospital Outpatient Departments (HOPD)
  - Leapfrog is also launching a new Ambulatory Surgery Center (ASC) Survey
- Goal: Give purchasers and consumers the information they need when choosing a setting for procedures and surgeries that do not require a hospital stay
- Responses to this section will not be scored or publicly reported in 2019
- Leapfrog plans to publish a national, aggregate report based on our findings in 2019



# Section 10: Outpatient Procedures (cont.)

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## Eligibility

- In 2019, Section 10 Outpatient Procedures will only apply to hospital outpatient departments that:
  - perform same-day procedures (imaging and emergency services are not included),
  - function as part of the hospital, and
  - are operationally and administratively dependent on the hospital
- This would include surgical centers and outpatient departments that share a CMS certification number (CCN) with a hospital, but are located separately from the hospital (i.e. an off-campus hospital outpatient department or ambulatory surgery unit)
- Hospitals with multiple outpatient locations (i.e. hospitals that perform outpatient procedures both in the hospital and at an off-campus location) will be asked to provide information on these locations in the Basic Outpatient Department Information subsection



# Leapfrog's Expansion into Outpatient Departments & Ambulatory Surgery Centers

# Why is Leapfrog Moving into Rating Outpatient and Ambulatory Procedures?

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- Today, the majority of surgeries are performed in outpatient or ambulatory settings.
- That trend is growing rapidly because these settings offer opportunities 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 do not have the information they need to select the best setting for their care.
- Leapfrog will bring the leverage of purchasers to the market to get that information and make it public.
- This new information will assist purchasers and payors in network design, direct contracting, bundled payment models, and other innovative value-based payment strategies.

# Initiatives Launching on April 1, 2019

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## Section 10: Outpatient Surgery



# How Leapfrog Will Collect the Data

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Launching April 1, 2019

## Leapfrog Ambulatory Surgery Center Survey

- 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

- 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

# Goals for Both Surveys

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- Compare ASCs and HOPDs
- Include measures that are meaningful to purchasers and consumers
- Keep the reporting burden as low as possible
- Alignment 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 and for improvement purposes
- Include measures that facilities can use for quality improvement (i.e. to improve patient care)

# Leapfrog's National Expert Panel

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**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.



# Content Overview



# Survey Content Organization

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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 data collection and reporting periods for each set of questions.

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

**Affirmation of accuracy** by your hospital's CEO/Chief Administrative Officer or ASC's administrator, or by an individual that has been designated by the hospital CEO or ASC administrator. These statements affirm the accuracy of your hospital's/ASC's responses.

**Reference information** which includes 'What's New' and 'Change Summaries,' important measure specifications, answers to frequently asked questions (FAQs), and other notes that must be carefully reviewed before providing responses to any of the Survey questions (included in the hardcopy only).

# What will be included?

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In the first year, Leapfrog will focus on several important areas related to outpatient care including:

- Basic facility information, including policies and protocols on transferring patients
- Medical, surgical, and clinical staff
- Volume and safety of procedures performed, including consent and board certification
- Patient safety practices, including hand hygiene, safety culture, and dealing with adverse events
- Patient experience, using the OAS CAHPS Survey

# Basic Facility Information or Outpatient Department Information

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Both ASCs and Hospitals will be asked for basic information on their facility or outpatient department.

- Examples of questions:
  - Number of adult and pediatric operating rooms
  - Number of adult and pediatric procedure rooms
  - Number of adult and pediatric discharges
  - Accreditation (for ASCs)
  - Transfer agreements – planned and unplanned
  - Patient follow-up and after-hours communication

# Basic Facility Information or Outpatient Department Information

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## For Hospitals -

- Hospitals will be asked if they perform outpatient (or same day) procedures within the hospital, at a location separate (off-campus hospital outpatient department or ambulatory surgery unit), or in multiple locations
- Hospitals will provide facility information for any hospital outpatient departments that are not co-located with their hospital
- Hospitals will select to report on the remainder of Section 10 using either all outpatient departments that are co-located or located within their hospital or report on one of their separately located outpatient departments
- Leapfrog will use information collected in 2019 to make determinations for reporting multiple off-campus hospital outpatient departments in 2020

## For ASCs –

- Each physically separate ASC will need to complete their own Leapfrog ASC Survey

# Medical, Surgical, and Clinical Staff

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- Will include questions pertaining to the training and education of medical and nursing staff, including proper resuscitation training
  - Advanced Cardiovascular Life Support (ACLS) certification
  - Pediatric Advanced Life Support (PALS) certification

# Volume and Safety of Procedures Performed

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- Volume of procedures: 12-month reporting periods, procedures defined by CPT codes
- Informed consent
- Board and national certification for surgeons, anesthesiologists, CRNAs, and other providers
- Processes to ensure that patients are selected appropriately for the outpatient setting
- Structures to support effective use of the Safe Surgery Checklist

# Patient Safety Practices

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## Medication Safety

- Antibiotic/Antimicrobial Stewardship
- Medication and allergy documentation (new to hospitals)

## NHSN Outpatient Procedure Component (OPC) Module (ASCs only)

- A Town Hall Call will be held on February 25 to review the NHSN requirements and reporting to the OPC. ASCs can register [here](#).

## Hand Hygiene

## Select NQF Safe Practices

- Culture of Safety
- Culture Measurement, Feedback, and Intervention
- Risks and Hazards

## Disclosure related to Never Events

# Patient Experience

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- Hospitals and ASCs will be asked to report domain scores and selected aggregated question responses from the Outpatient and Ambulatory Surgery (OAS) CAHPS Survey





# Submission Overview

# How to Participate in the New Surveys

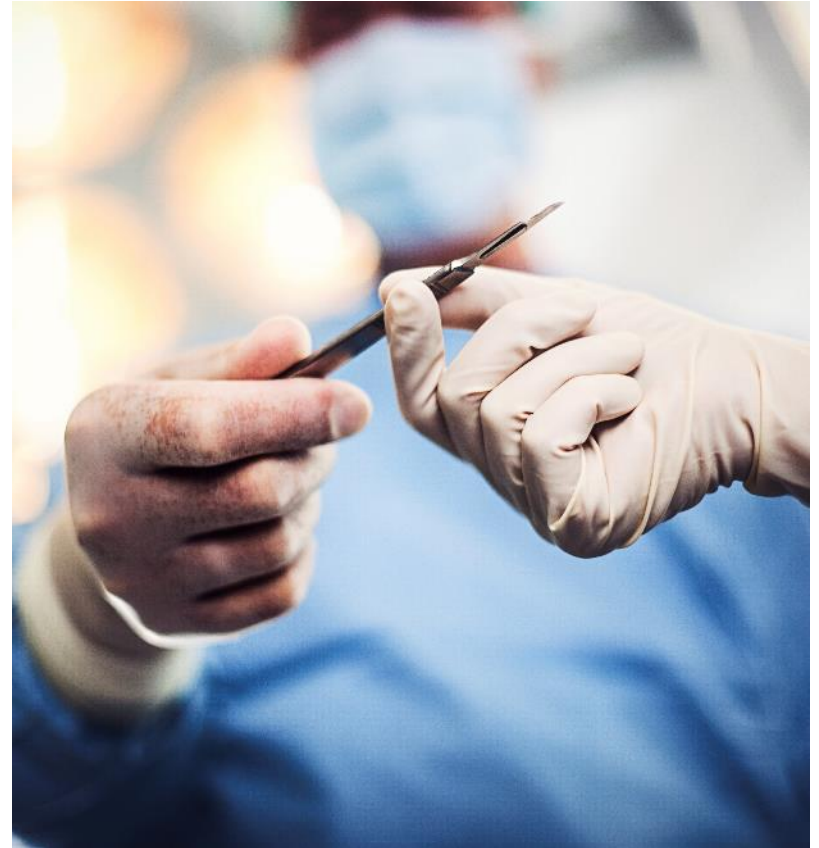
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## Leapfrog ASC Survey

- ASCs will respond to a separate Survey using a new online survey tool designed specifically for them
- Targeting Medicare-certified centers
- All ASCs located in the U.S. can participate by request

## Outpatient Procedure Section of Leapfrog Hospital Survey

- Hospitals will respond to questions about outpatient procedures in a new section in the 2019 Leapfrog Hospital Survey



# Getting Started: Prior to April 1

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- Visit the Survey Webpages.
  - For ASCs: <http://leapfroggroup.org/asc>
  - For Hospitals: <http://www.leapfroggroup.org/survey>
- Request a 16-digit security code using the Security Code Request Form on the website.
  - For ASCs: <http://www.leapfroggroup.org/asc-survey-materials/get-security-code>
  - For Hospitals: <http://www.leapfroggroup.org/survey-materials/get-security-code>
- Join Leapfrog's NHSN Group.
  - For ASCs: <http://www.leapfroggroup.org/asc-survey-materials/join-asc-nhsn-group>
  - For Hospitals: <http://www.leapfroggroup.org/survey-materials/join-nhsn>
- Check 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. Detailed information can be found on the Data Accuracy webpage.
  - For ASCs: <http://www.leapfroggroup.org/asc-survey-materials/data-accuracy>
  - For Hospitals: <http://www.leapfroggroup.org/survey-materials/data-accuracy>

# Getting Started: Beginning April 1

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- Carefully review Survey deadlines before you begin.
- Download a hard-copy of the Survey on the ASC Survey webpage or Hospital Survey and CPOE Materials 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 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 Survey Tool.

# Technical Assistance

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## Leapfrog Help Desk

- <https://LeapfrogHelpdesk.zendesk.com>

## Free Town Hall Calls in February, March, and April

- Hospitals register [here](#).
- ASCs register [here](#).

## Leapfrog Newsletter

- Sign-up [here](#) so you don't miss any announcements.

# Timeline and Important Dates

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**January:** Leapfrog will put out hard copy of the Survey, including questions, measure specifications, and FAQs. Select Pilot Study participants will provide feedback; they do NOT answer the questions. Provide feedback on estimate of time needed to collect the data.

**February/March/April:** Leapfrog will host a series of one-hour Town Hall Calls to review the new program details.

**April 1:** Invitation letters will be out to all Medicare-certified ambulatory surgery centers and all hospitals on Leapfrog's hospital roster.

**June 30:** First reporting deadline.

**September:** First benchmarking reports available based on Surveys submitted by June 30.

**November 30:** Survey closes for the year – no new Surveys can be submitted after this date.

**December/ January: Correction Period** – ASCs and hospitals that have submitted a Survey prior to November 30 will be able to submit corrections until January 31.

**February:** Second benchmarking reports available based on Surveys submitted by November 30 (will include any corrections that were submitted by January 31).



Questions?