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March 30, 2020

Dear Hospital CEO,

On behalf of the New Jersey Health Care Quality Institute, New Jersey's Regional Leader for The Leapfrog Group, we are writing to inform you about the changes to the 2020 Leapfrog Hospital Survey. First, thank you for all that you, your health care professionals, and your staff are doing on the frontlines to care for New Jersey residents throughout the COVID-19 pandemic. We appreciate your collective courage and commitment.

In light of the COVID-19 crisis, Leapfrog has made several changes and significant reductions in reporting requirements, including:

- **The 2020 Leapfrog Hospital Survey will open on April 1, however the submission deadline has been extended by two months; the deadline is August 31.**
- Hospitals submitting a 2020 Survey must complete the five sections that constitute Leapfrog's minimum requirements for submission. Any additional survey sections not completed will be reported as "not available" and described as unavailable data due to the COVID-19 crisis.
- Publicly reported results are updated monthly, starting in September 2020 for hospitals that submit a 2020 Survey by August 31.
- For NQF Safe Practice 2: Culture of Safety Measurement, Feedback, and Intervention (Section 6B), the reporting period for administering a culture of safety survey will be updated to reflect 36 months instead of 24 months.
- For Hand Hygiene (Section 6D), only hospitals scored as "Achieved the Standard" or "Considerable Achievement" will be publicly reported. Others will be reported as "not available."
- **Alternatively, hospitals may choose to maintain their 2019 Leapfrog Hospital Survey results in lieu of submitting a 2020 survey.** 2019 Survey results will be reflected on Leapfrog's public reporting website for the remainder of 2020. No action is needed.
- Hospitals choosing to maintain their 2019 Survey results for 2020 will also automatically have their 2019 Survey results used in the calculation of their Fall 2020 Safety Grades. No action is needed.

In summary, hospitals can choose to have their 2019 Survey results reflected for 2020. Hospitals that would like to update their Survey results this year or have updated results used in calculating their Fall 2020 Safety Grade, must submit a 2020 Hospital Survey.

New Jersey saw record participation last year. Our state had the highest rate of hospital participation for regions with over 50 hospitals, with 100% of eligible hospitals participating. We, along with our entire community, appreciate your past participation and look forward to your continued dedication to transparency.

By participating in the Leapfrog Hospital Survey, your hospital can:

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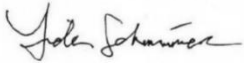
1. Demonstrate your commitment to safety and quality improvement.
2. Benchmark your performance nationally, regionally, and locally, and use this to develop a performance improvement plan.
3. Receive public recognition by the Quality Institute for performance achievements via publication of local reports, sharing of results with local media and government, and recognition of top-performing hospitals at an annual breakfast event.

New this year, Leapfrog will publicly report results from the Hospital Survey Outpatient section and the ASC Survey by facility. Users will be able to compare ASC and hospital outpatient performance side-by-side on a new reporting website launching later this year.

Your hospital specific security code was mailed to you. Visit www.LeanfrogGroup.org/HospitalSurvey to begin your 2020 Hospital Survey. You can resubmit your Survey throughout the Survey cycle; late Survey submissions will be accepted through December 31, 2020. To further support hospitals, Leapfrog is offering one-on-one calls with all hospitals. To reach the Help Desk, please visit leapfroghelpdesk.zendesk.com.

Again, thank you for your commitment to your patients and staff during this unprecedented time. Please feel free to reach out to Adelisa Perez-Hudgins, Director of Quality, via email at aperez@njhcqi.org or cell phone at (732) 618-9594, if you have any questions.

Sincerely,



Linda Schwimmer, JD
President & CEO
New Jersey Health Care Quality Institute

Enclosures: Security Code