



STONE HOUSE AT CARNEGIE CENTER
3628 ROUTE 1
PRINCETON, NJ 08540
PHONE: 609-452-5980
WWW.NJHCQI.ORG

March 30, 2020

Dear Hospital CEO,

I am Linda Schwimmer, President and CEO of the New Jersey Health Care Quality Institute (Quality Institute). First, thank you for all that you, your health care professionals, and your staff are doing on the frontlines to care for New York residents throughout the COVID-19 pandemic. We appreciate your collective courage and commitment.

Second, I want to introduce you to the Quality Institute, a nonprofit, nonpartisan advocate for health care quality, with our members coming from all stakeholders in health care. Our mission is to improve the safety, quality, and affordability of health care for everyone. While based in New Jersey, our work also takes place at regional and national levels. The Quality Institute serves as New Jersey's Regional Leader for The Leapfrog Group and, starting this year, will also serve as New York's Regional Leader.

We are writing to request your participation in the 2020 Leapfrog Hospital Survey and also inform you of survey changes for this year. **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 that submitted a 2019 Leapfrog Hospital Survey may maintain their results in lieu of submitting a 2020 survey. 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.
- Leapfrog is offering one-on-one calls with all hospitals. To schedule this call, please contact the Leapfrog Help Desk at leapfroghelpdesk.zendesk.com.

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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.

We saw record participation nationally in the 2019 Leapfrog Hospital Survey with **over 2,100** hospitals participating, representing 70% of inpatient beds across the country. In New York, nearly 50% of hospitals participated in the survey. In New Jersey, 100% of eligible hospitals participated. Your participation is vital for a safer, higher-quality, more transparent health care system for all. It is essential for health care consumers to have access to this information in order to make informed health care decisions. Additionally, health plans and employers use your performance metrics as part of their value strategy.

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

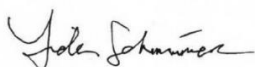
1. Demonstrate your commitment to safety and quality improvement to your community.
2. Benchmark your performance on important quality and safety issues and use the survey to develop a performance improvement plan.
3. Receive public recognition by the Quality Institute for performance achievements via publication of local reports, sharing of results with local media and government, and recognition of top-performing hospitals.

New this year, Leapfrog will be publicly reporting results from the Hospital Survey Outpatient Procedures section and the ASC Survey by facility. Leapfrog will launch a new website later this year that allows users to search by procedure and compare performance side-by-side.

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. We, along with the entire community, appreciate your past participation and look forward to your continued dedication to transparency.

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