

FALL 2022 SAFETY GRADE TOWN HALL CALL

Q&A 09/23/22

Question

For the first 3 outcome measures I located a document from leapfrog that had the reporting period of 7/1/2019-12/31/2019 and 7/1/2020-6/30/2021. Why is the presentation showing 2018-2019 time frame?

Answer

We anticipated that the HAC data would be updated by CMS before the August 31 Snapshot Date. However, it was not updated in time so we will be using the same HAC data that was used in spring 2022.

Could you please elaborate on the timeframe for PSI 90, as it appears to be the same timeframe as the Spring 2022 release, and what will be the timeframe for PSI 90 on Spring 2023 release? Thank you

PSI data has not yet been updated by CMS. We will use the same PSI data that was used in spring 2022. We anticipate it will be updated before the spring 2023 Safety Grade Data Snapshot Date of January 31.

I'm sorry if I missed it, but why have the reporting periods for HAC and PSI measures not updated for the last 3 releases? If it is because CMS has not updated, why not weight more reliable, up to date measures or push back release?

Leapfrog uses the most up to date publicly available data as of our Data Snapshot Dates. Unfortunately, CMS has not updated those measures, however as soon as they do we will use updated data. We anticipate updated data for both for spring 2023. The HAC data was last updated in spring 2022.

In the Leapfrog Survey, it states that 1B Person Centered Care Billing Ethics and Health Equity will be scored and results will be publicly reported. Why is it not included in the Safety Grade Calculation?

Not all measures included in the Survey are included in the Safety Grade. The Safety Grade focuses on patient safety only and includes the following Survey measures: Section 2 CPOE, Section 8A BCMA, Section 5 ICU Physician Staffing, Section 6 NQF Safe Practices and Hand Hygiene, and Section 7B Healthcare-Associated Infections.

Why are you using 2021 HAI data (CAUTI/CLABSI etc.) in our leapfrog grade if CMS is not penalizing hospitals for this data.

We use the most up-to-date publicly available data and relevant measures for the purpose of transparency and informing the public. This is not impacted by CMS payments.

Can you please clarify DRA HAC's time period that Leapfrog will use for Fall 2022 safety grade?

Yes, the reporting period is 07/01/2018 – 12/31/2019 . You can find this information in the fall 2022 changes document available here: <https://www.hospitalafetygrade.org/for-hospitals/key-dates-and-information>. It will also be available in the scoring methodology when the review website opens.

Does this have to do with CMS not addressing PSI data for 2022?
Re: CMS suppressing PSI 90 data

Yes, since PSI data has not yet been updated by CMS we will use the same PSI data that was used in spring 2022. We anticipate it will be updated for the spring 2023 Safety Grade Data Snapshot Date of January 31.

Question

With the above said, will PSI 90 still account for 15.2% of overall weight? It is a bit concerning to have a measure account for so much of a facility letter grade weight, with repeated data

Answer

Yes, the weight will be approximately 15.2% for PSI 90. The PSI 90 data is the most up-to-date PSI data that is publicly available.

Please note that weights are adjusted each round however to account for changes to means and standard deviations. Updated weights will be available in the methodology document on the review website.

In the future, is it possible for Leapfrog to clarify in the survey direction itself if the scoring is applied to either the Leapfrog Safety Survey vs scoring for the public reporting purposes? When we read the instructions, we interpreted "scoring" for the Safety Grade.

We have a Survey Overview document available on our website at <https://www.leapfroggroup.org/survey-materials/survey-overview>. This document states which measures are specifically scored, publicly reported and/or included in the Safety Grade.

Can you share what the Fall Hand Hygiene median is? Or do we need to wait for safety grade review period. Only asking because this is the first time Hand Hygiene will be fully scored. Very curious.

The median value is not used in scoring the Hand Hygiene measure. The mean and standard deviation will be present in the calculator and methodology document available on Monday, the first day of the Review Period. Hand Hygiene was graded fully in spring 2022. Those in the bottom 2 categories were reported as Not Available and Hand Hygiene was not used for their individual scoring.

How do you decide the reporting periods for H COMP (patient experience measures) and each outcome measure?

Leapfrog pulls this data that is available from CMS on the Data Snapshot Date and uses the most recently available data.

When will we receive our detailed report with the weighted measures?

Eligible hospitals will be able to participate in the Review Period beginning September 26. They will be able to review measure scores and download a copy of the Safety Grade Calculator. You can review this information on our website here: <https://www.hospitalsafetygrade.org/for-hospitals/key-dates-and-information>

How long will Leapfrog continue to use historical credits from AHA Surveys for CPOE, IPS, and BCMA? At some point there is no indication that hospitals are still performing at those same levels as they once were when submitting AHA surveys.

The imputation model uses data from four previous rounds of grades, so if a hospital does not submit a Survey we will look for data back to fall 2020 if needed for this round. This means a measure score based on a supplemental data source may still be used as that was a data source in that past round.

If you would like for more recent data to be used, you can always submit a Leapfrog Hospital Survey. Please contact our Help Desk for more information on submitting a Survey.

Did you state we will be receiving our scores on Monday?

You, eligible hospitals will be able to participate in the Review Period beginning September 26. They will be able to review measure scores and download a copy of the Safety Grade Calculator. You can review this information on our website here: <https://www.hospitalsafetygrade.org/for-hospitals/key-dates-and-information>

Question

If the CEO has designated another individual to receive information, will the designee directly receive the email with review website username/password?

Answer

If your facility completed a 2022 Leapfrog Survey, your survey contact and CEO will receive an email with the username and password. If you did not complete a survey, your CEO will receive a letter from USPS. The username and password is the same as spring 2022.

Our administrative offices address has changed (CEO and contact) has just changed. What is easiest way to update for our four hospital sites?

Please update contact information for your hospital in the Profile section of the Online Survey Tool. Instructions for updating your hospital's Profile are in the Online Survey Tool Guide on our website: <https://www.leapfroggroup.org/survey-materials/get-started>

Is Leapfrog planning to update letter grade cutoff's for Fall 2022?

Letter grade cut points are assessed each round. The final cut points will be available when the Embargo Period opens.

When will the letter grade be released to the public.

November, you can review the timeline here: <https://www.hospitalsafetygrade.org/for-hospitals/key-dates-and-information>

I thought we had until 11/30 to update our survey for our fall grade so why is the embargo period so early?

As indicated on the Safety Grade website (<https://www.hospitalsafetygrade.org/for-hospitals/key-dates-and-information>) hospitals had until August 31 to update their Hospital Survey in order to have their results used in the Leapfrog Hospital Safety Grade. The courtesy review period happens after the falls data snapshot data as indicated on the deadlines webpage linked above.

Just for clarification, for Hospitals that submitted the LF survey by August 31st, what time period will be used for the healthcare associated infections? Is it CY 2021?

Correct. You can see all reporting periods in the fall 2022 changes document here and in the methodology document that will be posted on the review website: <https://www.hospitalsafetygrade.org/for-hospitals/key-dates-and-information>

Could you repeat what you suggest we print today? Was it the 2022 spring survey result submitted in June?

Please go to the Safety Grade Website and print your spring 2022 detailed results (<https://www.hospitalsafetygrade.org/>). Once the fall 2022 Safety Grade is posted, you will no longer be able to view your past scores.

I our CEO just changed and we updated it today will the email go to the new individual Monday?

Yes, emails will be sent on Monday based on the current contact information that is provided in the profile section of the Hospital Survey.

What if we have had changes and I need to change the point of contact for the survey?

Please update contact information for your hospital in the Profile section of the Online Survey Tool. Instructions for updating your hospital's Profile are in the Online Survey Tool Guide on our website: <https://www.leapfroggroup.org/survey-materials/get-started>

Should we have received the email and password already if we sent a survey?

They will be sent out Monday.

Question

My concern here is about the hand hygiene score. Our hospital has been working hard to meet the standards and re-submit as we had limited achievement and were trying to improve to some achievement prior to the fall grade.

Answer

If you have performance improvements to report, you can absolutely do so in your Survey prior to November 30 and those updates will be used in the spring 2023 Hospital Safety Grade. Please review this website on updating your Survey: <https://www.leapfroggroup.org/survey-materials/updating-your-hospital-survey>

Do any of the survey responses other than the structural and outcome measures impact the Safety Grade?

You can find a list of the Survey measures that are used in the Hospital Safety Grade in the Survey Overview document here: <https://www.leapfroggroup.org/survey-materials/survey-overview>

Is there discussion within Leapfrog in regards to the grading on old PSI/HCAHPS data and using more recent data to reflect what is currently happening at a hospital?

The HCAHPS data was updated recently and has a newer reporting period. We expect PSI data to be updated soon. Leapfrog uses the most recent publicly reported information available as of the Data Snapshot Dates.

When will the spring Survey open and end to enter data?

The Leapfrog Hospital Survey is open from April 1-November 30 each year. You can find all Survey Deadlines here: <https://www.leapfroggroup.org/survey-materials/deadlines>

So we should have received our user name and password already if we turned in our survey? Is the same one we used to log into the system?

No it will be emailed out on Monday once the website has opened. Usernames and passwords have not changed since spring 2022.

I get so confused as to what data is used for which time period. If I complete the survey by the June date, what is the first time that data is published and used?

This information is provided on our Deadlines webpage: <https://www.leapfroggroup.org/survey-materials/deadlines>. If you submit by the June 30 Submission Deadline 30 your Survey Results are available on July 12 and will be used in the fall 2022 Safety Grade.