

## Planned Updates to the Leapfrog Hospital Safety Grade Methodology:

On May 7, 2020 Leapfrog published planned changes to the Fall 2020 Hospital Safety Grade Methodology and held a 3-week public comment period. This document summarizes the final changes that will be applied to the Fall 2020 Hospital Safety Grade Methodology as well as one additional change that was not originally published and includes responses to public comments received.

The methodology changes outlined in this document include:

1. Data sources and scoring for Hand Hygiene
2. Removal of Safe Practice #4 – Risks and Hazards
3. Missing Data Threshold

In addition, this document includes other important information about the Fall 2020 Data Snapshot Date, Safety Grade Review Period, and reporting periods for measures used in the Fall 2020 Hospital Safety Grade.

Responses to public comments are available in [Appendix C](#).

### Planned Changes to the Fall 2020 Hospital Safety Grade Methodology

#### 1. Data sources and scoring for Hand Hygiene

In [response](#) to COVID-19, Leapfrog made several one-time-only changes to the [Leapfrog Hospital Survey](#). Two of those changes have a direct impact on the Hand Hygiene measure. First, Leapfrog gave hospitals the opportunity to maintain their 2019 Leapfrog Hospital Survey Results for the purposes of [public reporting](#). Next, Leapfrog announced that only hospitals that are scored as “Achieved the Standard” or “Considerable Achievement” for Hand Hygiene on the 2020 Hospital Survey will be publicly reported.



Hospitals maintaining their 2019 Leapfrog Hospital Survey Results will have their score from Safe Practice 19 Hand Hygiene, which is published at [www.leapfroggroup.org/compare](http://www.leapfroggroup.org/compare), used in the Fall 2020 Safety Grade. Hospitals that submit a 2020 Leapfrog Hospital Survey by August 31 will have the score from the new Hand Hygiene Standard included in the Fall 2020 Safety Grade.

The data sources and reporting periods for the Hand Hygiene measure that will be used in the Fall 2020 Hospital Safety Grade are listed below:

Data Sources	Reporting Periods
2019 Leapfrog Hospital Survey – Section 6E NQF Safe Practice 19 Hand Hygiene	2019
2020 Leapfrog Hospital Survey – Section 6D Hand Hygiene	2020

Based on the changes to the Leapfrog Hospital Survey Hand Hygiene standard (i.e. the removal of NQF Safe Practice 19 Hand Hygiene and the addition of Leapfrog’s new Hand Hygiene standard) for 2020, Leapfrog will implement the following Safety Grade scoring changes:

- Hospitals that maintain their 2019 Leapfrog Hospital Survey Results will have the points earned on Safe Practice 19 used to calculate the Safety Grade. Those points can be viewed at [www.leapfroggroup.org/compare](http://www.leapfroggroup.org/compare).
- Hospitals that submit a 2020 Leapfrog Hospital Survey will earn 60 points for either of the two publicly reported performance categories on the 2020 Leapfrog Hospital Survey: “Achieved the Standard” or “Considerable Achievement”
- Hospitals that submit a 2020 Leapfrog Hospital Survey and are publicly reported as “Not Available” for the Hand Hygiene measure (meaning they scored “Some Achievement” or “Limited Achievement” on the measure) will not have the measure used in calculating the Safety Grade. The weight assigned to the Hand Hygiene measure will be redistributed to the other process/structural measures.

Data Source	Publicly reported score from the Leapfrog Hospital Survey	Points assigned for the purposes of calculating the Fall 2020 Safety Grade
2019 Leapfrog Hospital Survey	0-60	0-60
2020 Leapfrog Hospital Survey	Achieved the Standard 	60
	Considerable Achievement 	60
	Not Available	Not Available*

\* Measure is not included in calculating the Safety Grade. No use of Secondary Data.

No additional scoring changes will be made for Leapfrog Hospital Survey measures included in the Hospital Safety Grade. For information on how CPOE, BCMA, ICU Physician Staffing, and the three NQF Safe Practices will be used in the Hospital Safety Grade, see [Appendix B](#).

## **2. Removal of Safe Practice #4**

NQF Safe Practice #4 – Risks and Hazards (Section 6C of the 2019 Leapfrog Hospital Survey) has been removed due to the changing evidence supporting the impact of this practice on reducing adverse events. The weight that was assigned to this measure will be redistributed to the other process/structural measures in 2020.

## **3. Missing Data Threshold**

Previously, hospitals that are missing scores for more than seven (7) process/structural measures or more than five (5) outcome measures are not eligible for a Hospital Safety Grade. Starting in Fall 2020, due to the removal of Safe Practice #4, hospitals that are missing more than six (6) process/structures measures will not be eligible for a Safety Grade. The missing data threshold for the outcome measures domain will not change.

## **Other Information about the Fall 2020 Hospital Safety Grade**

### **Data Snapshot Date**

Due to COVID-19, the Data Snapshot Date for the Fall 2020 Safety Grade will be delayed one month to **September 30**. This means that Leapfrog will download the data for each of the 27 measures included in the Fall 2020 Safety Grade on this date. A complete list of measures and anticipated reporting periods is available in [Appendix A](#).

Please note, hospitals that would like 2020 Leapfrog Hospital Survey Results included in the Fall 2020 Hospital Safety Grade are urged to submit a 2020 Leapfrog Hospital Survey by August 31. This will allow Leapfrog to perform its extensive monthly data verification, which must be completed, before the Survey Results are used in the Hospital Safety Grade. It also ensures that hospitals have adequate time to correct data entry and reporting errors prior to September 30. As a reminder, corrections submitted to the 2020 Leapfrog Hospital Survey after the Data Snapshot Date will NOT be used to calculate the Fall 2020 Hospital Safety Grade.

Hospitals that maintain their 2019 Leapfrog Hospital Survey Results should review them on our website at [www.leapfroggroup.org/compare](http://www.leapfroggroup.org/compare).

### **Review Period**

Due to COVID-19, Leapfrog made several [one-time only changes](#) to the Leapfrog Hospital Survey. One such change was the option to maintain 2019 Survey Results in public reporting ([www.leapfroggroup.org/compare](http://www.leapfroggroup.org/compare)) and for use in the Hospital Safety Grade. Leapfrog anticipates that many hospitals will choose this option and will therefore shorten the 3-Week Courtesy Safety Grade Review Period to 2-Weeks: **October 15 – October 30**. Given that the majority of hospitals will have already reviewed their 2019 Survey Results as they were used in both the Fall 2019 and Spring 2020 Safety Grades, and that the CMS data that will be used in the Fall Safety Grade (from the [July Hospital Compare Preview Reports](#)) was shared with hospital in May, we anticipate that hospitals will still have adequate time to participate in the Review Period.

### **Reporting Periods for the Healthcare-Associated Infection Measures**

Hospitals maintaining their 2019 Leapfrog Hospital Survey Results will have the standardized infection ratios (SIRs) from that Survey, which are currently published on our website at [www.leapfroggroup.org/compare](http://www.leapfroggroup.org/compare), used in the Fall 2020 Safety Grade. Hospitals that submit a 2020 Leapfrog Hospital Survey by August 31, including Section 7, will have updated SIRs from that Survey used in the Fall 2020 Safety Grade. Hospitals that did not submit a 2019 Leapfrog Hospital Survey and do not submit a 2020 Leapfrog Hospital Survey that includes Section 7 by August 31 will have infection data from CMS used in the Fall 2020 Safety Grade.

The data sources and reporting periods for the five (5) Healthcare-Associated Infection measures that will be used in the Fall 2020 Hospital Safety Grade are listed below:

<b>Data Source</b>	<b>Reporting Period</b>
2019 Leapfrog Hospital Survey	07/01/2018 – 06/30/2019
2020 Leapfrog Hospital Survey	01/01/2019 – 12/31/2019
CMS	10/01/2018 – 09/30/2019

As a reminder, for hospitals that would like updated infection data included in the Fall 2020 Safety Grade, they must submit a 2020 Leapfrog Hospital Survey by August 31 and the following steps must be completed by the appropriate dates:

- Join Leapfrog’s NHSN Group and review/accept Leapfrog’s Data Rights Template before August 20\*,
- Enter a valid NHSN ID in the Profile Section of the 2020 Leapfrog Hospital Survey, and
- Complete, affirm, and submit Section 7 of the 2020 Leapfrog Hospital Survey by August 31.

\* Hospitals are not required to “re-join” Leapfrog’s NHSN Group if they joined and conferred rights for the 2017, 2018, or 2019 Leapfrog Hospital Survey. However, all hospitals in Leapfrog’s NHSN Group must review their Rights Acceptance Report annually to ensure that Leapfrog has access to the data from all of the locations that were active during the reporting period, even if those locations are no longer active, to ensure that Leapfrog obtains the appropriate SIR. Hospitals must review their Rights Acceptance Report by the first NHSN join-by date of each Survey Cycle.

**Reporting Periods for the CMS Measures**

CMS announced that preview reports for the July update to Hospital Compare were made available to hospitals on May 4. Therefore, we are anticipating that CMS will update Hospital Compare in July. The updated data for the following measures will be used in the Fall 2020 Hospital Safety Grade:

Measure Name	CMS Reporting Period
H-COMP-1: Nurse Communication	10/01/2018 – 09/30/2019
H-COMP-2: Doctor Communication	10/01/2018 – 09/30/2019
H-COMP-3: Staff Responsiveness	10/01/2018 – 09/30/2019
H-COMP-5: Communication about Medicines	10/01/2018 – 09/30/2019
H-COMP-6: Discharge Information	10/01/2018 – 09/30/2019
Foreign Object Retained	07/01/2017 – 06/30/2019
Air Embolism	07/01/2017 – 06/30/2019
Falls and Trauma	07/01/2017 – 06/30/2019
CLABSI*	10/01/2018 – 09/30/2019
CAUTI*	10/01/2018 – 09/30/2019
SSI: Colon*	10/01/2018 – 09/30/2019
MRSA*	10/01/2018 – 09/30/2019
C. Diff.*	10/01/2018 – 09/30/2019
PSI 3: Pressure Ulcer Rate	07/01/2017 – 06/30/2019
PSI 4: Death Rate among Surgical Inpatients with Serious Treatable Conditions	07/01/2017 – 06/30/2019
PSI 6: Iatrogenic Pneumothorax Rate	07/01/2017 – 06/30/2019
PSI 11: Postoperative Respiratory Failure Rate	07/01/2017 – 06/30/2019
PSI 12: Perioperative PE/DVT Rate	07/01/2017 – 06/30/2019
PSI 14: Postoperative Wound Dehiscence Rate	07/01/2017 – 06/30/2019
PSI 15: Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	07/01/2017 – 06/30/2019

\*Only used for hospitals that did not join Leapfrog’s NHSN Group or submit Section 7 of the 2019 or 2020 Leapfrog Hospital Survey.

The data snapshot date for the Fall 2020 Hospital Safety Grade is September 30. More information can be found on the Hospital Safety Grade Website at <http://www.hospitalafetygrade.org/for-hospitals/updates-and-timelines-for-hospitals>.

## Appendix A: Fall 2020 Leapfrog Safety Grade Measures, Reporting Periods, and Data Sources

PROCESS AND STRUCTURAL MEASURES (12)				
Measure Name	Primary Data Source	Reporting Period	Secondary Data Source	Reporting Period
<b>Computerized Physician Order Entry (CPOE)</b>	2019 Leapfrog Hospital Survey or 2020 Leapfrog Hospital Survey	2019 or 2020	2019 AHA Annual Survey Information Technology Supplement <sup>1</sup>	2020
<b>Bar Code Medication Administration (BCMA)</b>	2019 Leapfrog Hospital Survey or 2020 Leapfrog Hospital Survey	2019 or 2020	2019 AHA Annual Survey Information Technology Supplement <sup>1</sup>	2020
<b>ICU Physician Staffing (IPS)</b>	2019 Leapfrog Hospital Survey or 2020 Leapfrog Hospital Survey	2019 or 2020	2018 AHA Annual Survey Database <sup>2</sup>	2018
<b>Safe Practice 1: Leadership Structures and Systems</b>	2019 Leapfrog Hospital Survey or 2020 Leapfrog Hospital Survey	2019 or 2020	N/A	N/A
<b>Safe Practice 2: Culture Measurement, Feedback &amp; Intervention</b>	2019 Leapfrog Hospital Survey or 2020 Leapfrog Hospital Survey	2019 or 2020	N/A	N/A
<b>Safe Practice 9: Nursing Workforce</b>	2019 Leapfrog Hospital Survey or 2020 Leapfrog Hospital Survey	2019 or 2020	N/A	N/A

<sup>1</sup> Source AHA Annual Survey IT Supplement, Health Forum, LLC, a subsidiary of the American Hospital Association

<sup>2</sup> Source AHA Annual Survey, Health Forum, LLC, a subsidiary of the American Hospital Association

**PROCESS AND STRUCTURAL MEASURES (12)**

Measure Name	Primary Data Source	Reporting Period	Secondary Data Source	Reporting Period
<b>Hand Hygiene</b>	2019 Leapfrog Hospital Survey or 2020 Leapfrog Hospital Survey	2019 or 2020	N/A	N/A
<b>H-COMP-1: Nurse Communication</b>	CMS	10/01/2018 – 09/30/2019	N/A	N/A
<b>H-COMP-2: Doctor Communication</b>	CMS	10/01/2018 – 09/30/2019	N/A	N/A
<b>H-COMP-3: Staff Responsiveness</b>	CMS	10/01/2018 – 09/30/2019	N/A	N/A
<b>H-COMP-5: Communication about Medicines</b>	CMS	10/01/2018 – 09/30/2019	N/A	N/A
<b>H-COMP-6: Discharge Information</b>	CMS	10/01/2018 – 09/30/2019	N/A	N/A

**OUTCOME MEASURES (15)**

Measure Name	Primary Data Source	Reporting Period	Secondary Data Source	Reporting Period
<b>Foreign Object Retained</b>	CMS	07/01/2017 – 06/30/2019	N/A	N/A
<b>Air Embolism</b>	CMS	07/01/2017 – 06/30/2019	N/A	N/A
<b>Falls and Trauma</b>	CMS	07/01/2017 – 06/30/2019	N/A	N/A
<b>CLABSI</b>	2019 Leapfrog Hospital Survey or 2020 Leapfrog Hospital Survey	07/01/2018 – 06/30/2019 or 01/01/2019 – 12/31/2019	CMS	10/01/2018 – 09/30/2019
<b>CAUTI</b>	2019 Leapfrog Hospital Survey or 2020 Leapfrog Hospital Survey	07/01/2018 – 06/30/2019 or 01/01/2019 – 12/31/2019	CMS	10/01/2018 – 09/30/2019

<b>OUTCOME MEASURES (15)</b>				
<b>Measure Name</b>	<b>Primary Data Source</b>	<b>Reporting Period</b>	<b>Secondary Data Source</b>	<b>Reporting Period</b>
<b>SSI: Colon</b>	2019 Leapfrog Hospital Survey or 2020 Leapfrog Hospital Survey	07/01/2018 – 06/30/2019 or 01/01/2019 – 12/31/2019	CMS	10/01/2018 – 09/30/2019
<b>MRSA</b>	2019 Leapfrog Hospital Survey or 2020 Leapfrog Hospital Survey	07/01/2018 – 06/30/2019 or 01/01/2019 – 12/31/2019	CMS	10/01/2018 – 09/30/2019
<b>C. Diff.</b>	2019 Leapfrog Hospital Survey or 2020 Leapfrog Hospital Survey	07/01/2018 – 06/30/2019 or 01/01/2019 – 12/31/2019	CMS	10/01/2018 – 09/30/2019
<b>PSI 3: Pressure Ulcer Rate</b>	CMS	07/01/2017 – 06/30/2019	N/A	N/A
<b>PSI 4: Death Rate among Surgical Inpatients with Serious Treatable Conditions</b>	CMS	07/01/2017 – 06/30/2019	N/A	N/A
<b>PSI 6: Iatrogenic Pneumothorax Rate</b>	CMS	07/01/2017 – 06/30/2019	N/A	N/A
<b>PSI 11: Postoperative Respiratory Failure Rate</b>	CMS	07/01/2017 – 06/30/2019	N/A	N/A
<b>PSI 12: Perioperative PE/DVT Rate</b>	CMS	07/01/2017 – 06/30/2019	N/A	N/A
<b>PSI 14: Postoperative Wound Dehiscence Rate</b>	CMS	07/01/2017 – 06/30/2019	N/A	N/A
<b>PSI 15: Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate</b>	CMS	07/01/2017 – 06/30/2019	N/A	N/A

## Appendix B: Scoring Information for CPOE, BCMA, ICU Physician Staffing, and NQF Safe Practices

### Data sources and scoring for CPOE

The Leapfrog Hospital Survey will continue to be the primary data source for the CPOE measure. The AHA Annual Survey Information Technology Supplement will continue to be the secondary data source for the CPOE measure.

There are no changes to the numerical scores assigned to each performance category on the 2019 Leapfrog Hospital Survey or 2020 Leapfrog Hospital Survey, which must be submitted by August 31, 2020.

Leapfrog Hospital Survey	Leapfrog Performance Category from 2019 or 2020 Leapfrog Hospital Survey	Measure Score
<b>2019 Leapfrog Hospital Survey</b>	Fully Meets the Standard	100
	Substantial Progress	70
	Some Progress	40
	Willing to Report	15
	Declined to Respond	See Table Below
<b>2020 Leapfrog Hospital Survey</b>	Achieved the Standard	100
	Considerable Achievement	70
	Some Achievement	40
	Limited Achievement	15
	Declined to Respond	See Table Below

There are no changes to the numerical scores assigned to each response on the AHA Annual Survey Information Technology Supplement, which is used for hospitals that were scored as 'Declined to Respond' on the 2019 or 2020 Leapfrog Hospital Survey.

2019 AHA Annual Survey IT Supplement Response on CPOE Implementation	Measure Score
<b>1 – Yes</b>	45
<b>2 – No</b>	5
<b>3 – Do Not Know</b>	Declined to Report



### **Data and scoring for BCMA**

The Leapfrog Hospital Survey will continue to be the primary data source for the BCMA measure. The AHA Annual Survey Information Technology Supplement will continue to be the secondary data source for the BCMA measure.

There are no changes to the numerical scores assigned to each performance category on the 2019 Leapfrog Hospital Survey or 2020 Leapfrog Hospital Survey, which must be submitted by August 31, 2020.

<b>Leapfrog Hospital Survey</b>	<b>Leapfrog Performance Category</b>	<b>Measure Score</b>
<b>2019 Leapfrog Hospital Survey</b>	Fully Meets the Standard	100
	Substantial Progress	75
	Some Progress	50
	Willing to Report	25
	Declined to Respond	See Table Below
<b>2020 Leapfrog Hospital Survey</b>	Achieved the Standard	100
	Considerable Achievement	75
	Some Achievement	50
	Limited Achievement	25
	Declined to Respond	See Table Below
	Not Available	See Table Below

There are no changes to the numerical scores assigned to each response on the AHA Annual Survey Information Technology Supplement, which is used for hospitals that were scored as 'Declined to Respond' on the 2019 or 2020 Leapfrog Hospital Survey or "Not Available" on the 2020 Leapfrog Hospital Survey.

<b>2019 AHA Annual Survey IT Supplement Response on BCMA Implementation</b>	<b>Measure Score</b>
<b>1 – Yes</b>	45
<b>2 – No</b>	5
<b>3 – Do Not Know</b>	Declined to Report

### Data and scoring for ICU Physician Staffing

The Leapfrog Hospital Survey will continue to be the primary data source for the ICU Physician Staffing measure. The AHA Annual Survey will continue to be the secondary data source for the ICU Physician Staffing measure.

There are no changes to the numerical scores assigned to each performance category on the 2019 Leapfrog Hospital Survey or 2020 Leapfrog Hospital Survey, which must be submitted by August 31, 2020.

<b>Leapfrog Hospital Survey</b>	<b>Performance Category from 2019 or 2020 Leapfrog Hospital Survey</b>	<b>Measure Score</b>
<b>2019 Leapfrog Hospital Survey</b>	Fully Meets the Standard	100
	Substantial Progress	50
	Some Progress	15
	Willing to Report	5
	Declined to Respond	See Table Below
<b>2020 Leapfrog Hospital Survey</b>	Achieved the Standard	100
	Considerable Achievement	50
	Some Achievement	15
	Limited Achievement	5
	Declined to Respond	See Table Below

There are no changes to the numerical scores assigned to each response on the AHA Annual Survey, which is used for hospitals that were scored as 'Declined to Respond' on the 2019 or 2020 Leapfrog Hospital Survey.

<b>2018 AHA Annual Survey Response on ICU Physician Staffing</b>	<b>Measure Score</b>
If Med/Surg ICU is "Closed" and the number of intensivist FTEs is >6	85
If Med/Surg ICU is "Closed" and the number of intensivist FTEs is <=6 and >0	65
If Med/Surg ICU is "Open"	5
If Pediatric ICU is "Closed" and the number of intensivist FTEs is >6	85
If Pediatric ICU is "Closed" and the number of intensivist FTEs is <=6 and >0	65
If Pediatric ICU is "Open"	5
If Med/Surg ICU beds and Pediatric ICU beds is 0	Not Available

### **Data and scoring for the NQF Safe Practices**

The Leapfrog Hospital Survey continues to be the only data source for the NQF Safe Practices. Through participation in the Leapfrog Hospital Survey, hospitals can earn up to 60 – 120 points for each Safe Practice. For the purposes of calculating the Safety Grade, individual scores for each Safe Practice are used:

<b>Leapfrog Hospital Survey</b>	<b>NQF Safe Practice from 2019 or 2020 Leapfrog Hospital Survey</b>	<b>Possible Measure Score</b>
<b>2019 Leapfrog Hospital Survey and 2020 Leapfrog Hospital Survey</b>	SP 1: Culture of Safety Leadership, Structures and Systems	0 - 120
	SP 2: Culture Measurement, Feedback and Intervention	0 - 120
	SP 9: Nursing Workforce	0 - 100

## Appendix C: Responses to Public Comments

Leapfrog received several public comments in response to the Planned Changes announced on May 7, 2020.

**Some hospitals shared their concern that due to the planned changes to scoring the Hand Hygiene measure, hospitals that achieve the standard on the 2020 Survey may not have as high of a positive z-score as they might have had, had Leapfrog assigned points to the two lower performance categories, as the variation on the measures will likely be minimized.**

As announced [above](#), Leapfrog is not assigning points to the two lower performance categories as part of Leapfrog’s COVID-19 [response](#). Leapfrog wants hospitals impacted by COVID-19 to be able to devote their time to the urgent needs of the moment. While hospitals with the top two performance categories will not benefit as much from their positive z-score right now, they will still benefit from receiving a 60/60 points on this measure. Additionally, performing well on the Hand Hygiene Standard now will set a hospital in a good place to continue to do so for future Safety Grades, when the measure will impact the z-score more heavily.

**Some hospitals shared their concern that by allowing hospitals to maintain their 2019 Leapfrog Hospital Survey Results, particularly from Safe Practice 19 Hand Hygiene, hospitals that submitted a 2020 Hospital Survey would be at a disadvantage because the new standard is more robust and difficult to implement.**

Leapfrog has tried to ensure that hospitals reporting on the new Hand Hygiene standard are not penalized in the public reporting of Leapfrog Hospital Survey Results (<https://www.leapfroggroup.org/compare-hospitals>) or in calculating the Safety Grade, which is why we are publicly reporting hospitals who perform in the bottom two categories as “Not Available.” Hospitals that submit a 2020 Leapfrog Hospital Survey will earn 60 points for either of the two publicly reported performance categories on the 2020 Leapfrog Hospital Survey: “Achieved the Standard” or “Considerable Achievement.”

Hospitals that submit a 2020 Leapfrog Hospital Survey and are publicly reported as “Not Available” for the Hand Hygiene measure (meaning they scored “Some Achievement” or “Limited Achievement” on the measure) are not penalized. Instead, the Hand Hygiene measure will not be used in calculating the Safety Grade and the weight assigned to the Hand Hygiene measure will be redistributed to the other process/structural measures.

**Other hospitals urged Leapfrog to be very clear and transparent on the Safety Grade website ([hospitalsafetygrade.org](https://hospitalsafetygrade.org)) so that consumers are aware of grades that were calculated using 2019 versus 2020 Survey Results.**

Leapfrog displays the timing of the data in multiple places on the Safety Grade website. There is a link to the reporting periods below every measure description and the reporting periods can also be viewed in the “detailed table view” on the public reporting website.