Presentation Overview

- About the Leapfrog Hospital Safety Grade
- Measure Highlights
- Scoring Overview
- Details of the Courtesy Safety Grade Review Period
- Public Reporting
- Important Dates
- Questions
ABOUT THE LEAPFROG HOSPITAL SAFETY GRADE
What is the Leapfrog Hospital Safety Grade?

- The Leapfrog Hospital Safety Grade is an A, B, C, D, or F letter grade reflecting how safe hospitals are for patients.
- The Leapfrog Hospital Safety Grade launched in June 2012.
- The Grade is issued two times per year: April and October. This spring will be the 13th release.
- More information is available at www.HospitalSafetyGrade.org
Who is eligible for a Leapfrog Hospital Safety Grade?

- General acute care hospitals with enough publicly reported data
  - Hospitals missing measure scores for more than 6 process measures OR more than 5 outcome measures do not receive a grade

- Certain types of hospitals cannot receive a grade because they do not participate in the CMS Inpatient Quality Reporting Program (the data source for ½ of the measures used in the Grade):
  - Critical access hospitals
  - PPS-exempt hospitals (i.e. cancer)
  - VA Hospitals
  - Indian Health Services
  - Specialty hospitals
MEASURE HIGHLIGHTS
Measure Selection Criteria

- Measures are publicly-reported from national data sources, reflecting individual hospital results
  - Leapfrog Hospital Survey
  - Centers for Medicare and Medicaid Services data sets
  - American Hospital Association’s Annual Survey and HIT Supplement
  - Maryland Health Care Commission (for hospitals in MD only)

- Measures are endorsed or in use by a national measurement entity

- Measures are linked to patient safety ("freedom from harm")
  - Directly quantifying patient safety events
  - Assessing processes that lead to better outcomes
  - Identified by experts as important to patient safety
# Process and Structural Measures

<table>
<thead>
<tr>
<th>Measure Name</th>
<th>Primary Data Source</th>
<th>Secondary Data Source</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Process and Structural Measures (12)</strong></td>
<td></td>
<td></td>
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<tr>
<td>Computerized Physician Order Entry (CPOE)</td>
<td>2017 Leapfrog Hospital Survey</td>
<td>2016 HIT Supplement ii</td>
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<tr>
<td>ICU Physician Staffing (IPS)</td>
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<td>2016 AHA Annual Survey i</td>
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<td>Safe Practice 1: Leadership Structures and Systems</td>
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<td>H-COMP-5: Communication about Medicines</td>
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<tr>
<td>H-COMP-6: Discharge Information</td>
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1 AHA Annual Survey, Health Forum, LLC, a subsidiary of the American Hospital Association

ii AHA Annual Survey © 2016 Health Forum, LLC
### Outcome Measures

<table>
<thead>
<tr>
<th>Measure Name</th>
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<th>Secondary Data Source</th>
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<tr>
<td>Foreign Object Retained</td>
<td>CMS</td>
<td>MHCC*</td>
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<tr>
<td>Air Embolism</td>
<td>CMS</td>
<td>MHCC*</td>
</tr>
<tr>
<td>Falls and Trauma</td>
<td>CMS</td>
<td>MHCC*</td>
</tr>
<tr>
<td>CLABSI (ICU and select wards)</td>
<td>2017 Leapfrog Hospital Survey</td>
<td>CMS</td>
</tr>
<tr>
<td>CAUTI (ICU and select wards)</td>
<td>2017 Leapfrog Hospital Survey</td>
<td>CMS</td>
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<tr>
<td>SSI: Colon</td>
<td>2017 Leapfrog Hospital Survey</td>
<td>CMS</td>
</tr>
<tr>
<td>MRSA</td>
<td>2017 Leapfrog Hospital Survey</td>
<td>CMS</td>
</tr>
<tr>
<td>C. Diff.</td>
<td>2017 Leapfrog Hospital Survey</td>
<td>CMS</td>
</tr>
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<td>PSI 3: Pressure Ulcer Rate</td>
<td>CMS</td>
<td>MHCC*</td>
</tr>
<tr>
<td>PSI 4: Death Rate among Surgical Inpatients with Serious Treatable Complications</td>
<td>CMS</td>
<td>MHCC*</td>
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<tr>
<td>PSI 6: Iatrogenic Pneumothorax Rate</td>
<td>CMS</td>
<td>MHCC*</td>
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<tr>
<td>PSI 11: Postoperative Respiratory Failure Rate</td>
<td>CMS</td>
<td>MHCC*</td>
</tr>
<tr>
<td>PSI 12: Perioperative PE/DVT Rate</td>
<td>CMS</td>
<td>MHCC*</td>
</tr>
<tr>
<td>PSI 14: Postoperative Wound Dehiscence Rate</td>
<td>CMS</td>
<td>MHCC*</td>
</tr>
<tr>
<td>PSI 15: Unrecognized Abdominopelvic Accidental Puncture or Laceration</td>
<td>CMS</td>
<td>MHCC*</td>
</tr>
</tbody>
</table>

* The Maryland Health Care Commission will provide HAC and PSI rates for Maryland hospitals only
Reporting Periods by Data Source

- **Leapfrog Hospital Survey Measures**
  - The 2017 Leapfrog Hospital Survey includes several reporting periods. Because the data snapshot date is January 31 the reporting periods will be displayed as follows:
    - CPOE, ICU Physician Staffing, and the 5 NQF Safe Practices will be displayed as “2017”
    - CLABSI, CAUTI, MRSA, C. Diff, and SSI Colon will be displayed as 07/01/2016 – 06/30/2017

- **MHCC Measures (for Maryland hospitals only)**
  - The reporting period for the three HAC measures align with CMS and will be displayed as 07/01/2014 – 09/30/2015
  - The reporting period for the seven PSI measures align with CMS and will be displayed as 07/01/2014 – 09/30/2015

- **CMS Measures**
  - The reporting period for the Patient Experience measures will be displayed as 04/01/2016 – 03/31/2017
  - The reporting period for the 5 infection measures will be displayed as 04/01/2016 – 03/31/2017 (only used for hospitals that did not report via the Leapfrog Hospital Survey)
  - The reporting period for the three HAC measures and seven PSI measures will be displayed as 07/01/2014 – 09/30/2015
Measure Updates Since Fall 2017 – Process/Structural Measure Domain

- **CPOE**
  - For hospitals that (re) submitted Section 2 of the 2017 Leapfrog Hospital Survey after August 31, 2017
  - AHA HIT Supplement data has NOT been updated

- **ICU Physician Staffing**
  - For hospitals that (re) submitted Section 5 of the 2017 Leapfrog Hospital Survey after August 31, 2017
  - For that did not submit a 2017 Leapfrog Hospital Survey by December 31, but did submit a 2016 AHA Annual Survey

- **5 NQF Safe Practices**
  - For hospitals that (re) submitted Section 6 of the 2017 Leapfrog Hospital Survey after August 31, 2017

- **5 Patient Experience Domains**
  - For all hospitals receiving a Spring 2018 Hospital Safety Grade
Measure Updates Since Fall 2017 – Outcome Measure Domain

- 3 HAC Measures
  - Not updated this Spring for any hospital (CMS and MHCC data remains the same)

- 5 HAI Measures
  - For all hospitals receiving a Spring 2018 Hospital Safety Grade

- 7 PSI Measures
  - For all hospitals receiving a Spring 2018 Hospital Safety Grade
Weighting Process

- Two measure domains, each weighted 50%:
  - Process/structural measures
  - Outcome measures

- Three criteria for weighting individual measures:
  - Strength of evidence (rating of 1 or 2)
  - Opportunity (rating of 1, 2, 3), based on coefficient of variation
  - Impact (rating of 1, 2, 3) based on:
    - number of patients possibly affected by the event (0, 1, 2, 3)
    - severity of harm to individual patients (1, 2, 3)

- Weight Score = \([\text{Evidence} + (\text{Opportunity} \times \text{Impact})]\)
Z-Score Methodology

- Standardizes data from individual measures with different scales
- Counts how many standard deviations a hospital’s score on the measure is away from the mean
- Mean is set to 0
  - Negative z-score: worse than the mean
  - Positive z-score: better than the mean
- How to Calculate Z-Score from Raw Measure Score:
  - Process/structural measures:
    - \( \frac{(\text{Raw Measure Score} - \text{Mean})}{\text{Standard Deviation}} \)
  - Outcome Measures:
    - \( \frac{(\text{Mean} - \text{Raw Measure Score})}{\text{Standard Deviation}} \)
Overall Numerical Score

- Summation of z-score for each measure multiplied by the weight for each measure

- If measure has missing data, then the weight for that measure is re-apportioned to other measures within the same domain

- 3.0 is added to each hospital’s final numerical score to avoid possible confusion with interpreting negative patient safety scores

\[
3.0 + CPOE \text{ z-score} \times CPOE \text{ weight} + IPS \text{ z-score} \times IPS \text{ weight} + CLABSI \text{ z-score} \times CLABSI \text{ weight} \ldots \text{ etc.}
\]
DETAILS OF THE COURTESY SAFETY GRADE REVIEW PERIOD
Secure Website for Hospitals to Review their Safety Grade Data

http://www.HospitalSafetyGrade.org/data-review

Safety Grade Review Website for Hospitals

The Spring 2018 Safety Grade Review Period will be open from February 20 – March 9, 2018. By accessing the Review Website, you will be able to:

1. Provide contact information for your hospital so we can send you important announcements about the Leapfrog Hospital Safety Grade.
2. Update your hospital’s name, address, and Medicare Provider Number.
3. Review the source data used to calculate your hospital’s numerical score and validate that we have recorded the correct information. Download review instructions here.
4. Download a copy of the calculator and the scoring methodology.
5. Preview your hospital’s preliminary numerical score.

Following the review period, we will refresh this website to reflect any changes that occurred during the review period and finalize numerical scores. Hospital letter grades will not be available until April 2018.

Login

User Name
Password
Submit
Contact Information

*Is the hospital name and address displayed above correct?
- Yes
- No

*Is your hospital’s Medicare Provider Number (MPN) 34-0037 correct?
- MPN is Correct
- MPN is NOT Correct (If the MPN is not correct, please contact the Help Desk immediately.)

- CEO First Name
- CEO Last Name
- CEO Email Address
- Contact First Name
- Contact Last Name
- Contact Title
- Contact Email Address
- Contact Phone Number

*Is the hospital name and address displayed above correct?
- Yes
- No

Please provide the correct hospital name and address below. Information provided will be used to update your hospital’s profile in our database. Your hospital’s name and address will appear exactly as you indicate below on the public reporting website.

- Hospital Name
- Hospital Address
- Hospital City
- Hospital State
- Hospital ZIP

Click here to continue
Source Data

Safety Grade Review Website for Hospitals

Hospital Source Data

Information about Source Data

The information in the table below represents your hospital’s performance on each of the 27 measures used in the Hospital Safety Grade as of January 31, 2018 (the Data Snapshot Date). Please review this information to ensure that Leapfrog recorded the correct measure score from each publicly available data source.

You will need the following documents to complete the review process:
- Review Instructions
- Spring 2018 Calculator
- Scoring Methodology
- Policy on Correcting Data Used in the Hospital Safety Grade

If you find a data discrepancy (i.e., the measure score listed below does not match the public report in the Review Instructions), please contact the Help Desk.
<table>
<thead>
<tr>
<th>Name of the Measure</th>
<th>Type of Measure</th>
<th>Data Source/Links</th>
<th>Reporting Period</th>
<th>Measure Score</th>
<th>Does the measure score match the public report?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computerized Physician Order Entry (CPOE)</td>
<td>Structure/Process</td>
<td>2017 Leapfrog Hospital Survey</td>
<td>2017</td>
<td>Declined to Report</td>
<td>Yes/No</td>
</tr>
<tr>
<td>ICU Physician Staffing</td>
<td>Structure/Process</td>
<td>AHA Annual Survey</td>
<td>2015</td>
<td>5</td>
<td>Yes/No</td>
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<tr>
<td>SP1 - Leadership Structures and Systems</td>
<td>Structure/Process</td>
<td>2017 Leapfrog Hospital Survey</td>
<td>2017</td>
<td>Declined to Report</td>
<td>Yes/No</td>
</tr>
<tr>
<td>SP 2 - Culture Measurement, Feedback and Intervention</td>
<td>Structure/Process</td>
<td>2017 Leapfrog Hospital Survey</td>
<td>2017</td>
<td>Declined to Report</td>
<td>Yes/No</td>
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<tr>
<td>SP 4 - Identification and Mitigation of Risks and Hazards</td>
<td>Structure/Process</td>
<td>2017 Leapfrog Hospital Survey</td>
<td>2017</td>
<td>Declined to Report</td>
<td>Yes/No</td>
</tr>
<tr>
<td>SP 9 - Nursing Workforce</td>
<td>Structure/Process</td>
<td>2017 Leapfrog Hospital Survey</td>
<td>2017</td>
<td>Declined to Report</td>
<td>Yes/No</td>
</tr>
<tr>
<td>SP 19 - Hand Hygiene</td>
<td>Structure/Process</td>
<td>2017 Leapfrog Hospital Survey</td>
<td>2017</td>
<td>Declined to Report</td>
<td>Yes/No</td>
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<tr>
<td>Communication with Nurse</td>
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<td>CMS</td>
<td>10/01/2015 - 09/30/2016</td>
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<tr>
<td>Communication with Doctor</td>
<td>Structure/Process</td>
<td>CMS</td>
<td>10/01/2015 - 09/30/2016</td>
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<td>Yes/No</td>
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<tr>
<td>Staff Responsiveness</td>
<td>Structure/Process</td>
<td>CMS</td>
<td>10/01/2015 - 09/30/2016</td>
<td>85</td>
<td>Yes/No</td>
</tr>
</tbody>
</table>
What if the Measure Score Doesn’t Match the Public Report?

- Hospitals are asked to contact the Help Desk immediately once they have confirmed the data source, measure, and reporting period.

- Hospitals must provide a copy of the public report that shows the different score.

- If we find a recording error, we will update the score and re-issue a numerical score and safety grade.
<table>
<thead>
<tr>
<th>Measure</th>
<th>Mean</th>
<th>Standard Deviation</th>
<th>Original Z-Score</th>
<th>Modified Z-Score</th>
<th>Evidence</th>
<th>Opportunity</th>
<th>Impact</th>
<th>Standard Weight</th>
<th>Your Final Weight</th>
<th>Weighted Measure Score</th>
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<tr>
<td>CPOE</td>
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<td>-3.2236</td>
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<td>6.3%</td>
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<td>3.3%</td>
<td>-0.1633</td>
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<table>
<thead>
<tr>
<th>Measure</th>
<th>Mean</th>
<th>Standard Deviation</th>
<th>Original Z-Score</th>
<th>Modified Z-Score</th>
<th>Evidence</th>
<th>Opportunity</th>
<th>Impact</th>
<th>Standard Weight</th>
<th>Your Final Weight</th>
<th>Weighted Measure Score</th>
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<td>Foreign Object Retained</td>
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<td>0.3232</td>
<td>0.3232</td>
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<td>Av Embolism</td>
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<td>0.1436</td>
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<td>Falls and Trauma</td>
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<td>1.99</td>
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<td>4.3%</td>
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<td>1.2964</td>
<td>1.2964</td>
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<td>3</td>
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<td>4.6%</td>
<td>0.0560</td>
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<td>1.4712</td>
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<td>4.4%</td>
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<td>0.86</td>
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<td>1.2391</td>
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<td>2</td>
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<td>3.5%</td>
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<td>MRSA</td>
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<td>1.2416</td>
<td>2</td>
<td>1.81</td>
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<td>4.6%</td>
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<tr>
<td>C. Diff</td>
<td>0.85</td>
<td>0.39</td>
<td>2.2410</td>
<td>2.2410</td>
<td>2</td>
<td>1.45</td>
<td>3</td>
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<td>3.9%</td>
<td>0.0374</td>
</tr>
<tr>
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<td>0.23</td>
<td>1.0636</td>
<td>1.0636</td>
<td>1</td>
<td>1.93</td>
<td>3</td>
<td>4.2%</td>
<td>4.2%</td>
<td>0.0446</td>
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<tr>
<td>PSI 4</td>
<td>138.30</td>
<td>14.17</td>
<td>3.6015</td>
<td>3.6015</td>
<td>1</td>
<td>1.10</td>
<td>2</td>
<td>2.0%</td>
<td>2.0%</td>
<td>0.1932</td>
</tr>
<tr>
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<td>0.40</td>
<td>0.07</td>
<td>5.6332</td>
<td>5.6332</td>
<td>1</td>
<td>1.16</td>
<td>2</td>
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<td>0.1163</td>
</tr>
<tr>
<td>PSI 11</td>
<td>12.34</td>
<td>3.73</td>
<td>3.2527</td>
<td>3.2527</td>
<td>1</td>
<td>1.31</td>
<td>2</td>
<td>2.2%</td>
<td>2.2%</td>
<td>0.0725</td>
</tr>
<tr>
<td>PSI 12</td>
<td>4.35</td>
<td>1.15</td>
<td>3.7316</td>
<td>3.7316</td>
<td>1</td>
<td>1.26</td>
<td>2</td>
<td>2.2%</td>
<td>2.2%</td>
<td>0.0523</td>
</tr>
<tr>
<td>PSI 14</td>
<td>2.25</td>
<td>0.33</td>
<td>6.6565</td>
<td>6.6565</td>
<td>1</td>
<td>1.15</td>
<td>2</td>
<td>2.0%</td>
<td>2.0%</td>
<td>0.1363</td>
</tr>
<tr>
<td>PSI 15</td>
<td>0.88</td>
<td>0.16</td>
<td>5.5811</td>
<td>5.5811</td>
<td>1</td>
<td>1.16</td>
<td>3</td>
<td>2.8%</td>
<td>2.8%</td>
<td>0.1588</td>
</tr>
</tbody>
</table>

Process Measure Score: -2.0743
Outcome Measure Score: 1.1756
Process/Outcome Combined Score: -0.8987
Normalized Numerical Score: 2.1013
Hospital Safety Grade (Letter Grade): [will not be calculated until after the Safety Grade Review Period. Hospitals will be notified via email when the letter grades are posted]
Preview Preliminary Numerical Score

My Score: 3.0457
My Letter Grade: TBD

More Information:
- Hospital Safety Grade Methodology (1 PDF file)
- Hospital Safety Grade Calculator (1 Excel file)
- Changes in Measure Weights (1 PDF file)
You have a 1 in 25 chance of leaving the hospital with a new infection. Use the Hospital Safety Grade to find a hospital doing better on patient safety.

**Newsroom** April 12, 2017
Five Years After the Launch of the Leapfrog Hospital Safety Grade, Patient Safety Improves, But Crucial Work Remains

**Newsroom** April 12, 2017
How safe is your state? See the state rankings for the Spring 2017 Leapfrog Hospital Safety Grade.
Search by Hospital Name and Location
Beth Israel Deaconess Hospital Plymouth

275 Sandwich Street
Plymouth, MA 02360-2196
Map and Directions

Learn how to use the Leapfrog Hospital Safety Grade

Click Each Measure to Learn More

Hospital Performs Below Average | Above Average

<table>
<thead>
<tr>
<th>MRSA Infection</th>
<th>C. diff Infection</th>
<th>Infection in the blood during ICU stay</th>
<th>Infection in the urinary tract during ICU stay</th>
<th>Surgical site infection after colon surgery</th>
</tr>
</thead>
</table>

This Hospital's Score: 0.631
Best Hospital's Score: 0.000

MRSA Infection
Staph bacteria are common in hospitals, but Methicillin-resistant Staphylococcus aureus (MRSA) is a type of staph bacteria that is resistant to (cannot be killed by) many antibiotics. MRSA can be found in bed linens.

What safer hospitals do:
Doctors and nurses should clean their hands after caring for every patient. Hospital rooms and medical equipment should be thoroughly cleaned often. Safer hospitals will also keep MRSA patients separate from other patients.
Past Grades

Beth Israel Deaconess Hospital Plymouth
275 Sandwich Street
Plymouth, MA 02360-2196
Map and Directions

Learn how to use the Leapfrog Hospital Safety Grade

This Hospital's Grade

SPRING 2017

Hide Recent Past Grades

More about past grades
### Beth Israel Deaconess Hospital Plymouth

275 Sandwich Street
Plymouth, MA 02360-2196
Map and Directions

<table>
<thead>
<tr>
<th>Measure</th>
<th>The Hospital's Score</th>
<th>Worst Performing Hospital</th>
<th>Avg. Performing Hospital</th>
<th>Best Performing Hospital</th>
<th>Data Source</th>
<th>Time Period Covered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dangerous object left in patient's body <em>What's This?</em></td>
<td>0</td>
<td>0.386</td>
<td>0.025</td>
<td>0.000</td>
<td>CMS</td>
<td>07/01/2013 - 06/30/2015</td>
</tr>
<tr>
<td>Air or gas bubble in the blood <em>What's This?</em></td>
<td>0</td>
<td>0.003</td>
<td>0.002</td>
<td>0.000</td>
<td>CMS</td>
<td>07/01/2013 - 06/30/2015</td>
</tr>
<tr>
<td>Patient falls <em>What's This?</em></td>
<td>0.623</td>
<td>1.944</td>
<td>0.390</td>
<td>0.000</td>
<td>CMS</td>
<td>07/01/2013 - 06/30/2015</td>
</tr>
<tr>
<td>Infection in the blood during ICU stay <em>What's This?</em></td>
<td>0.000</td>
<td>2.393</td>
<td>0.486</td>
<td>0.000</td>
<td>2016 Leapfrog Hospital Survey</td>
<td>01/01/2015 - 06/30/2016</td>
</tr>
<tr>
<td>Infection in the urinary tract during ICU stay <em>What's This?</em></td>
<td>0.397</td>
<td>2.130</td>
<td>0.549</td>
<td>0.000</td>
<td>2016 Leapfrog Hospital Survey</td>
<td>01/01/2015 - 06/30/2016</td>
</tr>
<tr>
<td>Surgical site infection after colon surgery <em>What's This?</em></td>
<td>0.000</td>
<td>3.461</td>
<td>0.899</td>
<td>0.000</td>
<td>2016 Leapfrog Hospital Survey</td>
<td>01/01/2015 - 06/30/2016</td>
</tr>
<tr>
<td>MRSA infection <em>What's This?</em></td>
<td>0.051</td>
<td>3.968</td>
<td>0.862</td>
<td>0.000</td>
<td>2016 Leapfrog Hospital Survey</td>
<td>01/01/2015 - 06/30/2016</td>
</tr>
<tr>
<td>C. diff. infection <em>What's This?</em></td>
<td>1.172</td>
<td>2.386</td>
<td>0.893</td>
<td>0.000</td>
<td>2016 Leapfrog Hospital Survey</td>
<td>01/01/2015 - 06/30/2016</td>
</tr>
<tr>
<td>Dangerous bed sores <em>What's This?</em></td>
<td>0.45</td>
<td>2.28</td>
<td>0.44</td>
<td>0.03</td>
<td>CMS</td>
<td>07/01/2013 - 06/30/2015</td>
</tr>
<tr>
<td>Death from treatable serious complications <em>What's This?</em></td>
<td>138.73</td>
<td>184.16</td>
<td>136.80</td>
<td>70.79</td>
<td>CMS</td>
<td>07/01/2013 - 06/30/2015</td>
</tr>
</tbody>
</table>

Remember to print a copy of your Fall 2017 data and Letter Grade.
Measure Scores

**This Hospital's Score:** 100

**Best Hospital's Score:** 100

**Average Hospital's Score:** 75.80

**Worst Hospital's Score:** 5

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**Doctors order medications through a computer**

Hospitals can use Computerized Physician Order Entry (CPOE) systems to order medications for patients in the hospital, instead of writing out prescriptions by hand. Good CPOE systems alert the doctor if they try to order a medication that could cause harm, such as prescribing an adult dosage for a child. CPOE systems help to reduce medication errors in the hospital.

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**What safer hospitals do:**

Hospitals use CPOE systems in all areas of the hospital and regularly test those systems to ensure they are alerting doctors to potential ordering errors.
Important Dates

- **January 31** – Data Snapshot Date
  - For hospitals that have submitted a Leapfrog Hospital Survey by December 31, 2017 –
    - On or around February 20 – **E-mail** sent to the hospital CEO and primary survey contact listed in the profile section of the online Leapfrog Hospital Survey.
  - For Hospitals that have **not** submitted a Leapfrog Hospital Survey by December 31, 2017 –
    - On or around February 20 – **Letter** will arrive to CEOs of hospitals receiving a Leapfrog Hospital Safety Grade.
  - Both e-mails and letters will include:
    - Information about the Leapfrog Hospital Safety Grade
    - Username/password to a secure website where hospitals can review the source data that Leapfrog used to calculate their numerical score
    - Links to the Hospital Safety Grade Help Desk and other helpful documents

- **February 20 – March 9** – Courtesy 3-week Hospital Safety Grade Review Period

- **February 26** – Hospital Safety Grade Town Hall Call

- **Mid-April** – 2-week Letter Grade Embargo Period

- **End of April** – Letter Grades will be published at [www.HospitalSafetyGrade.org](http://www.HospitalSafetyGrade.org)

- For more information about important dates, visit: [http://www.hospitalsafetyscore.org/for-hospitals/updates-and-timelines-for-hospitals](http://www.hospitalsafetyscore.org/for-hospitals/updates-and-timelines-for-hospitals)
More Information

- Hospital Safety Grade Help Desk: https://leapfrogscore.zendesk.com

- Hospital Safety Grade Website: www.HospitalSafetyGrade.org

- Important Dates: http://www.hospitalsafetygrade.org/for-hospitals/updates-and-timelines-for-hospitals
QUESTIONS?