



Scoring Methodology

SPRING 2016



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WHAT IS THE HOSPITAL SAFETY SCORE?

The nation's healthcare system is undergoing rapid and dramatic change. There is now a cacophony of data and information in the public domain about hospital performance, but few healthcare consumers can interpret its significance.

The Hospital Safety Score grades general acute care hospitals on how safe they are for patients. The score includes data that patient safety experts use to compare hospitals. Publicly available data from the Centers for Medicare and Medicaid Services (CMS), the Leapfrog Hospital Survey, and secondary data sources are weighted and then combined to produce a single, consumer-friendly composite score that is published as an A, B, C, D or F letter grade.

With the Hospital Safety Score, The Leapfrog Group aims to educate and encourage consumers to consider safety when selecting a hospital for themselves or their families. In addition, we believe the score will foster strong market incentives for hospitals to make safety a priority.

Hospital Safety Scores are publicly reported at www.HospitalSafetyScore.org.

ELIGIBLE HOSPITALS

The Leapfrog Group calculates a Hospital Safety Score for about 2500 general, acute care hospitals for which there is sufficient publicly available data. Because publicly available data is limited for a variety of reasons, Leapfrog is not able to calculate a score for every hospital in the U.S.

The Leapfrog Group is not able to calculate a Safety Score for the following types of hospitals due to missing data:

- Critical access hospitals (CAH)
- Long-term care and rehabilitation facilities
- Mental health facilities
- Federal hospitals (e.g., Veterans Affairs, Indian Health Services, etc.)
- Specialty hospitals, including surgical centers and cancer hospitals
- Free-standing pediatric hospitals
- Hospitals in U.S. territories
- Maryland hospitals, as they do not participate in the Center for Medicare and Medicaid Services' (CMS) Inpatient Prospective Payment System (IPPS)
- Hospitals that are missing data for **more than nine** (9) process/structural measures or **more than five** (5) outcome measures



MEASURES

The Hospital Safety Score utilizes national performance measures from the Leapfrog Hospital Survey, the Agency for Healthcare Research and Quality (AHRQ), the Centers for Disease Control and Prevention (CDC), and the Centers for Medicare and Medicaid Services (CMS) to produce a single composite score that represents a hospital's overall performance in keeping patients safe from preventable harm and medical errors. In addition, secondary data from the American Hospital Association's Annual Surveyⁱ and HIT Supplement was used to give hospitals as much credit as possible towards their safety scores. The Hospital Safety Score includes 30 measures, which are all publicly reported by hospital.

The measure set is divided into two domains: (1) Process/Structural Measures and (2) Outcome Measures. Each domain represents 50% of the Hospital Safety Score. The following table lists the 30 measures included in the Hospital Safety Score, as well as the data source and reporting period for each measure. In some cases where a hospital's information was not available for a certain measure, Leapfrog used a [secondary data source](#) (as indicated in the table). In cases where a hospital's information is not available from any data source, Leapfrog has outlined a methodology for dealing with the [missing data](#).

PROCESS AND STRUCTURAL MEASURES (15)

Measure Name	Primary Data Source	Reporting Period	Secondary Data Source	Reporting Period
Computerized Physician Order Entry (CPOE)	2015 Leapfrog Hospital Survey	01/01/2014-06/30/2015	HIT Supplement ⁱⁱ	2014
ICU Physician Staffing (IPS)	2015 Leapfrog Hospital Survey	01/01/2014-06/30/2015	AHA Annual Survey ⁱ	2014
Safe Practice 1: Leadership Structures and Systems	2015 Leapfrog Hospital Survey	01/01/2014-06/30/2015	N/A	N/A
Safe Practice 2: Culture Measurement, Feedback & Intervention	2015 Leapfrog Hospital Survey	01/01/2014-06/30/2015	N/A	N/A
Safe Practice 3: Teamwork Training and Skill Building	2015 Leapfrog Hospital Survey	01/01/2014-06/30/2015	N/A	N/A
Safe Practice 4: Identification and Mitigation of Risks and Hazards	2015 Leapfrog Hospital Survey	01/01/2014-06/30/2015	N/A	N/A
Safe Practice 9: Nursing Workforce	2015 Leapfrog Hospital Survey	01/01/2014-06/30/2015	N/A	N/A
Safe Practice 17: Medication Reconciliation	2015 Leapfrog Hospital Survey	01/01/2014-06/30/2015	N/A	N/A



Measure Name	Primary Data Source	Reporting Period	Secondary Data Source	Reporting Period
Safe Practice 19: Hand Hygiene	2015 Leapfrog Hospital Survey	01/01/2014-06/30/2015	N/A	N/A
Safe Practice 23: Care of the Ventilated Patient	2015 Leapfrog Hospital Survey	01/01/2014-06/30/2015	N/A	N/A
H-COMP-1: Nurse Communication	CMS	04/01/2014-03/31/2015	N/A	N/A
H-COMP-2: Doctor Communication	CMS	04/01/2014-03/31/2015	N/A	N/A
H-COMP-3: Staff Responsiveness	CMS	04/01/2014-03/31/2015	N/A	N/A
H-COMP-5: Communication about Medicines	CMS	04/01/2014-03/31/2015	N/A	N/A
H-COMP-6: Discharge Information	CMS	04/01/2014-03/31/2015	N/A	N/A

OUTCOME MEASURES (15)

Measure Name	Primary Data Source	Reporting Period	Secondary Data Source	Reporting Period
Foreign Object Retained	CMS	07/01/2011-06/30/2013	N/A	N/A
Air Embolism	CMS	07/01/2011-06/30/2013	N/A	N/A
Falls and Trauma	CMS	07/01/2011-06/30/2013	N/A	N/A
CLABSI	2015 Leapfrog Hospital Survey	01/01/2014-06/30/2015	CMS	04/01/2014-03/31/2015
CAUTI	2015 Leapfrog Hospital Survey	01/01/2014-06/30/2015	CMS	04/01/2014-03/31/2015
SSI: Colon	CMS	04/01/2014-03/31/2015	N/A	N/A
MRSA	CMS	04/01/2014-03/31/2015	N/A	N/A
C. Diff.	CMS	04/01/2014-03/31/2015	N/A	N/A
PSI 3: Pressure Ulcer	CMS	07/01/2012-06/30/2014	N/A	N/A
PSI 4: Death Among Surgical Inpatients	CMS	07/01/2012-06/30/2014	N/A	N/A
PSI 6: Iatrogenic Pneumothorax	CMS	07/01/2012-06/30/2014	N/A	N/A



Measure Name	Primary Data Source	Reporting Period	Secondary Data Source	Reporting Period
PSI 11: Postoperative Respiratory Failure	CMS	07/01/2011-06/30/2013	N/A	N/A
PSI 12: Postoperative PE/DVT	CMS	07/01/2012-06/30/2014	N/A	N/A
PSI 14: Postoperative Wound Dehiscence	CMS	07/01/2012-06/30/2014	N/A	N/A
PSI 15: Accidental Puncture or Laceration	CMS	07/01/2012-06/30/2014	N/A	N/A

MEASURE DESCRIPTIONS

PROCESS/STRUCTURAL MEASURES

For Process/Structural Measures, a higher score is always better because these are measures of compliance with best practices in patient care.

COMPUTERIZED PHYSICIAN ORDER ENTRY (CPOE)

The CPOE measure is collected by The Leapfrog Group on the Leapfrog Hospital Survey. It measures a hospital’s progress toward implementing a CPOE system and the efficacy of that system in alerting prescribers to common medication errors such as drug-drug interactions and drug-allergy interactions. CPOE is a categorical measure—hospitals receive either “fully meets standard,” “substantial progress,” “some progress,” “willing to report,” or “declined to report” based on the information they submit via the Leapfrog Hospital Survey. A numerical score is assigned to each performance category from the Leapfrog Hospital Survey for the purposes of calculating a Hospital Safety Score:

Leapfrog Performance Category	Numerical Score
Fully Meets the Standard	100
Substantial Progress	50
Some Progress	15
Willing to Report	5
Declined to Respond	See Uses of Secondary Data



For hospitals that did not submit a Leapfrog Hospital Survey, see [Using Secondary Data Sources](#) for detailed information on assigning a CPOE score to hospitals using the 2014 AHA HIT Supplement as a secondary data source.

ICU PHYSICIAN STAFFING (IPS)

The IPS measure is collected by The Leapfrog Group on the Leapfrog Hospital Survey. It measures a hospital’s use of intensivists in ICUs. IPS is a categorical measure—hospitals receive either “fully meets standards,” substantial progress,” “some progress,” “willing to report,” or “declined to report” based on the information they submit via the Leapfrog Hospital Survey. A numerical score is assigned to each performance category from the Leapfrog Hospital Survey for the purposes of calculating a Hospital Safety Score:

Leapfrog Performance Category	Numerical Score
Fully Meets the Standard	100
Substantial Progress	50
Some Progress	15
Willing to Report	5
Declined to Respond	See Uses of Secondary Data
Does Not Apply	Not Available (See Scoring Terms)

For hospitals that did not submit a Leapfrog Hospital Survey, see [Using Secondary Data Sources](#) for detailed information on assigning an IPS score to hospitals using the 2014 AHA Annual Survey as a secondary data source.

NQF SAFE PRACTICE SCORES

Eight (8) NQF Safe Practice measures are collected by The Leapfrog Group on the Leapfrog Hospital Survey. They measure a hospital’s progress in implementing NQF-endorsed processes and protocols that promote safe patient care. The maximum possible score for each NQF Safe Practices ranges from 20 – 120. Individual scores for each Safe Practice are used to calculate the Hospital Safety Score.

Leapfrog Performance Category	Possible Measure Score
SP 1: Culture of Safety Leapfrog, Structures, and Systems	0-120
SP 2: Culture Measurement, Feedback, and Intervention	0-20



SP: 3 Teamwork Training and Skill Building	0-40
SP4: Risks and Hazards	0-120
SP9: Nursing Workforce	0-100
SP: 17 Medication Reconciliation	0-35
SP: 19: Hand Hygiene	0-30
SP 23: Prevention of Ventilator Associated Complications	0-20

There is no secondary data source for the NQF Safe Practice Scores. Therefore, hospitals that did not submit a 2015 Leapfrog Hospital Survey by December 31, 2015 will not have these measures included in their score.

HOSPITAL CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS (HCAHPS) 5-STAR RATINGS

The Centers for Medicare & Medicaid Services (CMS), along with the Agency for Healthcare Research and Quality (AHRQ), developed the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) Survey, also known as Hospital CAHPS®, to provide a standardized survey instrument and data collection methodology for measuring patients' perspectives on hospital care. The HCAHPS Survey is administered to a random sample of patients continuously throughout the year. CMS cleans, adjusts and analyzes the data, then publicly reports the results. Five of the seven composite topics are used in the Hospital Safety Score. The composite topic score for each measure is based on the hospital's five star rating which is calculated by CMS (e.g. 3 stars for Nurse Communication translates to a measure score of 3 for the purposes of calculating the Hospital Safety Score).

HCAHP Composite Topic	Possible Measure Score
H-COMP-1: Nurse Communication	1-5
H-COMP-2: Doctor Communication	1-5
H-COMP-3: Staff Responsiveness	1-5
H-COMP-5: Communication about Medicines	1-5
H-COMP-6: Discharge Information	1-5

OUTCOME MEASURES

For Outcome Measures, a lower score is always better because these are measures of harm experienced by patients (e.g., central-line associated blood stream infections).



INFECTIONS IN INTENSIVE CARE UNITS

The Hospital Safety Score includes two (2) hospital-acquired infection measures: central-line associated bloodstream infections in intensive care units and catheter associated urinary tract infections in intensive care units. Both measures are collected on the Leapfrog Hospital Survey where hospitals are asked to report the same information (e.g. line days, catheter days, and infections by ICU type) they have reported to the National Healthcare Safety Network (NHSN). Leapfrog then calculates a standardized infection ratio using the [CDC's SIR methodology](#). The SIR for each infection measure is used to calculate the Hospital Safety Score.

Please see the [Using Secondary Data Sources](#) for detailed information on assigning a CLABSI score to hospitals using the CMS database as a secondary data source.

OTHER HEALTH-CARE ASSOCIATED INFECTIONS

The Hospital Safety Score includes three (3) additional infection measures collected through the CDC's National Healthcare Safety Network and publicly reported by CMS: Surgical Site Infection following major colon surgery, lab identified MRSA Bacteremia among inpatients, and lab identified Clostridium Difficile among inpatients. The SIR for each infection measure is used to calculate the Hospital Safety Score.

Information regarding the CDC's SIR methodology for SSI Colon, MRSA, and CDI can be found at: <http://www.cdc.gov/nhsn/acute-care-hospital/index.html>.

HOSPITAL ACQUIRED CONDITION (HAC) RATES

The Hospital Safety Score contains three (3) measures of Hospital-Acquired Conditions: Foreign Object Retained after Surgery, Air Embolism, and Falls/Trauma. CMS calculates these rates based on the claims it receives from hospitals that participate in the Inpatient Prospective Payment System (IPPS). The HAC measures are reported as a rate per 1,000 inpatient discharges by CMS, where zero is the best possible rate. This rate is used to calculate the Hospital Safety Score.

AHRQ PATIENT SAFETY INDICATOR (PSI) RATES

The Hospital Safety Score contains seven (7) AHRQ Patient Safety Indicators: PSI 3 Pressure Ulcer; PSI 4 Death from Serious Treatable Complications after Surgery; PSI 6 Iatrogenic Pneumothorax; PSI 11 Postoperative Respiratory Failure; PSI 12 Postoperative PE/DVT; PSI 14; and PSI 15 Accidental Puncture or Laceration.



CMS calculates these rates based on the claims it receives from hospitals that participate in the Inpatient Prospective Payment System (IPPS). The PSIs are reported as a rate per 1,000 patient discharges by CMS. This rate is used to calculate the Hospital Safety Score.

USING SECONDARY DATA SOURCES

Twelve (12) of the 30 measures that make up the Hospital Safety Score are derived from the 2015 Leapfrog Hospital Survey. The Leapfrog Hospital Survey is a voluntary survey, and as such, hospitals may choose not to submit a survey. To address this gap in available data, the Hospital Safety Score Methodology utilizes secondary data when available. This section describes the methods developed for using secondary data sources and dealing with missing data. For information on how to complete a free Leapfrog Hospital Survey, visit www.leapfroghospitalsurvey.org.

COMPUTERIZED PHYSICIAN ORDER ENTRY (CPOE)

The Leapfrog Hospital Survey data is the **primary data source** for CPOE. Hospitals that report their progress in meeting the CPOE Standard on the 2015 Leapfrog Hospital Survey by December 31, 2015, will receive points based on their Leapfrog score for the CPOE measure.

The 2014 HIT Supplement is a **secondary data source** for CPOE. A hospital’s response to the 2014 HIT Supplement question “Does your hospital have a CPOE system that allows for medication orders?” is used to assign the following score (refer to table 1.1).

Table 1.1 Points Earned for Hospitals That Did Not Submit a 2015 Leapfrog Hospital Survey by December 31, 2015

2014 HIT Supplement Response	Points Earned	Notes
1 – fully implemented across all units	65	Score was imputed based on an analysis comparing hospital performance on Leapfrog and AHA surveys
2 – fully implemented in at least one unit	20	Score was imputed based on an analysis comparing hospital performance on Leapfrog and AHA surveys
3 – beginning to implement in at least one inpatient unit	20	Score was imputed based on an analysis comparing hospital performance on Leapfrog and AHA surveys
4, 5, or 6	5	

If a hospital did not report to the Leapfrog or AHA survey on their CPOE implementation, the hospital receives a score of, and is publicly reported as, “Did Not Report.” This measure is then **not included** in calculating the Hospital Safety Score.



ICU PHYSICIAN STAFFING (IPS)

The Leapfrog Hospital Survey data is the **primary data source** for IPS. Hospitals that report their progress in meeting the IPS Standard on the 2015 Leapfrog Hospital Survey by December 31, 2015, will receive points based on their Leapfrog score for the IPS measure.

The 2014 AHA Annual Survey is a **secondary data source** for IPS. A hospital's responses to the 2014 AHA Annual Survey questions on the number of Med/Surg and/or Pediatric ICU beds, the closed/open status of the Med/Surg ICU and/or Pediatric ICUs, and number of FTEs of intensivists in Med/Surg and/or Pediatric ICUs are used to assign the following score (refer to Table 2.1).

Note 1: If a hospital reported zero (0) Med/Surg **AND** zero (0) Pediatric ICU beds, the hospital will receive a score of "Not Available" and this measure will not be included in calculating the Hospital Safety Score.

Table 2.1 Points Earned for IPS for Hospitals That Did Not Submit a 2015 Leapfrog Hospital Survey by December 31, 2015

2014 AHA Annual Survey Response	Points Earned	Notes
If Med/Surg ICU is "Closed" and the number of intensivist FTEs is >6	85	Score was imputed based on an analysis comparing hospital performance on Leapfrog and AHA surveys
If Med/Surg ICU is "Closed" and the number of intensivist FTEs is <=6 and >0	65	Score was imputed based on an analysis comparing hospital performance on Leapfrog and AHA surveys
If Med/Surg ICU is "Closed" and the number of intensivist FTEs is zero (0) or if the Med/Surg ICU is "Open"	5	
If Pediatric ICU is "Closed" and the number of intensivist FTEs is >6	85	Score was imputed based on an analysis comparing hospital performance on Leapfrog and AHA surveys
If Pediatric ICU is "Closed" and the number of intensivist FTEs is <=6 and >0	65	Score was imputed based on an analysis comparing hospital performance on Leapfrog and AHA surveys
If Pediatric ICU is "Closed" and the number of intensivist FTEs is zero (0) or if the Med/Surg ICU is "Open"	5	

EXAMPLE 1:

Med/Surg ICU is closed and staffed with 10 FTEs = 85

Pediatric ICU is open and staffed with 6 FTEs = 5

Overall IPS Score calculation: $85 + 5 = 90 / 2 = 45$

Overall IPS Score used to calculate Hospital Safety Score = 45

EXAMPLE 2:

Med/Surg ICU is closed and staffed with 20 FTEs = 85

Pediatric ICU is closed and staffed with 5 FTEs = 65

Overall IPS Score calculation: $85 + 65 = 150 / 2 = 75$

Overall IPS Score used to calculate Hospital Safety Score = 75

If a hospital did not report to Leapfrog or AHA on ICU Physician Staffing, the hospital receives a score of, and is publicly reported as, "Did Not Report." This measure is **not included** in calculating the Hospital Safety Score.



CLABSI AND CAUTI STANDARDIZED INFECTION RATIOS (SIRS)

The Leapfrog Hospital Survey data is the **primary data source** for CLABSI and CAUTI. Hospitals that report their progress in meeting the CLABSI and CAUTI Standards on the 2015 Leapfrog Hospital Survey by December 31, 2015, will be assigned the standardized infection ratio calculated by Leapfrog. If a hospital did not report to Leapfrog or does not meet Leapfrog’s minimum reporting requirements for this measure, CMS data will be used as a secondary data source.

Table 3.1 Hospitals That Did Not Submit a 2015 Leapfrog Hospital Survey by December 31 2015 or Did Not Meet Leapfrog’s Minimum Reporting Requirements

As Reported by CMS	Measure Score	Notes
Not Available (no ICU locations or small case size)	N/A	Measure is not included in calculating the Hospital Safety Score.
Standard Infection Ratio (SIR)	SIR	Measure is included in calculating the Hospital Safety Score.

WEIGHTING INDIVIDUAL MEASURES

Each measure included in the Hospital Safety Score is assigned a standard weight. The methodology to assign standard weights includes three criteria that reflect the quality of the measure. These criteria are: (1) Impact, (2) Evidence, and (3) Opportunity. These three (3) criteria are then combined using the following equation to compute a standard weight for each measure that represents its relative importance within the composite score: **[Evidence + (Opportunity x Impact)]**.

EVIDENCE

The Evidence Score for each individual measure is assigned a value of one (1) or two (2) using the following criteria:

- 1 = Supported by either suggestive clinical or epidemiological studies or theoretical rationale
- 2 = Supported by experimental, clinical, or epidemiological studies and strong theoretical rationale



OPPORTUNITY

The Opportunity Score for each individual measure is based on the Coefficient of Variation (Standard Deviation/Mean) of that measure, using the following formula: **[1 + (Standard Deviation/Mean)]**. The Opportunity Score is on a continuous scale that is capped at three (3). Any measure with an Opportunity Score above three (3) is assigned a three (3).

IMPACT

The Impact Score for each individual measure is comprised of two (2) parts, each of which is assigned a value from one (1) to three (3):

1. Number of patients affected
2. Severity of harm

The *number of patients affected* score is determined by the following:

- 0 = Extremely rare event (e.g. Air Embolism)
- 1 = Rare event (e.g., Foreign Object Retained After Surgery)
- 2 = Some patients in hospital affected (e.g., ICU Physician Staffing)
- 3 = All patients in hospital affected (e.g., Hand Hygiene Safe Practice)

The *severity of harm* score is determined by the following:

- 1 = No direct evidence of harm or harm reduction (e.g., Hand Hygiene Safe Practice)
- 2 = Clear documentation of harm or harm reduction; adverse events (e.g., Foreign Object Retained After Surgery)
- 3 = Significant mortality reduction (more than 1,000 deaths or a 10% reduction in hospital wide mortality) (e.g., ICU Physician Staffing)

The values from each part are then added together to arrive at the overall Impact Score using the following criteria:

- 1 = Score of 2 (Low Impact)
- 2 = Score of 3-4 (Medium Impact) (e.g., Foreign Object Retained After Surgery; Hand Hygiene Safe Practice)
- 3 = Score of 5-6 (High Impact) (e.g., ICU Physician Staffing)



SPRING 2016 STANDARD MEASURE WEIGHTS

Domain	Domain Weight	Measure	Evidence Score	Opportunity Score	Impact Score	Measure Weight
Process/ Structural	50%	CPOE	2	1.4234	3	5.2%
		IPS	2	2.0943	3	6.8%
		SP 1	1	1.0910	2	2.6%
		SP 2	1	1.1949	2	2.8%
		SP 3	1	1.1867	2	2.8%
		SP 4	1	1.1184	2	2.7%
		SP 9	1	1.1360	3	3.6%
		SP 17	1	1.1447	2	2.7%
		SP 19	2	1.1459	2	3.5%
		SP 23	1	1.1524	2	2.7%
		H-COMP-1	1	1.2777	2	2.9%
		H-COMP-2	1	1.2963	2	3.0%
		H-COMP-3	1	1.2992	2	3.0%
		H-COMP-5	1	1.2818	2	2.9%
		H-COMP-6	1	1.2635	2	2.9%
Outcome	50%	HAC: Foreign Object	1	3.0000	2	4.2%
		HAC: Air Embolism	1	3.0000	1	2.4%
		HAC: Falls and Trauma	2	1.8411	3	4.5%
		CLABSI	2	2.0249	3	4.9%
		CAUTI	2	1.8047	3	4.5%
		SSI: Colon	2	1.7727	2	3.3%
		MRSA	2	1.7987	3	4.5%
		C. Diff.	2	1.4804	3	3.9%
		PSI 3	1	1.9626	3	4.2%
		PSI 4	1	1.1579	2	2.0%
		PSI 6	1	1.1932	2	2.0%
		PSI 11	1	1.2835	2	2.2%
		PSI 12	1	1.3779	2	2.3%
		PSI 14	1	1.1942	2	2.0%
		PSI 15	1	1.3758	3	3.1%



SCORING METHODOLOGY

Once all data elements have been collected for a given hospital, the Hospital Safety Score can be calculated using the methodology described below.

CALCULATING Z-SCORES

Z-Scores are used to standardize data from individual measures with different scales. This allows for the comparison of individual scores from different types of data. For example, a raw score of 5 on H-COMP-1: Nurse Communication cannot be compared to a CLABSI SIR of 0.87, as they are reported on different scales. In addition, Z-Scores can indicate to a hospital whether their score on a particular measure is above, below, or equal to the average hospital.

In the Scoring Methodology, a Z-Score is calculated for each measure that is applicable to a hospital. A Z-Score is calculated using a hospital's actual measure score, the national mean for that measure, and the standard deviation for that measure. The Z-Score for each measure is calculated using the following formulas:

- **For Process/Structural Measures: $[\text{Hospital Score} - \text{Mean}] / \text{Standard Deviation}$**
- **For Outcome Measures: $[(\text{Mean} - \text{Hospital Score}) / \text{Standard Deviation}]$**

The following table includes the national mean and standard deviation for each measure. These values are used to calculate your hospital's Z-Score using the formulas above. Please note, for display, means and standard deviations shown below are rounded to two or three decimal places. For scoring, these values are not rounded.

Process and Structural Measures	Mean	Standard Deviation
Computerized Physician Order Entry (CPOE)	70.45	29.83
ICU Physician Staffing (IPS)	38.12	41.72
Safe Practice 1: Leadership Structures and Systems	114.09	10.39
Safe Practice 2: Culture Measurement, Feedback & Intervention	18.78	3.66
Safe Practice 3: Teamwork Training and Skill Building	36.83	6.88
Safe Practice 4: Identification and Mitigation of Risks and Hazards	113.83	13.48
Safe Practice 9: Nursing Workforce	93.47	12.71
Safe Practice 17: Medication Reconciliation	32.41	4.69



Process and Structural Measures	Mean	Standard Deviation
Safe Practice 19: Hand Hygiene	28.31	4.13
Safe Practice 23: Care of the Ventilated Patient	18.63	2.84
H-COMP-1: Nurse Communication	3.19	0.89
H-COMP-2: Doctor Communication	2.97	0.88
H-COMP-3: Staff Responsiveness	2.86	0.85
H-COMP-5: Communication about Medicines	2.55	0.72
H-COMP-6: Discharge Information	3.18	0.84

Outcome Measures	Mean	Standard Deviation
Foreign Object Retained	0.03	0.08
Air Embolism	0.003	0.02
Falls and Trauma	0.55	0.46
CLABSI	0.44	0.45
CAUTI	0.95	0.76
SSI: Colon	0.96	0.74
MRSA	0.89	0.71
C. Diff.	0.88	0.42
PSI 3: Pressure Ulcer	0.32	0.31
PSI 4: Death Among Surgical Inpatients	118.06	18.64
PSI 6: Iatrogenic Pneumothorax	0.39	0.08
PSI 11: Postoperative Respiratory Failure	12.05	3.42
PSI 12: Postoperative PE/DVT	4.18	1.58
PSI 14: Postoperative Wound Dehiscence	1.70	0.33
PSI 15: Accidental Puncture or Laceration	1.80	0.67



A NOTE ABOUT NEGATIVE Z-SCORES

To ensure that a single measure does not dominate a hospital's overall score in an unintended way, Leapfrog truncates negative Z-scores at -5.00. Hospitals that have a calculated Z-score below -5.00 on a measure will receive a modified Z-score of -5.00 on that measure.

DEALING WITH MISSING DATA

The weight of any measures that are missing for a hospital is redistributed to other the other measures in the same measure domain. The new weight for each measure is determined by summing the weights of all available measures in the domain, and then dividing each measure weight by the total weight. The result is the new measure weight within that domain. Note that each domain contributes to 50% of the overall letter grade, and therefore must be divided in half to find the final measure weight. For more information about how the measure weight redistribution is calculated and affects the overall score, please see the Hospital Safety Score Calculator, which can be found on the third page of the [Data Review Website](#).

CALCULATING WEIGHTED MEASURE SCORES

To calculate your hospital's numerical safety score, multiply the Z-Score of each process measure by the weight assigned for that measure to get the weighted process measure score. (Remember, if your hospital had other process measures that were not available, your hospital's weight on any given process or structural measure may differ from the standard weight). Then, find the total process score by adding the weighted process measure scores of each process measure together. This is your hospital's overall weighted process score.

Then, multiply the Z-Score of each outcome measure by the weight assigned to that measure to get the weighted outcome measure score. (Remember, if your hospital had other outcome measures that were not available, your hospital's weight on any given measure may differ from the standard weight). Then, find the total outcome score by adding the weighted outcome measure scores of each outcome measure together. This is your hospital's overall weighted outcome score.

To calculate the overall Hospital Safety Score for your hospital, add the weighted process score and the weighted outcome score calculated in the previous step. Add 3.0 to your score; this is done to normalize scores to a positive distribution.

To assist hospitals in calculating their numerical safety score, a calculator is available on the Data Review Website: www.hospitalsafetyscore.org/data-review.



ADDITIONAL SCORING INFORMATION

TERMS USED IN SCORING AND PUBLIC REPORTING

“Not available” means that the hospital does not have data for this measure. This could be because the measure is related to a service the hospital does not provide. For example, a hospital that does not have an ICU would not be able to report data about ICUs. It could also be because the hospital had too few patients or cases to report data for a particular condition or procedure. A “Not Available” result does not mean that the hospital withheld information from the public.

“Declined to report” means that a hospital was targeted to submit a Leapfrog Hospital Survey and did not. Therefore, the hospital is indicated as “Declined to Report” for that measure. For example, if a hospital did not report on its progress in implementing the Safe Practices, it will receive a score of “Declined to Report.” Measures scored as “Declined to Report” will not be used in calculating the overall score. As a result, the remainder of a hospital’s applicable measures will receive higher weights, because the weights from measures that the hospital did not report are allocated across the other measures.

SHARED MEDICARE PROVIDER NUMBERS

All hospitals that share a Medicare Provider Number (MPN) will be assigned the same source data as reported by CMS. Affected measures include the HCAHP measures, Hospital Acquired Condition measures, infection measures, and Patient Safety Indicators.

A NOTE ABOUT EXTREME VALUES

For hospitals that have an “extreme” value for a particular measure (e.g. a value that exceeds the 99th percentile) Leapfrog “trims” the reported value to the 99th percentile. For example, if CMS has reported a rate of 0.50 per 1,000 patient discharges for the Foreign Object Retained measure for your hospital, Leapfrog has “trimmed” this rate to 0.403 (e.g. the 99th percentile). Therefore, on the Hospital Safety Score website, you’ll see the measure score for Foreign Object Retained displayed as 0.403. Please see the table below for a list of the “trim” values for the Spring 2016 Hospital Safety Score.

Measure	99 th Percentile
Foreign Object Retained	0.403
Air Embolism	0.117
Falls and Trauma	2.667
CLABSI	2.273



CAUTI	3.281
SSI: Colon	3.333
MRSA	3.577
C. Diff.	2.111
PSI 3: Pressure Ulcer	1.82
PSI 4: Death from Serious Treatable Complications after Surgery	167.33
PSI 6: Iatrogenic Pneumothorax	0.64
PSI 11: Postoperative Respiratory Failure	24.29
PSI 12: Postoperative Pulmonary Embolism (PE) or Deep Vein Thrombosis (DVT)	10.12
PSI 14: Postoperative Wound Dehiscence	2.86
PSI 15: Accidental Puncture or Laceration	3.91

SAFETY SCORE HELP DESK

If you have any questions regarding the scoring methodology, please contact the Help Desk at <https://leapfrogscore.zendesk.com>.

ⁱ Source AHA Annual Survey, Health Forum, LLC, a subsidiary of the American Hospital Association

ⁱⁱ AHA Annual Survey © 2014 Health Forum, LLC