



## Safety Grade Review Instructions

FALL 2020 SAFETY GRADE REVIEW PERIOD (OCTOBER 15 – OCTOBER 30, 2020)



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## GET STARTED

The web address for the Safety Grade Review Website is <http://www.hospitalsafetygrade.org/for-hospitals/data-review/review-login>. You'll need your hospital's username and password to access this secure website:

- If your hospital submitted a 2019 Leapfrog Hospital Survey or 2020 Hospital Survey by September 30, login credentials were sent via email to your hospital's CEO and primary Survey contact.
- If your hospital did not submit a 2019 Leapfrog Hospital Survey or 2020 Leapfrog Hospital Survey by September 30, login credentials were sent via postal service to your hospital's CEO.

Usernames and passwords have not changed since the Spring 2020 Hospital Safety Grade. If you cannot locate your login credentials, contact the Help Desk at <https://leapfroghelpdesk.zendesk.com>. To avoid delays, ensure that your help desk ticket includes the following information: (1) Your hospital's name, (2) physical address, and (3) CMS Certification Number.

Once you log into the Safety Grade Review Website, you'll be asked to confirm your hospital's name and address, confirm your hospital's CMS Certification Number, and to provide contact information so we can notify you via email when the letter grades are posted on the Safety Grade Review Website in November.

Please double-check the email address that you enter into the contact information fields. If the email address is not correct, you will not receive important notifications about the Fall 2020 Hospital Safety Grade.

**Important Note:** To ensure that your hospital receives important email announcements, we recommend that they take the following steps:

1. Whitelist the @leapfrog-group.org domain.
2. Change the configuration of the receiving email server to accept mail from MailChimp's delivery IP addresses (this is the service used to send electronic notifications):
  - a. Visit <https://mailchimp.com/about/ips/> to find instructions for calculating the complete range of MailChimp's IP addresses.
  - b. Then whitelist all MailChimp IP addresses on your hospital's domain
3. Additionally, whitelist the following IP addresses (these are the IP addresses for our database that other emails are sent from):
  - a. 67.212.170.242, b. 67.212.170.243, and c. 67.212.170.244

## COMPLETE THE REVIEW PROCESS

### HOSPITAL SOURCE DATA

1. Use the information in the Hospital Source Data table on the second page of the Website to review the measures scores for each of the 27 measures used to calculate your hospital's numerical score.
2. Click the text link in the Hospital Source Data table under the column "Data Source/Links" to view the web-based report for each measure.  
*Note: If your hospital has data from the AHA Annual Survey or AHA Annual Survey IT Supplement, you will need to contact the AHA Health Forum to obtain a copy of submitted surveys.*
3. After reviewing each web-based report to ensure that Leapfrog has recorded the correct measure score, select the 'yes' or 'no' radio button next to each measure. You will not be able to advance to the next page until you select the yes/no radio buttons.
4. Only select the 'no' radio button if the measure score Leapfrog has recorded for your hospital does not match the public report.
  - i. Please double check the following information before contacting the [Help Desk](#):
    1. **Data source** - the data source listed on the Safety Grade Review Website is what you are referring to when verifying your measure score. (For example, if Leapfrog Hospital Survey is listed as the data source for the HAI measures, and you are referring to the CMS HAI data when verifying your measure score, it will not match because that data was not used.)
    2. **Measure** - the measure listed on the Safety Grade Review Website is what you are referring to when verifying your measure score.
    3. **Reporting period** - the reporting period listed on the Safety Grade Review website is what you are referring to when verifying your measure score.
  - ii. The Help Desk will need to know which measure and score you are inquiring about. We will also need a copy of the public report (screen shot) that shows a different score for the measure. Please be sure the data source, measure name, and reporting period are visible in the screen shot.
  - iii. Note that for hospitals that have an "extreme" value for a particular measure (i.e. a value that exceeds the 99<sup>th</sup> percentile), Leapfrog "trims" the reported value to the 99<sup>th</sup> percentile (see [Note about Extreme Values](#)). An asterisk next to a measure score means that data for the measure has been trimmed.



5. Provide contact information in the “**Reviewer Information**” fields at the bottom of the page, and then click on the “**Click Here to Continue**” button. On the next page, you’ll be able to review your preliminary numerical score and helpful documents such as the scoring methodology and calculator.

#### LEAPFROG HOSPITAL SAFETY GRADE

1. Using the measure scores from the previous page, Leapfrog has calculated a **preliminary** numerical score for your hospital. Following the three-week safety grade review period, this preliminary numerical score will be finalized and then translated into a letter grade.
2. Please remember that the numerical scores posted during the Safety Grade Review Period are **preliminary** as changes do occur during the Safety Grade Review Period. Final numerical scores will be posted, along with the letter grade, at least two weeks prior to the public announcement. Hospitals will be alerted via email sent to the addresses provided in the Contact and Reviewer Information fields.
3. Leapfrog has provided supporting materials such as the scoring methodology and a calculator so you can better understand how your score was calculated. If any of the source data on the previous page did not match your hospital’s public report and you submitted a ticket to the Help Desk, the Help Desk will follow up with you directly.



## MEASURES USED IN THE HOSPITAL SAFETY GRADE

### LEAPFROG HOSPITAL SURVEY MEASURES

Twelve measures from the Leapfrog Hospital Survey are included in the Fall 2020 Leapfrog Hospital Safety Grade. To access your hospital’s Survey Results that were used in your Safety Grade, log into the [Survey Dashboard](#) or use the text links provided in the Hospital Source Data table on the Safety Grade Review Website. Once you log into the Survey Dashboard with your 16-digit security code, select the “View Hospital Details” button at the top of the page.

Measure	Reporting Period	Instructions
<b>Computerized Physician Order Entry (CPOE)</b>	2019 or 2020	See “Performance Category” in Section 2: Medication Safety - CPOE
<b>Bar Code Medication Administration (BCMA)</b>	2019 or 2020	See “Performance Category” in Section 8: Medication Safety - BCMA
<b>ICU Physician Staffing (IPS)</b>	2019 or 2020	See “Performance Category” in Section 5: ICU Physician Staffing
<b>Safe Practice 1:</b> Leadership Structures and Systems	2019	See “Scoring Details” in Section 6: NQF Safe Practices
	2020	See “Scoring Details” for Section 6: Patient Safety Practices
<b>Safe Practice 2:</b> Culture Measurement, Feedback and Intervention	2019	See “Scoring Details” in Section 6: NQF Safe Practices
	2020	See “Scoring Details” for Section 6: Patient Safety Practices
<b>Safe Practice 9:</b> Nursing Workforce	2019	See “Scoring Details” in Section 6: NQF Safe Practices
	2020	See “Scoring Details” for Section 6: Patient Safety Practices
<b>Hand Hygiene</b>	2019	See “Scoring Details” in Section 6: NQF Safe Practices
	2020	See “Performance Category” in Section 6: Patient Safety Practices

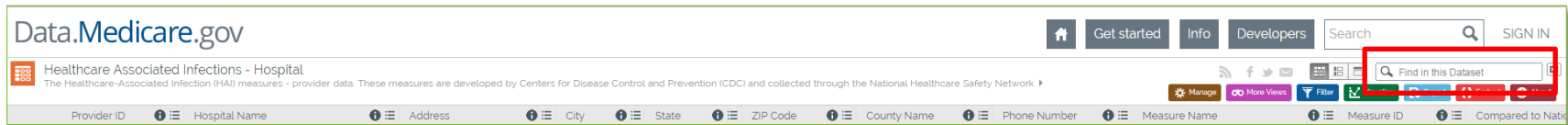
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Measure	Reporting Period	Instructions
<b>CLABSI</b>	07/01/2018 – 06/30/2019	See “Scoring Details” for Section 7: Managing Serious Errors
	or 01/01/2019 – 12/31/2019	
<b>CAUTI</b>	07/01/2018 – 06/30/2019	See “Scoring Details” for Section 7: Managing Serious Errors
	or 01/01/2019 – 12/31/2019	
<b>Surgical Site Infection: Major Colon Surgery</b>	07/01/2018 – 06/30/2019	See “Scoring Details” for Section 7: Managing Serious Errors
	or 01/01/2019 – 12/31/2019	
<b>MRSA Blood Laboratory-identified Events</b>	07/01/2018 – 06/30/2019	See “Scoring Details” for Section 7: Managing Serious Errors
	or 01/01/2019 – 12/31/2019	
<b>C. Diff. Laboratory-identified Events</b>	07/01/2018 – 06/30/2019	See “Scoring Details” for Section 7: Managing Serious Errors
	or 01/01/2019 – 12/31/2019	

## CMS MEASURES

Fifteen measures collected and reported by the Centers for Medicare & Medicaid Services (CMS) are included in the Fall 2020 Leapfrog Hospital Safety Grade. To access the CMS measure scores that were used in your hospital’s Safety Grade, use the text links provided in the Hospital Source Data table on the Safety Grade Review Website. *As a reminder, CMS was only used as the data source for the infection measures if the hospital did not submit a Leapfrog Hospital Survey.*

When searching for your hospital’s measure scores, enter your hospital’s CMS Certification Number (without the dash) in the “Find in this Dataset” search box, which is highlighted in red in the screen shot below. CMS Measure IDs are listed in the table below.



Measure	CMS Measure ID	Reporting Period
<b>H-COMP-1:</b> Nurse Communication	H_COMP_1_LINEAR_SCORE	10/01/2018 – 09/30/2019
<b>H-COMP-2:</b> Doctor Communication	H_COMP_2_LINEAR_SCORE	
<b>H-COMP-3:</b> Staff Responsiveness	H_COMP_3_LINEAR_SCORE	
<b>H-COMP-5:</b> Communication about Medicines	H_COMP_5_LINEAR_SCORE	
<b>H-COMP-6:</b> Discharge Information	H_COMP_6_LINEAR_SCORE	
<b>Foreign Object</b>	n/a	07/01/2017 – 06/30/2019



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Measure	CMS Measure ID	Reporting Period
<b>Air Embolism</b>	n/a	07/01/2017 – 06/30/2019
<b>Falls and Trauma</b>	n/a	
<b>CLABSI</b>	HAI_1_SIR	10/01/2018 – 09/30/2019
<b>CAUTI</b>	HAI_2_SIR	
<b>SSI: Colon</b>	HAI_3_SIR	
<b>MRSA</b>	HAI_5_SIR	
<b>C. Diff.</b>	HAI_6_SIR	
<b>PSI 3: Pressure Ulcer Rate</b>	PSI_3_ULCER	07/01/2017 – 06/30/2019
<b>PSI 4: Death Rate among Surgical Inpatients with Serious Treatable Conditions</b>	PSI_4_SURG_COMP	
<b>PSI 6: Iatrogenic Pneumothorax Rate</b>	PSI_6_IAT_PTX	
<b>PSI 11: Postoperative Respiratory Failure Rate</b>	PSI_11_POST_RESP	
<b>PSI 12: Perioperative PE/DVT Rate</b>	PSI_12_POSTOP_PULMEMB_DVT	

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Measure	CMS Measure ID	Reporting Period
<b>PSI 14:</b> Postoperative Wound Dehiscence Rate	PSI_14_POSTOP_DEHIS	07/01/2017 – 06/30/2019
<b>PSI 15:</b> Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	PSI_15_ACC_LAC	

**AMERICAN HOSPITAL ASSOCIATION (AHA) MEASURES**

If your hospital did not submit a 2019 Leapfrog Hospital Survey or 2020 Hospital Survey by September 30, Leapfrog included three measures that are collected and reported by the American Hospital Association in your Hospital Safety Grade. To access the AHA measure scores that were used in your hospital’s Safety Grade, you will need a copy of your 2018 AHA Annual Survey and 2019 AHA Annual Survey IT Supplement. If you do not have a copy of this information, you will need to contact the AHA Health Forum directly at <http://www.ahasurvey.org/taker/asindex.do>.

Measure	Reporting Period	Data Sources
<b>Computerized Physician Order Entry (CPOE)</b>	2020	2019 AHA Annual Survey Information Technology Supplement
<b>Bar Code Medication Administration (BCMA)</b>	2020	2019 AHA Annual Survey Information Technology Supplement
<b>ICU Physician Staffing</b>	2018	2018 AHA Annual Survey Database



## IMPORTANT NOTE ABOUT AHA DATA USED IN THE SPRING 2021 HOSPITAL SAFETY GRADE

The Leapfrog Group was recently notified that the American Hospital Association (AHA) will not renew our data license in December. Therefore, beginning with the Spring 2021 Safety Grade, AHA Survey and IT Supplement data can no longer be used as a secondary data source to calculate scores for the following three measures: **ICU Physician Staffing, Computerized Physician Order Entry (CPOE), and Bar Code Medication Administration (BCMA)**. This change will only affect hospitals that do not submit a [Leapfrog Hospital Survey](#).

Leapfrog’s [National Expert Panel](#) and a team at Mathematica are reviewing and testing several alternative methods for scoring the three measures for hospitals that do not submit the Leapfrog Hospital Survey. We will announce the methodology later this year, and it will be used to calculate Spring 2021 Safety Grades for hospitals that have not submitted a Leapfrog Hospital Survey by December 31, 2020, the [Late Submission Deadline](#). **Hospitals that would like their current performance on the ICU Physician Staffing, CPOE, and BCMA measures included in the Spring 2021 Hospital Safety Grade, should submit a Leapfrog Hospital Survey by December 31.** As a reminder, due to COVID-19, Leapfrog made several [one-time-only changes](#) to the Survey that significantly reduced submission requirements this year.

Please contact the [Help Desk](#) if you have questions about submitting a [Leapfrog Hospital Survey](#). Please contact the AHA if you have questions about your AHA Annual Survey and/or IT Supplement data.

## NOTE ABOUT EXTREME VALUES

For hospitals that have an “extreme” value for a particular measure (i.e. a value that exceeds the 99<sup>th</sup> percentile) Leapfrog “trims” the reported value to the 99<sup>th</sup> percentile. For example, a rate of 0.50 per 1,000 patient discharges for Foreign Object Retained after Surgery is “trimmed” to 0.359 (e.g. the 99<sup>th</sup> percentile). Only “trimmed” rates are displayed on the Leapfrog Hospital Safety Grade [website](#). Please see the table below for a list of the “trim” values for the Fall 2020 Leapfrog Hospital Safety Grade.

Measure	99 <sup>th</sup> Percentile
Foreign Object Retained after Surgery	0.359
Air Embolism	0.037
Falls and Trauma	1.716
CLABSI	2.513
CAUTI	2.452

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<b>SSI: Colon</b>	2.797
<b>MRSA</b>	2.863
<b>C. Diff.</b>	1.758
<b>PSI 3: Pressure Ulcer Rate</b>	2.78
<b>PSI 4: Death Rate among Surgical Inpatients with Serious Treatable Conditions</b>	215.05
<b>PSI 6: Iatrogenic Pneumothorax Rate</b>	0.43
<b>PSI 11: Postoperative Respiratory Failure Rate</b>	12.99
<b>PSI 12: Perioperative PE/DVT Rate</b>	6.93
<b>PSI 14: Postoperative Wound Dehiscence Rate</b>	1.2
<b>PSI 15: Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate</b>	2.36

Note 1: Percentiles are rounded to reflect the precision of the raw data.



## UPDATES TO DATA USED IN THE LEAPFROG HOSPITAL SAFETY GRADE

The Leapfrog Hospital Safety Grade relies on publicly available data that hospitals have had the opportunity to review for accuracy. Therefore, Leapfrog does not allow hospitals to make updates to their data following the Data Snapshot Date. In January of each year, Leapfrog publishes the Data Snapshot Dates for each of the two Leapfrog Hospital Safety Grade public releases at <http://www.hospitalsafetygrade.org/for-hospitals/updates-and-timelines-for-hospitals>. Leapfrog publishes these dates to give hospitals and other stakeholders advance notice so they can be prepared to submit a Leapfrog Hospital Survey, submit an AHA Annual Survey<sup>3</sup> and/or AHA Annual Survey IT Supplement<sup>2</sup>, and track and review their performance on CMS measures used in the Safety Grade.

In addition, Leapfrog holds a courtesy Safety Grade Review Period to give hospitals an additional opportunity to review the data that will be used to calculate their hospital's Safety Grade. During the review period, if a hospital finds a data discrepancy (i.e. the measure score on the public report does not match the measure score on the review website) the hospital should contact the Help Desk immediately. Hospitals should double check the data source, measure name, and reporting period before contacting the Help Desk. The Help Desk will need to know which measure and score are in question and will need a copy of the public report that shows a different score than the one Leapfrog has recorded on the [Safety Grade Review Website](#).

Please review the details below which describe Leapfrog's policy for accepting corrections from data sources used in the Leapfrog Hospital Safety Grade after the Data Snapshot Date.

## DATA FROM THE LEAPFROG HOSPITAL SURVEY

During the Safety Grade Review Period (October 15 – October 30), Leapfrog will only make corrections to a hospital's data from the 2020 Leapfrog Hospital Survey if a recording error is identified (i.e. we have recorded a different measure score than what is posted on our Survey Results website) or a scoring error is identified (i.e. Leapfrog has calculated an incorrect measure score based on the submitted responses and Leapfrog's published scoring algorithms). Updates to Leapfrog Hospital Survey data that are submitted after the Data Snapshot Date will **not** be included in the current Leapfrog Hospital Safety Grade. Hospitals submitting a Leapfrog Hospital Survey are urged to take advantage of the opportunity to review their Survey Results for accuracy and completeness prior to each of the two published Data Snapshot Dates.



## HOW HOSPITALS CAN REVIEW LEAPFROG HOSPITAL SURVEY RESULTS PRIOR TO THE DATA SNAPSHOT DATE

The Leapfrog Hospital Survey is open from April 1 to December 31 of each year. Following the first reporting deadline (August 31), Survey Results are published monthly on a secure 'Hospital Details' page and a public website ([ratings.leapfroggroup.org](https://ratings.leapfroggroup.org)). Hospitals are urged to review their Survey Results. Hospitals that identify any reporting errors are instructed to log back into the Survey to submit a correction. Hospitals are able to correct and re-submit a previously submitted Survey until the Survey closes for the year. Note that corrections submitted after the Data Snapshot Date are not included in the current Leapfrog Hospital Safety Grade. Leapfrog has several automated processes in place to prevent hospitals from making data entry errors in the Online Survey Tool and to enhance the overall accuracy of the Survey Results. Learn more at <http://www.leapfroggroup.org/survey-materials/data-accuracy>

## DATA FROM THE AHA ANNUAL SURVEY OR AHA ANNUAL SURVEY IT SUPPLEMENT

During the Safety Grade Review Period (October 15 – October 30), Leapfrog will only make corrections to a hospital's data from the AHA Health Forum if the correction is issued to all individuals and organizations who license the AHA Annual Survey<sup>3</sup> and/or AHA Annual Survey IT Supplement<sup>2</sup> data. Hospitals submitting an Annual Survey or IT supplement to the AHA Health Forum are urged to take advantage of the opportunity to review their survey results for accuracy and completeness prior to and immediately following survey submission.

In addition, if Leapfrog identifies reporting scenarios which are logically inconsistent and therefore a likely reporting error with respect to a hospital's ICU Physician Staffing data from the AHA Annual Survey<sup>3</sup>, this data will not be used in calculating the Leapfrog Hospital Safety Grade. Examples of reporting scenarios that will result in ICU Physician Staffing data not being used are listed below:



**EXAMPLES OF REPORTING ERRORS THAT WILL NOT BE USED IN THE LEAPFROG HOSPITAL SAFETY GRADE**

Med/Surg ICU Data	Pediatric ICU Data
Zero (0) Med/Surg ICU beds and greater than zero (0) Med/Surg Intensivist FTE	Zero (0) Pediatric ICU beds and greater than zero (0) Pediatric Intensivist FTE
Zero (0) Med/Surg ICU beds and a 'closed' Med/Surg ICU	Zero (0) Pediatric ICU beds and a 'closed' Pediatric ICU
A 'closed' Med/Surg ICU and zero (0) Med/Surg Intensivist FTEs	A 'closed' Pediatric ICU and zero (0) Pediatric Intensivist FTEs



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## HOW HOSPITALS CAN REVIEW AHA ANNUAL SURVEY AND IT SUPPLEMENT SUBMISSIONS PRIOR TO THE DATA SNAPSHOT DATE

The American Hospital Association's (AHA) Annual Survey and AHA Annual Survey IT Supplement<sup>2</sup> are administered by the AHA Health Forum. Both online and paper submissions are accepted. Online surveys are run through electronic data evaluation routines designed to test the reliability and validity of reported survey values prior to the electronic submission of the completed survey to the AHA. Error checks fall into two categories: (a) compares the hospital's current year response against its response to the same question last year and (b) tests for the internal consistency of related questions across the survey. Where a value fails any test, an error message is immediately returned to the respondent requesting that it either corrects the questionable value or explains in text format why the value is correct. A participant hospital can review its response and make as many changes as many times as deemed necessary prior to final submission. In addition, AHA data analysts apply an even larger version of the routine error checks to all submitted data regardless of online or paper submission. The AHA data analysts review potential problems in the last processing step prior to finalization. A responding hospital is free to modify its submitted survey up until the close of the data collection and data evaluation phases of the Annual Survey process. To correct a survey, hospitals must contact the Health Forum survey support facility.

## DATA FROM THE CENTERS FOR MEDICARE & MEDICAID SERVICES (CMS)

During the Safety Grade Review Period (October 15 – October 30), Leapfrog will only make corrections to a hospital's data from CMS if the correction is issued by CMS and posted on either the [Data.Medicare.Gov](https://data.medicare.gov) website or the [Data.CMS.Gov](https://data.cms.gov) website. If a hospital has identified an error with a measure score published by CMS, and CMS cannot post a correction within the review period, the measure score will not be used in calculating the hospital's Safety Grade, provided that the hospital can document that CMS has agreed to publicly issue a correction or remove the measure score from public reporting. Hospitals participating with CMS are urged to take advantage of the opportunity to participate in the CMS 30-day review periods.

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## HOW HOSPITALS CAN REVIEW CMS DATA PRIOR TO THE DATA SNAPSHOT DATE

CMS administers several hospital-based reporting and payment programs including the Inpatient Quality Reporting Program, HAC Reduction Program, and Value-based Purchasing Program. Several measures collected and calculated by CMS via its various hospital-based programs are used in the Leapfrog Hospital Safety Grade. CMS provides hospitals with a 30-day preview period before publishing measure scores on the [Data.Medicare.Gov](https://data.medicare.gov) website and the [Data.CMS.Gov](https://data.cms.gov) website. More information is available at <https://qualitynet.org>.





## HOW TO PARTICIPATE IN THE LEAPFROG HOSPITAL SURVEY

If a hospital did **not** complete a 2019 Leapfrog Hospital Survey or a 2020 Leapfrog Hospital Survey by September 30, results from the Survey were not used to calculate the Leapfrog Hospital Safety Grade. Leapfrog will update Leapfrog Hospital Safety Grades again in the spring of 2021. If a hospital would like Leapfrog Hospital Survey Results included in the next Leapfrog Hospital Safety Grade, a 2020 Leapfrog Hospital Survey **must be submitted by December 31, 2020**. For more information about the Leapfrog Hospital Survey, visit <https://www.leapfroggroup.org/survey>.

## LEAPFROG HELP DESK

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