



The following letter was sent to the Chief Executive Officers of Michigan hospitals on March 5, 2007

Blue Cross Blue Shield of Michigan

DaimlerChrysler Corporation

Ford Motor Company

General Motors Corporation

International Union, UAW

Michigan Association of Health Plans

Michigan Consumer Health Care Coalition

Michigan Department of Community Health

Michigan Education Special Services Association

Michigan Health & Hospital Association

Michigan Nurses Association

Michigan Osteopathic Association

Michigan Pharmacists Association

Michigan State Medical Society

MPRO, Michigan's Healthcare Quality Improvement Organization

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Dear Hospital Executive:

Subject: Leapfrog Hospital Quality and Safety Survey 2007/8 Version 4.0

The Leapfrog Hospital Quality and Safety Survey will be **launched on March 5, 2007**. The survey will be open throughout the year; however, surveys must be **completed and submitted by May 31, 2007** for your hospital's results to be considered for the Leapfrog Top Hospitals designation.

The current survey represents a major scheduling change from past years. A letter was sent to you on February 23 communicating the changes in the 2007 Joint Hospital Survey in Michigan. In short, The Leapfrog Group's survey will be conducted separately from the Michigan Health and Safety Coalition (MH&SC) survey this year, and the Leapfrog survey completion time line will be common with the Leapfrog national rollout.

The Leapfrog Group is a national non-profit organization representing health care purchasers, including many of Michigan's largest and most influential employers. The Leapfrog Regional Rollout Leader for Michigan is Marsha Manning of General Motors Corporation; she will address any issues relating to Leapfrog's programs and initiatives. The MH&SC is assisting in survey administration, as it has in past years.

The New 2007 Survey

Leapfrog's 2007 survey contains new content from the Leapfrog questions you completed in the joint MH&SC/Leapfrog survey in 2006. The 2007 survey gauges hospital performance on the newly refined National Quality Forum-endorsed Hospital Safe Practices, using measures that are "harmonized" with AHRQ, CMS, JCAHO, and IHI. Leapfrog's four "leaps," which include all 30 NQF-endorsed Safe Practices, are:

- Use of computerized prescription systems (computer physician order entry--CPOE);
- Identification of hospitals with the best results or extensive experience for select high-risk conditions and procedures (evidence-based hospital referral--EBHR);
- Staffing Intensive Care Units with trained specialists (ICU physician staffing--IPS); and
- The other 27 Safe Practices developed by national consensus (Leapfrog Safe Practices Score--or SPS)

March 5, 2007
Page Two

The “harmonization” allows for one-time performance data collection, and the NQF Hospital Safe Practices Report identifies measurement areas where the data can be used for credit in multiple national reporting initiatives (<https://www.nqfexecutiveinstitute.org/commerce/puborder.cfm> for copies of the report).

If your hospital is rural, we ask that you focus on at least two of the four leaps. Please submit your responses for the Evidence-based Hospital Referral section if you electively perform any of the procedures, and the Leapfrog Safe Practices section. The safe practices have been designed to create a level reporting field for rural hospitals. Rural-specific content regarding safe practice implementation is included in the NQF report. If you decide also to complete the IPS and CPOE survey sections, you will receive credit as specified for urban hospitals.

Participating in the survey will demonstrate your hospital’s commitment to improving patient safety to health care consumers and purchasers in Michigan and across the country, as well as provide the citizens of Michigan with valuable information on hospital safety. Please see the attachment entitled ‘Why Participate in Leapfrog’s Survey?’ for more information about the value of participation.

How to Participate in Leapfrog’s Survey

Your hospital’s survey contact person is copied at the bottom of this letter and is asked to complete the survey online at <https://leapfrog.medstat.com/>. If you would like to designate someone else, or if there is no survey contact person listed, please provide the security code sheet to the appropriate person to complete the survey.

Attached to this letter is the **security code (on the yellow sheet)** your contact person will need to complete the survey (Attachment 1). **Please give this yellow sheet to your survey contact person. Please do not misplace this yellow sheet as the online survey cannot be accessed without the security code and your copy is the only one sent to your hospital!** In providing the survey contact person with this security code, you are authorizing him or her to submit information on your behalf and attest to its accuracy. It is strongly recommended that you review the survey responses before submitting it as the survey process does not have procedures for returning information for further review or authorization.

This security code will allow you to complete the survey on-line. You can obtain a printable copy of the survey along with background information about the quality and safety survey standards and the survey reporting process at <https://leapfrog.medstat.com/>.

Leapfrog will publicly release hospital-specific results in early June. The survey can be updated as changes in status occur over the year. Changes to the Leapfrog Web site are made monthly during the first week of the month following survey (re)submission.

Finally, note that Leapfrog is hosting town hall calls to discuss best practices for completing the survey.

<u>General Introduction and Overview of the Leapfrog Hospital Survey (for hospitals new to Leapfrog)</u>	<u>Review of What's New in 2007 Survey (for past survey participants)</u>	<u>General Introduction and Overview of the Leapfrog Hospital Survey for Rural Hospitals</u>
Dates: 3/27; 4/17; 5/17 Times: 11 ET; 1 ET; 1 ET Dial-in number: 18668024305 (same # for all) Conference ID: 1042554/ 1042557/ 1042562	Dates: 3/27; 4/17; 5/17 Time: 12 ET; 2 ET; 2 ET Dial-in number: 18668024305 (same # for all) Conference ID: 1042574/ 1042577/ 1042579	Date: 4/19 Time: 2 ET Dial-in number: 18668024305 Conference ID: 1042581

If you have general questions about the Leapfrog survey or its programs, please contact Marsha Manning, General Motors Corporation at 313-665-1816 or Sam Watson, Michigan Health & Hospital Association at 517-886-8362. For technical questions, including Leapfrog content and accessing the online survey, please click on the **Leapfrog Help Desk** link on the survey home page.

Thank you for your support and participation.

Sincerely,

Thomas Simmer, MD
Chairperson-President and CEO
Michigan Health and Safety
Coalition

Marsha Manning, RN, BSN, MLIR
Manager, SE Michigan Community
Health Care Initiatives
General Motors Corporation

Suzanne Delbanco, PhD
Chief Executive Officer
The Leapfrog Group

- Attachments: 1: Security Code (sent only to hospital executive)
2: Why Participate in Leapfrog's Survey
3. [What's New in the 2007 Survey \(Version 4.0\) - Regional Roll-Out](#)
4. Fact Sheets

[The Leapfrog Group](#)

[The Leapfrog Safe Practices Score Leap - National Quality Forum \(NQF\)](#)

[Computer Physician Order Entry \(CPOE\)](#)

[Evidence-based Hospital Referral \(EBHR\)](#)

[Intensive Care Unit \(ICU\) Physician Staffing \(IPS\)](#)

[Never Events](#)

[Surgical Mortality](#)

[Surgeon Volume](#)

Why Participate in Leapfrog's Survey?

- **Improve care**: the survey provides a road map for your hospital to improve quality and safety. Peer-reviewed studies show that publicly reporting performance stimulates quality improvement in areas where performance is low.
- **Earn accolades**: Urban hospitals submitting to the survey by May 31 puts them in the running for the annual Leapfrog Top Hospitals list – a list that receives wide recognition in major media outlets across the country. In 2006, two Michigan hospitals made the Top Hospitals list.
- **Earn rewards**: up to 48 commercial HMOs use Leapfrog's performance measures in their P4P programs.¹ Seven out of nine HMOs in Michigan use Leapfrog reporting or Leapfrog status for public recognition of hospitals, financial incentives, and/or Centers of Excellence criteria.
- **Increase patient volume**: employers, health plans, and consumer Web sites, such as WebMD, all use Leapfrog information to educate consumers. Some health plans and purchasers use benefit designs to steer patients toward hospitals that participate in Leapfrog's survey.
- **Improve patient satisfaction**: hospitals that participate in Leapfrog have demonstrated higher patient satisfaction scores.²
- **Be on the cusp**: completing the survey is one of the prerequisites to participating in Leapfrog Hospital Insights (<https://leapfrog.medstat.com/insights/>), the new wave of reporting being requested by Leapfrog members that serves as the basis for the Leapfrog Hospital Rewards Program.
- **Be prepared**: in 2008, CMS, by mandate of the Deficit Reduction Act, will expand its hospital performance measurement set to include many of the same measures included in Leapfrog's survey. You can prepare your organization by participating in Leapfrog now.
- **Show your progress**: partial credit is given to hospitals willing to disclose their progress on Leapfrog's leaps.
- **Join your peers**: As of December 31, 2006, 110 of 136 targeted hospitals in Michigan, or approximately 81%, completed the Leapfrog portion of the Joint Hospital Survey. Participation was high among both urban (83.5%) and rural (77.2%) hospitals. With your continued support, we hope to maintain or further increase participation in this annual survey, especially among rural and smaller urban hospitals.

In short, participating in the survey will demonstrate your hospital's commitment to improving patient safety to health care consumers and purchasers in Michigan and across the country, as well as provide the citizens of Michigan with valuable information on hospital safety.

¹ Rosenthal, Landon, Normand, Frank, Epstein. "Pay for Performance in Commercial HMOs". *Health Affairs*. Volume 355: 1895-1992. 2 November 2006.

² Press Ganey and The Leapfrog Group. "Commitment to Quality and Safety Linked to Higher Patient Satisfaction in US Hospitals." http://www.leapfroggroup.org/media/file/Press_Ganey_-_Leapfrog_release.pdf; 5 December 2006