

August 26, 2003

«CEO_Name», «CEO_Title»
«Facility_Name»

Dear Hospital Executive:

**Subject: 2003 Michigan Health and Safety Coalition (MH&SC)
Joint Hospital Survey**

Last year hospitals in Michigan completed the Michigan Health and Safety Coalition (MH&SC) Hospital Survey. With almost 90 percent participation, the survey has played a pivotal role in establishing guidelines for care and directing improvement efforts.

During the first week of September, we will be sending the on-line 2003 Joint Hospital Survey to your hospital's contact person, who is copied at the bottom of this letter. If you would like to designate someone different to complete the survey on your behalf, please provide a new contact name, title, Email address, and fax and phone numbers by calling the Joint Survey Help Desk at 734-913-3030.

We are pleased to inform you that for the 2003 survey, the MH&SC partnered with The Leapfrog Group (LG) to create a joint survey, which allows you to complete both organizations' surveys using one tool. MH&SC is a coalition of diverse health care stakeholders. The Leapfrog Group is a national non-profit organization representing purchasers, including many of Michigan's largest and most influential employers. Both organizations are committed to improving patient safety and the quality of health care.

The 2003 joint survey focuses on the following areas:

- Open Heart Surgery
- Coronary Artery Bypass Surgery
- Percutaneous Coronary Intervention
- Abdominal Aortic Aneurysm Repair
- Carotid Endarterectomy Surgery
- Pancreatic Resection
- Esophagectomy for Cancer
- Low Birthweight Infants and Infants with Congenital Anomalies in NICUs
- Intensive Care Unit Physician Staffing
- Computerized Physician Order Entry

Participating in the survey will

- demonstrate your commitment to improving patient safety to consumers and purchasers in Michigan and across the country;
- provide you with comparative data for hospitals in Michigan;
- aid your hospital in identifying and implementing patient safety best practices;
- provide the citizens of Michigan with valuable information on hospital safety; and
- support health plans ability to be compliant with purchasers' patient safety expectations.


We have attached a hard copy of the survey instrument (Attachment 1) for your information and so your contact person can begin gathering the information needed to complete it. The preamble and general information have more information about the MH&SC, The Leapfrog Group and the survey process. The survey can also be printed from the MH&SC Web site at: www.mihealthandsafety.org

Your contact person will complete the survey online. We will send your contact person an Email with a link to the online survey between Sept. 2 and 5. **Attached to this letter is the security code your contact person will need to complete the survey (Attachment 2).** In providing him or her with this security code, you're authorizing your contact person to submit information on your behalf and attest to its accuracy. We suggest you review the survey with your contact person before submitting it; we will not be sending the information back to you for further review or authorization. **The completed survey must be submitted by September 30.**

As we did last year, we will send you a comparative report of your hospital's results once the MH&SC survey data has been tabulated - not expected to be later than December 2003. The hospital report template (Attachment 3), health plan report template (Attachment 4) and survey scoring ranges (Attachment 5) are provided for your information. Please note that the Leapfrog Group will publicly release their hospital-specific results in early October. Also, both the Leapfrog Group and MH&SC surveys can be updated as changes in status occur over the year. Changes to the Leapfrog Group Web site are made monthly during the first week of the month following survey (re)submission. The MH&SC Web site will be updated semi-annually.

If you have **general** questions about the MH&SC survey content, please contact Chris Goeschel, Michigan Health & Hospital Association at 517-886-8384 or by Email at cgoeschel@mha.org. For **technical** questions, including questions about the Leapfrog Group content and accessing the online survey, please contact the Joint Survey Help Desk at 734-913-3030. If you have questions about the security code, please call Mary Ann Ingraham at 248-448-8231 or by Email at mingraham@bcbsm.com

Sincerely,


Blue Cross Blue Shield of Michigan
Chair, Michigan Health & Safety Coalition

Suzanne Delbanco, PhD
Executive Director
The Leapfrog Group

Attachments: 1. 2003 MH&SC Joint Hospital Survey
2. Security Code and other general information (not copied to Hospital Contact)
3. MH&SC Hospital Report Template
4. MH&SC Health Plan Report Template
5. MH&SC Scoring Ranges, Assignment of Bullets and Bullet Labels

cc: «Con_Name»