

OVERVIEW OF THE FALL 2017 LEAPFROG HOSPITAL SAFETY GRADE

September 20, 2017

Missy Danforth
Vice President of Health Care Ratings, The Leapfrog Group

Presentation Overview

2

- About the Leapfrog Hospital Safety Grade
- Updates to Measures
- Scoring Overview
- Details of the Courtesy Safety Grade Review Period
- Public Reporting
- Important Dates
- Questions

3

ABOUT THE LEAPFROG HOSPITAL SAFETY GRADE

What is the Leapfrog Hospital Safety Grade?

4

- 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 fall will be the 12th release.
- More information is available at www.HospitalSafetyGrade.org

Who is eligible for a Leapfrog Hospital Safety Grade?

5

- 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

Background on Maryland Hospitals

6

- To date Leapfrog has been unable to calculate Hospital Safety Grades for Maryland hospitals due to their waiver from the CMS IPPS Program

- Much of the data used to calculate the Hospital Safety Grades comes directly from CMS and is publicly reported on its Hospital Compare [website](#):
 - 5 HCAHPS Domain Scores
 - 3 Hospital-Acquired Condition Measures
 - 5 NHSN Infection Measures
 - 7 Patient Safety Indicators

What's changed?

7

- Now available from CMS on Hospital Compare for Maryland hospitals:
 - 5 HCAHPS Domain Scores
 - 5 NHSN Infection Measures

- Available from the Maryland Health Care Commission (using the HSCRC Hospital Inpatient Discharge Data – Medicare FFS only):
 - 3 Hospital-Acquired Condition Measures
 - 7 Patient Safety Indicators

8

UPDATES TO MEASURES

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

- 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

Updates to the Process/Structural Measure Domain

10

- **NQF Safe Practices:** Leapfrog has removed three NQF Safe Practices from the 2017 Leapfrog Hospital Survey. Therefore, these measures will be removed from the Hospital Safety Grade as well. The measure weights assigned to the three measures will be re-apportioned to the remaining 12 measures within this domain.
- **HCAHPS:** Leapfrog will begin using the linear mean score in place of the 5-star rating for the five HCAHPS measures (i.e. doctor communication, nurse communication, staff responsiveness, communication about medicine, and discharge information) used in the Hospital Safety Grade. Hospitals can view their linear mean scores for each of the five HCAHPS measures included in the Hospital Safety Grade at <https://data.medicare.gov/Hospital-Compare/Patient-survey-HCAHPS-Hospital/dgck-syfz>.

Updates to the Outcome Measure Domain

11

- **CLABSI and CAUTI:** Due to an error at NHSN, CMS has suppressed all CLABSI and CAUTI data on Hospital Compare in the July update. Therefore, Leapfrog will be required to use the CLABSI and CAUTI data from the Spring 2017 Hospital Safety Grade. This data includes CLABSIs and CAUTIs in ICUs only, and does not incorporate the updated NHSN baselines or SIR methodology. The MRSA, C. Diff. and SSI Colon measures were not impacted by this issue. Therefore, Leapfrog will use the most current MRSA, C. Diff and SSI Colon SIRs available via the Leapfrog Hospital Survey or CMS Hospital Compare.
- **PSIs:** CMS has identified an error in the AHRQ Software and has therefore not updated the PSI rates on Hospital Compare in the July update. Therefore, Leapfrog will be required to use the PSI data from the Spring 2017 Hospital Safety Grade.

Process and Structural Measures

Measure Name	Primary Data Source	Secondary Data Source
Process and Structural Measures (12)		
Computerized Physician Order Entry (CPOE)	2017 Leapfrog Hospital Survey	2016 HIT Supplement ⁱⁱ
ICU Physician Staffing (IPS)	2017 Leapfrog Hospital Survey	2015 AHA Annual Survey ⁱ
Safe Practice 1: Leadership Structures and Systems	2017 Leapfrog Hospital Survey	N/A
Safe Practice 2: Culture Measurement, Feedback & Intervention	2017 Leapfrog Hospital Survey	N/A
Safe Practice 4: Identification and Mitigation of Risks and Hazards	2017 Leapfrog Hospital Survey	N/A
Safe Practice 9: Nursing Workforce	2017 Leapfrog Hospital Survey	N/A
Safe Practice 19: Hand Hygiene	2017 Leapfrog Hospital Survey	N/A
H-COMP-1: Nurse Communication	CMS	N/A
H-COMP-2: Doctor Communication	CMS	N/A
H-COMP-3: Staff Responsiveness	CMS	N/A
H-COMP-5: Communication about Medicines	CMS	N/A
H-COMP-6: Discharge Information	CMS	N/A

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

ⁱⁱ AHA Annual Survey © 2016 Health Forum, LLC

Outcome Measures

13

Measure Name	Primary Data Source	Secondary Data Source
Outcome Measures (15)		
Foreign Object Retained	CMS	MHCC*
Air Embolism	CMS	MHCC*
Falls and Trauma	CMS	MHCC*
CLABSI (ICU Only)	2016 Leapfrog Hospital Survey	CMS
CAUTI (ICU Only)	2016 Leapfrog Hospital Survey	CMS
SSI: Colon	2017 Leapfrog Hospital Survey	CMS
MRSA	2017 Leapfrog Hospital Survey	CMS
C. Diff.	2017 Leapfrog Hospital Survey	CMS
PSI 3: Pressure Ulcer	CMS	MHCC*
PSI 4: Death Among Surgical Inpatients	CMS	MHCC*
PSI 6: Iatrogenic Pneumothorax	CMS	MHCC*
PSI 11: Postoperative Respiratory Failure	CMS	MHCC*
PSI 12: Postoperative PE/DVT	CMS	MHCC*
PSI 14: Postoperative Wound Dehiscence	CMS	MHCC*
PSI 15: Accidental Puncture or Laceration	CMS	MHCC*

* The Maryland Health Care Commission will provide HAC and PSI rates for Maryland hospitals only

Reporting Periods

14

□ Leapfrog Hospital Survey Measures

- The 2017 Leapfrog Hospital Survey includes several reporting periods. Because the data snapshot date is August 31, the reporting periods will be displayed as follows:
 - CPOE, ICU Physician Staffing, and the 5 NQF Safe Practices will be displayed as “2017”
 - MRSA, C. Diff, and SSI Colon will be displayed as 01/01/2016 - 12/31/2016
- The reporting period for CLABSI and CAUTI, which will come from the 2016 Leapfrog Hospital Survey, will be displayed as 01/01/2015 – 06/30/2016 to account for the two reporting periods available to hospitals on the 2016 Leapfrog Hospital Survey for these measures (i.e. hospitals submitting a survey prior to September 1 were required to report on CY2015 and hospitals submitting a survey on or after September 1 were required to report on the 12-months ending June 30, 2016)

□ 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 has been modified to account for the date in which Maryland hospitals began recording present-on-admission and will be displayed as 10/01/2013 – 06/30/2015

□ CMS Measures

- A list of reporting periods for CMS measures is available online at <https://www.medicare.gov/hospitalcompare/Data/Data-Updated.html>
- The reporting period for CLABSI and CAUTI will be displayed as 01/01/2015 – 12/31/2015
- The reporting period for SSI: Colon, MRSA, and C. Diff will be displayed as 10/01/2015 – 09/30/2016
- The reporting period for the three HAC measures will be displayed as 07/01/2014 – 09/30/2015
- The reporting period for the seven PSIs will be displayed as 07/01/2013 – 06/30/2015

Measure Highlights

15

- **17** of the 27 measures have been updated since Spring 2017 (both primary and secondary data sources)
 - Leapfrog Hospital Survey Results for CPOE, ICU Physician Staffing, NQF Safe Practices, SSI: Colon, MRSA, and C. diff
 - CMS data for HCAHPS, HACs, SSI: Colon, MRSA, and C. diff
 - AHA HIT Supplement data for CPOE

SCORING OVERVIEW

Weighting Process

17

- 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 = **[Evidence + (Opportunity x Impact)]**

Z-Score Methodology

18

- 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:
 - $(\text{Raw Measure Score} - \text{Mean}) / \text{Standard Deviation}$
 - Outcome Measures:
 - $(\text{Mean} - \text{Raw Measure Score}) / \text{Standard Deviation}$

Overall Numerical Score

19

- 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 z-score × CPOE weight + IPS z-score × IPS weight + CLABSI z-score × CLABSI weight etc.

DETAILS OF THE COURTESY SAFETY GRADE REVIEW PERIOD

Secure Website for Hospitals to Review their Safety Grade Data

21

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

LEAPFROG
HOSPITAL
SAFETY GRADE

[Click to Logout](#)

Safety Grade Review Website for Hospitals

The Fall 2017 Safety Grade Review Period will be open from September 13 – October 3, 2017. 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 October 2017.

Login

User Name

Password

Please download and review a copy of the Review Instructions and Tips before you begin by [clicking here.](#)

Contact Information

22

*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

23

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 August 31, 2017 (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](#)
- [Fall 2017 Calculator](#)
- [Policy on Correcting Data Used in the Hospital Safety Grade](#)
- [Scoring Methodology](#)
- [Changes to the Fall 2017 Hospital Safety Grade](#)

If you find a data discrepancy (i.e. the measure score listed below does not match the public report as described in the [Review Instructions](#)), please contact the [Help Desk](#).

Source Data

Name of the Measure	Type of Measure	Data Source/Links	Reporting Period	Measure Score	Does the measure score match the public report?
Computerized Physician Order Entry (CPOE)	Structure/ Process	2017 Leapfrog Hospital Survey	2017	Declined to Report	<input checked="" type="radio"/> Yes <input type="radio"/> No
ICU Physician Staffing	Structure/ Process	AHA Annual Survey	2015	5	<input checked="" type="radio"/> Yes <input type="radio"/> No
SP1 - Leadership Structures and Systems	Structure/ Process	2017 Leapfrog Hospital Survey	2017	Declined to Report	<input checked="" type="radio"/> Yes <input type="radio"/> No
SP 2 - Culture Measurement, Feedback and Intervention	Structure/ Process	2017 Leapfrog Hospital Survey	2017	Declined to Report	<input checked="" type="radio"/> Yes <input type="radio"/> No
SP 4 - Identification and Mitigation of Risks and Hazards	Structure/ Process	2017 Leapfrog Hospital Survey	2017	Declined to Report	<input checked="" type="radio"/> Yes <input type="radio"/> No
SP 9 - Nursing Workforce	Structure/ Process	2017 Leapfrog Hospital Survey	2017	Declined to Report	<input checked="" type="radio"/> Yes <input type="radio"/> No
SP 19 - Hand Hygiene	Structure/ Process	2017 Leapfrog Hospital Survey	2017	Declined to Report	<input checked="" type="radio"/> Yes <input type="radio"/> No
Communication with Nurse	Structure/ Process	CMS	10/01/2015 - 09/30/2016	85	<input checked="" type="radio"/> Yes <input type="radio"/> No
Communication with Doctor	Structure/ Process	CMS	10/01/2015 - 09/30/2016	85	<input checked="" type="radio"/> Yes <input type="radio"/> No
Staff Responsiveness	Structure/ Process	CMS	10/01/2015 - 09/30/2016	85	<input checked="" type="radio"/> Yes <input type="radio"/> No

What if the Measure Score Doesn't Match the Public Report?

25

- 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.**

Hospital Safety Grade Calculator

26

September/October 2017

Measure Domain	Measure	Your Hospital's Score	Mean	Standard Deviation	Original Z-Score	Modified Z-Score	Evidence	Opportunity	Impact	Standard Weight	Your Final Weight	Weighted Measure Score
Process/Structural Measures	CPOE		78.07	26.44	-2.9525	-2.9525	2	1.34	3	6.3%	6.3%	-0.1875
	IPS		45.39	43.77	-1.0369	-1.0369	2	1.96	3	8.3%	8.3%	-0.0864
	SP 1		116.33	7.20	-16.1535	-5.0000	1	1.06	2	3.3%	3.3%	-0.1648
	SP 2		114.20	18.05	-6.3259	-5.0000	1	1.16	2	3.5%	3.5%	-0.1750
	SP 4		96.24	9.89	-9.7349	-5.0000	1	1.10	2	3.4%	3.4%	-0.1692
	SP 9		97.16	7.80	-12.4571	-5.0000	1	1.08	3	4.5%	4.5%	-0.2238
	SP 19		57.36	7.07	-8.1095	-5.0000	2	1.12	2	4.5%	4.5%	-0.2241
	H-COMP-1		90.94	2.17	-41.8614	-5.0000	1	1.02	2	3.2%	3.2%	-0.1608
	H-COMP-2		91.26	1.93	-47.3600	-5.0000	1	1.02	2	3.2%	3.2%	-0.1605
	H-COMP-3		84.02	3.54	-23.7019	-5.0000	1	1.04	2	3.3%	3.3%	-0.1628
	H-COMP-5		77.79	3.40	-22.8584	-5.0000	1	1.04	2	3.3%	3.3%	-0.1629
H-COMP-6		86.81	3.07	-28.2666	-5.0000	1	1.04	2	3.2%	3.2%	-0.1620	
Outcome Measures	Foreign Object Retained		0.02	0.06	0.3122	0.3122	1	3.00	2	4.2%	4.2%	0.0131
	Air Embolism		0.002	0.01	0.1411	0.1411	1	3.00	1	2.4%	2.4%	0.0034
	Falls and Trauma		0.37	0.38	0.9595	0.9595	2	2.04	3	4.9%	4.9%	0.0468
	CLABSI		0.49	0.47	1.0490	1.0490	2	1.95	3	4.7%	4.7%	0.0495
	CAUTI		0.55	0.49	1.1350	1.1350	2	1.88	3	4.6%	4.6%	0.0521
	SSI: Colon		0.86	0.70	1.2260	1.2260	2	1.82	2	3.4%	3.4%	0.0414
	MRSA		0.95	0.75	1.2597	1.2597	2	1.79	3	4.4%	4.4%	0.0558
	C. Diff		0.90	0.42	2.1460	2.1460	2	1.47	3	3.8%	3.8%	0.0824
	PSI 3		0.44	0.41	1.0682	1.0682	1	1.94	3	4.1%	4.1%	0.0436
	PSI 4		137.02	18.76	7.3018	7.3018	1	1.14	2	2.0%	2.0%	0.1435
	PSI 6		0.41	0.09	4.6475	4.6475	1	1.22	2	2.1%	2.1%	0.0957
	PSI 11		13.91	4.64	2.9984	2.9984	1	1.33	2	2.2%	2.2%	0.0660
	PSI 12		5.12	1.88	2.7169	2.7169	1	1.37	2	2.2%	2.2%	0.0609
	PSI 14		2.32	0.38	6.1541	6.1541	1	1.16	2	2.0%	2.0%	0.1228
	PSI 15		1.43	0.49	2.9086	2.9086	1	1.34	3	3.0%	3.0%	0.0878
Process Measure Score:		-2.0398										
Outcome Measure Score:		0.9648										
Process/Outcome Combined Score:		-1.0750										
Normalized Numerical Score:		1.9250										
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

27


My Score	My Letter Grade
3.0457	TBD
More Information	
<p data-bbox="633 889 1367 925">Hospital Safety Grade Methodology (1 PDF file)</p> <p data-bbox="649 976 1352 1012">Hospital Safety Grade Calculator (1 Excel file)</p> <p data-bbox="687 1063 1313 1099">Changes in Measure Weights (1 PDF file)</p>	

28

PUBLIC REPORTING

HospitalSafetyGrade.org

29



LEAPFROG
HOSPITAL
SAFETY GRADE

Join our Mailing List

[Home](#) | [What is Patient Safety?](#) | [Your Hospital's Safety Grade](#) | [What You Can Do to Stay Safe](#) | [For Hospitals](#) | [Licensure & Permissions](#) | [About Us](#)

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.

How Safe is Your Hospital?

Search below to find the Spring 2017 Leapfrog Hospital Safety Grade of your general hospital.

Search By City/State

City - Choose -

Search

Newsroom April 12, 2017

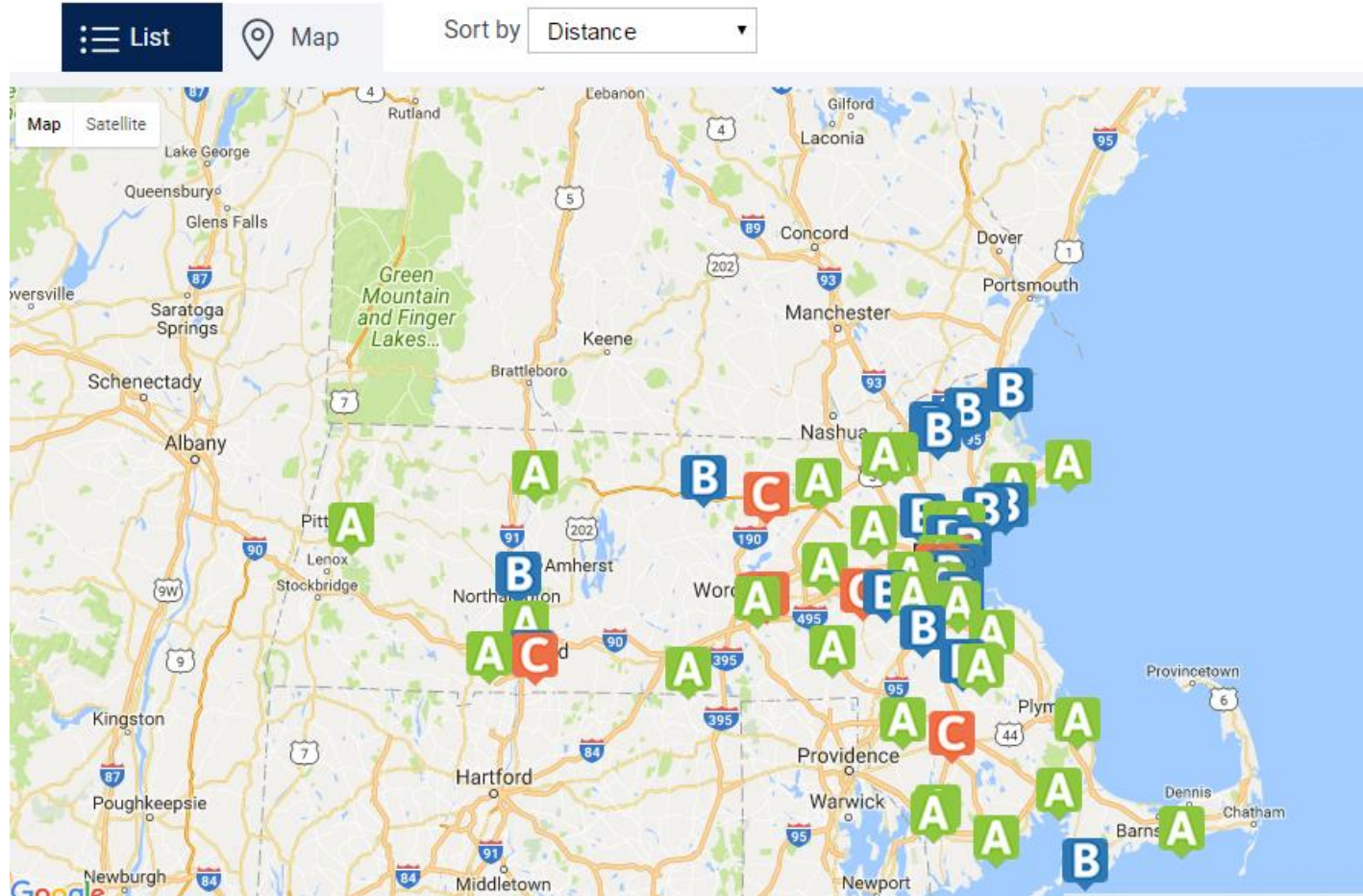
Five Years After the Launch of the Leapfrog Hospital Safety Grade, Patient Safety Improves, But Crucial Work Remains

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

30

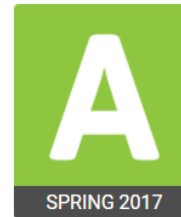


Hospital Details

Beth Israel Deaconess Hospital Plymouth

275 Sandwich Street
 Plymouth, MA 02360-2196
[Map and Directions](#)

This Hospital's Grade



► [Show Recent Past Grades](#)

[Detailed table view](#)

Learn how to use the Leapfrog Hospital Safety Grade



Infections	Problems with Surgery	Practices to Prevent Errors	Safety Problems	Doctors, Nurses & Hospital Staff
Click Each Measure to Learn More				
Hospital Performs Below Average Above Average				
<p>MRSA Infection</p>	<p>C. diff Infection</p>	<p>Infection in the blood during ICU stay</p>	<p>Infection in the urinary tract during ICU stay</p>	<p>Surgical site infection after colon surgery</p>
<p>This Hospital's Score: 0.631</p> <p>Best Hospital's Score: 0.000</p>	<p>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</p>		<p>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</p>	

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



▼ [Hide Recent Past Grades](#)



Detailed Table View for Hospitals

Beth Israel Deaconess Hospital Plymouth

275 Sandwich Street
 Plymouth, MA 02360-2196
[Map and Directions](#)

This Hospital's Grade



Outcomes measures include errors, accidents, and injuries that this hospital has publicly reported.

Measure	The Hospital's Score	Worst Performing Hospital	Avg. Performing Hospital	Best Performing Hospital	Data Source	Time Period Covered
Dangerous object left in patient's body What's This?	0	0.386	0.025	0.000	CMS	07/01/2013 - 06/30/2015
Air or gas bubble in the blood What's This?	0	0.093	0.002	0.000	CMS	07/01/2013 - 06/30/2015
Patient falls What's This?	0.623	1.944	0.390	0.000	CMS	07/01/2013 - 06/30/2015
Infection in the blood during ICU stay What's This?	0.000	2.393	0.486	0.000	2016 Leapfrog Hospital Survey	01/01/2015 - 06/30/2016
Infection in the urinary tract during ICU stay What's This?	0.397	2.130	0.548	0.000	2016 Leapfrog Hospital Survey	01/01/2015 - 06/30/2016
Surgical site infection after colon surgery What's This?	0.000	3.461	0.899	0.000	2016 Leapfrog Hospital Survey	01/01/2015 - 06/30/2016
MRSA Infection What's This?	0.631	3.968	0.862	0.000	2016 Leapfrog Hospital Survey	01/01/2015 - 06/30/2016
C. diff. Infection What's This?	1.172	2.386	0.893	0.000	2016 Leapfrog Hospital Survey	01/01/2015 - 06/30/2016
Dangerous bed sores What's This?	0.45	2.28	0.44	0.03	CMS	07/01/2013 - 06/30/2015
Death from treatable serious complications What's This?	138.73	184.16	136.80	70.79	CMS	07/01/2013 - 06/30/2015

Remember to print a copy of your Spring 2017 data and letter grade.

Measure Scores



Important Dates

35

- **August 31** – Data Snapshot Date
 - For hospitals that have submitted a Leapfrog Hospital Survey by August 31, 2017 –
 - On or around September 13 – **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 August 31, 2017 –
 - On or around September 13 – **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
- **September 13** – **October 3** – Courtesy 3-week Hospital Safety Grade Review Period
- **September 20** – Hospital Safety Grade Town Hall Call
- **Mid-October** – 2-week letter grade embargo
- **End of October** – Letter Grades will be published at www.HospitalSafetyGrade.org

- For more information about important dates, visit: <http://www.hospitalsafetyscore.org/for-hospitals/updates-and-timelines-for-hospitals>

More Information

36

- Hospital Safety Grade Help Desk:
<https://leapfrogscore.zendesk.com>
- Hospital Safety Grade Website:
www.HospitalSafetyGrade.org

37

QUESTIONS?