

Tufts Health Plan

Patient Safety/Leapfrog Initiative

COVID-19

- **Hospitals may maintain their 2019 Survey Results** in lieu of reporting the 2020 Hospital Survey.
- **Removed CPOE Evaluation Tool** requirement for general hospitals in 2020.
- **Deadlines** for submission extended to August 31st and for late submission to December 31st.
- **Suspension** of On-Site Data Verification.

WHAT'S NEW IN 2020

Key changes to the 2020 Survey include:

- New public reporting website will be available September 2020.
- Revised terminology for scoring: Achieved the Standard, Considerable, Some, or Limited Achievement.

Inpatient Surgery (Section 3):

- Three new procedures added; this section now applies to pediatric hospitals.
- New questions added pertaining to board certification, eligibility and outcomes.

Maternity Care (Section 4):

- Specifications updated for hospitals that do not submit to The Joint Commission.
- New questions added related to board certification and eligibility.
- Updates to reporting criteria and applicable codes.

Patient Safety Practices (Section 6):

- Section 6 NQF Safe Practices renamed to Patient Safety Practices.
- Safe Practices #4 and #19 removed.
- Hand Hygiene questions and scoring updated.

Medication Safety (Section 8):

- New subsection on safe opioid prescribing.

Pediatric Care (Section 9):

- Revised scoring algorithm for Patient Experience.
- Updated section on CT scans.

Outpatient Procedures (Section 10):

- Report on all outpatient departments regardless of location.
- Refined and added new questions regarding staffing.
- Updated questions regarding Safe Surgery Checklist.

The Leapfrog Group was launched in 2000 by the Business Roundtable in order to improve patient safety, health care quality, and overall value.

Leapfrog initially identified three patient safety practices: inpatient computer physician order entry (CPOE), intensive care unit physician staffing (IPS), and surgical

volume for high-risk procedures. The survey has evolved over the years to also include infection rates, Cesarean section rates, and medication safety. To review the changes

in the 2020 Leapfrog Hospital Survey, go online to <http://www.leapfroggroup.org/survey-materials/survey-and-cpoe-materials> and click on "Summary of Changes to the 2020 Survey"



Leapfrog Group Survey – Action Needed

One of the functions of Tufts Health Plan is to perform quality improvement activities with regard to health care services provided to our members.

With the strain placed upon our healthcare systems due to the COVID-19 pandemic, results from the 2019 survey will continue to be displayed on the Leapfrog website for 2020. No action is needed. However, you may submit a 2020 survey if you choose.

To download the survey materials and to log in, go to <http://www.leapfroggroup.org/survey-materials/survey-login-and-materials>

If you have already completed the survey, we thank you for taking the time to participate in this important initiative. Hospitals that submit their survey by August 31st will be included in Leapfrog's first release of 2020 results in September.

2020 submissions will be accepted through the **end of December**.

Hospitals that do not submit a survey by **December 31, 2020** will have to wait until the launch of the 2021 survey. Survey results will be frozen annually from February to July. Additional details about the Leapfrog Group and its survey can be found at <http://www.leapfroggroup.org>

Tufts Health Plan's Use of Leapfrog Survey Data

Hospital Leapfrog survey results are included as part of our Tufts Health Plan provider engagement quality measurement reporting and as part of our standard quality measure set. This information may also be used for future quality reporting programs and initiatives.

We are proud to support this quality improvement effort and we thank you for your participation. If you have any questions about the reporting process, regional activity around the survey results, or obtaining your individual hospital security code to access the survey, please use the Leapfrog Survey Help Desk link at the bottom of the survey home page. Any questions you have regarding this initiative, please call the Nurse Line in the Tufts Health Plan Quality and Health Informatics Department at 888-766-9818 extension 52809. Thank you for your attention to this matter.

Tufts Health Plan

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