### THE LEAPFROG GROUP OVERVIEW FOR OREGON EDUCATORS BENEFIT BOARD

April 7, 2015

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# The Leapfrog Group

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- Purchaser-driven nonprofit publicly reporting on hospital quality and safety
   Founded by purchasers in 2000 in response to 1999 IOM Report To Err is Human



# The Leapfrog Hospital Survey

- □ One-of-a-kind
- A free, voluntary survey on measures of hospital performance important to purchasers
- Completed annually by over 1,500 hospitals from across the country



# The Leapfrog Hospital Survey

- □ 3 key facets:
  - How patients fare
  - Resources used in caring for patients
  - Management practices that promote safety



## Measures Unique to the Leapfrog Hospital Survey

- Computerized Prescriber Order Entry implementation and effectiveness
- ICU Physician Staffing

- Maternity Care Survival predictors for high risk procedures
- Compliance with NQF Safe Practices
- Never Events policy



## Maternity Care

- C-section rate
  - **D** New for 2015; target rate:  $\leq 23.9\%$
- □ Rate of early elective deliveries
  - **D** Target rate:  $\leq 5\%$
- □ Rate of episiotomy
  - □ Target rate: ≤12%
- High-risk deliveries
  - NICU equipped to treat very low birthweight babies; standard based on number of births and mortality
- Process of care
  - DVT Prophylaxis for C-sections, bilirubin screening



#### 2014 Oregon Participating Hospitals

- 8
- Adventist Medical Center
- Kaiser Sunnyside Medical Center
- Providence Medford Medical Center
- Providence Milwaukie Hospital
- Providence Newberg Medical Center
- Providence Portland Medical Center
- Providence St. Vincent Medical Center
- Providence Willamette Falls Medical Center
- Tuality Healthcare



## Why Purchasers Request Participation in the Leapfrog Hospital Survey

- A meaningful dashboard to judge hospital safety, quality, and efficiency
- □ The highest level of transparency
- Develop partnerships with providers and health care executives to achieve real improvement
- Support working with health plans
- Allows for national comparisons
- Designed by, for, and about purchasers' needs



## How Purchasers Use Leapfrog Data

- Public reporting
- Benefits design
- Value-based purchasing
- Hospital recognition programs



## The Hospital Safety Score



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The Hospital Safety Score is an A, B, C, D, or F letter grade reflecting how hospitals perform at keeping patients safe from accidents, injuries, harm, and error



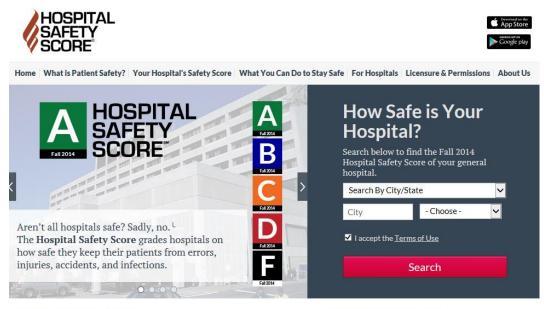
## Methodology Behind the Hospital Safety Score

- Scores assessed for 2,500 general, acute-care hospitals
- Calculated using national publicly available data
  - Center for Medicare Services (CMS)

- Leapfrog Hospital Survey (when available)
- American Hospital Association Annual Survey (when available)
- Methodology developed by Blue Ribbon Expert
   Panel



#### www.HospitalSafetyScore.org

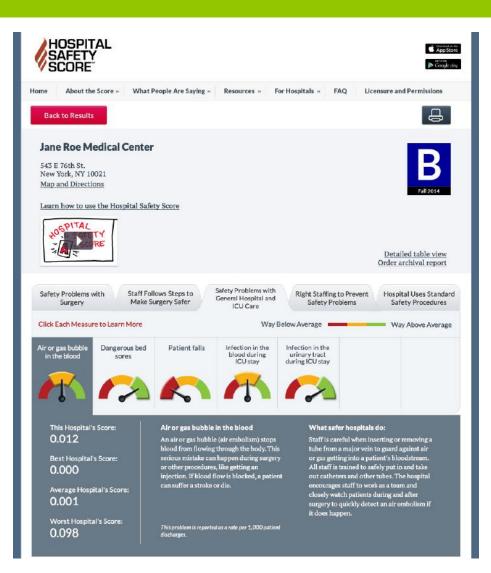


Newsroom October 29, 2014 New Hospital Safety Scores Help Patients Find the Safest U.S. Hospitals Newsroom November 12, 2014 Calculator Revealing Cost of Hospital Errors Validated by Care Innovations from Intel and GE

What is Patient Safety?		Your Hospital's Safety Sc	ore	What You Can Do to Stay Safe	
Errors, Injuries, Accidents, and Infections	>	About the Score	>	Preparing for Your Hospital Stay	>
Increasing transparency: why	>	How to Use the Score	>	Talking with Your Doctor about Safety	>
the Hospital Safety Score works		Choosing a Safe Hospital	>	Other Patient Resources	
					`



#### www.HospitalSafetyScore.org





### Hospital Safety Score Mobile App





#### **Timeline of Activities**

- □ April 1<sup>st</sup>: Leapfrog Hospital Survey opens
- □ June 30<sup>th</sup>: First reporting deadline
- □ July January: Results updated monthly
- □ December 31<sup>st</sup>: Survey closes

April: Spring Hospital Safety Score release
 October: Fall Hospital Safety Score release





Transparency that drives markets: the Leapfrog checklist

- Shows variation: Shows how performance compares and contrasts to the broadest spectrum of highs and lows
- Relevant: Measures what matters to consumers
- Unbiased: Reports through an independent arbiter



#### Car Ratings- JD Power

McGRAW HILL	ixauiiya	Research Cars	Cars for Sale New
Home / Research / Jag	juar / 2013		
Power Circle R	atings™ / Jagua	r	
Narrow your results	Viewing 1-3 of 3 cars f	found	Sort by YEAR -
Model XF XJ XK			
Bodystyle Convertible Coupe Sedan	2013 Jaguar XF \$46,975 MSRP Hwy 23/City 15 MPG Quality	2013 Jaguar XJ \$73,200 MSRP Hwy 23/City 15 MPG Predicted Reliability	2013 Jaguar XK \$79,000 MSRP Hwy 22/City 15 MPG Predicted Reliability
MSRP \$45,001 - \$55,000 \$55,001 - \$85,000	Performance & Design Predicted Reliability		



### Toaster Ratings- Amazon.Com

The most helpful favorable review		
892 of 908 people found the following review helpful Solidly Designed Toaster Oven For the most partjust the looks alone are nice and clean. It doesn't look like a spaceship on the counter. Nice simple straight lines and simple on / off / bake / broil / etc controllers.		643 ** Aft bei De
There were later design ovens from this manufacturer, but for the price, and all the Basic Features, I figured how can I go wrong?	Vs.	dru haj

With 1800 watts for the total... Read the full review >

Published on February 25, 2011 by Mrs. F.

See more <u>5 star</u>, <u>4 star</u> reviews

#### The most helpful critical review

645 of 659 people found the following review helpful

#### ★★★☆☆ Just What I Wanted... Until it Broke \*\*Updated Review\*\*

After a long search, I was unhappy with the selection of toaster ovens in my price range - my price range being as inexpensive as possible! My old Black & Decker toaster oven that I bought at my neighborhood drug store lasted for at least 10 years. I was totally happy with it. The cheaper new ones are not the same - they all have that timer dial for toasting with a space...

#### Read the full review >

Published on April 25, 2011 by MsG

See more <u>3 star</u>, <u>2 star</u>, <u>1 star</u> reviews

#### < Previous | 1 2 ... 86 | Next >

Most Helpful First | Newest First



## Cars and Toasters: Do they meet the Transparency Checklist?

- Shows variation- Yes: JD Power showed quality ratings for many different cars and showed that they are not all the same
- Relevant- Yes: Measures like Mechanical Quality are important
- Unbiased- Yes: Amazon shows many different reviews from consumers, even those that might steer a customer away from buying a product



# HospitalCompare.gov Pneumonia

Effective Pneumonia Care			
Tiew Graphs	SHADY GROVE ADVENTIST X HOSPITAL 9901 MEDICAL CTR DR ROCKVILLE, MD 20850 (240) 826-6472 Add to my Favorites Map and Directions	SIBLEY MEMORIAL HOSPITAL 5255 LOUGHBORO RD NW WASHINGTON, DC 20016 (202) 537-4680 Add to my Favorites Map and Directions	WASHINGTON ADVENTIST HOSPITAL 7600 CARROLL AVE TAKOMA PARK, MD 20912 (301) 891-5651 Add to my Favorites Map and Directions
Pneumonia Patients Whose Initial Emergency Room Blood Culture Was Performed Prior To The Administration Of The First Hospital Dose Of Antibiotics	97% <sup>2</sup>	98% <sup>2</sup>	100% <sup>2</sup>
Pneumonia Patients Given the Most Appropriate Initial Antibiotic (s)	98% <sup>2</sup>	98% <sup>2</sup>	98% <sup>2</sup>
Pneumonia Patients Given Smoking Cessation Advice/Counseling	98% <sup>2</sup>	100% 1,2	96% 1,2
Pneumonia Patients Assessed and Given Pneumococcal Vaccination	87% <sup>2</sup>	85% <sup>2</sup>	94% 2
Pneumonia Patients Assessed and Given Influenza Vaccination	92% <sup>2</sup>	91% 2	88% <sup>2</sup>



# HospitalCompare.gov Death rates

Tiew Graphs	SHADY GROVE ADVENTIST X HOSPITAL 9901 MEDICAL CTR DR ROCKVILLE, MD 20850 (240) 826-6472	SIBLEY MEMORIAL HOSPITAL 5255 LOUGHBORO RD NW WASHINGTON, DC 20016 (202) 537-4680	WASHINGTON ADVENTIST HOSPITAL 7600 CARROLL AVE TAKOMA PARK, MD 20912 (301) 891-5651
	Add to my Favorites 💌	Add to my Favorites 💌	Add to my Favorites 💌
	Map and Directions 🖃	Map and Directions 🖃	Map and Directions 🖃
Rate of Readmission for Heart	No Different than U.S. National	No Different than U.S. National	No Different than U.S. National
Attack Patients	Rate	Rate	Rate
Death Rate for Heart Attack	No Different than U.S. National	No Different than U.S. National	No Different than U.S. National
Patients	Rate	Rate	Rate
Rate of Readmission for Heart	Worse than U.S. National Rate	No Different than U.S. National	No Different than U.S. National
Failure Patients		Rate	Rate
Death Rate for Heart Failure	No Different than U.S. National	No Different than U.S. National	No Different than U.S. National
Patients	Rate	Rate	Rate
Rate of Readmission for	No Different than U.S. National	No Different than U.S. National	No Different than U.S. National
Pneumonia Patients	Rate	Rate	Rate
Death Rate for Pneumonia Patients	No Different than U.S. National	No Different than U.S. National	No Different than U.S. National
	Rate	Rate	Rate



## Hospital Compare: Does it meet the Transparency Checklist?

- Shows variation- No: Hospitals are all rated as "No Different than the National Rate"
- Relevant- Not Really: Most patients don't care if the initial blood culture was performed prior to the administration of the first dose of antibiotics
- Unbiased- No: Data doesn't reflect the real variation in healthcare, and we know there are politics behind how CMS is allowed to display data



# www.LeapfrogGroup.org/CP

ab.	frog Hospi	tal kat	ings		Start Ove	er Print Results	Survey Info Sco
	TOWARD MEETING STANDARDS:	Willing to Report	Some Progres		ubstantial rogress	Fully Meets Standards	
Resu	ilts: FL					Sh	are results: 🧲 🖂
	neral Mate mation Ca		High-Risk Surgeries	Hospital-Act Conditio		Resource Use	
	Click to Compare	Doctors order medications through a computer	Specially trained doctors care for ICU patients	Steps to Avoid Harm	Managing Serious Erro	Safety-Focused Scheduling	Survey Results Submitted
	All Children's Hospital Saint Petersburg, FL	Declined To Respond	Declined To Respond	Declined To Respond	Declined To Respond	Declined To Respond	
	Arnold Palmer Hospital for Children ANGC Magnet Hospital Orlando, FL					Oces Not Apply	8/27/2014
✓	Aventura Hospital and Medical Center Aventura, FL					0	6/19/2014
	Baptist Health South Florida Baptist Hospital of Miami <u>ANCC Magnet Hospital</u>						8/07/2014
	Miami, FL Bartow Regional Medical Center Bartow, FL	Declined To ?	Declined To Respond	Declined To Respond	Declined To Respond	Declined To Respond	
		Doctors order medications through a computer	Specially trained doctors care for ICU patients	Steps to Avoid Harm	Managing Serious Erro		Survey Results Submitted
	Bay Medical Center Sacred Heart Health System Panama City, FL						6/30/2014
						0	9/29/2014



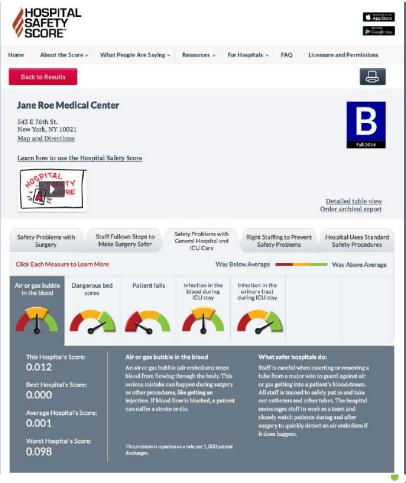
## Leapfrog: Does it meet the Transparency Checklist?

- Shows variation: Yes- Hospitals perform very differently across different measures
- Relevant: Yes- Patients care about how hospitals perform on reducing hospital injuries and preventing medication errors
- Unbiased: Yes- Data is reported directly by hospitals, and Leapfrog has no business or contractual relationship with hospitals so therefore reports data candidly



#### www.HospitalSafetyScore.org

HOSPITAL SAFETY SCORE	Consider the Annual State
Home About the Score » What People Are Saying » Resources » For Hospitals » FAQ	Licensure and Permissions
How Safe is Your Hospital? Search by City/State  New York NY I accept the Terms of Use	Search
Hospital Matches 212 hospitals within 50 miles from the center of New York, NY	Recent Searches
Elst O Map Sort by Name -	<b>₽</b>
Jane Roe Medical Center 543 E 76th St. New York, NY 10021 View the full score	This Hospital's Grade
John Doe Hospital 250 W 114th St. New York, NY 10026 View the full score	This Hospital's Grade
John Smith Medical Center 504 Skylit Dr. Sayville, NY 11782 View the full score	This Hospital's Grade
XYZ Memorial Hospital 324 19th Street South Slope Brooklyn, NY 11232 View the full score	This Hospital's Grade





## Hospital Safety Score: Does it meet the Transparency Checklist?

- Shows variation: Yes- Hospitals perform very differently across different measures and as a result receiving varying safety scores
- Relevant: Yes- Patients care about how well hospitals are doing at keeping them safe

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Unbiased: Yes- Data is collected from already publicly available sources and is reported by Leapfrog without alteration



### For more information

- www.LeapfrogGroup.org
- www.HospitalSafetyScore.org
- Leapfrog commentary on <u>Forbes.com</u>
- <u>emobley@leapfroggroup.org</u>

- ♥@leapfroggroup
- www.Facebook.com/TheLeapfrogGroup

