

Leapfrog Top Hospitals

Leapfrog releases its list of top hospitals annually in December

Overview

Leapfrog recognizes its top hospitals for achieving high quality, patient safety, and efficiency. It evaluates all hospitals by dividing them into five distinct categories and comparing their outcomes in six areas to their peers in that category.

Categories
General
Teaching (500 or more staffed beds)
Teaching (Below 500 staffed beds)
Children's
Rural

Eligibility

Leapfrog considers all acute-care hospitals that submitted data as part of their voluntary annual Leapfrog Hospital Survey (*more information on this survey on the next page). To be eligible to be named a "Top Hospital," hospitals must have reported on 36 individual performance measures in the survey within the seven domains Leapfrog evaluates.

Conditions to be named a 'Top Hospital'

To be named a top hospital by Leapfrog, hospitals must meet six criteria (which vary slightly based on the category type).

- 1. Must fully meet or achieve substantial progress on Computerized Physician Order Entry (CPOE)**

Leapfrog believes that CPOE systems are vital to reducing the number of serious medication errors that occur at hospitals, specifically adverse drug events. To fully meet Leapfrog's standard for CPOE, physicians must enter at least 75% of their orders through a CPOE system and demonstrate that their inpatient system can alert physicians to at least 60% of all common, serious prescribing errors (through an online, timed evaluation). If the hospital doesn't fully meet this standard, they must show substantial progress in working towards it.
- 2. Must fully meet the standard for ICU physician staffing**

Leapfrog notes that mortality rates are significantly lower when ICUs are managed exclusively by board-certified intensivists. Therefore, to fulfill their ICU staffing standard, hospital's adult/pediatric ICUs must be managed or co-managed by intensivists who:

 - Are present during daytime hours and exclusively provide clinical care; or are available via telemedicine 24/7; and;
 - When not present on site or via telemedicine, return pages at least 95% of the time within five minutes or arrange for a certified physician or physician extender to reach ICU patients within five minutes when they are not present on site or via telemedicine.

Hospitals that do not have an ICU are not assessed on this standard in the evaluation of top hospitals.
- 3. Report on all applicable performance measures and achieve Leapfrog's standards on at least 40-60%***

Leapfrog Hospital Survey uses between 28 - 39 national performance measures to evaluate hospitals across seven domains: inpatient care management, inpatient surgeries, pediatric care, medication safety, maternity care, outpatient procedures, and infections. Hospitals must report on measures related to all of the services or procedures performed in their facility and meet Leapfrog's standards for anywhere from 40-60% of the measures. **varies for each hospital category*

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Conditions to be named a 'Top Hospital', continued

- 4. Must comply with Leapfrog's never events policy**

Leapfrog believes that, if a never event occurs, hospitals must mount a robust response. Specifically, they believe that if any one of the National Quality Forum's [list of serious reportable events](#) occurs, hospitals must respond with eight actions. To be named a top hospital, hospitals must have policies to follow all five original actions and have implemented policies for at least two of the new actions. The original five actions were:

 - Apologize to the patient and family;
 - Waive all costs related to the event and follow-up care;
 - Report the event to an external agency;
 - Conduct a root-cause analysis of how and why the event occurred; and
 - Make a copy of this policy (containing the four actions above) available to patients.
 - Interview patients and/or families to inform root-cause analysis;
 - Inform patient and/or families of actions taken by hospital to prevent similar never events in the future;
 - Have a protocol to provide support for caregivers involved in never events; and
 - Perform an annual review to ensure compliance with Leapfrog's never events policy for each never event that occurred.

- 5. Must receive an 'A' Hospital Safety Grade**

Hospitals that are eligible for Leapfrog's Hospital Safety Grades must have received an 'A' on the most recent Leapfrog Safety Grade rating (fall 2021).

See more about the calculation of this grade and which hospitals are eligible with our [Leapfrog Hospital Safety Grade cheat sheet](#).

- 6. Must satisfy the Top Hospital Selection Committee in a qualitative review**

Hospitals must "meet the Committee's qualitative requirements for overall excellence, which includes a review of data from the **Centers for Medicare & Medicaid Services** (CMS) and other publicly available information pertaining to the hospital." This review includes many elements, including that hospitals have mortality measures below CMS' average for heart attacks, heart failures, pneumonia, COPD, CABG, or stroke.

****Leapfrog's Annual Hospital Survey***

Leapfrog's survey is free for hospitals to complete and is open from April 1 to December 31. It includes nine sections encompassing medication safety, safety practice adherence, response to serious errors, and staffing in the ICU/ surgical units.

In January of each year, Leapfrog publishes a timeline of when they will extract data from hospitals' survey results as well as pull it from CMS. They also provide dates for a three-week courtesy review, during which hospitals can review the data that's been collected for accuracy and raise any concerns with Leapfrog's help desk.