

Important information for hospitals about www.HospitalSafetyScore.org

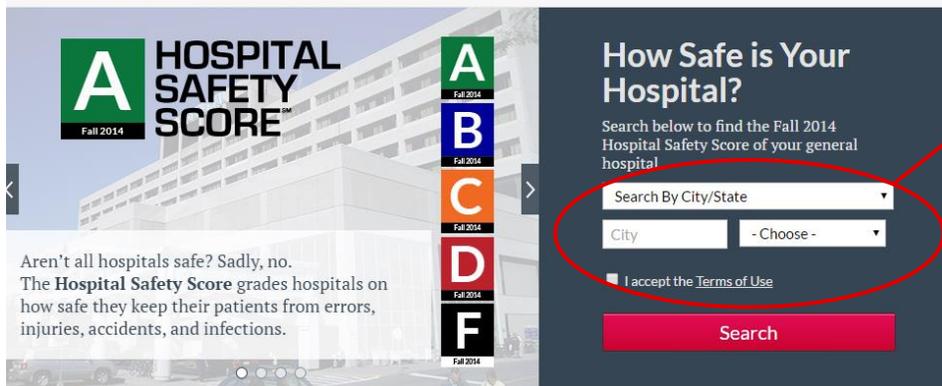
October, 2014

On Wednesday, October 29th The Leapfrog Group will be launching a new Hospital Safety Score website. Over the past year, we have been working on a grant funded through the Robert Wood Johnson Foundation to improve the health literacy of the Hospital Safety Score website and make it more accessible and easily understood by consumers. As a result, the display of data is dramatically different, though the information contained is still the same. The intent of this document is to explain how hospitals can find the detailed score information they are looking for on the new site.

New homepage: www.HospitalSafetyScore.org

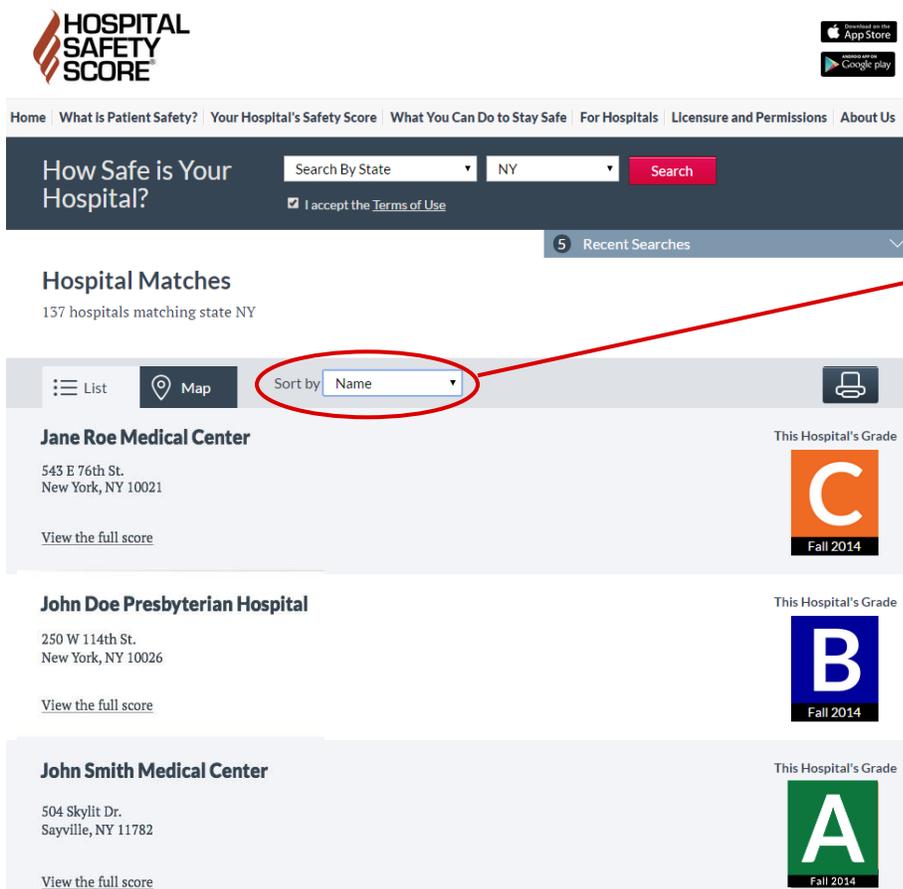
The screenshot shows the Hospital Safety Score website homepage. At the top left is the logo with the text "HOSPITAL SAFETY SCORE". To the right are "Download on the App Store" and "GET IT ON Google play" buttons. A navigation bar includes links for Home, What is Patient Safety?, Your Hospital's Safety Score, What You Can Do to Stay Safe, For Hospitals, Licensure and Permissions, and About Us. The main content area features a large graphic with a grid of safety scores (A, B, C, D, F) and the text "Aren't all hospitals safe? Sadly, no. The Hospital Safety Score grades hospitals on how safe they keep their patients from errors, injuries, accidents, and infections." To the right is a search section titled "How Safe is Your Hospital?" with a search box, a "Search" button, and a "Terms of Use" link. Below the search section are two newsroom articles: "Hospital Safety Score Reveals Hospitals Becoming Safer, but Dangers to Patients Lurk" and "Can we make US medicine less dangerous?". At the bottom is a grid of three content cards: "What is Patient Safety?", "Your Hospital's Safety Score", and "What You Can Do to Stay Safe". Each card has a list of sub-topics and a "Pin It" button. The cards are illustrated with a cartoon of a man thinking about a hospital.

Hospital search function:



The search function will not change. Users can search by City/State, Zip Code, Hospital Name, or State. You must accept the Terms of Use to continue.

Display of search results:



Search results can be ordered by name, grade, or distance from the center of the search area.

Clicking on the hospital name, "View the full score", or the hospital's letter grade will take you to the Hospital Detail Page for more information on that hospital's individual measure scores.

Hospital Detail Page:

HOSPITAL SAFETY SCORE

Home | What is Patient Safety? | Your Hospital's Safety Score | What You Can Do to Stay Safe | For Hospitals | Licensure and Permissions | About Us

[Back to Results](#)

John Smith Medical Center

504 Skylit Dr.
Sayville, NY 11782
[Map and Directions](#)

Learn how to use the Hospital Safety Score

This Hospital's Grade: **A** (Fall 2014)

[Detailed table view](#)
[Order archival report](#)

Safety Problems with Surgery | Staff Follows Steps to Make Surgery Safer | Infections and Safety Problems | Right Staffing to Prevent Safety Problems | Hospital Uses Standard Safety Procedures

Click Each Measure to Learn More

More Risky | Less Risky

Collapsed lung | Serious breathing problem | Dangerous blood clot | Surgical wound splits open | Accidental cuts and tears | Death from treatable serious complications

This Hospital's Score: 0.29
Best Hospital's Score: 0.1
Average Hospital's Score: 0.32
Worst Hospital's Score: 0.66

Collapsed Lung
A collapsed lung is when air leaks out of the lung and goes into the area between the lungs and the chest wall. It can happen when a doctor or nurse is inserting a catheter, a feeding tube, or even a pacemaker. This kind of lung injury can be serious and can cause severe chest pain and other complications.

What safer hospitals do:
Hospital staff is well-trained on how to insert and remove tubes from the chest area so that the patient's lung does not collapse.

This number represents the estimated number of times patients experienced collapsed lungs for every 1,000 people discharged. [Timing of the data.](#)

1. **Declined to Report:** The hospital was asked to provide this information to the public, but did not.
2. **Not Applicable:** A measure is not applicable for a hospital. For example, if a hospital does not have an ICU, it will receive a score of "Not Applicable" on the ICU Physician Staffing measure.
3. **Not Available:** "Not Available" means that the hospital does not have data for this measure. This could be because the measure is related to a service the hospital does not provide. For example, a hospital that does not have an ICU would not be able to report data about ICUs. It could also be because the hospital had too few patients or cases to report data for a particular condition or procedure. A "Not Available" result does not mean that the hospital withheld information from the public.

LEGAL DISCLAIMER: The Leapfrog Group Hospital Safety Score program grades hospitals on their overall performance in keeping patients safe from preventable harm and medical errors. The grades are derived from expert analysis of publicly available data using 28 evidence-based, national measures of hospital safety. No specific representation is made, nor shall be implied, nor shall The Leapfrog Group be liable with respect to any individual patient's potential or actual outcome as a result of receiving services performed at any of these hospitals. Hospital Safety Scores cannot be republished without expressed written permission from The Leapfrog Group.

Each of the five tabs contains a set of measures relevant to the tab's title. Click on each tab to see the measures included.

Scores on each measure are translated into a gauge image. Performance is separated into the following categories:
Green: Hospital scored above the mean
Yellow: Hospital scored within three standard errors of the mean,
Red: Hospital scored below the mean. An indicator at the bottom of the gauge indicates that the hospital was at the 99th percentile for that measure (outcomes measures only).

The black indicator does not serve as a symbol of the hospital's performance within that section of the gauge; the indicator is at the same place for each hospital.

Clicking on each measure or gauge will expand the shaded box detail for the measure.

The left column of the shaded box contains the hospital's numerical score on each measure, along with the best, worst, and average hospital score.

The large right column of the shaded box contains a consumer-friendly translation of each measure, along with a description of how hospitals can perform well on the measure. This language was developed by health communications and health literacy experts.

Hospital Detail Page:

We have anticipated that many hospitals would like to see their data displayed in a table as was previously available on the Hospital Safety Score website. Clicking “Detailed table view” will take users to a table containing all 28 measures included in the score.

Hospitals can order reports detailing their past performance on the score by clicking “Order archival report”.

Detailed table view:

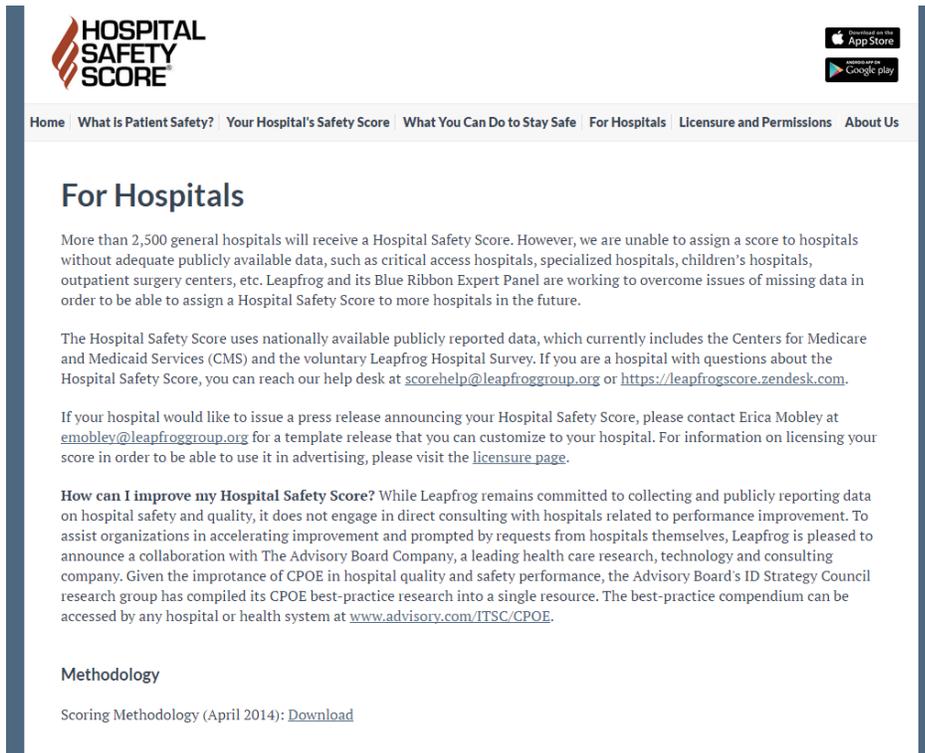
Outcomes measures include errors, accidents, and injuries that this hospital has publicly reported.

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?	0.000	0.358	0.03	0	CMS Hospital Compare	07/01/2010 - 06/30/2012
Air or gas bubble in the blood What's This?	0.000	0.098	0.00	0	CMS Hospital Compare	07/01/2010 - 06/30/2012
Dangerous bed sores What's This?	0.215	0.894	0.10	0	CMS Hospital Compare	07/01/2010 - 06/30/2012
Patient falls What's This?	0.644	1.734	0.48	0	CMS Hospital Compare	07/01/2010 - 06/30/2012
Infection in the blood during ICU stay What's This?	0.35	3.204	0.71	0	2013 Leapfrog Hospital Survey	01/01/2012 - 06/30/2013
Infection in the urinary tract during ICU stay What's This?	0.000	0.563	0.60	0	2013 Leapfrog Hospital Survey	01/01/2012 - 06/30/2013
Surgical site infection after colon surgery What's This?	124.41	155.63	110.37	53.51	CMS Hospital Compare	07/01/2010 - 06/30/2012
Death from treatable serious complications What's This?	0.29	0.66	0.32	0.1	CMS Hospital Compare	07/01/2010 - 06/30/2012
Collapsed lung What's This?					CMS Hospital	07/01/2010 - 06/30/2012
Serious breathing problem					CMS Hospital	07/01/2010 - 06/30/2012

The detailed table view contains data for each of the 28 measures included in the Hospital Safety Score on one page. Outcomes measures are listed first, and scrolling down the page will reveal the Process measures.

The “What’s This?” link will display the name of the measure as well as the measurement scale.

For Hospitals page:



The screenshot shows the 'For Hospitals' page of the Hospital Safety Score website. At the top left is the Hospital Safety Score logo. To the right are 'Available on the App Store' and 'GET IT ON Google play' badges. A navigation bar contains links: Home, What is Patient Safety?, Your Hospital's Safety Score, What You Can Do to Stay Safe, For Hospitals, Licensure and Permissions, and About Us. The main heading is 'For Hospitals'. The text explains that more than 2,500 general hospitals will receive a score, but some are excluded due to data issues. It describes the data sources (CMS and Leapfrog Hospital Survey) and provides contact information for help desk and press releases. A section titled 'How can I improve my Hospital Safety Score?' discusses Leapfrog's commitment and mentions a collaboration with The Advisory Board Company. A 'Methodology' section includes a link to 'Scoring Methodology (April 2014): Download'.

Hospitals should also visit the “For Hospitals” page of the website for important information and links including timing and deadlines and the methodology used to calculate the Hospital Safety Score.

Additional features of the new website include:

- Whiteboard videos that explain important facts about hospital safety, the Hospital Safety Score, and what patients can do to stay safe in the hospital
- An employer toolkit to assist employers in disseminating information about the Hospital Safety Score to their employees
- Modified language to serve low health literate populations

Hospitals with additional questions on the website should contact the Safety Score Help Desk at Scorehelp@leapfroggroup.org for clarification.