



# THE **LEAPFROG** GROUP

## COMING CLEAN:

How Hospital Transparency Will Transform  
Patient Safety

Annual Meeting  
& Top Hospitals  
Awards

December 4, 2012



# THE LEAPFROG GROUP

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[www.LeapfrogGroup.org](http://www.LeapfrogGroup.org)  
[www.HospitalSafetyScore.org](http://www.HospitalSafetyScore.org)



Keith Reissaus, Chair,  
Leapfrog Board of Directors



Leah Binder, President & CEO,  
The Leapfrog Group

## Reaching the Oz of Safety and Quality

During his first year in college, Peter Pronovost's parents visited him with terrible news: his father's cancer diagnosis. Over his undergraduate years, Pronovost stood by his father's side for the treatments and services involved in the final years of his life. But as Pronovost describes in his book, *Safe Patients, Smart Hospitals: How One Doctor's Checklist Can Help Us Change Health Care from the Inside Out*, medical errors intensified his father's suffering and likely cut short the few weeks or years he had left.

Subsequently, Pronovost attended one of the best medical schools in the United States, Johns Hopkins. His promising future in medicine lay ahead like the yellow brick road, with every opportunity to achieve the heights of success in medicine. And like Dorothy, when his pathway in life finally brought him before the Wizard, he did something unexpected: He paid attention to that man behind the curtain. Pronovost chose to dedicate his career to ending the errors, accidents, and infections that happen behind the scenes, and too often hurt the patients clinicians are trying to help.

Today Dr. Peter Pronovost is one of the most respected and influential physician leaders in the United States, head of the Armstrong Institute for Patient Safety and Quality at Johns Hopkins Medicine. His contributions to healthcare are disarmingly simple yet profound. Surgeons should run through checklists before putting knife to skin. Hospitals should enforce rigid protocols for inserting central lines to prevent infections. Today there is a significant body of research on how hospitals and clinicians can avert common mistakes and problems.

Unfortunately, thousands of people are still suffering and dying from preventable errors and infections every day in American hospitals. Why? It's not for lack of knowledge; the research gives clear instructions on keeping patients safe, and according to Leapfrog data and our Hospital Safety Score, hundreds of hospitals demonstrate it can be done. It's not for lack of resources either. Many Leapfrog Top Hospitals and high-performing Hospital Safety Score hospitals serve indigent populations and watch every penny, while more hazardous hospitals bask in large endowments. The highest-scoring hospitals come in all sizes and shapes, rural and urban, teaching and community, large and small.





The problem is motivation; heart and courage to apply the knowledge we already possess. Some hospitals simply don't make safety or quality their priority. Patients themselves don't often create a market for safety, mostly because they don't know to discern the relative safety of a hospital or insist on precautions once they are admitted. Few health plans base contracts with hospitals primarily on safety performance, though that is changing. Even though employers and other purchasers created Leapfrog and hundreds use it every year, still they do not yet exert adequate market pressure for safety.

But the facts are revealed in the data: Some hospitals are much safer than others, and some are higher quality. Patients deserve to know which is which, so they can protect themselves and their families and at the same time drive a market for safety. That is why this year Leapfrog sought the advice of Peter Pronovost and eight other leading national researchers to create the Hospital Safety Score, a letter grade rating the safety of general hospitals across the country. It's designed to be accessible to consumers.

Today we are pleased that Dr. Pronovost is the closing keynote for The Leapfrog Group Annual Meeting, where he will remind us that the highest standards of patient safety are achievable by motivated hospitals.

We also welcome keynote speaker Regina Holliday. Like Peter, Regina's journey in health care was transformed by tragedy, the suffering and death of her late husband. Her vision for Oz: a world where hospital transparency is the norm. She will share that inspiring vision with us and encourage us to join her on her yellow brick road.

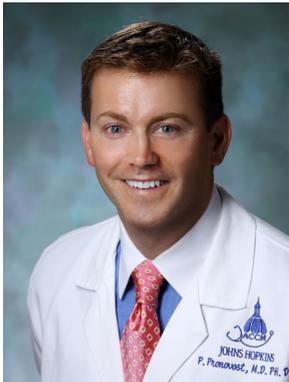
The Leapfrog Annual Meeting brings together our top hospitals and our purchaser members to celebrate excellence in hospital quality and safety, and rededicate ourselves to elevating the standards for healthcare in every community in America. Our board and membership are always inspired by the example of our Top Hospitals, which remind us that purchasers can and should expect the best for our employees and the public.

The problems in hospital quality and safety are significant. The good news is they are solvable. Like Dorothy's three traveling companions in Oz, we already have the brains, heart and courage to make a difference—we just have to apply them all together for optimal effect.

# Keynote Speakers



**Regina Holliday** became an expert in American healthcare in the worst way possible: She experienced errors, accidents, and needless harm suffered by her husband, who died of kidney cancer in 2009. Since then, she has emerged as one of the nation's most articulate champions of patient- and family-centered healthcare, and transparency that gives people control and dignity as patients.



**Peter Pronovost, M.D.**, is the Senior Vice President for Patient Safety and Quality and Director of the Armstrong Institute for Patient Safety and Quality at Johns Hopkins Medicine. In addition to his myriad accomplishments in patient safety initiatives, Dr. Pronovost is a member of Leapfrog's Blue Ribbon Expert Panel on the Hospital Safety Score. His presentation will touch on patient safety topics important to hospitals, purchasers, and all health industry stakeholders.



**Jeffrey A. Rivest** is President & CEO of the University of Maryland Medical Center. At UMMC, he has led the organization through an aggressive expansion strategy, increasing volumes, expanding market share, and producing consistently strong financial results. Under his leadership, UMMC has elevated its national profile and received numerous prestigious awards, including national recognition as one of The Leapfrog Group's Top Hospitals of the Decade for Quality and Patient Safety.



# The Leapfrog Group

## Annual Meeting & Top Hospitals Awards

December 4, 2012 from 1:00 PM – 8:30 PM

Hyatt Regency Baltimore on the Inner Harbor, Baltimore, Maryland

### COMING CLEAN: HOW HOSPITAL TRANSPARENCY WILL TRANSFORM PATIENT SAFETY

#### AGENDA

- 1:00 PM      Welcome  
Leah Binder, President and CEO, The Leapfrog Group
- 1:05 PM      Opening Keynote  
Regina Holliday
- 2:00 PM      The Hospital Safety Score: Turbo-Charging Transparency  
Hospital Safety Score Committee of the Leapfrog Board of Directors
- 3:30 PM      Break
- 3:45 PM      Every Hospital on the A List: Yes, We Can Get There  
Dr. Peter Pronovost, Senior Vice President for Patient Safety and Quality, Director of the Armstrong  
Institute of Patient Safety and Quality at Johns Hopkins Medicine
- 4:45 PM      Closing Remarks  
Leah Binder, President and CEO, The Leapfrog Group  
Keith Reissaus, Chairman, Leapfrog Board of Directors
- 5:00 PM      Adjourn
- 5:30 PM      Top Hospitals Reception  
Cocktails & hors d'oeuvres
- 6:30 PM      Top Hospitals Awards Keynote  
Jeffrey A. Rivest, President and CEO, University of Maryland Medical Center
- 6:45 PM      Top Hospitals Awards Ceremony and Press Photos  
Leah Binder, President and CEO, The Leapfrog Group  
Keith Reissaus, Chairman, Leapfrog Board of Directors
- 8:30 PM      Conclusion

The Leapfrog Group's employer and purchaser members set the toughest standards for patient safety, quality, and transparency in the country. We applaud every hospital that publicly reports to Leapfrog's annual hospital survey. Tonight, we recognize a distinguished group whose commitment and attainment of excellence is unmatched: 2012 Leapfrog Top Hospitals.

Congratulations.



## 2012 Leapfrog Top Hospitals

Banner Desert Medical Center (AZ)  
Mayo Clinic Hospital, Phoenix (AZ)  
Kaiser Permanente Antioch Medical Center (CA)  
Kaiser Permanente Fontana Medical Center (CA)  
Kaiser Permanente Los Angeles Medical Center (CA)  
Kaiser Permanente Richmond Medical Center (CA)  
Kaiser Permanente Riverside Medical Center (CA)  
Kaiser Permanente Roseville Medical Center (CA)  
Kaiser Permanente San Diego Medical Center (CA)  
Kaiser Permanente San Francisco Medical Center (CA)  
Kaiser Permanente Santa Clara Medical Center (CA)  
Kaiser Permanente South Bay Medical Center (CA)  
Kaiser Permanente South Sacramento Medical Center (CA)  
Kaiser Permanente South San Francisco Medical Center (CA)  
Kaiser Permanente Vacaville Medical Center (CA)  
Kaiser Permanente Vallejo Medical Center (CA)  
Kaiser Permanente Walnut Creek Medical Center (CA)  
Kaiser Permanente West Los Angeles Medical Center (CA)  
Kaiser Permanente Woodland Hills Medical Center (CA)  
Stanford Hospital & Clinics (CA)  
Sutter Maternity & Surgery Center (CA)  
University of California David Medical Center (CA)  
Mayo Clinic Hospital, Jacksonville (FL)  
The Queen's Medical Center (HI)  
Central DuPage Hospital, a member of Cadence Health (IL)  
NorthShore University Health System Evanston Hospital (IL)  
NorthShore University Health System Glenbrook Hospital (IL)  
Northwest Community Healthcare (IL)  
Northwestern Lake Forest Hospital (IL)  
Northwestern Memorial Hospital (IL)  
Rush University Medical Center (IL)  
St. Vincent Indianapolis Hospital (IN)  
Baystate Medical Center (MA)  
Beth Israel Deaconess Medical Center (MA)  
Boston Medical Center (MA)  
Brigham and Women's Hospital (MA)  
Cooley Dickinson Hospital (MA)  
Sturdy Memorial Hospital (MA)  
Anne Arundel Medical Center (MD)  
Sinai Hospital of Baltimore (MD)  
University of Maryland Medical Center (MD)  
Central Maine Medical Center (ME)  
Pen Bay Medical Center (ME)  
DMC Detroit Receiving Hospital (MI)  
DMC Harper University Hospital (MI)  
DMC Sinai-Grace Hospital (MI)  
Spectrum Health Blodgett Hospital (MI)  
Spectrum Health Butterworth Hospital (MI)  
St. Joseph Mercy Oakland (MI)

## 2011 Leapfrog Top Hospitals (con't)

University of Michigan Health System (MI)  
Regions Hospital (MN)  
Mayo Clinic - Saint Marys Hospital, Rochester (MN)  
Duke University Hospital (NC)  
Hackensack University Medical Center (NJ)  
Robert Wood Johnson University Hospital (NJ)  
The Valley Hospital (NJ)  
Roswell Park Cancer Institute (NY)  
OhioHealth Dublin Methodist Hospital (OH)  
The Arthur G. James Cancer Hospital and Solove Research Institute (OH)  
The Christ Hospital (OH)  
University Hospitals Case Medical Center (OH)  
Lehigh Valley Hospital (PA)  
Vanderbilt University Hospital (TN)  
Inova Fair Oaks Hospital (VA)  
Swedish Medical Center/First Hill (WA)  
Virginia Mason Medical Center (WA)  
Bellin Hospital (WI)



## 2012 Leapfrog Top Rural Hospitals

Florida Hospital Wauchula (FL)  
Grinnell Regional Medical Center (IA)  
Blessing Hospital (IL)  
Fairview Hospital (MA)  
Calais Regional Hospital (ME)  
Inland Hospital (ME)  
Mount Desert Island Hospital Organization (ME)  
Rumford Hospital (ME)  
Sebasticook Valley Hospital (ME)  
OSF St. Francis Hospital & Medical Group (MI)  
Takoma Regional Hospital (TN)



## 2012 Leapfrog Top Children's Hospitals

Phoenix Children's Hospital (AZ)  
Children's Hospital Los Angeles (CA)  
Children's National Medical Center (DC)  
Nemours/Alfred I. duPont Hospital for Children (DE)  
Children's Mercy Hospital South Campus (KS)  
Children's Hospital Boston (MA)  
Children's Hospitals and Clinics of Minnesota - St. Paul (MN)  
Cincinnati Children's Hospital Medical Center (OH)  
Nationwide Children's Hospital (OH)  
Monroe Carell Jr. Children's Hospital at Vanderbilt (TN)  
Cook Children's Medical Center (TX)  
MultiCare MaryBridge Children's Hospital & Health Center (WA)



## Making health care more personal, accessible and affordable...every step of the way.

From national initiatives that promote healthy habits, to targeted programs that help members manage a chronic disease, to customized services for those with the most complex conditions, UnitedHealthcare is helping to make health care work for everyone. We are proud to serve as a Gold Sponsor of the 2012 Leapfrog Annual Meeting, and to join forces with The Leapfrog Group to accelerate quality improvements throughout the health care system.

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**Reduced Healthcare Costs**

\* \* \* \* \*

*Brigham and Women's Hospital, Massachusetts*  
*Duke University Hospital, North Carolina*  
*Kaiser Foundation Hospital – Roseville, California*  
*Kaiser Foundation Hospital – South Sacramento, California*  
*Mayo Clinic Hospital, Arizona*  
*University of California Davis Medical Center, California*



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## A step ahead every step of the way.

Cadence Health is honored that Central DuPage Hospital was recognized as one of The Leapfrog Group's Top Hospitals of 2012. We're continually inspired by The Leapfrog Group in all that it does to raise standards for hospitals around the country. We'll keep doing our part to lead the way through our commitment to high-quality care and patient safety.



# WITH APPRECIATION

**ON BEHALF OF ALL OF US** at the University of Maryland Medical Center, thank you to The Leapfrog Group for your recognition of our first-rate staff in carrying out their commitment to excellence in patient care.

The Leapfrog Group has now recognized UMMC as a Top Hospital for seven continuous years – a true testament to the outstanding team of professionals at our institution who work together every day to provide the very best in medical care. We are honored that The Leapfrog Group continues to recognize leadership in patient outcomes.

JEFFREY A. RIVEST  
*President and Chief Executive Officer*  
*University of Maryland Medical Center*



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## CONGRATULATIONS

Stanford Hospital & Clinics congratulates all of the 2012 Leapfrog Top Hospitals for their collective dedication to quality, safety and transparency. We also commend the Leapfrog Group for their ongoing efforts to improve the safety, quality and affordability of health care for Americans.



# TAKING PATIENT SAFETY FURTHER THAN EVER BEFORE.



Hackensack University Medical Center is proud to be ranked among the nation's safest hospitals by The Leapfrog Group for the third year in a row — the only hospital in New Jersey to do so.



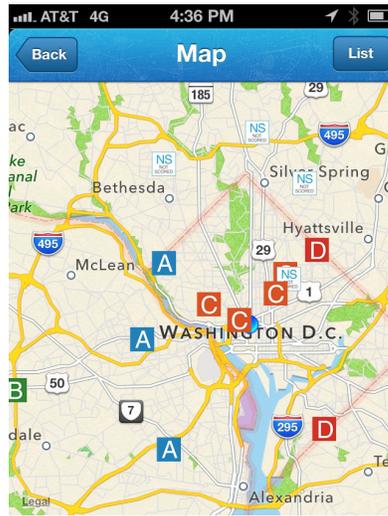
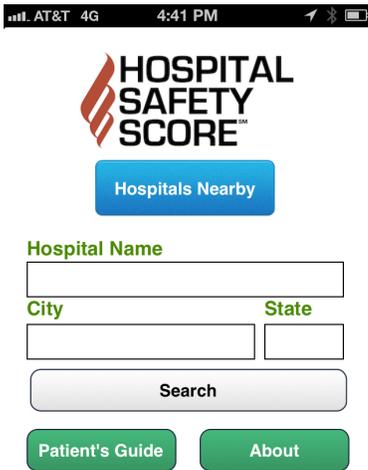
The survey focuses on four critical areas of patient safety, and HackensackUMC was ranked among the Top 6% of a field of nearly 1,200 hospitals.

To learn how one of the nation's top hospitals can help you, visit [HackensackUMC.org](http://HackensackUMC.org).

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## Now Available: Hospital Safety Score App



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Search the Hospital Safety Scores of hospitals in your area and access our Patient Guide to a Safe Hospital Stay

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Lilly salutes  
The Leapfrog Group's  
2012 top hospitals.

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Congratulations to:  
New Jersey's Top Hospitals.

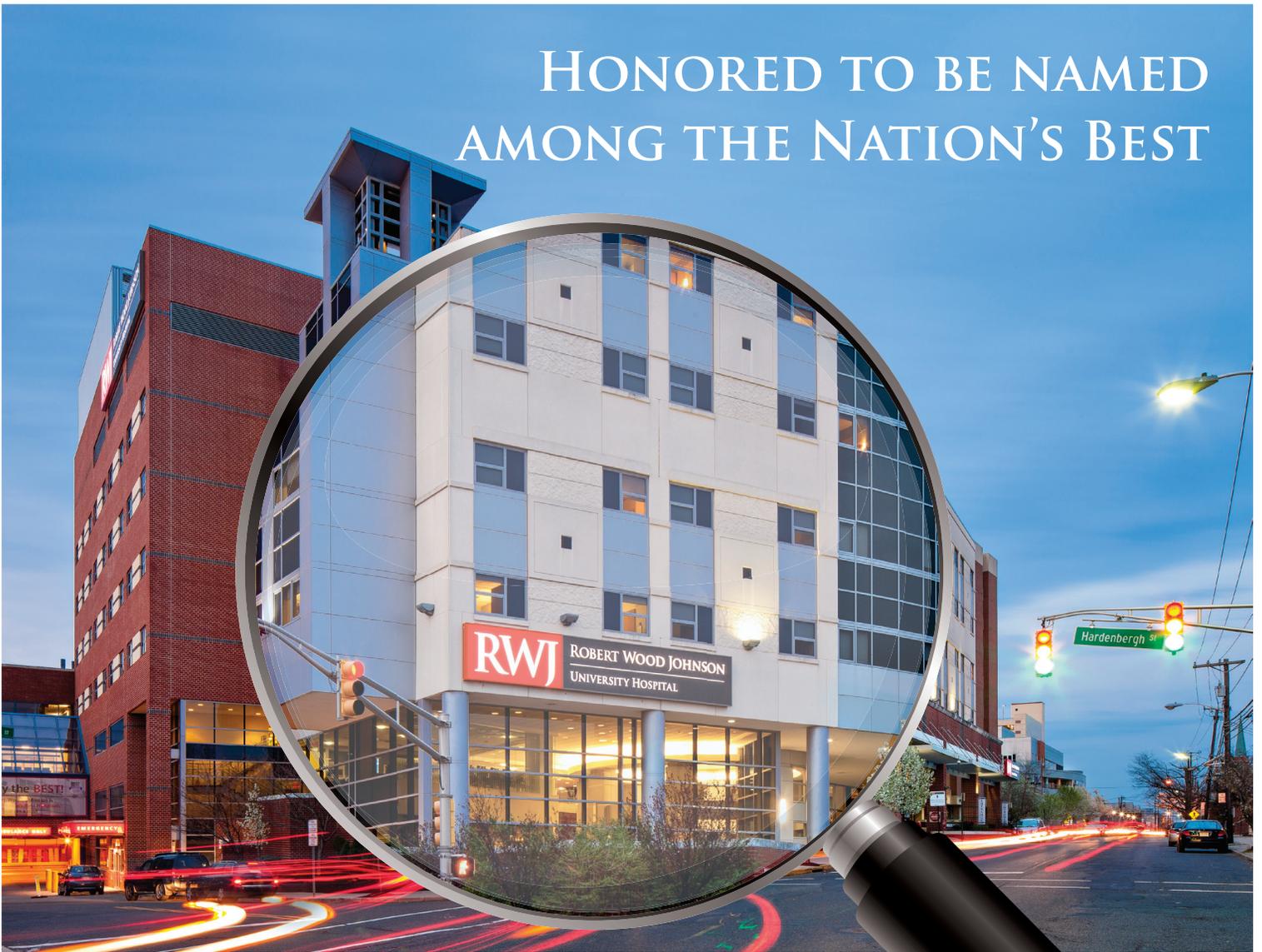
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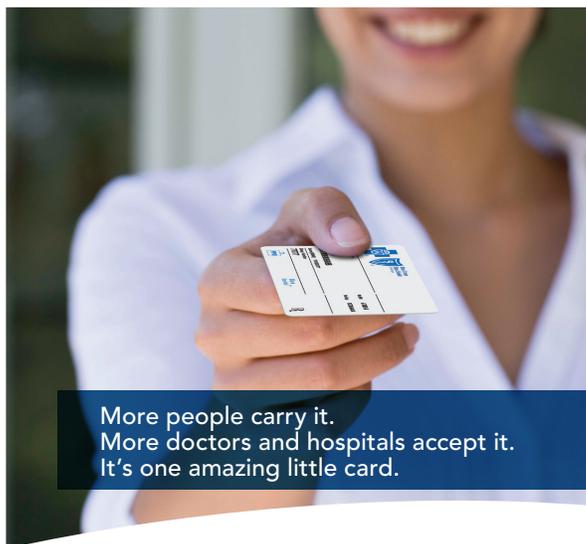
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## Working together to improve **health care quality** and **affordability**.

In 1998, members of Business Roundtable founded the Leapfrog Group to help make health care better. Today, America's CEOs congratulate Leapfrog on their annual meeting and Top Hospital Awards.

Learn more at [brt.org](http://brt.org)

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