

2026 Leapfrog Hospital Survey Town Hall Call

April 16, 2026



Webinar Reminders

Accessing the Audio

- If you are using computer audio, please select that option in the audio options pop up.
- If you are joining by phone, please dial in using the Toll Free 800 number provided. Then enter the Meeting ID when prompted, then your Participant ID.
 - The Meeting ID can be found in the confirmation email or in the Zoom meeting by clicking the audio button in the bottom left-hand corner.
 - The Participant ID can be found in the audio options in the bottom left-hand corner.
 - If you forgot to enter the Participant ID when dialing in, please dial # then your Participant ID again followed by #.

Use of the Zoom Chat Function

- The Town Hall Call includes a live Q&A during the presentation; therefore, we do not monitor the chat for questions. **Please reserve the Zoom Chat Function for reporting technical issues only.**

Accessing the Slides & Recording

- Following each session, a copy of the slides and recording will be posted and available for download on the Leapfrog website here: <https://www.leapfroggroup.org/survey-materials/town-hall-calls>

Q & A

Participants will be able to ask questions throughout the presentation. Please select the Q&A icon at the bottom of your screen:



- Once the icon has been selected a Q&A box will appear for you to type your questions.
- All participants will be able to view the questions and answers during the duration of the webinar.
 - You will be receiving responses in real time from a member of our team.
 - We will include a transcript of the Q&A on the Leapfrog website here: <https://www.leapfroggroup.org/survey-materials/town-hall-calls>
 - Some questions may be answered live – please pay close attention.

Following the presentation, we will have a live Q&A session. Please use the Raise Hand icon at the bottom of your screen:



- Once the icon has been selected you will be placed in the queue. When it is your turn to ask your question, you will receive a prompt from the host asking you to unmute yourself.



Leapfrog Hospital Survey Overview

Annual Survey Process

August - September:

Survey team and expert panelists set goals, review latest measures, review changes to endorsement status, consider member and hospital recommendations from the previous year.

November:

Publish proposed changes for a 30-day public comment period. Hospitals and other stakeholders are invited to share comments and feedback on the proposed changes for the new Survey. This year we received over 300 comments.

January:

Pilot test the new Survey with ~30 hospitals and health systems nationwide. Participating hospitals are asked to test a draft of the Survey and scoring algorithms (hard copies only) and provide feedback.

February – March:

Online Survey Tool is programmed, and Survey materials are updated. Leapfrog publishes a [Summary of Changes](#).

April 1:

Survey launches at leapfroggroup.org/hospital.

Goals for the Hospital Survey

Expand the Survey to more hospitals by including measures that are relevant to rural, urban, and pediatric hospitals.

Keep the reporting burden as low as possible by continuing to align with other [national performance measurement initiatives](#) (such as the CDC/NHSN, CMS, The Joint Commission, and applicable registries such as STS and VON).

Include cutting-edge measures that improve the safety, quality, and efficiency of care delivery.

Maintain a consistent measurement structure so hospitals can use their Survey Results for benchmarking and for improvement purposes.

Work to ensure that Survey Results are used by employers, purchasers, and payors in value-based payment programs.

Content Overview

The Survey includes 9 sections, and each of the sections is organized in the same format in the hard copy of the Survey and the Online Hospital Survey Tool, unless otherwise noted:

- **General information** about The Leapfrog Group standard [hard copy only].
- **Reporting periods** to provide hospitals with specific periods of time for each set of questions.
- **Survey questions** which may include references to endnotes. The Survey questions and endnotes match the Online Hospital Survey Tool exactly.
- **Affirmation of accuracy** by your hospital's CEO/Chief Administrative Officer or by an individual that has been designated by the hospital CEO. These statements affirm the accuracy of your hospital's responses.
- **Reference Information** which includes 'What's New' and 'Change Summaries,' important measure specifications, answers to frequently asked questions, and other notes that must be carefully reviewed before providing responses to any of the Survey questions [hard copy only].

SURVEY SECTION

Profile

1 Patient Rights and Ethics

2 Medication Safety

3 Adult and Pediatric Complex Surgery

4 Maternity Care

5 Physician and Nurse Staffing

6 Patient Safety Practices

7 Managing Serious Errors

8 Pediatric Care

9 Outpatient Procedures



Submission Guidelines

Submission Requirements

Hospitals participating in the Leapfrog Hospital Survey **must complete these six sections** of the Survey that constitute Leapfrog's minimum requirements for submission:

- **Section 1:** Patient Rights & Ethics
- **Section 2:** Medication Safety (for adult hospitals, this includes the CPOE Evaluation Tool)
- **Section 4:** Maternity Care
- **Section 5:** Physician and Nurse Staffing
- **Section 6:** Patient Safety Practices
- **Section 7:** Managing Serious Errors
- **Section 8:** Pediatric Care (for free-standing pediatric hospitals only)

Hospitals are *strongly encouraged* to submit all sections of the Leapfrog Hospital Survey and can indicate within a section if a measure does not apply.

The submit button will not activate on the Survey Dashboard until these six sections are completed and affirmed.

Deadlines

June 22 First NHSN Group Deadline

Hospitals that join Leapfrog's NHSN Group by June 22, provide a valid NHSN ID in the Profile, and submit the Leapfrog Hospital Survey by June 30, will have data available prior to public reporting on their Hospital Details Page starting on July 12. Results will be publicly reported on July 25.

More information about deadlines to join Leapfrog's NHSN Group is available on the [Join NHSN Group webpage](#).

June 30 Submission Deadline

Hospitals that submit a Survey by June 30 will have their Survey Results [publicly reported](#) on July 25. After July, Survey Results are updated on the seventh business day of the month to reflect Surveys (re)submitted by the end of the previous month.

Hospitals that do not submit a Survey by June 30 will be publicly reported as "Declined to Report" until a Survey has been submitted.

Deadlines

July 12 Hospital Details Page Live

Hospitals that submit a Survey by June 30 will be able to view their Survey Results on their confidential [Hospital Details Page](#) on July 12. This includes NHSN Data for the five HAI measures, confidential stratified C-section benchmarking, VON data for the Death or Morbidity measure (if applicable), and CMS outpatient data for OP-32 and OAS CAHPS (if applicable).

After July 12, the Hospital Details Pages are updated on the seventh (7) business day of the month to reflect Surveys (re)submitted by the end of the previous month.

July 25 Survey Results Publicly Reported

Hospitals that submit a Survey by June 30 will have their Survey Results [publicly reported](#) on July 25. After July, Survey Results are updated on the seventh (7) business day of the month to reflect Surveys (re)submitted by the end of the previous month.

Deadlines

August 31 Top Hospital Deadline

Hospitals that would like to be eligible to receive a Leapfrog Top Hospital Award must submit a Survey, including all applicable sections, by August 31.

August 31 Data Snapshot Date for the fall 2026 Safety Grade

This is the date that Leapfrog will obtain the public data (i.e., download data published by CMS or submitted via the Leapfrog Hospital Survey) to calculate the fall 2026 Hospital Safety Grades. All data, including Survey Results, must be finalized by this date.

Deadlines

November 30 Late Submission & Performance Update Deadline

The 2026 Leapfrog Hospital Survey will close to new submissions, and re-submissions that reflect updates to performance, at midnight ET on November 30. No new Surveys, new Survey sections, or performance updates to previously submitted Surveys can be submitted after this deadline. In addition, the CPOE Evaluation Tool will go offline at midnight ET on November 30.

Only hospitals that have submitted a Survey by November 30 will be able to log in to the Online Survey Tool to make data entry corrections (i.e., correct data entry errors) or reporting corrections (i.e., in response to Leapfrog's Extensive Monthly Data Verification) to previously submitted sections during the months of December and January. Performance updates submitted after November 30 will not be scored or publicly reported.

January 31 Corrections Deadline

Hospitals that need to make data entry corrections (i.e., correct data entry errors) or reporting corrections (i.e., in response to Leapfrog's Extensive Monthly Data Verification) to previously submitted 2025 Leapfrog Hospital Surveys must make necessary updates and re-submit the entire Survey by January 31, 2027. Hospitals will not be able to make changes or re-submit their Survey after this date.

More information is available on the Deadlines [webpage](#).

Ensuring Data Accuracy

Leapfrog has several protocols in place to ensure the accuracy of the Survey responses submitted via the Online Survey Tool, including:

- Affirmations
- Warnings in the Online Survey Tool
- Extensive Monthly Data Verification
- Monthly Documentation Requirements
- On-Site Data Verification

Review Leapfrog's protocols on the Data Accuracy [webpage](#).



What's New in 2026: Key Updates

Submission Update

Free-Standing Pediatric Hospitals ONLY

- In 2026, Section 8 Pediatric Care is required in order for free-standing pediatric hospitals to submit the Survey via the Online Survey Tool.

Reporting Policy Following Cybersecurity Events and Natural Disasters

- Hospitals that have experienced a cybersecurity event or natural disaster or have an Extraordinary Circumstances Exception approved by CMS (i.e., CMS Footnote 28) that impacts data availability during one or more Survey reporting periods can complete and submit a request [form](#).
- If approved, hospitals will report on the impacted measures using the data available and exclude data from the month(s) impacted by the cybersecurity event, natural disaster, or CMS Extraordinary Circumstance.
- Results will still be calculated if minimum reporting requirements are met and will be displayed on the Survey Results [website](#) with the following footnote:
 - "Results are based on limited data due to a reported cybersecurity event, natural disaster, or a CMS Extraordinary Circumstance exception."
- **Use in the Safety Grade:** A letter grade will still be calculated based on the data available, but any underlying measures impacted by the event will have results reported along with the above footnote
- **Use in Leapfrog Top Hospital:** Hospitals will still be eligible for Top Hospital pending committee review and subject to meeting all criteria.

Section 1A: Basic Hospital Information

Adult and Pediatric ICU Beds

Leapfrog is updating and adding two new questions in Section 1A: Basic Hospital Information, asking hospitals to report on adult and pediatric licensed and staffed ICU beds separately. The purpose of these adjusted questions is to identify hospitals that are eligible to report on adult and/or pediatric ICU Physician Staffing in Section 5A: Adult ICU Physician Staffing and Section 5B: Pediatric ICU Physician Staffing.

Section 1B: Billing Ethics

Updates to Questions

First, Leapfrog is updating the response options in question #3, which asks if hospitals take legal action against patients for late or insufficient payments, to include an option for public hospitals that are required by state law to transfer unpaid medical bills to a state agency, similar to federal law requirements for Military Treatment Facilities.

- We anticipate that this updated response option will only apply to public hospitals in limited states (e.g., Illinois or New York).
- Hospitals eligible for this exception should maintain a copy of the state or federal legislation requiring the transfer of medical bills.
- As part of Leapfrog's Data Accuracy protocol, hospitals may be randomly selected for Leapfrog's monthly documentation requirement and will need to provide documentation supporting their Survey responses.

Second, we are retaining the four fact-finding questions regarding presumptive eligibility and financial assistance programs for patients for another year with plans to incorporate them into the Billing Ethics Standard in 2027.

- These fact-finding questions will now be required but will not be used in scoring or public reporting in 2026.

Section 1D: Informed Consent

Updates to Questions and Reading Level Assessment Tools

Leapfrog is removing question #2, which asks if hospitals solicit feedback from patients/legal guardians about their hospital's informed consent process. As this question was neither scored nor publicly reported, there are no changes to the scoring algorithm for Section 1D: Informed Consent.

Leapfrog is adding a new FAQ with guidance on how hospitals can assess the reading level of their Spanish-language consent forms. The reading level of consent forms in languages other than English is an important consideration for improving the accessibility of the informed consent process to all patients, so Leapfrog created an online calculator (available at: <https://readability.leapfroggroup.org/>) to assist hospitals in evaluating the reading level of their Spanish-language consent forms.

- In 2026, Leapfrog's standard will continue to focus on consent forms written in the English language, but we expect to extend the standard to Spanish as early as 2027.

Section 2C: BCMA

Update to Response Options

In response to feedback from hospitals participating in the Survey, Leapfrog is updating two of the elements included for Section 2C:

- BCMA question #21, which asks about mechanisms used to reduce and understand potential BCMA system “workarounds.” The implementation, monitoring, and evaluation of quality improvement projects focused on improving BCMA performance is no longer required for hospitals that have met Leapfrog’s standard of 95% compliance with scanning the patient and medication prior to medication administration if this standard is met in ALL applicable units based on quarterly monitoring.
- To reflect this change, the response options for question #21f have been updated as outlined below and hospitals will not report on question #21g if they indicate “no” or “does not apply” to question #21f. The requirement of having 6 out of 8 processes/structures to reduce and understand potential BCMA system “workarounds” will be maintained and hospitals responding “does not apply” to question #21f will earn credit for both #21f and #21g for the purposes of scoring and public reporting.

Section 5C: Nursing Workforce

New Optional Fact-Finding Questions

- There are three major changes planned for 2026 and additional clarifications to the measure specifications regarding applicable units.
 - First, all hospitals will be required to report on whether they operate any mixed acuity medical, surgical and/or med-surg units, and if they do, the types of mixed acuity units (high, moderate and/or blended). Hospitals that operate both single and mixed acuity units can then optionally report on nursing hours in their mixed acuity unit(s) but will continue to ONLY be scored on the single acuity units. An analysis of the data collected in 2026 and anticipated key informant interviews with Survey participants will help determine if additional updates to scoring and public reporting should be proposed for 2027.
 - Second, Leapfrog is temporarily pausing public reporting of the Nursing Skill Mix measure (the proportion of total nursing hours worked by registered nurses), as the Nursing Workforce Expert Panel further examines the relationship between this measure and the Total Nursing Care Hours Per Patient Day and Total RN Hours Per Patient Day measures.
 - Third, Leapfrog is adding a new optional fact-finding question to assess hospital's use of virtual nursing models, which will not be scored or publicly reported in 2026.

Section 6D: Diagnostic Excellence

Required in 2026; Not Scored or Publicly Reported

Leapfrog is removing several questions in this subsection to focus on the most effective evidence-based practices to reduce diagnostic errors, including convening a multidisciplinary team; leveraging that team to collect and review data, encourage data submission, assess progress on the Safer Dx Checklist; training staff using AHRQ's TeamSTEPPS for Diagnosis Improvement, and convening emergency medicine staff, radiologists, and pathologists, to develop and implement protocols to reduce the incidence of diagnostic errors.

- Progress on implementing these best practices will be assessed by eight questions, compared to 22 questions from the 2025 Hospital Survey.
- The subsection will be required in 2026, but responses will not be scored or publicly reported. Leapfrog anticipates developing a national standard that will be scored and publicly reported in 2027.

Section 6E: Hospital Boarding in the ED

Updated Questions and Measure Specifications

Maintaining the fact-finding questions on hospital boarding in the ED and adding one new question:

- Maintaining: the percentage of ED patients that are admitted to the hospital or for observation that had a boarding time greater than four hours, the median length of stay in the ED for patients admitted to the hospital or for observation, and the 90th percentile length of stay in the ED for patients admitted to the hospital or for observation.
- Adding: total boarding time (in hours) for all ED visits with an inpatient admission (including hospital observation).

The notes and measure specifications were also updated for clarity and to support standardized data collection. Specifically, the definitions for boarding time, guidance for hospitals operating a single general ED that are admitting pediatric patients to adult inpatient beds or adult observation beds, and guidance for hospitals admitting patients to licensed detox beds.

Section 9: Outpatient Procedures

Volume of Outpatient Procedures Now Optional

Leapfrog has moved the outpatient procedure volume questions to optional for 2026. This means that hospitals can skip this question set and still affirm and submit this section of the Survey.

Hospitals opting to report on volume are still required to accept the AMA's Terms of Use before downloading the CPT codes from the Survey Dashboard.



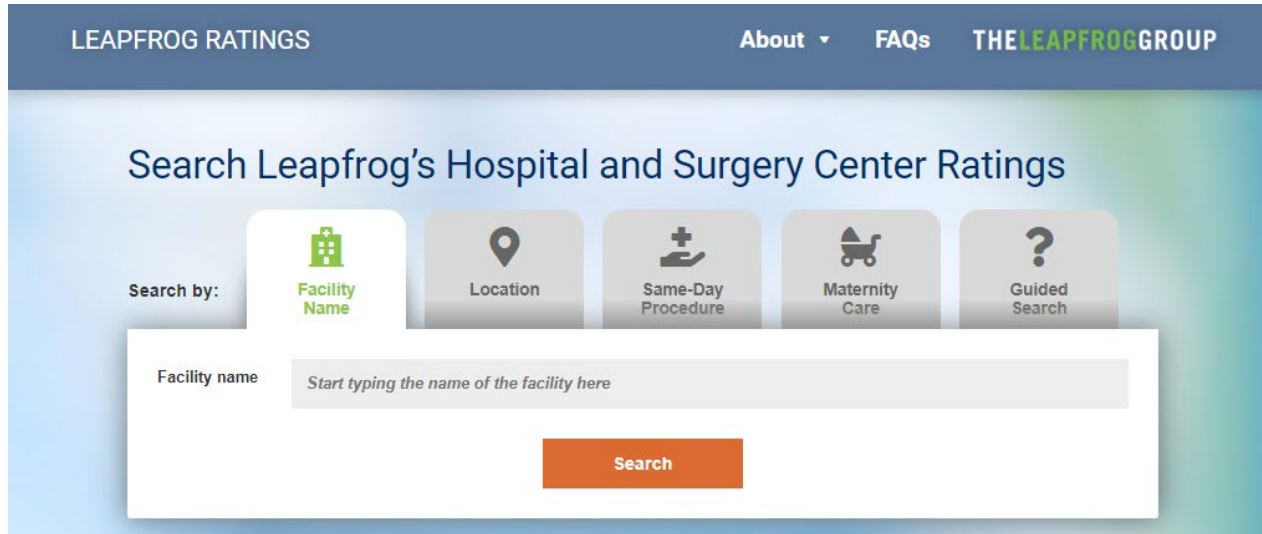
How Survey Results are Used

Public reporting

- Leapfrog’s purchaser and employer members use the Survey Results to:
 - Educate and inform their health plan enrollees
 - Recognize and acknowledge hospitals and ASCs that achieve our national standards
 - Negotiate contracts with their health plans (i.e., ensure Survey Results will be embedded in member tools) and hospitals and ASCs (i.e., direct contracting)
- Consumers use Leapfrog’s free public reporting website to compare hospitals and ambulatory surgery centers.
- Health plans, transparency vendors, and others that use Survey Results to design consumer education tools, perform market analysis, or inform contracting decisions, must license the data from The Leapfrog Group for a fee.
- The revenue from data licenses is used to support the ongoing administration of the Leapfrog Surveys and Leapfrog’s data dissemination efforts.

Public Reporting – ratings.leapfroggroup.org

- Users can search for hospitals and surgery centers by name, location, procedure type, maternity care services/performance, or use the guided search function
- As a reminder, hospitals and ASCs that don't submit a Survey by June 30 will be publicly reported as Declined to Report starting in July



The screenshot shows the top navigation bar of the Leapfrog Ratings website. It includes the text "LEAPFROG RATINGS" on the left, and "About", "FAQs", and "THELEAPFROGGROUP" on the right. Below the navigation bar is a large heading: "Search Leapfrog's Hospital and Surgery Center Ratings". Underneath the heading are five search filters: "Facility Name" (with a building icon), "Location" (with a location pin icon), "Same-Day Procedure" (with a plus sign and hand icon), "Maternity Care" (with a stroller icon), and "Guided Search" (with a question mark icon). The "Facility Name" filter is selected. Below the filters is a search input field with the placeholder text "Start typing the name of the facility here" and a "Search" button.

Public Reporting – Procedure Search

Users can search for hospitals and/or ASCs that perform the adult and pediatric same day surgeries included on the Surveys

Search Leapfrog's Hospital and Surgery Center Ratings

Search by:

- Facility Name
- Location
- Same-Day Procedure
- Maternity Care
- Guided Search

Leapfrog collects information about certain common same-day surgeries (that do not require an overnight stay) from both hospitals and surgery centers. Search for procedures using the options below.

ADULT PATIENTS

<input type="checkbox"/> Bariatric Surgery for Weight Loss	<input type="checkbox"/> Ophthalmology (Eyes)
<input type="checkbox"/> Gastroenterology (Stomach and Digestive)	<input type="checkbox"/> Orthopedic (Bones and Joints)
<input type="checkbox"/> General Surgery	<input type="checkbox"/> Otolaryngology (Ear, Nose, Mouth, and Throat)
<input type="checkbox"/> Neurological Surgery	<input type="checkbox"/> Total Joint Replacements (Knee or Hip)
<input type="checkbox"/> Plastic and Reconstructive Surgery	<input type="checkbox"/> Urology (Urinary Tract, Male Reproductive)
<input type="checkbox"/> Obstetrics and Gynecology	

PEDIATRIC PATIENTS

<input type="checkbox"/> Ophthalmology (Eyes)	<input type="checkbox"/> Otolaryngology (Ear, Nose, Mouth, and Throat)
<input type="checkbox"/> Orthopedic (Bones and Joints)	

Do you want to only show facilities near you?

No

Public Reporting – Maternity Care Search

Users can search for hospitals based on the maternity care services offered and their performance on select maternity care metrics

Search Leapfrog's Hospital and Surgery Center Ratings

Search by:

- Facility Name
- Location
- Same-Day Procedure
- Maternity Care**
- Guided Search

Leapfrog collects information about certain maternity care services. Use our filters to find the right hospital for you.

SERVICES	MEETS THE STANDARD FOR
<input type="checkbox"/> Certified nurse-midwives for delivery	<input type="checkbox"/> Cesarean sections i
<input type="checkbox"/> Doulas for labor and delivery	<input type="checkbox"/> Episiotomies i
<input type="checkbox"/> Breastfeeding/lactation services	<input type="checkbox"/> Screening newborns for jaundice before discharge i
<input type="checkbox"/> Vaginal delivery after cesarean section (VBAC)	<input type="checkbox"/> Preventing blood clots in women undergoing cesarean section i
<input type="checkbox"/> Postpartum tubal ligation during labor/delivery admission	<input type="checkbox"/> Protecting women and newborns from early elective deliveries i

Do you want to only show facilities near you?




No

Public Reporting – Select Facilities

Users can also compare up to three hospitals and/or ASCs at a time

Compare Facilities

The Leapfrog Group | 2024 Survey Results

 Knoxville Orthopaedic Surgery Center
 Tennova - Turkey Creek Medical Center
 Advanced Family Surgery Center

Find a procedure or measure

X Elective Outpatient Surgery - Adult > Orthopedic (Bones and Joints)

Measures you searched for:

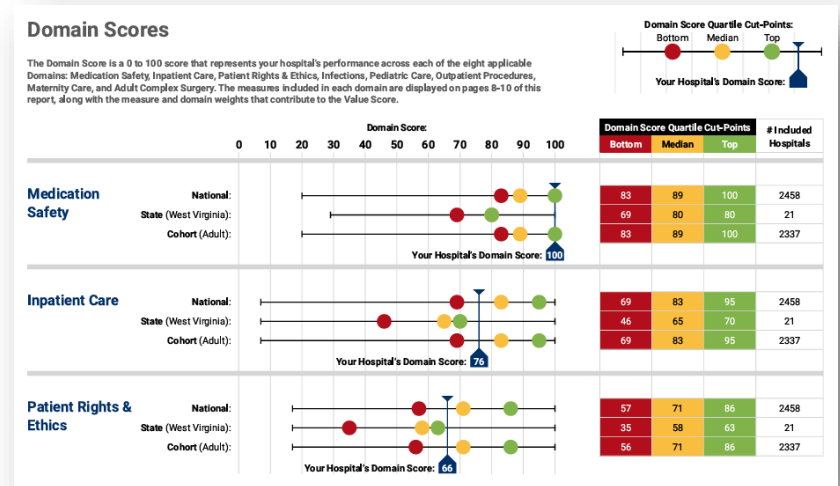
Elective Outpatient Surgery - Adult

Orthopedic (Bones and Joints)

Procedure	Number of Procedures Performed Annually		
	Knoxville Orthopaedic Surgery Center	Tennova - Turkey Creek Medical Center	Advanced Family Surgery Center
Finger, Hand, Wrist, Forearm, and Elbow Procedures	1,562	284	693
General Orthopedic Procedures	32	34	269
Hip Procedures (Does not include total hip replacements – see Total Joint Replacement)	45	116	200
Knee Procedures (Does not include total hip replacements – see Total Joint Replacement)	637	297	296

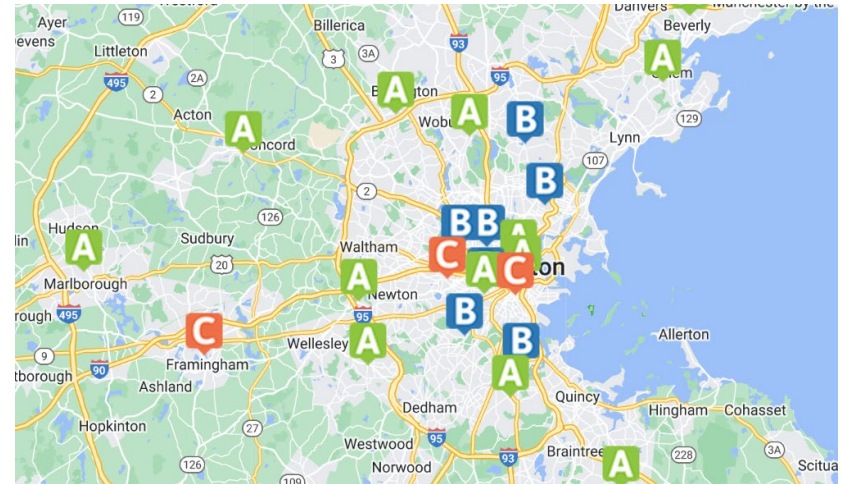
Custom Benchmarking Reports

- Hospitals that submit a Leapfrog Hospital Survey by the **June 30** Submission Deadline will receive a Free Summary Custom Benchmarking Report.
- Obtain more information about Custom Benchmarking Reports, the Leapfrog Value-Based Purchasing Program Methodology, and more detailed performance reports on the [Custom Benchmarking webpage](#).



Hospital Safety Grade

- The Hospital Safety Grade is a letter grade that represents a hospital's performance on up to 22 different measures of patient safety (i.e., measures of accidents, injuries, harm, and errors).
- Only general, acute care hospitals are eligible to receive a Hospital Safety Grade.
- While the Hospital Safety Grade is a separate program administered by Leapfrog, it does use some data from the Leapfrog Hospital Survey, in addition to data that is publicly available from CMS.
- For more information on the Leapfrog Hospital Survey measures included in the Hospital Safety Grade, download a copy of the 2026 Leapfrog Hospital Survey Overview on the [Survey Overview webpage](#).



Top Hospital

- The highest performing hospitals on the Leapfrog Hospital Survey are recognized annually with the prestigious Leapfrog Top Hospital award.
- Top Hospitals are publicized in a national press announcement and invited to participate in an awards ceremony.
- Hear from 2025 Top Hospital awardees on our [website](#).



Top General Hospitals



Top Children's Hospitals



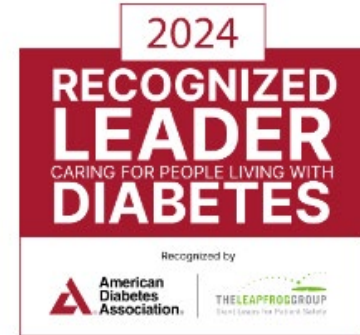
Top Rural Hospitals



Top Teaching Hospitals

Partnership with the American Diabetes Association

- Adult, general acute care, and specialty hospitals that care for adult inpatients, are eligible to apply if they have submitted a Leapfrog Hospital Survey
- 2026 Recognized Leaders will be announced in June.
- The 2027 Application will open on **July 1**



Learn more at <https://www.leapfroggroup.org/recognized-leader-diabetes>



Get Ready for 2026



Get Started

To Do:	Where:
1. Review Hospital Survey website	https://www.leapfroggroup.org/hospital
2. Request a 16-digit security code	http://www.leapfroggroup.org/survey-materials/get-hospital-security-code
3. Review Survey Deadlines	http://www.leapfroggroup.org/survey-materials/deadlines
4. Download a hard copy of the Survey	http://www.leapfroggroup.org/survey-materials/survey-and-cpoe-materials
5. Join Leapfrog's NHSN Group	http://www.leapfroggroup.org/survey-materials/join-nhsn
6. Review the Online Survey Tool Guide	http://www.leapfroggroup.org/survey-materials/get-started
7. Review Survey Scoring Algorithms	http://www.leapfroggroup.org/survey-materials/scoring-and-results
8. Questions about the Leapfrog Hospital Survey can go to our Help Desk	https://leapfroghelpdesk.zendesk.com

Resources



[Free Town Hall Calls](#)

Offered throughout the year to hospitals and stakeholders covering Survey content, background, and technical assistance on Survey measures



[Deep Dive Sessions](#)

Offered in April and now also **on-demand** to help survey coordinators, quality directors, patient safety officers, nurse and physician leaders, hospital executives, and other hospital and health system leaders gain an in-depth understanding of various aspects of the Leapfrog Hospital Survey and Hospital Safety Grade.



[Leapfrog Hospital Survey Webinar Series](#)

Held monthly from March to December for a one-hour webinar with additional Survey information, technical support and live Q&A.

Monthly office hours with the Leapfrog Help Desk – 30 minutes to get real-time assistance on questions and help stay on top of upcoming deadlines. Staffed by Leapfrog's expert Help Desk.



[Leapfrog Hospital Survey Binder](#)

Find examples of documentation required to respond affirmatively to questions on the Survey and tips for data collection.



[Leapfrog's Help Desk](#)

Connect with in-house subject matter experts on data collection, reporting, scoring, and the CPOE Test. Request a 1:1 Orientation.

Thank you for joining us today.

Questions? Contact the Help Desk at <https://leapfroghelpdesk.Zendesk.com>

