



CPOE EVALUATION TOOL (V5.2)

USER INSTRUCTIONS

(FOR ADULT HOSPITALS ONLY)



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WHAT'S NEW IN 2025

The CPOE Evaluation Tool developers have updated the test medication scenarios to reflect changes to clinical guidelines and to address medications that hospitals frequently reported as not being in their medication formulary.

Due to unforeseen operational challenges, the Test Patients PDF does not include the date of birth for each patient. Hospitals will need to calculate the date of birth based on the age provided. To make this easier for hospitals, Leapfrog has included a Date of Birth Calculator on the [Survey and CPOE Materials webpage](#).

Additionally, patient allergies have not been removed, as the CPOE Test is designed to simulate a real-life environment where allergy information is typically included in patient profiles.

Previously, the Excessive Dosing and Drug Route Order Checking Categories were indicated as scenario-specific clinical decision support, meaning that advice or information presented to the prescriber is related to the Test Order and the Test Patient, which includes specific patient demographics and clinical information. For the 2025 CPOE Test, the Excessive Dosing and Drug Route Order Checking Categories have been updated to indicate that the type of clinical decision support in these Order Checking Categories is medication-specific, meaning that it is specific to the medication and might appear any time the medication is ordered for any patient and is not specifically related to the Test Patient. This change is reflected in the Orders and Observations Sheet.

Lastly, the Sample Test content has been updated to include one Test Order from each of the eight Order Checking Categories to give hospitals a preview of the response options that they will see on the Online Answer Form in the Adult Inpatient Test.

There are no changes to the scoring algorithm for the CPOE Evaluation Tool.



CHANGE SUMMARY

If substantive changes are made to the CPOE Evaluation Tool after release after April 1, 2025, they will be documented in this Change Summary section.



IMPORTANT NOTES REGARDING VERSION 5.2

Review these instructions **completely** before taking the Adult Inpatient Test and have them available while completing it.

All hospitals should carefully review these instructions and complete a Sample Test before starting an Adult Inpatient Test (which is used in public reporting).

Upon successful completion of an Adult Inpatient Test, a hospital's responses are immediately scored and available to view and print. These CPOE Test results are available within the CPOE Evaluation Tool from April 1 to November 30. For record-keeping purposes, hospitals are advised to print and save a copy of the results. Archived results from prior year's tests can be accessed until November 30 by logging back into the CPOE Evaluation Tool from the [Hospital Survey Dashboard](#). See [Step 7 of 7: View Results](#) for more information.

BROWSER REQUIREMENTS

Version 5.2 of the CPOE Evaluation Tool is only compatible with Chrome and Microsoft Edge. Internet Explorer is no longer supported.

Prior to initiating the Adult Inpatient Test, we recommend taking a Sample Test on the same computer using the same web browser that will be used to complete the Adult Inpatient Test. **Ignoring these instructions may result in an error and your hospital will not be able to retake an Adult Inpatient Test for 120 days.**

DEADLINES

The Submission Deadline for the Leapfrog Hospital Survey is June 30. Hospitals are encouraged to ensure that the Adult Inpatient CPOE Test is submitted along with the Survey (i.e., in the same month) to meet the [deadlines](#) for the Leapfrog Hospital Survey and Leapfrog's other programs, such as [Top Hospital](#) and the [Leapfrog Hospital Safety Grade](#).



OVERVIEW OF VERSION 5.2

The CPOE Evaluation Tool was designed by medication safety experts and researchers at Brigham and Women's Hospital and the University of Utah to test the ability of inpatient CPOE systems to alert prescribers to frequent serious medication errors known to cause harm to patients. In addition, the Tool was designed to help hospitals improve their use of clinical decision support to reduce adverse drug events and improve medication safety.

The CPOE Evaluation Tool includes two tests: a Sample Test and an Adult Inpatient Test.

Only the Adult Inpatient Test is scored and publicly reported. Once you begin an Adult Inpatient Test (referred to throughout this document as the “test”) and submit the Leapfrog Hospital Survey, you are committing to the public reporting of the test score and overall CPOE score. Once an Adult Inpatient Test has been completed, another test can only be initiated after waiting 120 days *after* the date and time of the first test completion during the Survey cycle (April 1 – November 30). Therefore, before beginning the Adult Inpatient Test, you are strongly encouraged to complete a Sample Test.

If you do not complete the steps of the Adult Inpatient Test within the time limits (e.g., Steps 1 - 2 within 3 hours and Steps 3 - 6 within 3 hours), the test will be scored as “Incomplete Evaluation,” and you will not be able to retake a test for 120 days.

The Adult Inpatient Test also includes a “Potentially Inaccurate Test Results” test category, which checks for “false positives” (e.g., hospitals reporting advice/information for Test Orders that should not generate any warning in the hospital's CPOE system). Hospitals that score “Potentially Inaccurate Test Results” are scored and publicly reported as “Incomplete Evaluation” and will not be able to retake an Adult Inpatient Test for 120 days.

The term “**prescriber**” used throughout these instructions and the Leapfrog Hospital Survey materials refers to all licensed clinicians who are authorized by the state in which the hospital is located to order medications for patients. This includes residents and interns who are authorized to order medications under their own authority.

Please carefully review the [Order Checking Categories](#) and the [CPOE Evaluation Tool FAQs](#) before you begin a Sample Test or Adult Inpatient Test.

Hospitals do not obtain any rights in the CPOE Evaluation Tool (“Tool”) by virtue of conducting, administering, or participating in the Leapfrog Hospital Survey (“Survey”). Hospitals are permitted to use the Tool solely for purposes of such Survey participation and only within their organization. Hospitals must obtain explicit written permission from The Brigham and Women's Hospital, Inc., The University of Utah, and The Leapfrog Group to use the Tool for any other purpose or to share the Tool with other entities or with persons other than their direct employees involved in the Survey. For clarity, the Tool includes software and content, including, but not limited to, patient profiles and medication order scenarios, and the restrictions and requirements stated above apply to the entire Tool and any of its components.



HOW THE TEST IS CONDUCTED

TIME LIMITS AND STEPS

Both the Sample Test and the Adult Inpatient Test involve the same seven steps detailed below. Please note the time limits for each of the steps.

While the maximum amount of time to complete Steps 1 - 2 is three hours and the maximum amount of time to complete Steps 3 - 6 is three hours, most hospitals complete the entire test in less than 3 total hours. All steps must be completed back-to-back on the same day within the time limits described below.

Time Limits	Steps
Steps 1 - 2 must be completed within 3 hours .	<p>Step 1: Download and print the list of Test Patients, then proceed to Step 2.</p> <p>Step 2: Enter the Test Patients into your hospital's production environment (or test environment that mirrors your production environment exactly), then go back to the Tool to confirm completion of Step 2 and proceed to Step 3 before the 3-hour time limit ends.</p>
<p>Steps 3 - 6 must be completed within 3 hours.</p> <p>Important Note 1: Any remaining time from Steps 1 and 2 does not carry over to this portion of the test.</p> <p>Important Note 2: We recommend leaving at least 45 minutes to perform Step 5.</p>	<p>Step 3: Download and print the Orders and Observations Sheets, then proceed to Step 4.</p> <p>Step 4: Have a prescriber who routinely orders medications through your inpatient CPOE system enter and sign the Test Order(s) assigned to each Test Patient. The prescriber must record any advice or information they receive from the system onto the Orders and Observations Sheets and discontinue the Test Order(s) before moving on to the next order.</p> <p>Note: Do not record any advice or information on the Orders and Observation Sheet that was sent directly to a pharmacist.</p> <p>Once advice or information for each of the Test Orders has been recorded on the Observations Sheet, go back to the Tool to confirm completion of Step 4 and proceed to Step 5.</p> <p>Step 5: Record the responses from the Orders and Observations Sheets onto the Online Answer Form, review the Online Answer Form for accuracy and completeness, and submit the Online Answer Form.</p> <p>Step 6: Complete and submit the Affirmation.</p> <p>IMPORTANT NOTE: If you close the browser before submitting the Affirmation, you will not be able to return to the Test for 120 days and your hospital will receive a score of "Incomplete Evaluation".</p>
Step 7 has no time limit.	Step 7: View and print your results.



Time Limits	Steps
	<p>These CPOE Test results are available within the CPOE Evaluation Tool from April 1 to November 30. Hospitals are urged to print and save a copy of the results for their records. Results from prior year's tests are also archived and can be accessed until November 30 by logging back into the CPOE Evaluation Tool from the Hospital Survey Dashboard. See Step 7 of 7: View Results for more information.</p>

Important Notes:

1. Once you start a test, time runs continuously, 24 hours a day, 7 days a week, and is not interrupted or suspended during "non-business hours."
2. There is no break in time between Steps 1-2 and Steps 3-6.
3. The test will display the time limit for completing the steps of the test (e.g., "You have until 1:11 PM EDT to complete Steps 1 and 2."). All times appear in Eastern Daylight Time. Please note that your local time zone may be different, and the official time is based on the Tool's server time. The time on your local machine (e.g., the time on your computer, phone, or watch) may not be synchronized exactly, so please note any differences.
4. Do not log out or close your browser while taking the test.
5. If you do not complete the steps within the time limits (e.g., Steps 1 - 2 within 3 hours and Steps 3 - 6 within 3 hours), the test will be scored as "Incomplete Evaluation," and you will not be able to retake a test for 120 days.

AFFIRMATION

The Leapfrog Hospital Survey requires an individual from each participating hospital to complete an Affirmation of Accuracy at the end of each section of the Survey. Hospitals completing the Adult Inpatient Test will also need to complete an Affirmation of Accuracy once the responses have been submitted. The Affirmation signifies that the hospital has made a good faith effort to exercise the test consistent with the instructions provided and that the responses provided accurately reflect the performance of the hospital's CPOE system as currently used by [prescribers](#) to enter inpatient orders electronically. The individual completing the affirmation should be designated by the CEO and will need to provide their name and title.

If you do not to complete Step 6 of 7: Submit Affirmation, the test will be considered incomplete, and the hospital will be scored as "Incomplete Evaluation," which will be combined with your implementation status as reported in Section 2 for an overall score of "Limited Achievement". Within a Survey Cycle (April 1 – November 30), a hospital cannot retake a CPOE Evaluation Tool until at least 120 days have passed since their last test.

Once you affirm and submit an Adult Inpatient Test (referred to throughout this document as the "test"), you are committing to the public reporting of the overall score.



PREPARING FOR THE TEST

Important Note: The CPOE Evaluation Tool is available immediately upon submission of the Hospital Profile. This allows adult and general hospitals to complete a CPOE Test at their earliest convenience starting on April 1, without having to first complete and affirm Section 2. CPOE Test results will be scored and publicly reported only once the Survey has been submitted.

Prior to starting the Adult Inpatient Test, the hospital should select a Test Coordinator. The Test Coordinator will be the point-person for the test, log in to the CPOE Tool with the 16-digit security code for the Online Survey Tool, and keep track of time.

1. Make sure you have the [16-digit security code](#) for the hospital. Complete and submit the Hospital Profile of the [Online Survey Tool](#) and the **Take CPOE Test** button will appear on the Survey Dashboard. See [Appendix B: How to Access the Sample Test](#) for help on finding the button and starting a test.
2. Identify and schedule the team that will help you complete the test. The team will set up the Test Patients in your hospital system(s) and enter the Test Orders. There will be 9-13 Test Patients. Carefully review these instructions, including steps and time limits, with your team. Teams generally include individuals with the following expertise:
 - a) A **Test Coordinator** to be the point-person and schedule the test, log in to the CPOE Tool with the 16-digit security code for the Online Survey Tool, and keep track of time.
 - b) **ADT/Registration** to admit/register Test Patients and assign them beds.
 - c) **Laboratory** to enter laboratory results (i.e., primarily chemistry and hematology) including INR values.
 - d) **Nursing** to enter patient information, including allergy information and diagnosis, if that is the standard procedure.
 - e) **At least one prescriber** is required (though some hospitals have recommended having a backup [prescriber](#) on-call just in case an emergency comes up) to enter the Test Orders. The minimum time required for the [prescriber](#) is 1 hour. The [prescriber](#) entering the Test Orders should be the "typical" [prescriber](#) who orders inpatient medications on a regular basis. Some hospitals set clinical decision support at different levels for residents, medical students, attending physicians, etc. Hospitals that have set different levels of clinical decision support should enter Test Orders and report the results using the minimum level of medication safety checking. This role cannot be completed by a pharmacist, nurse, or health informatics team member. Failure to ensure that a [prescriber](#) completes Step 4 will result in the hospital being scored as "Incomplete."
 - f) Optionally, hospitals may want **IT support** available to handle any technical difficulties that may come up, such as browser or printer issues.
3. Once you have assembled your team and reviewed the instructions with them, schedule your test with your team:
 - a) Technical or other support persons responsible for setting up the Test Patients (Step 2) in the hospital's systems should be available for the full 3-hour period allotted for Steps 1 - 2.
 - b) The [prescriber](#) responsible for entering the Test Orders and recording advice or information received (Step 4) should be available for the full 3-hour period allotted for Steps 3 - 6 (though the order entry step typically takes about an hour).
 - c) As a reminder, all steps must be completed back-to-back on the same day, so plan accordingly.
 - d) If using a remote or decentralized team to conduct the test, you may need to add extra time to complete each step of the test. It is highly recommended that you complete a Sample Test to



make sure that your hospital has a process in place for completing the test with a remote team. See [Appendix D: Guidance for Testing with Remote Team](#) for additional information.

4. Inform your local IT network administrator that you will be using the following website and have them adjust security settings that would cause technical issues during the test: <https://ehr-evaluation-tool.ctsi.utah.edu>. If you have data egress policies, this site will need to be an exception because you will be submitting data to the test.
5. If you are not using your production system during the test, ensure that your test system mirrors order management and clinical decision support in the current production system **before** you start the Adult Inpatient Test. If the two are not in sync, either update the test system or plan to conduct the test on the production system. Taking a Sample Test can help identify discrepancies between your test and production CPOE System. If you opt to use your production system, be sure to notify the appropriate departments so that Test Orders are not filled, and bills are not generated for Test Patients.
6. Make sure the computer you are using has a compatible browser: Chrome or Microsoft Edge.
7. Make sure the user logged in to the computer is connected to a printer loaded with paper.
8. Complete a Sample Test ([see information below](#)), preferably with the team that will participate in the Adult Inpatient Test.
9. Review information in [Appendix E: How to Contact the Leapfrog Help Desk](#).

SAMPLE TEST

Instructions for accessing the Sample Test are available in [Appendix B: How to Access the Sample Test](#).

Note that clicking on **Begin Scored & Timed Adult Inpatient Test** starts the timed Adult Inpatient Test, which is not the Sample Test.

The Sample Test allows your team, including the [prescriber](#), to familiarize themselves with the Adult Inpatient Test process. This includes practicing time management, following each step, understanding [Order Checking Categories](#), verifying browser compatibility, and testing lab and ADT links.

Key Features of the Sample Test:

- **Unscored Practice:** The Sample Test is not scored.
- **Limited Scope:** It includes two Test Patients and eight Test Orders.
- **No Score Prediction:** It does not predict your hospital's performance on the actual Adult Inpatient Test.
- **Estimated Time:** Plan for approximately 60 minutes to complete it.
- **Time Simulation:** It follows the same time limits as the Adult Inpatient Test (3 hours for Steps 1 – 2 and 3 hours for Steps 3 – 6) but will not automatically time out if the time limits are exceeded.
- **Restarting:** Closing the browser will restart the test.
- **Repeatable Practice:** You can retake the Sample Test as many times as needed, but the Test Patients and Test Orders will remain the same.

Use the Adult Inpatient Test instructions to complete Steps 1 - 6 of the Sample Test. Afterward, review your team's experience to determine readiness for the Adult Inpatient Test. Address any browser, printer, or technical issues encountered during the Sample Test before starting the Adult Inpatient Test.



ADULT INPATIENT TEST INSTRUCTIONS

Instructions for accessing the Adult Inpatient Test are available in [Appendix C: How to Access the Adult Inpatient Test](#).

STEP 1 OF 7: PRINT TEST PATIENTS

Time Limit: All times and time limit warnings appear in Eastern Daylight Time. You have 3 hours to complete Steps 1 - 2 and begin Step 3. Step 2 takes up most of that time.

Take note of the time-out time (e.g., "You have until 1:13 PM EDT to complete Steps 1 and 2) at the top of the page. Your local time zone may be different, and the official time is based on the Tool's server time. The time on your local machine (e.g., the time on your computer, phone, or watch) may not be synchronized exactly, so please note any differences.

1. Click **Download and Print Test Patients PDF** and print the list of Test Patients (see [Example A: Step 1 - Test Patients](#)). Confirm immediately that the entire list has been printed successfully for ALL patients and ALL data columns. You will not be able to return to this page again and will be advanced to the next step without the information you need if you proceed to Step 2 before you successfully print.

DO NOT:

- (X) Close the browser or window
- (X) Navigate elsewhere
- (X) Proceed to Step 2 until you have successfully printed the Test Patients

If you close out of an Adult Inpatient Test that is in progress:

1. Go back to the Survey Dashboard and click **Take CPOE Tool**. You will be brought back to the CPOE Tool Dashboard and a message at the top will say "This test is underway. Click 'Continue Test' to continue."
2. Scroll down to the bottom of the page and click **Continue Test**. You will be brought to the same step that you were in when you previously clicked out of the tool.

If you accidentally move past Step 1 before confirming that you have successfully downloaded and printed the Test Patients, check for your previously downloaded Test Patients PDF on your computer in the Downloads folder.

2. When you are ready, confirm that the Test Patients have been successfully printed and click **Proceed to Step 2**.
3. Note the time stamp on the page that appears on the page for Step 2. This is the deadline for completing Step 2 (which includes **both** entering the Test Patients into your system(s) and proceeding to Step 3). If you do not click **Proceed to Step 3** before this time, the test will be scored as "Incomplete Evaluation," and you will not be able to retake the test for 120 days.



STEP 2 OF 7: ENTER TEST PATIENTS

Time Limit: All times and time limit warnings appear in Eastern Daylight Time. You have 3 hours to complete Steps 1 - 2 and begin Step 3. Step 2 takes up most of that time.

The procedure for setting up Test Patients is the same for the Sample and the Adult Inpatient versions of the test.

1. The Test Patients printed in Step 1 are each numbered. Assign your own unique patient identifiers so that the Test Patients can be set up in your various hospital system(s) in anticipation of entering Test Orders (e.g., Test Patient 1, Test Patient 2). You can record the unique patient identifier in the Local ID column of the printout. The Orders and Observation Sheet in Step 3 will reference the same patient numbers as those printed in Step 1, so any patient identifiers you assign in this step will need to be mapped to the Test Orders.
2. Each Test Patient has information about patient age, sex, weight, height, known allergies (or no known allergies), lab results, and problem/diagnosis.
 - a) Set up Test Patients in your hospital's appropriate system(s). For example, lab results may need to be initially entered in your hospital's laboratory information system (LIS) and transmitted or initially captured directly in your hospital's EHR or CPOE system. Similarly, problem/diagnosis, age, sex, and allergy information may be initially captured in your ADT system, or initially captured in your EHR system.
 - b) Enter problems/diagnoses into an electronic problem list or as an admission diagnosis in accordance with your standard practice.
 - c) If a patient does not have a pregnancy diagnosis, then the patient status should be entered into your system as not pregnant.

Note regarding serum creatinine

All Test Patients have a serum creatinine result. Note that some results may be normal as many hospitals require normal creatinine levels prior to ordering renally cleared medications.

3. Test Patients may only be entered into the hospital's test environment if the test environment is identical to or "mirrors" the production environment, including clinical decision support rules. If using your production system, it may be necessary to alert ancillary departments so that bills will not be generated for Test Patients.
4. Once confident that the Test Patients have been accurately set up in the appropriate hospital system(s), continue to Step 3 of 7: Download & Print Orders and Observations Sheet.
5. Once you check the box to confirm you are ready to move on and select **Proceed to Step 3**, the 3-hour time limit for Steps 3 - 6 begins. Any remaining time from Steps 1 - 2 does not carry over to this portion of the test.



STEP 3 OF 7: DOWNLOAD & PRINT ORDERS AND OBSERVATIONS SHEET

Time Limit: All times and time limit warnings appear in Eastern Daylight Time. You have 3 hours to complete Steps 3 - 6. You are advised to save about 45 minutes to complete Step 5.

Take note of the time-out time (e.g., "You have until 4:13 PM EDT to complete Steps 3-6) at the top of the page. Your local time zone may be different, and the official time is based on the Tool's server time. The time on your local machine (e.g., the time on your computer, phone, or watch) may not be synchronized exactly, so please note any differences.

1. Click **Download and Print Orders and Observations Sheet PDF** to print this document (see [Example B: Step 3 - Orders and Observation Sheet](#)). Confirm immediately that the entire list has printed successfully for ALL orders and ALL data columns shown online. The document will be 19 pages for the Adult Inpatient Test and is formatted so the [prescriber](#) can record the relevant advice and/or information they received while entering the Test Orders.

DO NOT:

- (X) Close the browser or window
- (X) Navigate elsewhere
- (X) Proceed to Step 4 until you have successfully printed the Orders and Observation Sheet

If you close out of an Adult Inpatient Test that is in progress:

1. Go back to the Survey Dashboard and click **Take CPOE Tool**. You will be brought back to the CPOE Tool Dashboard and a message at the top will say "This test is underway. Click 'Continue Test' to continue."
2. Scroll down to the bottom of the page and click **Continue Test**. You will be brought to the same step that you were in when you previously clicked out of the tool.

If you accidentally move past Step 3 before confirming that you have successfully downloaded and printed the Orders and Observation Sheet, check for your previously downloaded Orders and Observation Sheet PDF on your computer in the Downloads folder.

2. When you are ready, confirm that the Orders and Observations Sheet has successfully printed and click **Proceed to Step 4**.
3. Note the time stamp on the page that appears at the top of Step 4 of 7: Enter Orders and Complete Observations Sheet and on the cover page of the Orders and Observations Sheet. This is the deadline for completing Steps 4 - 6 (which includes submitting and affirming your responses). If you do not complete Steps 4 - 6 before this time, the test will be scored as "Incomplete Evaluation" and you will not be able to retake the test for 120 days.

STEP 4 OF 7: ENTER ORDERS AND COMPLETE OBSERVATIONS SHEET

Time Limit: All times and time limit warnings appear in Eastern Time. You have 3 hours to complete Steps 3 - 6. You are advised to save about 45 minutes to complete Step 5. Therefore, hospitals should aim to complete Step 4 in 2 hours.

The procedure for entering orders and recording the advice and information is the same for the Sample and the Adult Inpatient versions of the test.

1. The Test Orders included on the Orders and Observation Sheet printed in Step 3 are assigned to one of the Test Patients set up in Step 2.
 - a) **Note that a single Test Patient may have multiple Test Orders assigned to them. Be sure to note the patient and order number as you complete this step.**
 - b) The next patient in the list of orders will be marked with blue text and "Next" in parentheses.
2. Test Orders are numbered and may include more than one medication. For example, a Test Order may consist of a pair of medications or a single medication. If the Test Order is for a pair of medications, the second medication will start on a new line (see [Example C: Step 4 – Pair of Orders](#)).
3. The [prescriber](#) should carefully review the [Order Checking Categories](#) in this document so that they understand the specific types of clinical decision support for which the Tool is designed to test.
4. The [prescriber](#) should enter the Test Orders for each Test Patient in the manner that is customary practice in your hospital. This includes using structured orders (e.g., order strings, order sentences, etc.) and medication order sets if that is the practice. The [prescriber](#) should sign every order as some clinical decision support may not appear until orders are electronically signed.
5. The [prescriber](#) should record all relevant advice or information received during or after entering each Test Order (with dose/route/frequency) on the Orders and Observations Sheet that will be used to complete the Online Answer Form in Step 5.

Relevant advice or information that should be recorded:

- Interruptive (alerts, warnings) and non-interruptive (e.g., flags, color-coded side displays) decision support.
- Messages to monitor via labs (drug levels, chemistry tests) and displayed monitoring orders.

Irrelevant advice or information that should NOT be recorded:

- Information that the prescriber needs to click in to view.
- Lab values that are displayed but not color-coded to indicate a warning or problem.

The checkbox options are organized according to the types of information conveyed by decision support (e.g., dose, route, type of contraindication, etc.). Checkbox options align with the Online Answer Form terminology in Step 5. Record only relevant advice received by the prescriber (not pharmacists or others).



Special Notes for the Prescriber:

Note regarding the Use of Structured Fields or Standard Orders (e.g., picklists, and drop-down menus)

If the [prescriber](#) enters the Test Order and the dose, route, and frequency are available on a pick-list or a drop-down menu as a standard dose/route/frequency, and there are no warnings or alerts, then the [prescriber](#) would **NOT** record receiving any advice or information on the Orders and Observation Sheet.

If the [prescriber](#) attempts to enter the Test Order and either the dose, route **or** frequency is not available on a pick-list or drop-down menu as a standard dose/route/frequency, the [prescriber](#) should attempt to enter the order manually.

If at any point, the [prescriber](#) is not able to enter the complete order, they should record the point at which they were stopped from moving on (i.e., could not enter dose, route, or frequency).

Note regarding Dose per Protocol or Dose per Pharmacy

If the [prescriber](#) is only able to enter a dose for the Test Order as “per protocol” or “per pharmacy” and is not able to enter the specific test dose at all, even manually (e.g., vancomycin), the [prescriber](#) should select “(B) Could not enter order with specified dose.”

Note regarding Monitoring for Medications that are Managed by Pharmacy

If new lab order(s) and monitoring for a medication in a Test Order are **always** managed by pharmacy, the [prescriber](#) should select “(D) Per protocol, new lab order(s) and monitoring for this medication are always managed by pharmacy.”

Note regarding Intravenous Routes

If the Test Order specifies IV as the route (and there are no other specifications), the prescriber should select the medication with the route as intravenous.

If the Test Order specifies IV or IV piggyback (for antibiotics) as the route, either route is correct.

If the Test Order specifies IV infusion as the route, the route is intravenous and the frequency is continuous, as IV infusions are orders that are constant rate.

Note regarding Anticoagulants and INRs

When ordering anticoagulants that have drug interactions, we understand that some systems may not display a specific drug interaction alert but may instead suggest a repeat INR. If the system generates a repeat INR suggestion, the [prescriber](#) should order a new INR if a type of Inappropriate Medication Combinations alert is displayed, and the [prescriber should](#) select “(D) Inappropriate medication combination (e.g., drug-drug interaction or therapeutic duplication).”

Note regarding Generic and Brand Names

Except for Bactrim and Aspirin, medications are specified as generics except for cases where we are testing for duplicate medication or class using the brand name and their generic bioequivalent. If the generic is not available, it is acceptable to choose the brand name and continue with the order. Similarly, if the brand name is specified but not available, the generic bioequivalent is acceptable.



Note regarding Substitutions

Except for generic and brand names, the CPOE Evaluation Tool is not designed to recognize substitutions unless specifically listed in the Test Order (e.g., enalapril maleate 10 mg po twice daily **or** lisinopril 10 mg po daily **or** ramipril 10 mg po daily). If a medication is not available in your hospital's formulary, do not substitute a similar medication, even if your system generates an automatic substitution. If a medication is not available in your hospital's formulary, choose "(A) Medication not electronically orderable in any formulation."

If the [prescriber](#) can enter the Test Order, even though the medication is not on the hospital's formulary, then the [prescriber](#) should do so and proceed with ordering.

If the [prescriber](#) tries to enter the Test Order and the system automatically substitutes the medication for another (i.e., there is no way to enter the Test Order), then the [prescriber](#) should mark on the Orders and Observation Sheet in Step 4 that the "Medication was not electronically orderable in any formulation."

If the [prescriber](#) receives a suggested substitution but can enter the Test Order, the [prescriber](#) should enter the specified Test Order (i.e., not the suggested substitution) and proceed with signing the order.

6. If the medication is not available to be ordered in any formulation, choose "Medication not electronically orderable in any formulation." If the medication can be ordered, but not with the dose, frequency, or route in the Test Order, choose "(B) Could not enter order with specified..." and "Dose," "Frequency," and/or "Route," as appropriate.
 - a) If the Test Order includes two orders (i.e., an order pair), and one of the two medications is not electronically orderable in any formulation, record "Medication not electronically orderable in any formulation."
 - b) If the Test Order includes two orders (i.e., an order pair), and one of the two medications can be ordered, but not with the dose, frequency, or route in the Test Order, choose "(B) Could not enter order with specified..." and "Dose," "Frequency," and/or "Route," as appropriate.
7. After recording the advice or information presented to the [prescriber](#) on the Orders and Observations Sheet, select the Test Order and discontinue it. Signed orders must be discontinued before moving to the next Test Order for the same patient. If the [prescriber](#) is receiving an alert for a medication that is not in the order (because he/she is getting alerts for medications that were ordered and then discontinued), then the [prescriber](#) should only record the alerts for the current Test Order.
8. Not every Test Order should generate advice or information from the CPOE system. If no advice or information was received, "Order entered and signed, no advice or information received" should be noted on the Orders and Observation Sheet.
9. Once confident that the Orders and Observations Sheet has been completed by the [licensed prescriber](#), click **Proceed to Step 5** to enter responses in the Online Answer Form.

Note: If you click **Proceed to Step 5** after the 3-hour time limit for Steps 3 - 6, you will be informed that the time limit has expired, and the test will be scored as "Incomplete Evaluation." You will not be able to retake the test for 120 days.



STEP 5 OF 7: RECORD RESPONSES

Time Limit: All times and time limit warnings appear in Eastern Daylight Time. You have 3-hours to complete Steps 3 - 6. You are advised to save about 45 minutes to complete Steps 5 and 6.

Take note of the time-out time (e.g., you have until 4:13 PM EDT to complete Steps 3-6) at the top of the page. This is the deadline for completing Steps 5 – 6. If you do not complete Steps 5 and 6 before this time, the test will be scored as “Incomplete Evaluation” and you will not be able to retake the test for 120 days. Your local time zone may be different, and the official time is based on the Tool’s server time. The time on your local machine (e.g., the time on your computer, phone, or watch) may not be synchronized exactly, so please note any differences.

The procedure for entering recorded responses onto the Online Answer Form is the same for the Sample and the Adult Inpatient versions of the test.

1. Each Test Order from the Orders and Observations Sheet from Step 4 appears in the same numbered order on the Online Answer Form in Step 5.
2. For each of the Test Orders, select the radio button that corresponds to the advice or information recorded by the [prescriber](#) on the Orders and Observations Sheet from Step 4. Note that the specific radio button response options may differ from order to order. You can only select one radio button for each Test Order.
3. If the Test Order could not be entered as specified (i.e., “Medication not electronically orderable in any formulation” or “Could not enter with the specified dose, frequency, or route”), select the appropriate radio button.
4. Otherwise, select the radio button which best describes the advice or information received by the [prescriber](#) (e.g., “Received advice/information concerning inappropriate/contraindicated medication combination”). If the [prescriber](#) did not receive the specific advice or information noted on the Online Answer Form for the Test Order, select the appropriate radio button (e.g., “No advice/information received concerning inappropriate/contraindicated medication combination”).
5. As a reminder, not every Test Order should generate advice or information from the CPOE system.
6. Once the Online Answer Form is complete and accurate, click **Submit and Proceed** at the bottom of the page to submit your responses.
 - a) If any responses are missed, the **Submit and Proceed** button will be greyed out. If you click it, a yellow box will appear on the bottom left of the page and the missing orders will be outlined in red
7. A pop-up modal will appear so that you can review your responses once again before submitting them. Click **Submit Responses** once you have confirmed that your responses are accurate, and then complete the affirmation page in Step 6.

Do not close your browser window or navigate elsewhere until you complete and submit the Affirmation in Step 6. If you close your browser window or navigate elsewhere before submitting the Affirmation in Step 6, your test will time out and be scored as “Incomplete Evaluation” and you will not be able to retake the test for 120 days.



STEP 6 OF 7: SUBMIT AFFIRMATION

Time Limit: All times and time limit warnings appear in Eastern Daylight Time. You have 3 hours to complete Steps 3 - 6.

The procedure for completing and submitting the Affirmation of Accuracy is the same for the Sample and the Adult Inpatient versions of the test.

After submitting your responses in Step 5, you will immediately be taken to the affirmation page. Your responses have not been submitted and will not be scored until the affirmation has been submitted. Enter your name and title in the fields below the affirmation statement and click **Affirm Test Responses and Proceed to Scored Results**.

Your responses will be scored immediately, and you will be taken to a results page that should be viewed and printed for your records.

STEP 7 OF 7: VIEW RESULTS

The test is immediately scored, and results are displayed. Print your results before you close out of this screen.

To go back to the Survey Dashboard, click **Exit to Leapfrog Dashboard**.

To go back to the CPOE Dashboard and view test results, click on the **View CPOE results** hyperlink next to Section 2 on the Survey Dashboard and then **Return to CPOE Tool to view detailed results**. The **View CPOE results** hyperlink on the Survey Dashboard can be accessed between April 1 and November 30 so results must be printed before this date.

Once on the CPOE Dashboard, click the green button for **View Results** for your most recent test results.

CPOE Evaluation Tool Dashboard Instructions Take Sample Test Contact the Leapfrog Help Desk

Welcome to the Adult Inpatient Test

This test is complete. Click 'View Results' to see test results.

▼ Previous Test History

View Results

For a detailed explanation of your hospital's test results, download the Leapfrog Hospital Survey Scoring Algorithm on the [Scoring and Results webpage](#). As a reminder, the score from your Adult Inpatient Test will be combined with the percentage of inpatient medication orders reported in Section 2 in the [Online Survey Tool](#) to determine an overall score for Leapfrog's CPOE Standard.



For specific guidance to improve your clinical decision support functionality based on the results of the Adult Inpatient Test, please download the [CPOE Tool Guidance for Leapfrog Reporting Hospitals](#).

Hospitals that completed a CPOE Test on September 12, 2022, or later will be able to view their previous test history by expanding the option for **Previous Test History**.

DISCLAIMER

The Leapfrog CPOE Evaluation Tool is intended only to provide hospitals with guidance about its implementation of Computerized Physician Order Entry systems. It is not intended, nor should it be considered by hospitals, consumers, or any other users of any test results as a comprehensive audit or verification of any CPOE system.

The Tool is offered on an as-is basis and The Leapfrog Group, The Brigham and Women's Hospital, Inc., and The University of Utah do not warrant or guarantee the accuracy or rigor of the test protocols or implementation of the Tool or its use by hospitals and testers.



EXAMPLE A: STEP 1 - TEST PATIENTS

[CPOE Evaluation Tool](#) [Dashboard](#) [Instructions PDF](#) [Contact the Leapfrog Help Desk](#)

Step 1 of 7: Print Test Patients

You have until 09:33 PM EDT to complete Steps 1 - 2 and proceed to Step 3.

Click "Download and Print Test Patients PDF" to download the Test Patient information. Once you confirm that the PDF has downloaded, click "Proceed to Step 2."

DO NOT close this window or browser or navigate elsewhere during the Adult Inpatient Test.

[Download and Print Test Patients PDF](#)

[Proceed to Step 2](#)



EXAMPLE B: STEP 3 - ORDERS AND OBSERVATIONS SHEET

[CPOE Evaluation Tool](#) [Dashboard](#) [Instructions PDF](#) [Contact the Leapfrog Help Desk](#)

Step 3 of 7: Download & Print Orders and Observations Sheet

You have until 09:37 PM EDT to complete Steps 3 - 6.

Click "Download and Print Orders and Observations Sheet PDF" to download the Orders and Observations Sheet. Once you confirm that the PDF has downloaded, click "Proceed to Step 4"

DO NOT close this window or browser or navigate elsewhere during the Adult Inpatient Test.

[Download and Print Orders and Observations Sheet PDF](#)

[Proceed to Step 4](#)



EXAMPLE C: STEP 4 - PAIR OF ORDERS

Pt # 1	Clarithromycin 500 mg po twice daily
Order # 2	Warfarin 5 mg po daily

APPENDIX A: ORDER CHECKING CATEGORIES

Seven of the eight order checking categories included in the CPOE Evaluation Tool represent an area where a serious adverse drug event (ADE) could occur if the CPOE system's clinical decision support fails to alert the prescriber. The eighth order checking category includes Test Orders that, if presented interruptedly, could contribute to over-alerting, which has been shown to contribute to alert fatigue and physician burnout.

The CPOE Evaluation Tool is designed to test two types of clinical decision support:

1. **Scenario-Specific Advice/Information:** Information specific to the Test Patient details, such as demographics (e.g. age), and relevant clinical data (problems/diagnosis, lab values), as well as the Test Order, including the medication dose and frequency.
2. **Medication-Specific Advice/Information:** General information, not specific to the Test Patient details, that applies **any time** the medication is ordered with the specific dose, route and frequency, or **any time** specific medications are ordered.

The table below includes descriptions of each Order Checking Category included in the CPOE Evaluation Tool, as well as examples and the type of clinical decision support (i.e., scenario-specific advice/information or medication-specific advice/information) being tested.

Order Checking Category	Description	Example	Type of Clinical Decision Support
Inappropriate Medication Combinations	Medication combinations to avoid ordering together or ones to use with caution	Using clonazepam and lorazepam together	Medication-specific advice/information
Excessive Dosing	Specified dose of medication or frequency of administration exceeds safe range for single or daily dose.	Tenfold overdose of digoxin	Medication-specific advice/information
Drug Route	Specified route of administration is inappropriate and potentially harmful	Use of hydroxyzine intravenously	Medication --specific advice/information
Drug Diagnosis	Medication is inappropriate/contraindicated based on documented problem/diagnosis	Non-selective beta-blocker in patient with asthma	Scenario-specific advice/information
Drug Age	Medication dose inappropriate/contraindicated based on patient age	Prescribing diazepam for a patient over 65 years old	Scenario-specific advice/information
Drug Laboratory	Medication dose inappropriate/contraindicated based on documented laboratory test results (includes renal status)	Use of nitrofurantoin in patient with severe renal failure or ordering digoxin for a patient with hypokalemia	Scenario-specific advice/information



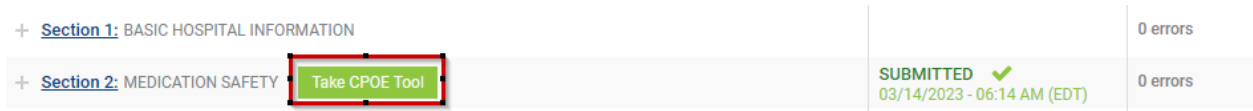
Order Checking Category	Description	Example	Type of Clinical Decision Support
Drug Monitoring	Medication for which the standard of care includes subsequent monitoring of the drug level or lab value including baseline labs to avoid harm	Prompt to monitor drug levels when ordering aminoglycosides or INR/PT when ordering warfarin or checking baseline LFTs when starting a statin	Medication-specification advice/information
Excessive Alerts	Low-priority medication combinations, such as drug interactions or therapeutic duplications, that should not trigger decision support warnings.	Concurrent use of hydrochlorothiazide and captopril	Medication-specific advice/information

If a prescriber reported receiving advice/information for the Test Orders in the Excessive Alerts category or reports not receiving advice/information for the Test Orders that are fatal, these Test Orders are listed in the CPOE Results.

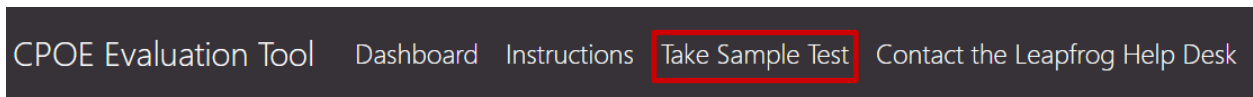
The Adult Inpatient Test also includes a “Potentially Inaccurate Test Results” test category, which checks for “false positives” (e.g., hospitals reporting advice/information for Test Orders that should not generate any warning in the hospital’s CPOE system). Hospitals that score “Potentially Inaccurate Test Results” are scored and publicly reported as “Incomplete Evaluation” and will not be able to retake an Adult Inpatient Test for 120 days.

APPENDIX B: HOW TO ACCESS THE SAMPLE TEST

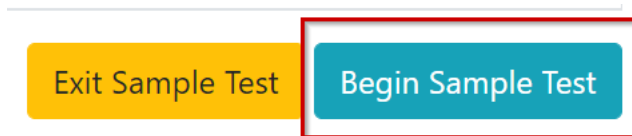
1. Log in to the [Online Hospital Survey Tool](#) using your hospital's 16-digit [security code](#). If you are logging in for the first time, you will be required to first complete and submit your Hospital Profile. If you have already submitted the Hospital Profile, you will be brought directly to the Survey Dashboard. Select the **Take CPOE Tool** button on the [Survey Dashboard](#). You will be taken to the CPOE Tool Dashboard page in the same window (this does not start a timed test).



2. Click **Take Sample Test** from the menu options at the top.



3. Scroll to the bottom of the page and click **Begin Sample Test**. To exit back to the CPOE Dashboard, click **Exit Sample Test**.



4. Follow the instructions for completing the Sample Test using the Adult Inpatient Test starting with [Step 1 of 7: Print Test Patients](#).

The Sample Test can be taken multiple times without requesting to have it reset. If the Sample Test is closed during a test, it cannot be resumed. You will need to go back to the [Survey Dashboard](#) and click **Take CPOE Tool** to return to the CPOE Evaluation Tool Dashboard.

As a reminder, the Sample Test is not scored or publicly reported. Answers for the Sample Test are provided below.

SAMPLE TEST ANSWERS

The table below shows correct response(s) from Step 5 of the Sample Test. As a reminder, the Sample Test is not scored or publicly reported.

Order #	Order(s)	Correct response
1	citalopram 10 mg po daily metoclopramide hydrochloride 5 mg po four times daily	<ul style="list-style-type: none"> Received advice/information concerning inappropriate/contraindicated medication combination
2	phenytoin 1000 mg po daily	<ul style="list-style-type: none"> Could not enter order with specified dose or frequency Received advice/information concerning excessive dose
3	potassium chloride 20 mEq po daily	<ul style="list-style-type: none"> Received advice/information concerning medication or dose inappropriate/contraindicated based on lab results
4	hydroxyzine 50 mg IV times one dose	<ul style="list-style-type: none"> Could not enter order with specified route Received advice/information concerning route of administration
5	amitriptyline 100 mg po at bedtime	<ul style="list-style-type: none"> Received advice/information concerning medication or dose inappropriate/contraindicated based on age
6	ciprofloxacin 500 mg po twice daily	<ul style="list-style-type: none"> Received advice/information concerning medication or dose inappropriate/contraindicated based on diagnosis
7	warfarin 5 mg po daily	<ul style="list-style-type: none"> Received advice/information concerning need to monitor via new lab order(s) Per protocol, new lab order(s) and monitoring for this medication are always managed by pharmacy
8	docusate sodium 100 mg po twice daily magnesium hydroxide 30 ml po daily as needed for constipation	<ul style="list-style-type: none"> No advice/information received concerning inappropriate/contraindicated medication combination

APPENDIX C: HOW TO ACCESS THE ADULT INPATIENT TEST

Important Note: The timed test starts when you click on **Begin Scored & Timed Adult Inpatient Test**. Hospitals are **strongly encouraged to take the [Sample Test](#) before starting an Adult Inpatient Test**. Clicking on Begin Scored & Timed Adult Inpatient Test starts the timed Adult Inpatient Test, not the Sample Test.

1. Log in to the [Online Hospital Survey Tool](#) using your hospital's 16-digit [security code](#). If you are logging in for the first time, you will be required to first complete your Hospital Profile. If you have already submitted the Hospital Profile, you will be brought directly to the Survey Dashboard. Select the **Take CPOE Tool** button on the [Survey Dashboard](#). You will be taken to the CPOE Tool Dashboard page in the same window (this does not start a timed test).

+ Section 1: BASIC HOSPITAL INFORMATION		0 errors
+ Section 2: MEDICATION SAFETY	<div>Take CPOE Tool</div>	SUBMITTED ✓ 03/14/2023 - 06:14 AM (EDT)
		0 errors

2. If you are ready to take the Adult Inpatient Test, scroll to the bottom of the page and click **Begin Scored & Timed Adult Inpatient Test** and the timing for Steps 1 – 2 will start. Otherwise, click **Logout & Return Later**. Once you take an Adult Inpatient Test, it can only be taken again after 120 days have passed.



3. Once you click **Begin Scored & Timed Adult Inpatient Test**, a pop-up will appear that asks if you are sure you want to start the scored and timed test. The timed portion of the test starts once you click Confirm.

Are you sure you want to start the Adult Inpatient Test that is **timed and scored**?

If you meant to take the Sample Test, click 'Close' to return the CPOE Dashboard.



If you accidentally start an Adult Inpatient Test, [contact the Leapfrog Help Desk](#) for assistance.



APPENDIX D: GUIDANCE FOR TESTING WITH REMOTE TEAM

Prior to starting the Adult Inpatient Test, the hospital should select a Test Coordinator. The Test Coordinator must review the information provided in [Preparing for the Test](#). If the CPOE Test is conducted with a remote team, the additional steps below may be necessary:

1. Identify devices and software that may be needed:
 - a. Virtual meeting software (e.g., Zoom, Microsoft Teams, etc.) installed and tested in advance on each computer/tablet that will be used during the test. It may be helpful to use software with a video recording feature in case the team would like to go back and check previous steps (i.e., check alerts that were received in Step 4 of the test).
 - b. The **Test Coordinator's** computer/tablet should be connected to a printer to print the Orders and Observation Sheet in Step 3 and record the advice/information received by the prescriber in Step 4.
 - c. The **prescriber's** computer/tablet should be connected to a printer (to print the Orders and Observation Sheet in Step 4), or the prescriber will need two computers/tablets:
 - i. One to display the Orders and Observations sheet, and
 - ii. One to enter the Test Orders. The computer/tablet used to enter the Test Orders should be operating the virtual meeting software. While the prescriber will be instructing the Test Coordinator as to what type of advice/information he/she received (if any), it may also be helpful for the prescriber to share their screen with the **Test Coordinator** while entering the test orders into CPOE system.
2. Identify modes of communication that will be used with team members during the test (e.g., phone, email, texting, instant messaging, etc.).
3. Set schedule for each person's role and a send calendar invite with information about how to join the virtual meeting. See example of time estimates in the table below. Note that these are estimates and you may want to communicate with team members during the test to adjust the schedule as needed.

EXAMPLE OF SCHEDULE AND ADMINISTRATION WITH REMOTE TEAM

Time	Test Step	Remote Test Administration Instructions	Personnel Involved
9:00 – 9:10 AM	Step 1: Download and print the list of Test Patients, then proceed to Step 2.	Test Coordinator starts virtual meeting and: <ol style="list-style-type: none"> 1. Logs in to CPOE Evaluation Tool and selects Begin Scored & Timed Adult Inpatient Test from the CPOE Dashboard. 2. Downloads the Test Patients (PDF) and saves the PDF in a shared folder or email the PDF to team members involved in Step 2. 	Test Coordinator IT support
9:10 – 10:40 AM	Step 2: Enter the Test Patients into your hospital's production environment (or test environment that mirrors your production environment exactly), then go back to the Tool to confirm completion of Step 2 and proceed to Step 3 before the 3-hour time limit ends.	ADT/Registration, laboratory, and nursing join the virtual meeting, and then: <ol style="list-style-type: none"> 1. ADT/Registration enters test patients and assigns them beds. 2. When Test Patients are entered, laboratory enters laboratory results. 3. When laboratory results are entered, nursing enters patient information (diagnosis, etc.). 4. Via screenshare, Test Coordinator checks Test Patients entered against the details in the PDF to ensure that all information was entered correctly before moving on to Step 3. 5. Coordinator proceeds to Step 3 in the CPOE Evaluation Tool. 	Test Coordinator ADT/Registration Laboratory Nursing IT support
10:40 – 10:50 AM	Step 3: Download and print the Orders and Observations Sheets, then proceed to Step 4.	Test Coordinator downloads PDF of Orders and Observation sheet, prints a hard copy for to use in Step 4 and sends it to licensed prescriber (or saves it in shared folder for licensed prescriber to access).	Test Coordinator IT support
10:50 – 11:50 AM	Step 4: Have a prescriber who routinely orders	Prescriber logs into the hospital's CPOE system, joins Test	Test Coordinator

Time	Test Step	Remote Test Administration Instructions	Personnel Involved
	<p>medications through your inpatient CPOE system enter and sign the test order(s) assigned to each Test Patient. The prescriber must record any advice or information he/she receives from the system onto the Orders and Observations Sheets and discontinue the Test Order(s) before moving onto the next order.</p> <p>Note: Do not record any advice or information on the Orders and Observation Sheet that was sent directly to a pharmacist.</p>	<p>Coordinator in a virtual meeting, shares the CPOE system screen with the Test Coordinator, and then:</p> <ol style="list-style-type: none"> 1. Prescriber enters orders from Orders and Observation Sheet into CPOE system, which are read on a separate device (tablet, laptop, printed Orders and Observation Sheet, etc.). 2. Prescriber instructs Test Coordinator to record the specific advice/information displayed, if any, for each order on the Orders and Observation Sheet. <i>For example, if the prescriber enters an order for ibuprofen every three hours, and the prescriber receives scenario-specific advice stating that the specified frequency results in a daily dose that exceeds the safe range for a daily dose, then the prescriber would instruct the Test Coordinator to mark "excessive dose" next to the Excessive Dosing category on the Orders and Observation Sheet.</i> 3. Test Coordinator confirms completion of Step 4 and proceeds to Step 5 in the CPOE Tool. 	<p>Clinical information systems coordinator</p> <p>Licensed prescriber</p> <p>IT support</p>
11:50 – 12:20 PM	Step 5: Record the responses from the Orders and Observations Sheets onto the Online Answer Form, review the Online Answer Form for accuracy and completeness, and submit the Online Answer Form.	Test Coordinator shares screen and enters responses from Orders and Observations Sheet into Online Answer Form while prescriber reviews each response to ensure accuracy of radio button selection.	<p>Test Coordinator</p> <p>Clinical information systems coordinator</p> <p>Licensed prescriber</p> <p>IT support</p>
12:20 – 12:25 PM	Step 6: Complete and submit the Affirmation.	Test Coordinator completes and submits Affirmation.	Test Coordinator



Time	Test Step	Remote Test Administration Instructions	Personnel Involved
			IT support
	Step 7: View and print your results.	Test Coordinator prints test results and exits out of CPOE Tool to Survey Dashboard.	Test Coordinator IT support



APPENDIX E: HOW TO CONTACT THE LEAPFROG HELP DESK

If you need assistance during the test, contact the Leapfrog Help Desk by clicking on **Contact the Leapfrog Help Desk** on the CPOE Dashboard, then submit a ticket at <https://leapfroghelpdesk.zendesk.com>.

CPOE Evaluation Tool Dashboard Instructions Take Sample Test Contact the Leapfrog Help Desk

You can also email helpdesk@leapfrog-group.org.

Include the following information in the request:

- State that you are currently in an Adult Inpatient Test
- Describe the issue you are experiencing
- Provide any applicable screen shots
- Provide the name and address of the hospital
- Provide a contact phone number

After submitting a request, you will receive a response via email from support@leapfroghelpdesk.zendesk.com within 10 minutes during Help Desk hours (M – F, 9:00 AM – 5:00 PM ET) if you are in the middle of taking a test.



APPENDIX F: CPOE FAQs

1. Can we take one test for our entire hospital system if all our hospitals use the same CPOE system?

No. Because of differences in implementation and usage between separate hospital locations, the test must be taken by each hospital consistent with Leapfrog's [policy](#) on multi-campus hospital systems.

2. Can a central team conduct a separate test for multiple hospitals from a central site?

Yes, if needed, each separate test can be conducted at a central location if the clinical decision support and other CPOE settings being used mirror the local hospital's instance exactly and a local [prescriber](#) who regularly orders inpatient medications completes the order entry part of the test (Step 4). A CPOE Test would still need to be completed for each campus.

3. Can our pharmacist enter the Test Orders during the test?

No, the Test Orders should be entered by a [prescriber](#) who routinely writes inpatient medication orders. Nurses, health informatics team members, and test coordinators are also prohibited from completing the Step 4 Order Entry.

4. When should we take the CPOE Evaluation Tool?

The CPOE Evaluation Tool is a core element of Leapfrog's CPOE Standard. Hospitals are urged to ensure that the Adult Inpatient CPOE Test is submitted along with the Survey (i.e. in the same month) to meet the [deadlines](#) for Leapfrog Hospital Survey and Leapfrog's other programs such as Top Hospital and the Leapfrog Hospital Safety Grade.

Within a Survey Cycle (April 1 – November 30), a hospital cannot retake a CPOE Evaluation Tool until at least 120 days have passed since their last test.

5. What level of feedback will the CPOE Evaluation Tool provide for our hospital about our CPOE system?

Hospitals that complete the CPOE Evaluation Tool are provided with feedback on those scenarios that include potentially fatal orders for which their CPOE system did not correctly alert the prescriber as well as Excessive Alert orders. Due to the costs associated with developing the patients and orders for the tool, the database of orders and patients is limited. Therefore, revealing all of the incorrect or missed alerts would provide hospitals that have taken the tool before a potential advantage over hospitals with recent CPOE implementations.

For specific guidance related to improving your clinical decision support functionality based on the results of the Adult Inpatient Test, please download the [CPOE Tool Guidance for Leapfrog Reporting Hospitals](#), which can be found under "Other Supporting Materials" for Section 2: Medication Safety.

6. If we update our responses to Section 2A questions #3 and #4, do we need to re-take the CPOE Test?

No, hospitals are not required to retake the CPOE Evaluation Tool if making updates to Section 2A CPOE. Retaking a test is only recommended if a hospital has made changes to their CPOE



system and would like to try to improve their score.