



**10**  
**YEARS**  
THE **LEAPFROG** GROUP



Anniversary Gala

November 30, 2010

Annual Meeting

December 1, 2010



David Knowlton, Chair, Leapfrog Board of Directors



Leah Binder, CEO

Ten years ago, a small group of business leaders gathered for dinner, and by the time dessert was served, they had settled on an idea to transform American health care. They used their napkins to sketch out a plan for a new purchaser-driven organization focused on a simple, yet revolutionary idea: employers should leverage their purchasing power to demand public transparency from hospitals. Only then will people be able to compare hospitals on safety, quality and cost, and then select the one that is best for their families.

The name of the organization on the napkins: **The Leapfrog Group.**

## WELCOME TO LEAPFROG'S SECOND DECADE

The Leapfrog Group is a beacon of hope in our nation's troubled health care environment. That's not a quote from our press release, that's the conclusion of a wide variety of studies published over the last decade, including one the Business Roundtable releases today.

With health care reform, America's health care system faces a sea change. Leapfrog's laser focus on patient safety and quality and our uncompromising commitment to 100% transparency keep our nation grounded on what's important and what works. The unbiased transparency Leapfrog stands for is tough to uphold, but ultimately brings us together – purchasers, consumers, hospitals, regional coalitions, and all the stakeholders – shaping our nation's health destiny in a spirit of true candor.

Today we launch the Leapfrog Second Decade. We will go beyond giving consumers and purchasers the trusted, unbiased information they rely on us for to choose among hospitals. We will activate consumers to protect themselves from harm and achieve the best quality of life. We will begin publicly reporting on the patient experience of care at different hospitals; we will monitor and drive changes in patient consent procedures, so patients have tools to avoid harm from overuse or errors or never events; we will continue to partner with consumer organizations like March of Dimes and Consumers Reports Health to empower Americans to shape their future. We will give purchasers tools and influence to make their priorities count, including pricing and payment strategies to reward excellence.

Leapfrog sets the highest known standards for safety and quality of hospitals in this country, and that is an expression of the highest respect for the importance of hospitals in American life. Hospital leaders bring to life Leapfrog's vision for quality and safety, and many, like the Top Hospitals in 2010 and in prior years, and the two Top Hospitals of the Decade, University of Maryland Medical Center and Virginia Mason Medical Center, show us through their example that our high standards are not just hopes and dreams. We will grow our work with hospitals to highlight excellence, give them customized feedback to fuel performance improvement, and continue to partner with more hospitals to model payment reforms, gainsharing, and other policy innovations that drive performance to new heights.

Thank you for your role in making Leapfrog what it is today. Join us for Leapfrog's Second Decade.

## Founding Frogs

**Bruce E. Bradley** served as director, health care strategy and public policy, for General Motors Health Care from 1996 to 2008. He is currently on the faculty of The Institute for Health Care Improvement “Triple Aim” project. He is a member of the Quality Committee of the Board of Trustees of the Henry Ford Health System and has been appointed to the Board of Examiners of the Michigan Quality Council (Baldrige Award).

**Suzanne F. Delbanco, Ph.D.** is the executive director of Catalyst for Payment Reform. Dr. Delbanco is also on the Advisory Committee to the director of the Centers for Disease Control and Prevention as well as the CDC’s National Biosurveillance Advisory Subcommittee. She serves on the boards of the Health Care Incentives Improvement Institute, the Anvita Health Advisory Council, and the executive committee of the California Maternal Quality Care Collaborative, and participates in the Healthcare Executives Leadership Network.

**Robert S. Galvin, M.D.** is the chief executive officer of Equity Healthcare, which oversees the management of health care for firms owned by private equity companies. Dr. Galvin is a member of the Institute of Medicine and sits on the IOM’s Board on Health Care Services. He is also on the Board of Directors of the National Quality Forum and a member of the National Advisory Council for the Agency for Healthcare Research and Quality (AHRQ). Dr. Galvin is professor adjunct of medicine and health policy at Yale. He is a fellow of the American College of Physicians.

**Vince Kerr, M.D.** is both president of Care Solutions and chief medical officer for national accounts at UnitedHealthcare. As chief medical officer, he is responsible for clinical policy matters internally and for external clinical policy matters for the large employer segment. In the capacity of president of Care Solutions, he leads the strategy for large employers to manage trends and improve the quality and efficiency of care, among other responsibilities.

**Lucian M. Leape, M.D.** is a pediatric surgeon and is Adjunct Professor of Health Policy at the Harvard School of Public Health. He is internationally recognized as a leader in patient safety, starting with the 1994 publication in JAMA of his seminal article, “Error in Medicine,” which formed the basis for the 1999 Institute of Medicine report, To Err is Human, which he co-authored. In 2007, the National Patient Safety Foundation established the Lucian Leape Institute to further strategic thinking in patient safety.

**Arnold Milstein, M.D., M.P.H.,** is a former Leapfrog Board member and chair of the Leaps and Measures Committee. He is a full professor at Stanford University Medical School and will lead the new Stanford Clinical Excellence Research Center. He serves as the medical director of the Pacific Business Group on Health (PBGH), the largest employer health care purchasing coalition in the U.S. Dr. Milstein also co-founded the Consumer-Purchaser Disclosure Group and continues to advise on performance measurement.

## 10 Year Anniversary Gala Agenda

6:00 PM      Networking Reception

7:00 PM      Dinner & Program

Welcome

**David Knowlton, President & CEO,  
New Jersey Health Care Quality Institute  
and Chair, Leapfrog Board of Directors**

Special Recognition: Founding Frogs

**Past Board Chairs**

News from the Business Roundtable: Does Leapfrog Work?

**Arnold Milstein, M.D.**

Keynote: Leapfrog’s Critical Role in Transforming Health Care

**David Goldhill, President & CEO, GSN**

Top Hospital of the Decade Awards

**Leapfrog Board of Directors**

Adjourn



## Gala Keynote Speaker



### David Goldhill President & CEO, GSN

David Goldhill was appointed GSN's president and chief executive officer on August 1, 2007. In this role, he oversees all aspects of the cable network's operations. GSN is jointly owned by Liberty Media Corporation and Sony Pictures Entertainment and is currently watched in over 65 million homes. In June 2007, Mr. Goldhill was elected chairman of the Board of Directors of Fun Technologies, a Toronto-based online skill and sports games business in which Liberty Media is the majority shareholder. He is also currently a senior advisor to Associated Partners, a New York-based investment firm specializing in media, telecommunications, and technology. In addition, he serves on the Board of Directors of Expedia, Inc.; eLong, one of China's leading travel companies; and Pando Inc., a private file-sharing technology company.

In 2009, Mr. Goldhill captured the attention of millions with his powerful cover story in *The Atlantic*, "How American Health Care Killed My Father." He has since emerged as a leading national consumer advocate for patient safety and this year joined Leapfrog's Board of Directors.

Mr. Goldhill graduated from Harvard University with a B.A. degree in history and holds an M.A. degree in the same subject from New York University.

## Thank you to our Regional Roll-Outs

Leapfrog takes a regional approach to national participation in our hospital survey and other public reporting and purchasing initiatives. In 38 regions across the country, Leapfrog partners with the following Regional Roll-Outs that have been instrumental in driving quality improvement in hospitals.

The Boeing Corporation  
Buyers Health Care Action Group  
Center for Health Transformation  
Colorado Business Group on Health  
Dallas-Fort Worth Business Group on Health  
Employers Coalition for Healthcare Options  
Employers Health Purchasing Corporation of Ohio  
Florida Health Care Coalition  
FrontPath Health Coalition  
GM / Michigan Health and Safety Coalition  
Health Action Council  
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IBM  
Indiana Employers Quality Health Alliance  
Iowa Health Buyers Alliance /  
Health Policy Corporation of Iowa  
Lehigh Valley Business Coalition on Health Care  
MA Healthcare Purchasers Group /  
MA Group Insurance Commission

Maine Health Management Coalition  
Memphis Business Group on Health  
Mid-Atlantic Business Group on Health  
Midwest Business Group on Health  
Nevada Health Care Coalition  
New Hampshire Purchasers Group on Health  
New Jersey Health Care Quality Institute  
New York Business Group on Health  
Niagara Health Quality Coalition  
Oregon Coalition of Health Care Purchasers  
Pacific Business Group on Health  
Savannah Business Group on Health  
South Carolina Business Coalition on Health  
St. Louis Area Business Health Coalition  
Tri-State Business Coalition on Health  
Virginia Business Coalition on Health  
Washington State Health Care Authority  
Wisconsin Healthcare Purchasers for Quality  
Western North Carolina Health Coalition  
Wyoming Business Coalition on Health

## Leapfrog Top Hospitals of the Decade

University of Maryland Medical Center and Virginia Mason Medical Center are the only two hospitals in America to be named a Leapfrog Top Hospital since Leapfrog began its prestigious national awards program in 2006. We are proud to honor them as the Leapfrog Top Hospitals of the Decade.



## Virginia Mason Medical Center

*Seattle, Washington*

Virginia Mason Medical Center, founded in 1920, is a non-profit comprehensive regional health care system in the Seattle area. Known for its Team Medicine approach, physicians, nurses and staff members provide seamless care to patients. With a vision to be the Quality Leader and transform health care, Virginia Mason has an unwavering focus on quality and safety. Providing a safe environment for patients and staff is fundamental to ensuring the perfect patient experience. Virginia Mason has been a Leapfrog Top Hospital every year since the inception of this national designation.



## University of Maryland Medical Center

*Baltimore, Maryland*

The University of Maryland Medical Center is an innovative, 757-bed teaching hospital in Baltimore. It provides the full range of health services to people throughout Maryland and the Mid-Atlantic region, and is a national and regional referral center for trauma, cancer care, cardiac care, neurocare and organ transplants. The University of Maryland Medical Center has been on Leapfrog's Top Hospitals list for safety and quality every year since 2006. The medical center also has earned Magnet designation in recognition of its excellence in nursing.



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Dear University of Maryland Medical Center Staff:

On behalf of the citizens of Maryland, I am honored to be one of the first to congratulate you on being named one of only two hospitals in the country to earn the distinction of Hospital of the Decade.

For many years you have shown distinctive leadership in your efforts to improve patient safety, quality outcomes, and efficiency.

Each year the standards are raised, and each year UMMC has risen to the challenge to keep improving and continually meet the needs of our state and beyond. You have also committed to a level of transparency and public accountability that every hospital should strive to attain.

The University of Maryland Medical Center is a national and regional referral center for trauma, cancer care, cardiac care, neurology, and organ transplants -- but most of all you are there for Marylanders when we need you.

Congratulations again on this wonderful distinction.

Sincerely,

Governor



November 15, 2010

Gary S. Kaplan, M.D.  
Chairman and Chief Executive Officer  
Virginia Mason Medical Center  
1100 Ninth Avenue  
Seattle, WA 98111

Dear Dr. Kaplan and Directors:

Congratulations to Virginia Mason for being recognized as one of just two "Top Hospitals of the Decade." This award acknowledges the extraordinary dedication of your doctors, nurses, employees and volunteers, as well as the commitment of your trustees and administrators.

This honor affirms your leadership in our region and your collaboration with state government, as well as other payers and providers, to the benefit of our citizens. The accolade builds on your reputation for pioneering the incorporation of the Toyota production system into the delivery of health care. Using this method, Virginia Mason is continuously identifying ways to eliminate waste, improve quality and reduce the rising cost of health care, all without compromising patient care. By streamlining repetitive and low-touch aspects of care delivery, staff and providers spend more time talking with, listening to, and treating patients. Teams from across the country and around the world visit Virginia Mason to learn how to put these proven methods in place.

I also congratulate Leapfrog on its tenth anniversary, and applaud its work with employers and purchaser members to institute the highest possible standards for patient safety and quality of care in hospitals. Because of the efforts of Leapfrog and our state's hospitals, Washington is a leader in staffing intensive care units with specially trained doctors -- a practice that reduces mortality by as much as 30 percent. Thanks to Leapfrog, our hospitals are reporting on their use and the efficacy of computerized physician order entry systems as this technology significantly reduces medication errors.

I am proud that Washington State has been a leader in implementing these impressive Leapfrog measures. The Boeing Company and the Washington State Health Care Authority have championed this effort. With the support of our hospitals, particularly Virginia Mason, they have been instrumental in driving quality improvements.

With such successful partners making these remarkable advances, the promise of better health care is even closer. Again, congratulations to Virginia Mason and the Leapfrog group!

Sincerely,

Christine O. Gregoire  
Governor

# Thank You to our Experts

The chairs of Leapfrog's Expert Panels are renowned in their fields. They advise Leapfrog in its quest to make giant leaps forward and volunteer their time to define the standards and develop evidence-based measures for Leapfrog's Hospital Survey. Their work has significantly impacted the care patients receive in hospitals today and in the future.

**John D. Birkmeyer, M.D.**, has served as the chair for Leapfrog's Evidence-Based Hospital Referral Leap since 2001. He is a professor of surgery at the University of Michigan Medical School and is a member of the Division of Minimally Invasive Surgery. Dr. Birkmeyer is a national leader in surgical outcomes research, quality, and health policy.

**Charles Denham, M.D.** has served as the chair for the Safe Practices Leap since 2003. He is CEO of the HCC Corporation. Dr. Denham is also the founder and chairman of the Texas Medical Institute of Technology. He was a fellow of the Harvard University Advanced Leadership Initiative in 2009 and is a senior fellow of the same program for 2010. He is an associate editor for the Journal of Patient Safety.

**David Bates, M.D.**, has served as chair for Leapfrog's CPOE Leap since 2001. He is a practicing general internist and is chief of the Division of General Internal Medicine and Primary Care at Brigham and Women's Hospital in Boston, a professor of medicine at Harvard Medical School, and a professor of health policy and management at the Harvard School of Public Health, where he co-directs the Program in Clinical Effectiveness.

**Peter J. Pronovost, M.D., Ph.D.**, has served as the chair for Leapfrog's ICU Physician Staffing Leap since 2001. Dr. Pronovost is a practicing anesthesiologist and critical care physician, teacher, researcher, and international patient safety leader. He is a professor in the Johns Hopkins University School of Medicine (Departments of Anesthesiology and Critical Care Medicine, and Surgery), in the Bloomberg School of Public Health (Department of Health Policy and Management), and in the School of Nursing.

# Annual Meeting Agenda

December 1, 2010 from 8:00 AM – 3:00 PM

## Getting Healthcare Right: Empower the Right People. Get the Right Results.

8:00 AM	2010 Leapfrog Top Hospital Photo Shoot, Networking Breakfast, & Registration
9:00 AM	Welcome and Call to Action: Getting Health Care Right David Knowlton, President & CEO, New Jersey Health Care Quality Institute & Chair, The Leapfrog Group; and Leah Binder, CEO, The Leapfrog Group
9:15 AM	Keynote: How the Overuse of Medical Care is Wrecking Americans' Health and What We Can Do About It  Overuse is a conversation that needs to happen at the local and national levels. This presentation will address overuse as a patient safety issue, highlight the impact of overuse on quality and health care costs for employers, governments, and families, and identify strategies to address overuse. Rosemary Gibson
10:15 AM	MORNING BREAK
10:30 AM	Getting the Right Results Post Health Care Reform: The Leapfrog Agenda Leah Binder, CEO, The Leapfrog Group Reactor Panel: To be announced
11:30 AM	Lunch Mobilizing Patients and Families to Achieve Safe Health Care  Patients and families care about patient safety. But we currently do not mobilize them to contribute the extra eyes, ears, and minds needed to simultaneously reduce adverse events and improve their overall experience of care. This presentation will address what patients, families, and employers can do and what health professionals and institutions need to do to mobilize them. Shoshanna Sofaer, Dr.PH.
1:00 PM	Mobilizing Patients and Families: Stakeholder Perspectives  A purchaser, a hospital, a health plan, and a consumer advocate react to the day's presentations and talk about their experiences engaging patients and their families in their own health care. This lively discussion will include a chance for audience members to ask questions and share their own lessons learned.
2:00 PM	Top Hospital Award Ceremony Leapfrog's Board of Directors & CEO
3:00 PM	Adjourn

# Thank you to our 10 Year Anniversary Gala and Annual Meeting Sponsors

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University of Maryland Medical Center  
Virginia Mason Medical Center





Keynote Speaker

## Rosemary Gibson

Rosemary Gibson is a national leader in patient safety. She is the author of a new book, *The Treatment Trap*, which highlights the overuse of unnecessary tests, surgeries, and office visits. She is also the editor of a new series that will be launched in the Archives of Internal Medicine on patient experience of overtreatment. Ms. Gibson was chief architect of the Robert Wood Johnson Foundation's twelve-year strategy to establish palliative care in the mainstream of the U.S. health care system. In recognition of this work, she received the Lifetime Achievement Award from the American Academy of Hospice and Palliative Medicine. Ms. Gibson has worked with Bill Moyers and Public Affairs Television on the PBS documentary, "On Our Own Terms," which showed more than 20 million viewers how the U.S. health care system can better care for seriously ill patients and their families. She is also the author of the critically acclaimed book, *Wall of Silence*.



Lunch Keynote

## Shoshanna Sofaer, Dr.P.H.

Shoshanna Sofaer is the Robert P. Luciano Professor of Health Care Policy at the School of Public Affairs, Baruch College. She received her M.P.H. and Dr.P.H. at the School of Public Health, UC Berkeley. Dr. Sofaer studies quality and safety measures that resonate with consumers and patients; public reports on comparative health care quality; tools to help patients and families engage productively in their health and health care; using community coalitions to improve health and health care; public and policy makers' responses to the use of cost-effectiveness analysis; and improving health care professionals' skills in caring for older people. She has over 60 publications in peer-reviewed journals, but has also created a wide range of materials that translate research evidence for practitioners and the public. She speaks extensively to audiences of purchasers, consumers, physicians, and other health care stakeholders on her research and its implications. Dr. Sofaer is considered an expert on the use of qualitative methods in health services research and is consulting with many research projects, including a study of "getting to zero" with CLABSI, for The Leapfrog Group.

## Annual Meeting Panelists

**David Knowlton** is the president & CEO of the New Jersey Health Care Quality Institute. In the past six years, the Institute has worked to enact numerous improvements to patient safety and transparency. Mr. Knowlton is the chair of the Board of Directors of The Leapfrog Group and directs New Jersey's Leapfrog program.

**Deborah J. Leblanc, RN** is the vice president of patient care services at the Detroit Medical Center's Detroit Receiving Hospital. She is a designated as a Certified Nurse Executive Advanced (NEA-BC) and a LEAN Healthcare Executive. She is considered an expert in clinical care and business operations. In 2009, Detroit Receiving Hospital received the Magnet Award for excellence in nursing service.

**Vince Kerr, M.D.** is both president of Care Solutions and chief medical officer for national accounts at UnitedHealthcare. As chief medical officer, he is responsible for clinical policy matters internally and for external clinical policy matters for the large employer segment. In his capacity as president of Care Solutions, he leads the strategy for large employers to manage trends and improve the quality and efficiency of care.

**Martin J. Hatlie, JD** currently is CEO, Project Patient Care, which is dedicated to fostering improvement in the Chicago region via development of a Patient Safety Organization and other initiatives. He is the president of Partnership for Patient Safety (p4ps), a patient-centered initiative dedicated to advancing the reliability of health care systems worldwide.



# 2010 Leapfrog Top Hospitals

## Leapfrog Top Hospitals

Mayo Clinic Hospital  
*Phoenix, Phoenix, AZ*

California Pacific Medical Center – Davies Campus  
*San Francisco, CA*

Kaiser Permanente Antioch Medical Center  
*Antioch, CA*

Kaiser Permanente Fontana Medical Center  
*Fontana, CA*

Kaiser Permanente Harbor City Medical Center  
*Harbor City, CA*

Kaiser Permanente Los Angeles Medical Center  
*Los Angeles, CA*

Kaiser Permanente Oakland Medical Center  
*Oakland, CA*

Kaiser Permanente Panorama City Medical Center  
*Panorama City, CA*

Kaiser Permanente Richmond Medical Center  
*Richmond, CA*

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*Riverside, CA*

Kaiser Permanente Roseville Medical Center  
*Roseville, CA*

Kaiser Permanente San Diego Medical Center  
*San Diego, CA*

Kaiser Permanente San Francisco Medical Center  
*San Francisco, CA*

Kaiser Permanente San Jose Medical Center  
*San Jose, CA*

Kaiser Permanente San Rafael Medical Center  
*San Rafael, CA*

Kaiser Permanente Santa Clara Medical Center  
*Santa Clara, CA*

Kaiser Permanente South San Francisco Medical Center  
*South San Francisco, CA*

Kaiser Permanente Walnut Creek Medical Center  
*Walnut Creek, CA*

Mills-Peninsula Health Services  
*Burlingame, CA*

Stanford Hospital & Clinics  
*Stanford, CA*

University of California Davis Medical Center  
*Sacramento, CA*

Cleveland Clinic Florida  
*Weston, FL*

Homestead Hospital Inc.  
*Homestead, FL*

Mayo Clinic Hospital – Jacksonville  
*Jacksonville, FL*

NorthShore University HealthSystem – Evanston Hospital  
*Evanston, IL*

NorthShore University HealthSystem – Glenbrook Hospital  
*Glenview, IL*

NorthShore University HealthSystem – Highland Park Hospital  
*Highland Park, IL*

NorthShore University HealthSystem – Skokie Hospital  
*Skokie, IL*

Rush University Medical Center  
*Chicago, IL*

Baystate Medical Center  
*Springfield, MA*

Beth Israel Deaconess Medical Center  
*Boston, MA*

Brigham And Women’s Hospital  
*Boston, MA*

Caritas Good Samaritan Medical Center  
*Brockton, MA*

Norwood Hospital  
*Norwood, MA*

The University of Maryland Medical Center  
*Baltimore, MD*

Detroit Receiving Hospital & University Health Center  
*Detroit, MI*

DMC Harper University Hospital - Hutzel Women’s Hospital  
*Detroit, MI*

Huron Valley-Sinai Hospital  
*Commerce Township, MI*

University of Michigan Health System  
*Ann Arbor, MI*

Mayo Clinic Rochester - Saint Marys  
*Rochester, MN*

Hackensack University Medical  
*Hackensack, NJ*

University Medical Center at Princeton  
*Princeton, NJ*

Roswell Park Cancer Institute  
*Buffalo, NY*

The Christ Hospital  
*Cincinnati, OH*

The Ohio State University Comprehensive Cancer Center –  
Arthur G. James and Richard J. Solove Research Institute  
*Columbus, OH*

Lehigh Valley Hospital  
*Allentown, PA*

Bon Secours St. Francis Health System – Downtown  
*Greenville, SC*

Vanderbilt University Hospital  
*Nashville, TN*

Sentara Careplex Hospital  
*Hampton, VA*

Sentara Leigh Hospital  
*Norfolk, VA*

Swedish Medical Center/Cherry Hill  
*Seattle, WA*

Swedish Medical Center/First Hill  
*Seattle, WA*

Virginia Mason Medical Center  
*Seattle, WA*

## Leapfrog Top Children’s Hospitals

Children’s Hospital Los Angeles  
*Los Angeles, CA*

Children’s National Medical Center  
*Washington, DC*

Children’s Hospital Boston  
*Boston, MA*

Children’s Hospitals And Clinics Of Minnesota – Minneapolis  
*Minneapolis, MN*

Children’s Hospitals And Clinics Of Minnesota – Saint Paul  
*Saint Paul, MN*

Children’s Hospital of Pittsburgh of UPMC  
*Pittsburgh, PA*

Cook Children’s Medical Center  
*Fort Worth, TX*

## Leapfrog Top Rural Hospitals

St Anthony Summit Medical Center  
*Frisco, CO*

Grinnell Regional Medical Center  
*Grinnell, IA*

Inland Hospital  
*Waterville, ME*

Sebasticook Valley Hospital  
*Pittsfield, ME*

Central Carolina Hospital  
*Sanford, NC*





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## The AARP Public Policy Institute congratulates The Leapfrog Group on your 10th anniversary!

Thank you for your support of the Center to Champion Nursing in America's work to ensure access to quality health care for all.

For more information, go to [aarp.org/ppi](http://aarp.org/ppi) and [championnursing.org](http://championnursing.org).

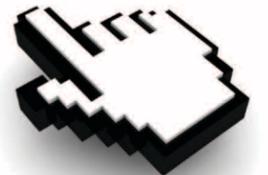


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## THE LEAPFROG GROUP

ON ITS 10 YEAR ANNIVERSARY AND IS PROUD TO SUPPORT THE LEAPFROG GROUP'S MISSION

To trigger giant leaps forward in the safety, quality and affordability of healthcare by:

- Supporting informed healthcare decisions by those who use and pay for healthcare; and,
- Promoting high-value health care through incentives and rewards.

WE LOOK FORWARD TO OUR CONTINUED PARTNERSHIP AND COLLABORATION!



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# A DECADE OF WORK

HAS MEANT LONGER LIVES FOR COUNTLESS PATIENTS.



Congratulations and thank you to The Leapfrog Group, on behalf of patients who continue to enjoy their lives, but may never know the importance of your work. It is the highest honor for Virginia Mason Medical Center to be named a Leapfrog Top Hospital of the Decade. We owe this distinction to the people who make Team Medicine an everyday reality, for their unwavering focus on providing the highest-quality, safest care for patients.



University of Maryland Medical Center

## We would like to congratulate the Leapfrog Group on celebrating its 10-YEAR ANNIVERSARY

ON BEHALF OF THE PHYSICIANS AND STAFF at the University of Maryland Medical Center, we would like to congratulate the Leapfrog Group on its unwavering leadership over the past 10 years on behalf of patients across the U.S. Leapfrog's focus on safety, quality, and efficiency has helped hospitals measure the right things that truly improve outcomes.

Each year, Leapfrog raises the standards, and each year I am proud to say that UMMC has risen to the challenge to meet or surpass these goals to deliver the finest health care.

Health care is very personal to each of us – it matters in our lives and the lives of our loved ones, and it touches us when we are most vulnerable. We can't lose sight of the people who deliver this care: the nurses, physicians, technicians, and support staff who touch the lives of patients every day. That is what truly makes a great hospital.

Congratulations again to the Leapfrog Group on completing its first decade, and congratulations to everyone at UMMC and to all who have contributed to making our hospital the Hospital of the Decade.

Jeffrey A. Rivest  
*President and Chief Executive Officer*  
*University of Maryland Medical Center*



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- Newt Gingrich  
Former Speaker of the House and  
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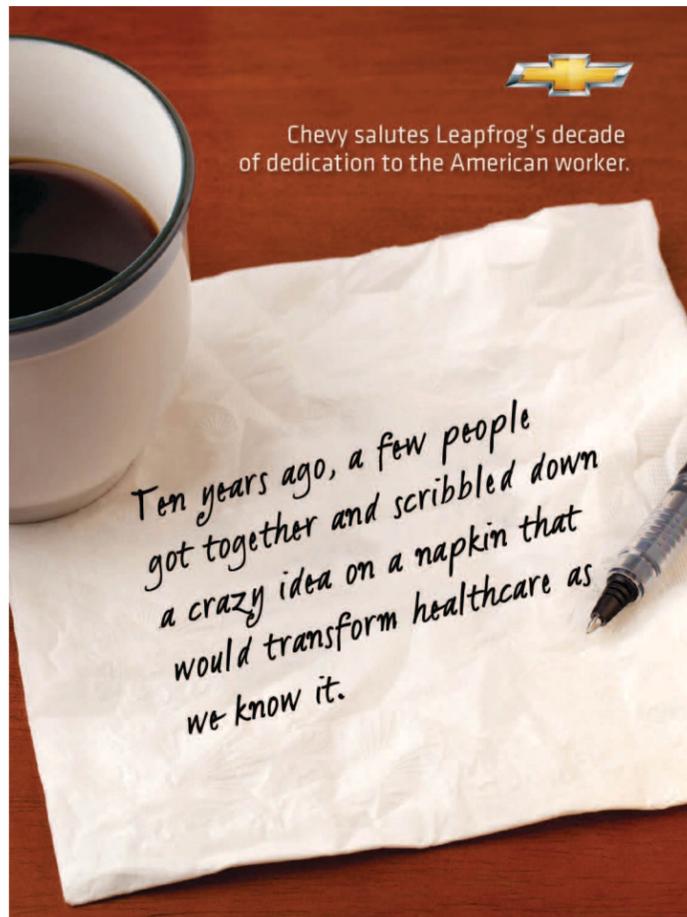
Boehringer Ingelheim ranks among the world's 15 leading pharmaceutical corporations. Our vision drives us forward. It helps us to foster value through innovation in our company and to look to the future with constantly renewed commitment and ambition.



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Chevy salutes Leapfrog's decade of dedication to the American worker.

Ten years ago, a few people got together and scribbled down a crazy idea on a napkin that would transform healthcare as we know it.



## MERCER



Mercer congratulates **The Leapfrog Group** and **Dr. Arnie Milstein** for their achievements in **transforming health care**. We're proud to work with you!

[www.mercer.com](http://www.mercer.com)

Consulting. Outsourcing. Investments.

## WE'RE PROUD TO RECOGNIZE THE LEAPFROG GROUP

Your leadership in transforming healthcare over the past decade is an inspiration to us all.



THOMSON REUTERS™

# Join The Leapfrog Group for our SECOND DECADE

Membership Information at [www.leapfroggroup.org](http://www.leapfroggroup.org)



## What would you do to make the world a better place?



uhc.com

It takes determined commitment to make a difference in the lives of others. What fuels the commitment is a strong belief that things can change and people's lives can improve. UnitedHealthcare salutes The Leapfrog Group for 10 years of dedicated actions to make this belief a reality.

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Congratulations to **THE LEAPFROG GROUP** on their 10th anniversary.

CIGNA is proud to support the Leapfrog Group and its efforts to improve the quality, safety and affordability of health care. Together we're working to make things better. For everyone.

www.cigna.com

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## Get Well. Sooner.

When a Cancer Treatment Centers of America®(CTCA) patient successfully finishes treatment and returns home, it makes all of us smile. Now, we're adding a new weapon in our fight against cancer that can make that happen even sooner.

It's called the Novac7.

Novac7 technology delivers highly-effective, precise Intraoperative Radiation Therapy (IORT) at the time of your surgery. One day and done in many cases! Instead of the 6 weeks of radiation which normally follows surgery.

Most patients will leave CTCA in just days after surgery. Getting back to their families and lives quickly with better cosmetic results, and fewer

side effects which sometimes accompany a long, 6 week course of radiation treatment.

We'll never stop searching the world for leading-edge treatment options that will help you get back home where you belong.



Winning the fight against cancer, every day.®

**Proud to support The Leapfrog Group.**

**800-333-CTCA | cancercenter.com**

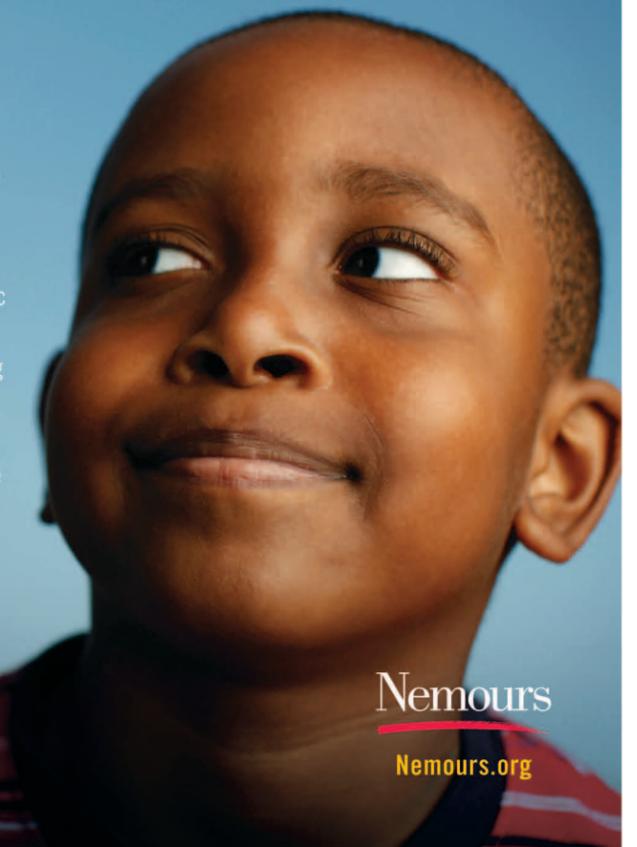
No case typical. You should not expect to experience these results.  
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## Our promise, a healthier future for children.

**As a leader in children's health, Nemours has a responsibility to provide the safest, most effective, family-focused care. As stewards of quality and innovation, we've established a system to ensure we do.**

For more than 10 years, Nemours has employed a fully integrated electronic medical record (EMR) system across campuses in four states. The system extends medical record access to every member of the care team, including referring physicians and patient-families, resulting in better coordination of care, reduced redundancy and improved safety and communication. Hundreds of quality of care measures are embedded in our EMR to validate our progress toward achieving the best health outcomes for children.

Today, our commitment enables a level of quality and safety that exceeds the national average in many pediatric medical and surgical specialties. And together, we are fulfilling our promise of a healthier future for every child we serve. **Your child. Our promise.**



**Nemours**  
Nemours.org

Anthem BlueCross:

Anthem BlueCross would like to congratulate Leapfrog on 10 years!

CareFirst BlueCross BlueShield:

CareFirst BlueCross BlueShield congratulates The Leapfrog Group on 10 successful years!

The Care Continuum Alliance:

The Care Continuum Alliance congratulates The Leapfrog Group on 10 productive years of work!

Discern Consulting:

Congratulations, Leapfrog! Take a well-deserved bow for 10 years of improving health care quality!

DNV:

DNV Healthcare the new standard in hospital accreditation, congratulates Leapfrog on it's 10th birthday.

Johns Hopkins Medicine:

Working to improve patient outcomes by advancing the science of health care delivery and working together.

Kaiser Permanente:

Our technology and people improve lives by delivering safe, affordable, high-quality health care.

Raven Creative:

RavenCreative.com congratulates The Leapfrog Group on 10 successful years

Ropes & Gray:

Congratulations to The Leapfrog Group on 10 years of empowering American health care consumers.

sanofi-aventis:

Congratulations to Leapfrog on your 10 Year Anniversary!

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Leapfrog Board of Directors thank current and former staff who make everything possible.

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**10**  
**YEARS**  
THE **LEAPFROG** GROUP