

## Leapfrog Talking Points – April 2021

- **Hospitals have been pioneers in quality measurement, and have long shared safety and quality data with the public** because patients and their families need clear, meaningful information to make health care decisions.
- **When making health care decisions, patients should use all available tools at their disposal** such as talking with friends and family and consulting with doctors, nurses and other health care providers. The latest Leapfrog rating system is just one tool among many patients can use when making health care decisions such as choosing a hospital.
- **As with any report card, the Leapfrog grades must be interpreted in context.** For example, some of the data used to calculate hospital grades are more than two years old, and may not reflect more recent performance improvement efforts. In addition, not all measures apply to all patients, which can matter when report cards are used as the primary tool to select a hospital for a specific procedure.
- **Variation among numerous reports and rankings of hospital performance has caused confusion for patients and health care professionals alike.** These organizations use different quality measures, performance data and methodologies to calculate scores. As a result, a hospital may perform well on one report card and poorly on another.
  - In fact, a 2015 *Health Affairs* [study](#) examining hospital performance on four rating systems (including Leapfrog) showed that only 10 percent of the 844 studied hospitals rated as a high performer by one rating system were rated as a high performer by any of the other rating systems.
- **Hospitals agree that quality information should be presented in an understandable manner, yet rating and rankings systems need to be designed with care.**
  - The AHA has joined other hospital associations to endorse a set of [principles](#) for quality report cards that call for them to:
    - Have a clearly stated **purpose**, with measures selected to fit this purpose;
    - Demonstrate **transparency** by using a scoring methodology that can be replicated by others, clearly identifies data sources, and describes limitations of quality scores; and demonstrate **validity** by using statistical methods that are supported by evidence and are field tested.
- **(Insert name of hospital) is committed to quality and safety.** In fact, we are pleased that over the past few years, we have \_\_\_\_(Insert data demonstrating a significant improvement in quality or safety your hospital has made).
- **At (insert name of hospital), we have been working diligently to improve safety** by (insert two or three examples of how your hospital has improved safety in the past few years).