



THE LEAPFROG GROUP

Informing Choices. Rewarding Excellence.

Getting Health Care Right.

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SENTARA NORFOLK GENERAL AMONG TOP HOSPITALS IN U.S. RECOGNIZED BY THE LEAPFROG GROUP FOR SAFETY AND QUALITY

Consumers Urged To Use Online Quality Data To Make Hospital Choices

(Virginia Beach, Virginia), OCT. 16, 2006 – The Leapfrog Group and the Virginia Business Group on Health today released the results from a comprehensive hospital quality and safety survey of over 1,200 hospitals, including 38 hospitals in Virginia. Sentara Norfolk General was among the 59 Top Hospitals in the nation, based on the Leapfrog Hospital Quality and Safety Survey.

The survey results reveal significant new findings about the state of health care quality and safety in the nation's hospitals by asking hospitals about their awareness and action on the 30 Safe Practices for Better Healthcare endorsed by the National Quality Forum. Of all the hospitals (nationwide) responding to the survey:

- Nine in ten hospitals have implemented procedures to avoid operating on the wrong part of the body; and,
- Eight in ten hospitals require a pharmacist to review all medication orders before medication is given to patients.

Virginia participation increased from 32 hospitals in 2005 to 38 hospital in 2006, demonstrating that more hospitals than ever before, both nationally and locally, are disclosing quality and patient safety information to consumers in their communities. In Virginia, 53.4% of the urban, general acute-care hospitals have responded (representing 55.0% of the urban hospital beds), and just 19.4% of the rural hospital have responded (representing 26.8% of the rural hospital beds).

Eileen Ciccotelli, Vice President for Strategic Development, Virginia Business Coalition on Health, stated, "The Leapfrog Group does more than just identify problems with health care. Their work leads to real innovations and motivates hospitals to make leaps forward in the quality and safety of their care."

However, many hospitals both locally and nationwide still have significant progress to make. For example, of all (nationwide) hospitals that have responded to date:

- More than nine in ten do not have computer physician order entry systems that meet Leapfrog's standard;
- Nine in ten fail to meet the standards for performing two high-risk procedures: coronary artery bypass graft surgery (90 percent) and abdominal aortic aneurysm repair (96 percent);
- Seven in ten do not enlist intensivists (intensive care specialists) to oversee patient care in the intensive care unit (ICU) according to Leapfrog's standard;
- Five in ten do not have an explicit protocol to ensure adequate nursing staff, or a policy to check with patients to make sure they understand the risks of their procedures; and,
- Three in ten lack procedures for preventing malnutrition in patients, and do not vaccinate their health care workers against the flu.

The Leapfrog Hospital Quality and Safety Survey is the only national survey that provides as full an assessment of a hospital's quality and safety. The Leapfrog website displays each hospital's results, which can be viewed by anyone at no charge, and is updated each month with data from additional hospitals. Survey data are collected and analyzed by Medstat.

"Every hospital in the country that is not publicly reporting on their quality and safety is behind the times and out of touch with the communities they serve. Americans deserve to be able to make the best decisions about their health care," said Suzanne Delbanco, CEO of The Leapfrog Group.

The survey collects data from hospitals on their progress toward implementing practices in four categories:

1. **Computerized Physician Order Entry (CPOE):** Do physicians enter patient prescriptions and other orders into computers linked to error prevention software?
2. **ICU Physician Staffing (IPS):** Are intensive care units staffed by trained ICU specialists (intensivists)?
3. **Evidence-Based Hospital Referral:** How well do hospitals perform five high-risk procedures and care for two high-risk neonatal conditions?
4. **Leapfrog Safe Practices Score:** How well are hospitals progressing on the other 27 National Quality Forum Safe Practices?

(For additional detail on these four "leaps," visit www.leapfroggroup.org, or see a posted report of the Leapfrog results at <http://www.myvbch.org/documents/VBCHLeapfrogHospitalSurveyResultsend2006SEP30.pdf>.)

Of the 1,263 responding hospitals:

- Sixty percent have fully implemented the practices in at least one of the four Leapfrog patient safety and quality categories (**Virginia-wide - 45.9 percent**).

More specifically:

- Just seven percent have fully implemented CPOE to Leapfrog's standard (**Virginia-wide – 2.6 percent (or just one hospital)**);
- Of 1,135 hospitals responding with one or more ICUs, 26 percent have intensive care specialists manage patients in the ICU (compared to just 10% in October 2002). Leapfrog estimates that more than 20,000 lives are being saved annually based on current levels of implementation (**Virginia-wide – 16.6 percent**);
- Fewer than 30 percent of hospitals performing particular high-risk procedures and caring for certain high-risk conditions meet Leapfrog's standards in those areas; and (**Virginia-wide – less than 14 percent**),
- Thirty percent fully meet the standard for the Leapfrog Safe Practices Score (**Virginia-wide - 43.2 percent**).

If all non-rural hospitals in the U.S. implemented just the first three "leaps," over 65,000 lives per year could be saved and over 907,000 serious medication errors prevented (John D. Birkmeyer, MD, University of Michigan, 2004). Moreover, the U.S. health care system could save approximately \$41.5 billion annually (Conrad and Gardner, University of Washington, 2005).

Each of the Top Hospitals has fully implemented Leapfrog's standard for ICU physician staffing and the Leapfrog Safe Practices Score. They also meet at least two of the standards for evidence-based hospital referral. Implementation of CPOE and scores on the Leapfrog Safe Practices Score helped break ties.

About the Virginia Business Coalition on Health

The Virginia Business Coalition on Health is a non-profit, employer driven, organization committed to improving the quality of health care in communities throughout the Commonwealth of Virginia through the cooperative efforts of purchasers (employers) and healthcare providers. VBCH has been a Leapfrog Regional Roll-out Leader and since 2003 and expanded Virginia-wide in 2006 inviting 89 hospital to participate in the Leapfrog Hospital Quality and Patient Safety Survey. VBCH also is a Leapfrog data partner and publishes the Leapfrog Survey, as well as other hospital report cards, on its website for public viewing. VBCH is funded by its members, educational partners and generous supporters. For more information, visit www.myVBCH.org.

About The Leapfrog Group

On behalf of the millions of Americans for whom many of the nation's largest corporations and public agencies buy health benefits, The Leapfrog Group aims to use its members' collective leverage to initiate breakthrough improvements in the safety, quality, and affordability of health care for Americans. It is a voluntary program aimed at mobilizing employer purchasing power to alert America's health industry that big leaps in health care safety, quality and customer value will be recognized and rewarded. The Leapfrog Group was founded in November 2000 by the Business Roundtable and has support from the Robert Wood Johnson Foundation, as well as its members and other funders. For more information, visit www.leapfroggroup.org.

About Medstat

Medstat provides data collection, analysis, and support services to The Leapfrog Group. Medstat (www.medstat.com) is a Thomson healthcare business that provides market intelligence and benchmark databases, decision support solutions, and research services for managing the cost and quality of healthcare. Medstat applies these capabilities to improve

policy and management decision making for employers, government agencies, health plans, hospitals and provider networks, and pharmaceutical companies.

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