



THE **LEAPFROG** GROUP

WILL WE EVER GET TO NEVER?

Commemorating the five-year anniversary of
The Leapfrog Group's Never Events Policy

Annual Meeting
& Top Hospitals
Ceremony

December 6, 2011

The Leapfrog Group Policy on Never Events

Issued November 15, 2006

The Leapfrog Group asks hospitals to agree to all of the following principles if a never event occurs within their facility:

1. Apologize to the patient and/or family affected by the never event.
2. Report the event to at least one of the following external agencies within 10 days of becoming aware that the never event has occurred:
 - Joint Commission
 - State reporting program for medical errors
 - Patient Safety Organization
3. Perform a root cause analysis, consistent with instructions from the chosen reporting program.
4. Waive all costs directly related to the never event.
5. Make a copy of this policy available to patients, patients' family members, and payers upon request.





Keith Reissaus, Chair,
Leapfrog Board of Directors



Leah Binder, CEO

Welcome to The Leapfrog Group's Annual Meeting

Never Events are egregious errors like removal of the wrong limb in surgery or discharge of an infant to the wrong parents. They are chilling harbingers of a breakdown in our healthcare system. That is why, five years ago, on behalf of our purchaser members, Leapfrog became the first national organization to issue a policy on Never Events. Today most health plans, hundreds of employers, and almost two-thirds of Leapfrog-reporting hospitals follow Leapfrog's policy recommendations to apologize to the patient and waive all related fees. We helped make the term "never event" part of the national vernacular, yet progress in getting to never has been slow: 6,000 Never Events happen to Medicare beneficiaries every month in the United States, according to estimates in 2010 by the Office of the Inspector General. This safety record fails the American public.

Members and friends, let's transform this failure into success. As Leapfrog enters its 12th year, we recommit to the original goal of our founders: giant leaps forward in the quality and safety of healthcare in America. In our first decade, Leapfrog changed the terms of the national conversation, achieving consensus among health industry stakeholders on transparency and the need for payment reform. We partnered with a wide range of stakeholders to advance those principles, from policy makers on both sides of the aisle, to Consumers Union to the Business Roundtable to the March of Dimes to a range of health industry stakeholders including health plans to leading hospitals to pharmaceutical companies. We continue to offer important intelligence and expertise to policy initiatives underway at CMS, AHRQ, the Office of the National Coordinator for HIT, and in Congress. Our annual hospital survey and value-based purchasing program, the Leapfrog Hospital Recognition Program, are platforms for innovative new initiatives at the federal and state level.

These are important efforts and our partnerships will continue to grow, but the key to leaping forward remains our focus on transparency. With the significant advances in measurement science and improvements in public reporting, Leapfrog will focus on assuring that important information is available and usable by consumers and purchasers to drive markets and change in the healthcare system. Leapfrog's survey remains far and away the gold standard for transparency, and hospitals that report to Leapfrog demonstrate their boldness and vision. They are the best hospitals in America. Now we can integrate the unique Leapfrog data with new hospital performance information being made available from other sources to tell Americans the truth about healthcare performance.

Today we will hear from three of the nation's most compelling leaders who will remind us why transformation and transparency are important. We will hear from Lucian Leape, the father of the patient safety movement who helped found Leapfrog; Susan Sheridan, a wife and mother who suffered loss and grief in the hands of the healthcare system--yet remains optimistic and inspirational; and John Nance, an aviation expert applying principles of successful airline industry safety to hospitals. These speakers share our impatience with the slow pace of change. We challenge you, Leapfrog's membership and Leapfrog's reporting hospitals, to recommit to your own leaps forward.

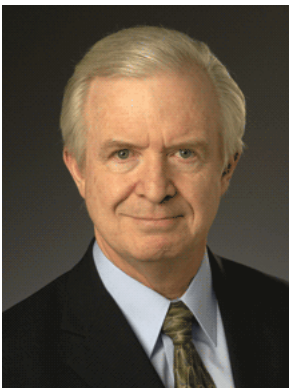
Keynote Speakers



Lucian Leape, M.D., is the founding father of the academic discipline studying patient safety. Dr. Leape's international recognition began with publication of his seminal article, "Error in Medicine," in 1994. He has talked and written widely about the need to make patient safety a national priority, including testifying before Congress and serving on numerous public and private organizational boards and committees. Dr. Leape was a member of the Institute of Medicine's Quality of Care in America Committee, which published "To Err is Human" and "Crossing the Quality Chasm." His keynote speech will share his perspective as the pioneer of the patient safety movement, and will help chart our Never Events path for the future.



Susan E. Sheridan first became involved in patient safety after her family experienced two serious medical system failures. Her husband, Pat, died in 2002 after his diagnosis of spinal cancer failed to be communicated. Prior to that, their son Cal suffered brain damage known as kernicterus five days after his birth in 1995 when his neonatal jaundice was untreated. As a result of these experiences, Susan has devoted her career to patient safety efforts. She is co-founder of both Parents of Infants and Children with Kernicterus and Consumers Advancing Patient Safety. Her keynote on Never Events: The Patient Experience will give us a fresh perspective on the reality of when the worst possible medical outcome happens to you.



John J. Nance is an internationally recognized broadcast analyst for ABC News and leading expert in aviation safety. He is one of the pioneers of the pivotal aviation safety revolution known as CRM (crew resource management). His book, *Why Hospitals Should Fly: The Ultimate Flight Plan to Patient Safety and Quality Care*, applies the principles of aviation safety to hospital and health care safety and finds healthcare lagging behind. One of the leading thinkers on matters of major change to America's healthcare system, John's keynote will illustrate what hospitals must do to catch up with the aviation industry and protect the lives of everyone at risk in our healthcare system today.

The Leapfrog Group

Annual Meeting & Top Hospitals Ceremony

December 6, 2011 from 1:30 PM – 5:15 PM and 5:30 PM – 8:30 PM

Hyatt Regency Crystal City. Arlington, VA.

WILL WE EVER GET TO NEVER?

AGENDA

- 1:30 AM Welcome
 Keith Reissaus, Vice President, Community & Workplace Initiatives, Goodwill Industries of Central Indiana, Inc. & Chair, The Leapfrog Group; and Leah Binder, CEO, The Leapfrog Group
- 2:00 PM Will We Ever Get to Never?
 Lucian Leape, M.D.
- 2:50 PM When Will Healthcare Put Patients First?
 Susan E. Sheridan
- 3:40 PM Break
- 4:00 PM Will Hospitals Learn to Fly?
 John Nance
- 4:50 PM Closing Remarks
 Leah Binder, CEO
- 5:15 PM Adjourn
- 5:30 -
6:30 PM Book Signing with Author John Nance
 Why Hospitals Should Fly: The Ultimate Flight Plan to Patient Safety and Quality Care
- 5:30 PM Top Hospitals Reception
 Cocktails & hors d'oeuvres
- 6:30 PM Top Hospitals Awards Ceremony & Press Photos
 Leapfrog CEO, Board of Directors, and Regional Roll-Outs

The Leapfrog Group's employer and purchaser members set the toughest standards for patient safety, quality, and transparency in the country. We applaud every hospital that publicly reports to Leapfrog's annual hospital survey. Tonight, we recognize a distinguished group whose commitment and attainment of excellence is unmatched: 2011 Leapfrog Top Hospitals.

Congratulations.



2011 Leapfrog Top Hospitals

Kaiser Permanente Antioch Medical Center (CA)
Kaiser Permanente Fontana Medical Center (CA)
Kaiser Permanente Los Angeles Medical Center (CA)
Kaiser Permanente Oakland Medical Center (CA)
Kaiser Permanente Panorama City Medical Center (CA)
Kaiser Permanente Richmond Medical Center (CA)
Kaiser Permanente Riverside Medical Center (CA)
Kaiser Permanente Roseville Medical Center (CA)
Kaiser Permanente San Diego Medical Center (CA)
Kaiser Permanente San Francisco Medical Center (CA)
Kaiser Permanente San Jose Medical Center (CA)
Kaiser Permanente South Bay Medical Center (CA)
Kaiser Permanente South Sacramento Medical Center (CA)
Kaiser Permanente South San Francisco Medical Center (CA)
Kaiser Permanente Vacaville Medical Center (CA)
Kaiser Permanente Walnut Creek Medical Center (CA)
Kaiser Permanente West Los Angeles Medical Center (CA)
Kaiser Permanente Woodland Hills Medical Center (CA)
Mills-Peninsula Health Services (CA)
Stanford Hospital and Clinics (CA)
UC San Diego Health System, Hillcrest (CA)
Baptist Health South Florida Homestead Hospital (FL)
NorthShore University Health System Evanston Hospital (IL)
NorthShore University Health System Glenbrook Hospital (IL)
Northwestern Memorial Hospital (IL)
Rush University Medical Center (IL)
Baystate Medical Center (MA)
Beth Israel Deaconess Medical Center (MA)
Brigham and Women's Hospital (MA)
Anne Arundel Medical Center (MD)
University of Maryland Medical Center (MD)
Detroit Receiving Hospital/University Health Center (MI)
Spectrum Health Blodgett Hospital (MI)
Spectrum Health Butterworth Hospital (MI)
St. Joseph Mercy Oakland (MI)
University of Michigan Health System (MI)
Regions Hospital (MN)
St. Mary's Hospital of Rochester (MN)
University of North Carolina Hospitals (NC)
Hackensack University Medical Center (NJ)
The Valley Hospital of Ridgewood (NJ)
Presbyterian Hospital (NM)

2011 Leapfrog Top Hospitals (con't)

Montefiore Medical Center Weiler Division (NY)
Roswell Park Cancer Institute (NY)
The Ohio State University Comprehensive Cancer Center -
Arthur G. James Cancer Hospital and Solove Research
Institute (OH)
The Christ Hospital of Cincinnati (OH)
University Hospitals Case Medical Center (OH)
Lehigh Valley Hospital (PA)
Bon Secours St. Francis Health System - Downtown (SC)
Vanderbilt University Hospital (TN)
Swedish Medical Center First Hill Campus (WA)
Virginia Mason Medical Center (WA)



2011 Leapfrog Top Rural Hospitals

Mariners Hospital (FL)
Miles Memorial Hospital (ME)
Sebasticook Valley Hospital (ME)



2011 Leapfrog Top Children's Hospitals

Children's Hospital Los Angeles (CA)
CHOC Children's (CA)
Children's National Medical Center (DC)
Children's Memorial Hospital (IL)
Children's Hospital Boston (MA)
Children's Hospitals and Clinics of Minnesota - St. Paul
(MN)
Children's Hospitals and Clinics of Minnesota - Minneapolis
(MN)
Cincinnati Children's Hospital Medical Center (OH)
Nationwide Children's Hospital (OH)
Cook Children's Medical Center (TX)

On behalf of all the children treated at Children's National Medical Center, thank you to the Leapfrog Group for your work to help kids.

Congratulations to the team at Children's National for being recognized as a Top Hospital for the past 5 years. We are proud to be ranked among the nation's best.



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Consumers Advancing Patient Safety at
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UC San Diego Health System is honored to be named a “Top Hospital” by the Leapfrog Group and recognized for its commitment to advancing the safety, quality, efficiency and affordability of health care for its patients. We owe this accomplishment to our dedicated physicians and staff who make patient-centered and value-based health care a top priority.

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Winning the Leapfrog Top Hospital Award is the culmination of the hard work of every one of the Albuquerque Presbyterian Hospital employees and medical staff, each playing a vital role in improving patient safety for those we serve. As one of 52 hospitals honored nationally, we have achieved our goal of becoming Top 10% in Patient Safety. We thank all those who make Presbyterian Hospital a center of transforming care. **Your story is our story.**



www.phs.org

CONGRATULATIONS *to* THE LEAPFROG GROUP * THANK YOU

ON BEHALF OF THE PHYSICIANS AND STAFF at the University of Maryland Medical Center, we want to thank The Leapfrog Group for its unwavering mission to help hospitals measure the things that truly improve patient outcomes – patient safety, quality and efficiency.

Each year, Leapfrog raises the standards, and I am proud to say that UMMC has risen to the challenge, as evidenced by our being named a Leapfrog Top Hospital for the sixth year in a row in 2011.

JEFFREY A. RIVEST
President and Chief Executive Officer
University of Maryland Medical Center



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umm.edu



“Never gonna happen.”
That’s the motto for our future.

Change is a state of mind. For more than a decade, The Leapfrog Group has been changing hearts, minds and attitudes in health care. With your can-do attitude you’re helping to make sure we can all get to “Never” someday. WellPoint is proud to support all you’re doing to make patients safer. Keep up the good work.



MAKING LIVES BETTER in

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Fontana
Los Angeles
Oakland
Panorama City
Richmond
Riverside
Roseville
San Diego
San Francisco
San Jose
South Bay
South Sacramento
South San Francisco
Vacaville
Walnut Creek
West Los Angeles
Woodland Hills

Congratulations to our 18 Kaiser Permanente Medical Centers as well as The Leapfrog Group's other 2011 National Top Hospitals. Being recognized for providing high-quality patient care is an honor. Contributing to the health of our communities is the real reward.

Committed to quality patient care.
And grateful for the recognition.

University Hospitals is proud to be the only hospital in Northeastern Ohio named one of **The Leapfrog Group's Top Hospitals for 2011.**



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**There are dreamers, and there are doers...
and we salute those who have what it takes to be both.**

We support the efforts of The Leapfrog Group, and we'd like to thank them for all they do to improve hospital safety, which improves health care for everyone.

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The AARP Public Policy Institute (PPI)

**congratulates all the hospitals that
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**We share your commitment to improving
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At PPI, our mission is to inform public debate on the issues we face as we age. We promote policies and practices that address our common need for economic security, health care and quality of life.

For more information on PPI's research, analysis and public forums, go to aarp.org/ppi.





THERE'S NO ONE LIKE DR. JIM CAPPON. As a part of the team responsible for CHOC Children's new state-of-the-art, seven-story, 425,000 square foot tower, Dr. Cappon is literally transforming pediatric care from the ground up. Using his unique expertise as one of the nation's first Medical Directors of Quality and Patient Safety, Dr. Cappon is implementing all the latest research and advancements in the emerging field of "safe design" in the construction of the new tower—from room configuration to infection protection. In fact, CHOC Children's was named a "Top Children's Hospital 2011" for safety and quality by The Leapfrog Group, evidence we are, in fact, creating the safest children's hospital in the entire country. THERE'S NO PLACE LIKE **CHOC**

Join us and learn how Dr. Cappon is leading the charge
in patient safety at choc.org



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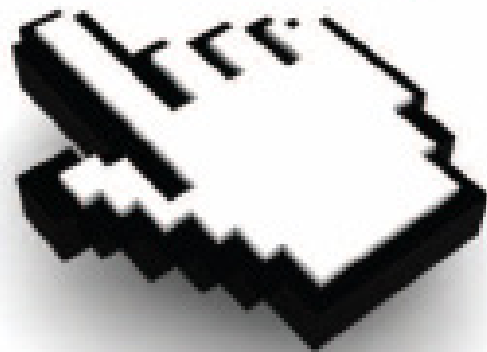
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