

The Leapfrog Conference on the Future of Hospital Governance: Quality at the Leading Edge

Announcement of The Leapfrog Patient-Centered Care Award:
Sponsored by The Leapfrog Group and Lehman Brothers

This award will be granted to the hospital or health system whose Board has most successfully driven the creation of a true partnership between patients and their caregivers.

All submissions are held in confidence.

Leapfrog will constitute an award committee from experts in the field. Committee members will not be affiliated with organizations applying for awards. The decision of the award committee is final.

Applications are due by December 15, 2007. Winners will be announced on January 7, 2008. The award will be presented at the Conference, January 2008, in Los Angeles.

Applications will be scored on seven criteria, with a maximum score of 100 points.

Applications should be limited to five typed pages plus appended supporting materials as necessary.

Criteria:

1. The Board receives regular education about quality, safety, and the patient experience in the organization.
2. The Board regularly reviews statistical evidence and personal stories related to patient satisfaction as well as patient and family experiences within the institution.
3. The Board reviews data related to provider-patient communication and patient-family involvement in caretaking decisions.
4. Focus on the patient is evidenced in the Board's approach to finance—in terms of programs that contribute to patient education, empowerment, and involvement.
5. Patient advocates are involved in the organization at every level—from the site of care to strategic planning to the Board itself.
6. The Board is committed to eradicating "never events," or serious reportable adverse events, as measured by agreement to Leapfrog's policy through reporting to the Leapfrog Hospital Quality and Safety Survey.
7. The Board has driven or approved policies and practices for error disclosure to patients and/or their families.

For questions regarding award applications, please contact Chad Brown at (202) 292-6706 or cbrown@leapfroggroup.org.

The Leapfrog Conference on the Future of Hospital Governance: *Quality at the Leading Edge*

Application: The Leapfrog Patient-Centered Care Award

Applications are due by **December 15, 2007**. Winners will be announced on January 7, 2008. The award will be presented at the Conference.

Name and address of institution	
If a subsidiary of a larger System, the name and address of the System	
CEO	
Board Chair	
Contact person (and contact information)	

1. Describe the education related to quality, safety, and the patient experience that the Board has received within the last 18 months, including time involved, faculty, percentage of Board participation, formal evaluation of sessions, and changes in Board activity as a result of that education. **(20 points)**

2. Describe Board activity devoted to discussion of patient satisfaction, as well as the experience of patients and families. What data are reviewed? Does the Board see individual or cumulative data regarding complaints? Provide agendas and minutes to reflect Board discussion of these issues and recommendations for action emanating from those discussions. How much of this takes place in committee (and what committee), and how does committee work in this area link to activity engaged in by the Board as a whole? **(20 points)**

3. Beyond global data on patient satisfaction, describe the data that are reviewed by the Board to elucidate the quality of provider-patient communication and the involvement of patients in treatment decisions. Has the Board passed policies in these areas? **(10 points)**

4. What investments has the Board approved that are specifically germane to the patient experience—in outreach, education, focus groups, public forums, etc.? Describe how much has the patient experience been considered in the ROI calculations regarding capital investments. **(10 points)**
5. Describe the role that patient advocates have at the hospital. List specific job titles and indicate how patient advocates are integrated into outreach, program planning and review, education and aftercare, and the work of the Board. If your volunteer program is relevant to your involvement of patient advocates, please describe. What evidence is there that these efforts truly shape the care delivery practices? **(20 points)**
6. Attach Board minutes or resolutions reflecting your commitment to eliminating “never events.” Describe how this commitment is reflected in policy and organizational practice. Describe how information about “never events,” when they have occurred, reaches the Board and what discussion ensues. **(10 points)**
7. Attach Board minutes or resolutions reflecting your commitment to error disclosure. Describe how this commitment is reflected in policy and organizational practice. What data reaches the Board about incidents when disclosures have been made, and what does the Board do with these data? **(10 points)**

Application Submission – Applications are due by December 15, 2007.

Submit applications for the Leapfrog Governance for Patient-Centered Care Award to:

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