

TRICARE East Region: Provider FAQs

What do these symbols mean?

The Leapfrog Group is a national nonprofit organization that collects and transparently reports hospital performance against specific quality and safety measures.

In order to display a stork designation, a network hospital must have participated in The Leapfrog Group's annual survey.

Stork symbols



The stork symbols represent a hospital's performance against the measures The Leapfrog Group has determined reflect quality in hospitals for maternity care. These quality measures include:

- Early elective delivery rate
- Rate of Cesarean section (C-section)
- Rate of episiotomy
- Maternity care processes (including appropriate Deep Vein Thrombosis (DVT) prophylaxis and newborn bilirubin screening)
- Gold stork icon: Network hospitals with this quality designation have achieved a performance rating of Fully Meets the Standard on four quality measures as determined by Leapfrog Hospital Survey results.
- Silver stork icon: Network hospitals with this quality designation have achieved a performance rating of Fully Meets the Standard on three quality measures as determined by Leapfrog Hospital Survey results.
- Absence of a stork image does not indicate a lower quality of care at these facilities.

Baby foot symbol



According to The Leapfrog Group, when infants are born weighing less than 1500 grams (3 pounds, 4.91 ounces), they must be cared for in a NICU with proven capacity to care for them. Research suggests that these very vulnerable babies are more likely to survive and thrive if they are born in a hospital that has an experienced NICU available on-site. Hospital performance on high-risk deliveries is measured separately from other quality metrics. In order to achieve this designation hospital must have met the following criteria:

- Must have an on-site or co-located NICU.
- Admit at least 50 very-low birth weight babies annually or maintain a better-than-expected standardized morbidity ratio for very-low birth weight babies.
- Ensure that at least 80% of mothers at-risk for premature delivery receive antenatal steroids prior to delivery.

How does a facility get the stork?

Participation in the Leapfrog Hospital Survey and receiving the accepted rankings in the core metrics will ensure a facility receives a designation. The 2018 Leapfrog Hospital Survey is free and open to hospitals from April 1 to December 31.

What is the purpose of the Leapfrog Hospital Survey?

The annual survey assesses hospital safety, quality and efficiency based on national performance measures that are of specific interest to healthcare purchasers and consumers. The measures also provide hospitals with the opportunity to benchmark their progress in improving the care they deliver.

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How does Humana Military utilize the Leapfrog Hospital Survey?

The addition of these quality symbols is to improve transparency regarding the quality of maternity care delivered by hospitals in the TRICARE network. This allows beneficiaries to understand the risks associated with specific delivery choices and have meaningful conversations with their provider during this pivotal time in their lives. Currently, Humana Military does not display any other metrics from the Leapfrog Hospital Survey.

How long does it take to get a symbol on the site?

Humana Military is required to display the identifiers for the most recent Leapfrog Hospital Survey 30 days after the metrics are posted to its public website. The report is generated annually.

How often does this get updated?

Humana Military receives routine updates from The Leapfrog Group during their survey period.

Where do I go if I have any questions about the metrics or how to take the Leapfrog Hospital Survey?

If you have specific questions about the metrics, please contact The Leapfrog Group.

Telephone: 202-292-6713

Fax: 202-292-6813

Email: info@leapfroggroup.org

Why aren't non-hospital birthing options included (birthing centers etc)?

Each year, The Leapfrog Group asks every general acute-care and free-standing pediatric hospital in the U.S. to voluntarily complete the Leapfrog Hospital Survey. At this time, non-hospital birthing options are not included in the survey or the reported data.

Are there any notable exclusions for providers regarding this program?

Each year, The Leapfrog Group asks every general acute care and free-standing pediatric hospital in the US to voluntarily complete the Leapfrog Hospital Survey. Though participation is voluntary, there are some exclusions to program incentive payments, as follows:

- Hospitals located outside the 50 United States and the District of Columbia (DC)
- Hospitals in Maryland that are not reimbursed under the MS-DRG system, although these hospitals may still participate in the provider directory designation
- Critical Access Hospitals (CAH) not paid under the DRG reimbursement methodology
- Designated Providers (DP) under the Uniformed Services Family Health Plan (USFHP)

Beneficiaries that have Other Health Insurance (OHI) are also excluded from metrics and incentive payment calculations.