

- Massachusetts hospitals have been voluntarily providing data on the quality and safety of care to the public for many years. UMass Memorial Medical Center is committed to providing high quality, safe patient care and actively supports transparency efforts that provide useful information to the public and encourage continuous improvements in care.
- Overall, measurement and reporting benefits outweigh the negatives. Public reporting inspires hospitals such as ours to continue to work hard to improve, and patient care quality and safety are improving because of reporting efforts.
- The latest Leapfrog Group report is just one of the many tools patients can use when making health care decisions. Its patient safety grading system for hospitals in the United States were based on a number of factors, but most heavily weighed hospital participation in their annual survey.
- The Medical Center and many of the nation's largest and most prestigious hospitals, such as the Cleveland Clinic, Mount Sinai Medical Center, Thomas Jefferson University Hospital, do not participate in the Leapfrog survey. We find the methodology flawed.
- **The Leapfrog grade of "C" given to UMass Memorial Medical Center represents our nonparticipation, not our quality of patient care.**
- There are a number of other quality and patient safety report cards available. In Massachusetts, extensive information is available on the PatientCareLink website (www.patientcarelink.org), which is co-sponsored by the Massachusetts Hospital Association (MHA) and Organization of Nurse Leaders of Massachusetts and Rhode Island (ONL).
- At UMass Memorial Medical Center, every day is dedicated to finding ways to improve safety and the quality of care. Ultimately we want to ensure that patients receive the right care at the right time in the right place.