



November 1, 2023

VIA: USPS and electronic mail

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Dear Messrs Cook, Gressle, Sims, and Tappan,

I am writing on behalf of the Board of Directors of the Florida Alliance for Healthcare Value requesting a meeting with you to discuss HCA’s decision not to participate in the Leapfrog Hospital Safety Survey. We are Florida’s business coalition on health led by employers with a significant number of lives in Florida. The Florida Alliance is the Regional Leader for The Leapfrog Group and manages The Leapfrog Group’s survey process in the state.

We have been appreciative over the years that HCA has been a leader in transparency. As you know, for over a decade, HCA has had 100% participation in the Leapfrog Hospital Survey. This commitment to transparency has paid off in quality and safety outcomes – as shown below – HCA hospitals outpaced others across the country in earning “A” Hospital Safety Grades for the Spring 2023 release and for that, we commend you and thank you.

| Grade | National Results (N = 2,850) | HCA Hospitals (N = 157) |
|-------|---------------------------------|----------------------------|
| A | 29.2% (831) | 56.7% (89) |
| B | 25.9% (738) | 29.3% (46) |
| C | 38.6% (1,100) | 12.7% (20) |
| D | 5.9% (169) | 1.3% (2) |
| F | 0.4% (12) | 0% (0) |

The Florida Alliance and its employer members have heard from The Leapfrog Group that HCA has decided not to participate at all in the Leapfrog Hospital Survey for the 2023 cycle. We understand that new measures in



the survey are a concern to you, but you do still have the option to answer the questions that you have responded to in the past, so that you do not receive a “did not respond” notation. Employers and their family members are always suspicious when a hospital chooses not to participate and be transparent about their quality and patient safety.

HCA participates with The Leapfrog Group on expert panels and the Hospital Advisory Committee, so we do know how committed you have been to this program. The Florida Alliance invites a conversation to understand the reasoning for not participating in the survey in the Fall 2023 cycle. The Florida Alliance Board would like to find common ground for HCA to continue participating, even if that means a partial completion of the Survey. A partial completion will continue to signal HCA’s openness to transparency.

Thank you in advance for your consideration of this matter. I can be reached at karen@flhealthvalue.org and (407) 425-9500.

Regards,

Karen van Caulil, Ph.D.
President and CEO

Cc:

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