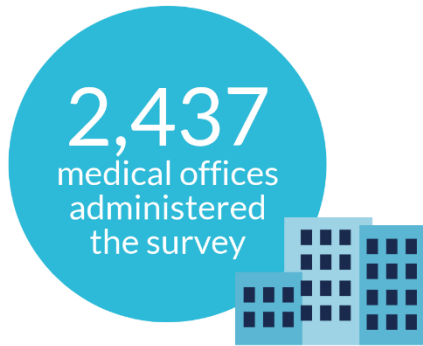





# Surveys on Patient Safety Culture™

## EXECUTIVE SUMMARY 2018 MEDICAL OFFICE SURVEY DATABASE REPORT

*This overview of survey findings summarizes how medical office employees perceive 10 areas of patient safety culture based on the 2018 Medical Office Survey on Patient Safety Culture Database.*



35,523 providers and staff responded 

10 areas or composites of patient safety culture were assessed in the survey

average percent positive across all 10 composites was **72%**

### AREAS OF STRENGTH AND POTENTIAL AREAS FOR IMPROVEMENT

#### AREAS OF STRENGTH

##### Teamwork Within Units



**86%**

of respondents reported that they work well together as a team

##### Patient Care Tracking/Followup



**86%**

of respondents indicated that patients are reminded about appointments and those who need monitoring are followed up with

#### AREA FOR POTENTIAL IMPROVEMENT

##### Work Pressure and Pace



**46%**

of respondents indicated that there are enough staff and providers to handle the patient load and the office work pace is not hectic



## OTHER KEY FINDINGS

### MEDICAL OFFICE SIZE

Medical offices with 2 providers reported the highest average percent positive

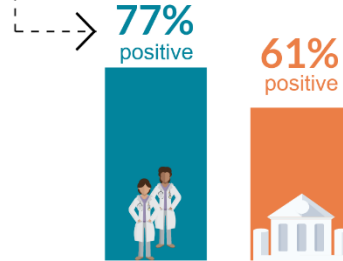
Medical offices with 20 or more providers reported the lowest



### OWNERSHIP

Physician-owned medical offices reported the highest average percent positive

Federal, State, or local government-owned medical offices reported the lowest



### SPECIFIC SPECIALTIES

Surgery/General Surgery reported the highest average percent positive



78%

Cardiology and Neurology reported the lowest average percent positive

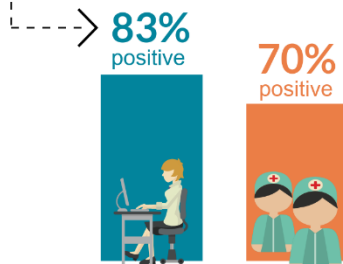


71%

### STAFF POSITION

Management reported the highest average percent positive

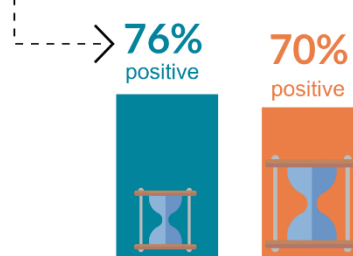
Registered nurses / Licensed vocational nurses / Licensed practical nurses reported the lowest



### TENURE

Respondents with less than 1 year in their current medical office reported the highest average percent positive

Respondents with 3-6 years reported the lowest



What's next? Action planning for improvement

- 1 Define your goals
- 2 Plan your initiatives
- 3 Communicate your action plan

The *Action Planning Tool for the AHRQ Surveys on Patient Safety Culture* provides step-by-step guidance on how to develop an action plan to improve patient safety culture, available at [www.ahrq.gov/sops](http://www.ahrq.gov/sops).

To view the full report: <https://www.ahrq.gov/sops/quality-patient-safety/patientsafetyculture/medical-office/mo-reports.html>

For more information on database submission: <https://www.ahrq.gov/sops/quality-patient-safety/patientsafetyculture/medical-office/resources/mosubinfo.html>