



Surveys on Patient Safety Culture™

Findings from the 2022 Surveys on Patient Safety Culture (SOPS®) Medical Office Database

The SOPS Medical Office Survey assesses provider and staff perceptions of their organization's patient safety culture. The 2022 SOPS Medical Office Database includes data from:



1,100

Participating
Medical Offices



13,277

Provider and Staff
Respondents



59%

Average Medical Office
Response Rate

Highest Scoring Composite Measures



**Patient Care Tracking/
Followup**

85%

of respondents reported their medical office "always" or "most of the time" reminds patients about appointments, documents how well patients follow treatment plans, and follows up with patients and outside providers.



Teamwork

85%

of respondents "strongly agree" or "agree" their medical office has a culture of teamwork, mutual respect, and close working relationships among staff and providers.

Lowest Scoring Composite Measure



Work Pressure and Pace

43%

of respondents "strongly agree" or "agree" that there are enough staff and providers to handle the patient load, and the office work pace is not hectic.

OTHER FINDINGS

Overall Ratings on Quality

Highest Rated

Equitable 83%

of respondents reported that their medical office is "Excellent" or "Very Good" at providing the same quality of care to all individuals.



Lowest Rated

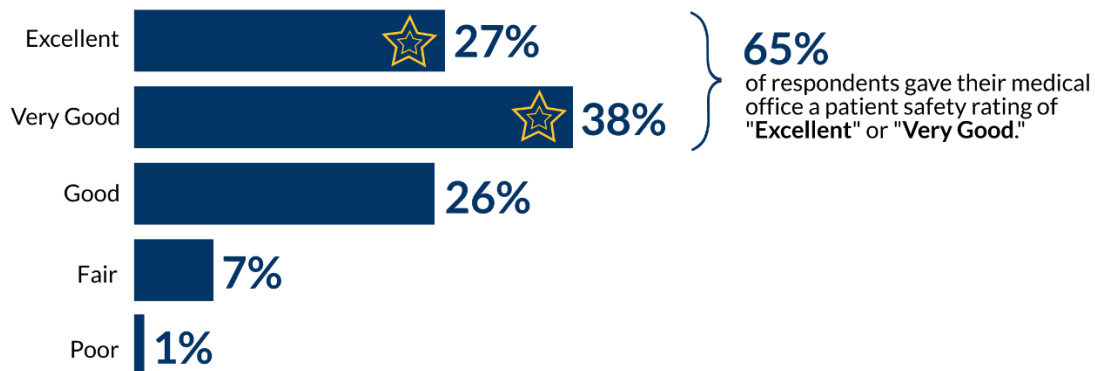
Timely 57%

of respondents reported that their medical office is "Excellent" or "Very Good" at minimizing waits and potentially harmful delays.



Overall Patient Safety Rating

Average respondent ratings of their medical office on patient safety



Note: Chart totals may not add to 100% due to rounding. The % "Excellent" or "Very Good" is based on unrounded numbers.

What's Next? Action planning for improving patient safety culture

- 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 instructions on how to develop an action plan to improve patient safety culture, available at www.ahrq.gov/sops.

To view the full report: <https://www.ahrq.gov/sops/databases/medical-office/index.html>

For more information on SOPS Medical Office Database submission:
<https://www.ahrq.gov/sops/databases/medical-office/submission.html>

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