



Surveys on Patient Safety Culture™

Findings from the 2020 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 2020 SOPS Medical Office Database includes data from:



1,475
Participating
medical offices



18,396
Respondents

» The survey assesses **10** areas, or composite measures, of patient safety culture.



Communication About Error



Communication Openness



Office Processes and Standardization



Organizational Learning



Overall Perceptions of Patient Safety and Quality



Owner/Managing Partner/Leadership Support for Patient Safety



Patient Care Tracking/Followup



Staff Training



Teamwork



Work Pressure and Pace

Highest Scoring Composite Measure



Patient Care Tracking/ Followup

88%

of respondents reported their 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.

Lowest Scoring Composite Measure



Work Pressure and Pace

49%

of respondents "strongly agreed" or "agreed" 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

Respondents were asked to rate their medical office on five areas of healthcare quality (patient centered, effective, timely, efficient, and equitable).

Highest
Rated

Equitable



84%

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

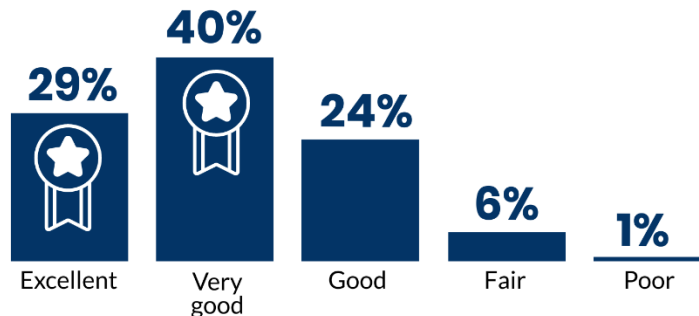


56%

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



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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