Surveys on Patient Safety Culture™ (SOPS™) Medical Office Survey: 2020 User Database Report

Part II

Appendix A—Results by Medical Office Characteristics
Appendix B—Results by Respondent Characteristics

Suggested Citation:

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Executive Summary

Part II—Appendixes A and B: Results by Medical Office and Respondent Characteristics

Appendixes A and B present data tables that show average percent positive scores on the survey composite measures and items across database medical offices broken down by the following medical office and respondent characteristics.

Appendix A: Results by Medical Office Characteristics

- Number of Providers
- Single Specialty vs. Multispecialty
- Specific Specialties
- Primary Care Specialties
- Ownership
- Geographic Region

Appendix B: Results by Respondent Characteristics

- Staff Position
- Tenure in Medical Office

Highlights from results by select medical office and respondent characteristics are presented at the end of the main report and are also shown at the end of this Executive Summary. Highlights were based on results for the 10 SOPS composite measures. The bottom row of the composite measure tables shows the composite measure average as a summary statistic for comparing breakout categories.

Data Limitations

This report has the following limitations:

- The database for the 2020 report includes only 1,475 medical offices, which represent less than 1 percent of the total number of medical offices in the United States.
- The average percent positive scores on the survey's composite measures are much higher for medical offices participating in the 2020 database compared with patient safety culture results presented in similar SOPS Database reports for hospitals and nursing homes.

Comparing Your Results

You can compare your medical office's percent positive scores on the SOPS composite measures and items with the averages shown in Appendix A for medical offices with the characteristics (number of providers, single specialty or multispecialty, specific specialties, primary care specialties, ownership, geographic region).

To compare your medical office's results with the data in Appendix B, your medical office will have to compute percent positive scores on the SOPS composite measures and items broken down by staff position or tenure in medical office.

Highlights From Appendix A and Appendix B

Number of Providers (Table A-1)

- Database medical offices with *1 provider* had the highest score on the Composite Measure Average (79 percent); database medical offices with *14 to 19 providers* had the lowest (68 percent).

Staff Position (Table B-1)

- *Management* had the highest Composite Measure Average (86 percent); Administrative/Clerical Staff, *Nurses (RN/LVN/LPN),* and *Other Clinical Staff or Clinical Support Staff* had the lowest (73 percent).

Part II

Appendix A: Results by Medical Office Characteristics

(1) Number of Providers

Note: The number of medical offices and respondents by number of providers is shown in each table. However, the precise number of medical offices and respondents corresponding to each data cell in a table will vary because medical offices may have omitted a specific survey item and because of individual nonresponse/missing data.

Table A-1. Composite Measure Average Percent Positive Response by Number of Providers – 2020 SOPS Medical Office Database

SOPS Composite Measures	Number of Providers						
	1	2	3	4 to 9	10 to 13	14 to 19	20 or More
# Medical Offices	98	193	224	689	128	75	68
# Respondents	739	1,434	1,841	8,575	2,756	1,388	1,663
1. Patient Care Tracking/Followup	91%	91%	89%	87%	85%	85%	82%
2. Teamwork	89%	88%	86%	86%	85%	83%	84%
3. Organizational Learning	84%	84%	82%	80%	77%	73%	77%
4. Overall Perceptions of Patient Safety and Quality	85%	84%	81%	80%	76%	74%	74%
5. Staff Training	79%	76%	77%	75%	71%	69%	73%
6. Communication About Error	79%	77%	77%	74%	70%	66%	68%
7. Communication Openness	76%	75%	74%	72%	68%	64%	67%
8. Office Processes and Standardization	76%	74%	72%	69%	65%	63%	61%
9. Owner/Managing Partner/Leadership Support for Patient Safety	71%	73%	69%	68%	66%	63%	66%
10. Work Pressure and Pace	57%	56%	52%	47%	46%	42%	43%
Composite Measure Average	79%	78%	76%	74%	71%	68%	70%

Survey Items by SOPS Composite Measure	Number of Providers						
	1	**2**	**3**	**4 to 9**	**10 to 13**	**14 to 19**	**20 or More**
# Medical Offices	98	193	224	689	128	75	68
# Respondents	739	1,434	1,841	8,575	2,756	1,388	1,663
1. Patient Care Tracking/Followup							
1. This office reminds patients when they need to schedule an appointment for preventive or routine care. (D3)	94%	91%	90%	89%	88%	87%	85%
2. This office documents how well our chronic-care patients follow their treatment plans. (D5)	86%	87%	85%	81%	78%	77%	75%
3. Our office follows up when we do not receive a report we are expecting from an outside provider. (D6)	91%	92%	87%	86%	84%	86%	77%
4. This office follows up with patients who need monitoring. (D9)	93%	92%	92%	91%	89%	90%	90%
2. Teamwork							
1. When someone in this office gets really busy, others help out. (C1)	90%	87%	83%	84%	84%	81%	83%
2. In this office, there is a good working relationship between staff and providers. (C2)	90%	90%	89%	89%	88%	88%	86%
3. In this office, we treat each other with respect. (C5)	88%	87%	86%	85%	83%	80%	82%
4. This office emphasizes teamwork in taking care of patients. (C13)	87%	88%	85%	86%	83%	83%	83%
3. Organizational Learning							
1. When there is a problem in our office, we see if we need to change the way we do things. (F1)	86%	86%	85%	84%	81%	78%	82%
2. This office is good at changing office processes to make sure the same problems don't happen again. (F5)	85%	85%	84%	81%	77%	74%	75%
3. After this office makes changes to improve the patient care process, we check to see if the changes worked. (F7)	80%	80%	78%	76%	74%	68%	75%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items by SOPS Composite Measure	Number of Providers						
	1	2	3	4 to 9	10 to 13	14 to 19	20 or More
# Medical Offices	98	193	224	689	128	75	68
# Respondents	739	1,434	1,841	8,575	2,756	1,388	1,663
4. Overall Perceptions of Patient Safety and Quality							
1. Our office processes are good at preventing mistakes that could affect patients. (F2)	91%	90%	88%	87%	83%	80%	80%
2. Mistakes happen more than they should in this office. (F3R)	85%	86%	81%	81%	77%	73%	72%
3. It is just by chance that we don't make more mistakes that affect our patients. (F4R)	85%	82%	79%	80%	75%	75%	75%
4. In this office, getting more work done is more important than quality of care. (F6R)	77%	78%	75%	73%	68%	67%	70%
5. Staff Training							
1. This office trains staff when new processes are put into place. (C4)	80%	77%	79%	77%	72%	72%	73%
2. This office makes sure staff get the on-the-job training they need. (C7)	80%	78%	79%	77%	73%	71%	73%
3. Staff in this office are asked to do tasks they haven't been trained to do. (C10R)	77%	73%	74%	72%	68%	65%	72%
6. Communication About Error							
1. Staff feel like their mistakes are held against them. (D7R)	71%	69%	69%	66%	63%	58%	62%
2. Providers and staff talk openly about office problems. (D8)	73%	71%	69%	65%	57%	57%	57%
3. In this office, we discuss ways to prevent errors from happening again. (D11)	88%	85%	86%	84%	80%	78%	80%
4. Staff are willing to report mistakes they observe in this office. (D12)	85%	84%	83%	80%	78%	72%	74%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items by SOPS Composite Measure	Number of Providers						
	1	2	3	4 to 9	10 to 13	14 to 19	20 or More
# Medical Offices	98	193	224	689	128	75	68
# Respondents	739	1,434	1,841	8,575	2,756	1,388	1,663
7. Communication Openness							
1. Providers in this office are open to staff ideas about how to improve office processes. (D1)	78%	79%	79%	75%	69%	68%	68%
2. Staff are encouraged to express alternative viewpoints in this office. (D2)	78%	76%	76%	74%	71%	67%	71%
3. Staff are afraid to ask questions when something does not seem right. (D4R)	81%	80%	78%	76%	73%	68%	71%
4. It is difficult to voice disagreement in this office. (D10R)	66%	64%	63%	61%	59%	54%	56%
8. Office Processes and Standardization							
1. This office is more disorganized than it should be. (C8R)	74%	73%	70%	67%	61%	61%	60%
2. We have good procedures for checking that work in this office was done correctly. (C9)	78%	78%	75%	73%	69%	65%	66%
3. We have problems with workflow in this office. (C12R)	66%	63%	57%	54%	50%	49%	41%
4. Staff in this office follow standardized processes to get tasks done. (C15)	87%	83%	84%	82%	81%	75%	78%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items by SOPS Composite Measure	Number of Providers						
	1	2	3	4 to 9	10 to 13	14 to 19	20 or More
# Medical Offices	98	193	224	689	128	75	68
# Respondents	739	1,434	1,841	8,575	2,756	1,388	1,663
9. Owner/Managing Partner/Leadership Support for Patient Safety							
1. They aren't investing enough resources to improve the quality of care in this office. (E1R)	54%	53%	48%	48%	49%	42%	46%
2. They overlook patient care mistakes that happen over and over. (E2R)	84%	87%	82%	82%	78%	76%	78%
3. They place a high priority on improving patient care processes. (E3)	81%	85%	83%	80%	78%	76%	79%
4. They make decisions too often based on what is best for the office rather than what is best for patients. (E4R)	65%	66%	61%	62%	59%	56%	62%
10. Work Pressure and Pace							
1. In this office, we often feel rushed when taking care of patients. (C3R)	51%	46%	42%	38%	37%	33%	34%
2. We have too many patients for the number of providers in this office. (C6R)	51%	55%	53%	45%	46%	41%	44%
3. We have enough staff to handle our patient load. (C11)	56%	56%	50%	45%	44%	40%	41%
4. This office has too many patients to be able to handle everything effectively. (C14R)	68%	66%	64%	58%	55%	53%	53%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items	Number of Providers						
	1	**2**	**3**	**4 to 9**	**10 to 13**	**14 to 19**	**20 or More**
# Medical Offices	98	193	224	689	128	75	68
# Respondents	739	1,434	1,841	8,575	2,756	1,388	1,663
Patient Safety and Quality Issues							
Access to Care							
1. A patient was unable to get an appointment within 48 hours for an acute/serious problem. (A1)	78%	79%	78%	73%	76%	67%	70%
Patient Identification							
2. The wrong chart/medical record was used for a patient. (A2)	98%	98%	99%	98%	97%	97%	97%
Charts/Medical Records							
3. A patient's chart/medical record was not available when needed. (A3)	95%	94%	94%	93%	92%	92%	91%
4. Medical information was filed, scanned, or entered into the wrong patient's chart/medical record. (A4)	99%	98%	97%	96%	95%	95%	96%
Medical Equipment							
5. Medical equipment was not working properly or was in need of repair or replacement. (A5)	95%	93%	93%	89%	86%	85%	86%
Medication							
6. A pharmacy contacted our office to clarify or correct a prescription. (A6)	71%	70%	62%	57%	59%	57%	53%
7. A patient's medication list was not updated during his or her visit. (A7)	88%	85%	83%	77%	73%	72%	71%
Diagnostics and Tests							
8. The results from a lab or imaging test were not available when needed. (A8)	88%	86%	83%	79%	76%	75%	76%
9. A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (A9)	95%	97%	96%	93%	91%	91%	91%

Note: The item's survey location is shown after the item text. The percent positive response is based on those who responded "Not in the past 12 months," "Once or twice in the past 12 months," or "Several times in the past 12 months."

Survey Items	Number of Providers						
	1	**2**	**3**	**4 to 9**	**10 to 13**	**14 to 19**	**20 or More**
# Medical Offices	98	193	224	689	128	75	68
# Respondents	739	1,434	1,841	8,575	2,756	1,388	1,663
Information Exchange With Other Settings							
Over the past 12 months, how often has your medical office had problems exchanging accurate, complete, and timely information with:							
1. Outside labs/imaging centers? (B1)	83%	85%	80%	76%	75%	71%	71%
2. Other medical offices/Outside physicians? (B2)	82%	83%	80%	76%	74%	71%	68%
3. Pharmacies? (B3)	81%	84%	79%	75%	76%	78%	74%
4. Hospitals? (B4)	90%	90%	86%	82%	81%	78%	77%

Note: The item's survey location is shown after the item text. For items B1-B4, the percent positive response is based on those who responded "No problems in the past 12 months," "Problems once or twice in the past 12 months," or "Problems several times in the past 12 months."

Survey Items by Overall Ratings on Quality	Number of Providers						
	1	**2**	**3**	**4 to 9**	**10 to 13**	**14 to 19**	**20 or More**
# Medical Offices	98	193	224	689	128	75	68
# Respondents	739	1,434	1,841	8,575	2,756	1,388	1,663
1. Patient Centered - Is responsive to individual patient preferences, needs, and values. (G1a)							
Excellent or Very good	77%	76%	71%	71%	66%	65%	71%
5 - Excellent	42%	37%	37%	34%	30%	28%	32%
4 - Very good	35%	39%	34%	37%	37%	38%	38%
3 - Good	18%	20%	25%	24%	26%	27%	22%
2 - Fair	3%	4%	4%	4%	6%	7%	6%
1 - Poor	2%	1%	0%	1%	1%	1%	1%
2. Effective - Is based on scientific knowledge. (G1b)							
Excellent or Very good	75%	75%	71%	70%	67%	69%	75%
5 - Excellent	37%	34%	34%	32%	31%	30%	35%
4 - Very good	38%	41%	36%	38%	37%	38%	40%
3 - Good	21%	21%	25%	26%	28%	25%	21%
2 - Fair	3%	3%	4%	3%	5%	6%	3%
1 - Poor	0%	0%	0%	1%	0%	0%	1%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Survey Items by Overall Ratings on Quality	Number of Providers						
	1	**2**	**3**	**4 to 9**	**10 to 13**	**14 to 19**	**20 or More**
# Medical Offices	98	193	224	689	128	75	68
# Respondents	739	1,434	1,841	8,575	2,756	1,388	1,663
3. Timely - Minimizes waits and potentially harmful delays. (G1c)							
Excellent or Very good	64%	63%	55%	56%	50%	49%	48%
5 - Excellent	29%	26%	24%	23%	19%	18%	17%
4 - Very good	34%	38%	31%	33%	32%	32%	31%
3 - Good	25%	24%	31%	30%	33%	31%	31%
2 - Fair	8%	10%	10%	11%	12%	15%	15%
1 - Poor	3%	3%	3%	3%	5%	5%	6%
4. Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (G1d)							
Excellent or Very good	70%	69%	64%	61%	57%	56%	56%
5 - Excellent	36%	28%	28%	25%	21%	22%	20%
4 - Very good	34%	41%	35%	36%	36%	34%	36%
3 - Good	23%	24%	29%	30%	31%	30%	29%
2 - Fair	6%	6%	7%	7%	10%	11%	13%
1 - Poor	1%	1%	1%	2%	3%	4%	2%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Survey Items by Overall Ratings on Quality	Number of Providers						
	1	2	3	4 to 9	10 to 13	14 to 19	20 or More
# Medical Offices	98	193	224	689	128	75	68
# Respondents	739	1,434	1,841	8,575	2,756	1,388	1,663
5. Equitable - Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc. (G1e)							
Excellent or Very good	89%	85%	83%	84%	81%	81%	83%
5 - Excellent	65%	59%	58%	58%	53%	53%	57%
4 - Very good	24%	27%	25%	26%	28%	28%	26%
3 - Good	8%	11%	14%	14%	15%	14%	12%
2 - Fair	2%	3%	2%	2%	3%	4%	4%
1 - Poor	1%	1%	1%	1%	1%	1%	2%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Table A-4. Average Percentage of Respondents Giving Their Medical Office an Overall Rating on Patient Safety by Number of Providers – 2020 SOPS Medical Office Database

Overall Rating on Patient Safety	Number of Providers						
	1	2	3	4 to 9	10 to 13	14 to 19	20 or More
# Medical Offices	98	193	224	689	128	75	68
# Respondents	739	1,434	1,841	8,575	2,756	1,388	1,663
Overall, how would you rate the systems and clinical processes your medical office has in place to prevent, catch, and correct problems that have the potential to affect patients? (G2)							
Excellent or Very good	75%	73%	69%	68%	62%	61%	65%
5 - Excellent	38%	32%	31%	28%	25%	23%	25%
4 - Very good	37%	41%	39%	40%	37%	38%	40%
3 - Good	18%	22%	24%	25%	29%	28%	25%
2 - Fair	5%	4%	6%	6%	7%	10%	9%
1 - Poor	1%	1%	1%	1%	3%	2%	2%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Appendix A: Results by Medical Office Characteristics

(2) Single Specialty vs. Multispecialty

Note: The number of medical offices and respondents by Single Specialty vs. Multispecialty is shown in each table. However, the precise number of medical offices and respondents corresponding to each data cell in a table will vary because medical offices may have omitted a specific survey item and because of individual nonresponse/missing data.

Table A-5. Composite Measure Average Percent Positive Response by Single Specialty vs. Multispecialty – 2020 SOPS Medical Office Database

SOPS Composite Measures	Single Specialty vs. Multispecialty	
	Single Specialty	**Multispecialty**
# Medical Offices	1,264	211
# Respondents	15,780	2,616
1. Patient Care Tracking/Followup	87%	88%
2. Teamwork	86%	87%
3. Organizational Learning	80%	82%
4. Overall Perceptions of Patient Safety and Quality	80%	82%
5. Staff Training	75%	77%
6. Communication About Error	74%	75%
7. Communication Openness	72%	74%
8. Office Processes and Standardization	69%	72%
9. Owner/Managing Partner/Leadership Support for Patient Safety	69%	69%
10. Work Pressure and Pace	49%	51%
Composite Measure Average	74%	76%

Survey Items by SOPS Composite Measure	Single Specialty vs. Multispecialty	
	Single Specialty	**Multispecialty**
# Medical Offices	1,264	211
# Respondents	15,780	2,616
1. Patient Care Tracking/Followup		
1. This office reminds patients when they need to schedule an appointment for preventive or routine care. (D3)	90%	89%
2. This office documents how well our chronic-care patients follow their treatment plans. (D5)	81%	83%
3. Our office follows up when we do not receive a report we are expecting from an outside provider. (D6)	87%	87%
4. This office follows up with patients who need monitoring. (D9)	91%	91%
2. Teamwork		
1. When someone in this office gets really busy, others help out. (C1)	85%	84%
2. In this office, there is a good working relationship between staff and providers. (C2)	89%	90%
3. In this office, we treat each other with respect. (C5)	85%	86%
4. This office emphasizes teamwork in taking care of patients. (C13)	85%	87%
3. Organizational Learning		
1. When there is a problem in our office, we see if we need to change the way we do things. (F1)	84%	84%
2. This office is good at changing office processes to make sure the same problems don't happen again. (F5)	81%	83%
3. After this office makes changes to improve the patient care process, we check to see if the changes worked. (F7)	76%	79%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items by SOPS Composite Measure	Single Specialty vs. Multispecialty	
	Single Specialty	Multispecialty
# Medical Offices	1,264	211
# Respondents	15,780	2,616
4. Overall Perceptions of Patient Safety and Quality		
1. Our office processes are good at preventing mistakes that could affect patients. (F2)	86%	88%
2. Mistakes happen more than they should in this office. (F3R)	81%	82%
3. It is just by chance that we don't make more mistakes that affect our patients. (F4R)	79%	82%
4. In this office, getting more work done is more important than quality of care. (F6R)	73%	75%
5. Staff Training		
1. This office trains staff when new processes are put into place. (C4)	76%	78%
2. This office makes sure staff get the on-the-job training they need. (C7)	76%	78%
3. Staff in this office are asked to do tasks they haven't been trained to do. (C10R)	72%	74%
6. Communication About Error		
1. Staff feel like their mistakes are held against them. (D7R)	66%	68%
2. Providers and staff talk openly about office problems. (D8)	65%	67%
3. In this office, we discuss ways to prevent errors from happening again. (D11)	84%	84%
4. Staff are willing to report mistakes they observe in this office. (D12)	80%	81%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items by SOPS Composite Measure	Single Specialty vs. Multispecialty	
	Single Specialty	**Multispecialty**
# Medical Offices	1,264	211
# Respondents	15,780	2,616
7. Communication Openness		
1. Providers in this office are open to staff ideas about how to improve office processes. (D1)	75%	76%
2. Staff are encouraged to express alternative viewpoints in this office. (D2)	74%	76%
3. Staff are afraid to ask questions when something does not seem right. (D4R)	76%	78%
4. It is difficult to voice disagreement in this office. (D10R)	61%	64%
8. Office Processes and Standardization		
1. This office is more disorganized than it should be. (C8R)	67%	70%
2. We have good procedures for checking that work in this office was done correctly. (C9)	73%	75%
3. We have problems with workflow in this office. (C12R)	55%	58%
4. Staff in this office follow standardized processes to get tasks done. (C15)	82%	84%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items by SOPS Composite Measure	Single Specialty vs. Multispecialty	
	Single Specialty	**Multispecialty**
# Medical Offices	1,264	211
# Respondents	15,780	2,616
9. Owner/Managing Partner/Leadership Support for Patient Safety		
1. They aren't investing enough resources to improve the quality of care in this office. (E1R)	49%	50%
2. They overlook patient care mistakes that happen over and over. (E2R)	82%	82%
3. They place a high priority on improving patient care processes. (E3)	81%	82%
4. They make decisions too often based on what is best for the office rather than what is best for patients. (E4R)	62%	62%
10. Work Pressure and Pace		
1. In this office, we often feel rushed when taking care of patients. (C3R)	40%	41%
2. We have too many patients for the number of providers in this office. (C6R)	48%	49%
3. We have enough staff to handle our patient load. (C11)	47%	51%
4. This office has too many patients to be able to handle everything effectively. (C14R)	60%	62%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items	Single Specialty vs. Multispecialty	
	Single Specialty	**Multispecialty**
# Medical Offices	1,264	211
# Respondents	15,780	2,616
Patient Safety and Quality Issues		
Access to Care		
1. A patient was unable to get an appointment within 48 hours for an acute/serious problem. (A1)	75%	72%
Patient Identification		
2. The wrong chart/medical record was used for a patient. (A2)	98%	98%
Charts/Medical Records		
3. A patient's chart/medical record was not available when needed. (A3)	93%	94%
4. Medical information was filed, scanned, or entered into the wrong patient's chart/medical record. (A4)	97%	97%
Medical Equipment		
5. Medical equipment was not working properly or was in need of repair or replacement. (A5)	90%	91%
Medication		
6. A pharmacy contacted our office to clarify or correct a prescription. (A6)	60%	61%
7. A patient's medication list was not updated during his or her visit. (A7)	78%	81%
Diagnostics and Tests		
8. The results from a lab or imaging test were not available when needed. (A8)	81%	79%
9. A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (A9)	94%	94%

Note: The item's survey location is shown after the item text. The percent positive response is based on those who responded "Not in the past 12 months," "Once or twice in the past 12 months," or "Several times in the past 12 months."

Survey Items	Single Specialty vs. Multispecialty	
	Single Specialty	**Multispecialty**
# Medical Offices	1,264	211
# Respondents	15,780	2,616
Information Exchange With Other Settings		
Over the past 12 months, how often has your medical office had problems exchanging accurate, complete, and timely information with:		
1. Outside labs/imaging centers? (B1)	78%	77%
2. Other medical offices/Outside physicians? (B2)	77%	75%
3. Pharmacies? (B3)	78%	76%
4. Hospitals? (B4)	84%	82%

Note: The item's survey location is shown after the item text. For items B1-B4, the percent positive response is based on those who responded "No problems in the past 12 months," "Problems once or twice in the past 12 months," or "Problems several times in the past 12 months."

Survey Items by Overall Ratings on Quality	Single Specialty vs. Multispecialty	
	Single Specialty	**Multispecialty**
# Medical Offices	1,264	211
# Respondents	15,780	2,616
1. Patient Centered - Is responsive to individual patient preferences, needs, and values. (G1a)		
Excellent or Very good	71%	72%
5 - Excellent	34%	34%
4 - Very good	37%	38%
3 - Good	24%	23%
2 - Fair	4%	4%
1 - Poor	1%	1%
2. Effective - Is based on scientific knowledge. (G1b)		
Excellent or Very good	71%	71%
5 - Excellent	33%	32%
4 - Very good	38%	39%
3 - Good	25%	25%
2 - Fair	4%	3%
1 - Poor	1%	1%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Survey Items by Overall Ratings on Quality	Single Specialty vs. Multispecialty	
	Single Specialty	Multispecialty
# Medical Offices	1,264	211
# Respondents	15,780	2,616
3. Timely - Minimizes waits and potentially harmful delays. (G1c)		
Excellent or Very good	56%	55%
5 - Excellent	23%	24%
4 - Very good	34%	31%
3 - Good	30%	29%
2 - Fair	11%	12%
1 - Poor	3%	4%
4. Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (G1d)		
Excellent or Very good	62%	63%
5 - Excellent	26%	27%
4 - Very good	36%	35%
3 - Good	29%	28%
2 - Fair	7%	8%
1 - Poor	2%	2%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Survey Items by Overall Ratings on Quality	Single Specialty vs. Multispecialty	
	Single Specialty	**Multispecialty**
# Medical Offices	1,264	211
# Respondents	15,780	2,616
5. Equitable - Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc. (G1e)		
Excellent or Very good	84%	85%
5 - Excellent	58%	58%
4 - Very good	26%	26%
3 - Good	13%	13%
2 - Fair	2%	2%
1 - Poor	1%	1%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Table A-8. Average Percentage of Respondents Giving Their Medical Office an Overall Rating on Patient Safety by Single Specialty vs. Multispecialty – 2020 SOPS Medical Office Database

Overall Rating on Patient Safety	Single Specialty vs. Multispecialty	
	Single Specialty	Multispecialty
# Medical Offices	1,264	211
# Respondents	15,780	2,616
Overall, how would you rate the systems and clinical processes your medical office has in place to prevent, catch, and correct problems that have the potential to affect patients? (G2)		
Excellent or Very good	68%	68%
5 - Excellent	29%	30%
4 - Very good	40%	38%
3 - Good	25%	24%
2 - Fair	6%	7%
1 - Poor	1%	1%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Appendix A: Results by Medical Office Characteristics

(3) Specific Specialties

Note: The number of medical offices and respondents by specialty is shown in each table. However, the precise number of medical offices and respondents corresponding to each data cell in a table will vary because medical offices may have omitted a specific survey item and because of individual nonresponse/missing data. Specialties listed represent non-primary care specialties with at least 20 medical offices.

Table A-9. Composite Measure Average Percent Positive Response by Specific Specialties – 2020 SOPS Medical Office Database

SOPS Composite Measures	Specific Specialties									
	Cardi-ology	Endo./Metabolism	Gastro-enterology	Hematology/Oncology	Neur-ology	Ortho-pedics	Physical Medicine	Pulmonary Medicine	Surgery/Gen. Surg.	Urology
# Medical Offices	74	21	23	54	31	45	28	22	81	20
# Respondents	1,125	220	218	1,014	399	620	218	223	693	219
1. Patient Care Tracking/Followup	89%	88%	90%	92%	86%	90%	88%	85%	91%	87%
2. Teamwork	84%	85%	82%	87%	82%	87%	89%	80%	86%	82%
3. Organizational Learning	76%	78%	77%	76%	76%	79%	81%	76%	83%	73%
4. Overall Perceptions of Patient Safety and Quality	77%	79%	76%	78%	75%	79%	82%	75%	85%	76%
5. Staff Training	70%	76%	72%	73%	68%	72%	79%	68%	78%	71%
6. Communication About Error	71%	76%	71%	72%	67%	73%	76%	69%	78%	68%
7. Communication Openness	67%	74%	70%	68%	67%	70%	76%	68%	76%	64%
8. Office Processes and Standardization	67%	65%	68%	66%	60%	68%	70%	63%	75%	63%
9. Owner/Managing Partner/Leadership Support for Patient Safety	65%	66%	69%	65%	66%	67%	68%	62%	73%	67%
10. Work Pressure and Pace	46%	34%	50%	43%	42%	48%	51%	46%	62%	39%
Composite Measure Average	71%	72%	73%	72%	69%	73%	76%	69%	79%	69%

Note: Specialties are listed for single-specialty offices only and represent non-primary care specialties with at least 20 medical offices in the database.

Survey Items by SOPS Composite Measure	Specific Specialties									
	Cardi-ology	Endo./Metabolism	Gastro-enterology	Hematology/Oncology	Neur-ology	Ortho-pedics	Physical Medicine	Pulmonary Medicine	Surgery/Gen. Surg.	Urology
# Medical Offices	74	21	23	54	31	45	28	22	81	20
# Respondents	1,125	220	218	1,014	399	620	218	223	693	219
1. Patient Care Tracking/Followup										
1. This office reminds patients when they need to schedule an appointment for preventive or routine care. (D3)	92%	91%	94%	89%	87%	89%	84%	89%	92%	91%
2. This office documents how well our chronic-care patients follow their treatment plans. (D5)	82%	86%	87%	89%	80%	86%	87%	78%	85%	80%
3. Our office follows up when we do not receive a report we are expecting from an outside provider. (D6)	87%	89%	85%	93%	85%	92%	89%	84%	93%	90%
4. This office follows up with patients who need monitoring. (D9)	93%	87%	93%	95%	91%	93%	91%	88%	95%	88%
2. Teamwork										
1. When someone in this office gets really busy, others help out. (C1)	83%	85%	78%	86%	83%	84%	88%	76%	86%	81%
2. In this office, there is a good working relationship between staff and providers. (C2)	87%	85%	86%	89%	86%	90%	91%	83%	88%	85%
3. In this office, we treat each other with respect. (C5)	82%	84%	81%	87%	77%	86%	88%	84%	84%	84%
4. This office emphasizes teamwork in taking care of patients. (C13)	83%	84%	84%	86%	83%	87%	87%	78%	85%	79%
3. Organizational Learning										
1. When there is a problem in our office, we see if we need to change the way we do things. (F1)	80%	82%	82%	79%	80%	82%	86%	81%	86%	78%
2. This office is good at changing office processes to make sure the same problems don't happen again. (F5)	76%	78%	77%	76%	76%	81%	82%	75%	83%	72%
3. After this office makes changes to improve the patient care process, we check to see if the changes worked. (F7)	73%	74%	73%	74%	72%	75%	75%	73%	79%	69%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item). Specialties are listed for single-specialty offices only and represent non-primary care specialties with at least 20 medical offices in the database.

Survey Items by SOPS Composite Measure	Specific Specialties									
	Cardi-ology	Endo./ Metabolism	Gastro-enterology	Hematology/ Oncology	Neur-ology	Ortho-pedics	Physical Medicine	Pulmonary Medicine	Surgery/ Gen. Surg.	Urology
# Medical Offices	74	21	23	54	31	45	28	22	81	20
# Respondents	1,125	220	218	1,014	399	620	218	223	693	219
4. Overall Perceptions of Patient Safety and Quality										
1. Our office processes are good at preventing mistakes that could affect patients. (F2)	83%	84%	81%	84%	80%	87%	90%	77%	89%	83%
2. Mistakes happen more than they should in this office. (F3R)	78%	76%	81%	78%	75%	77%	81%	75%	87%	79%
3. It is just by chance that we don't make more mistakes that affect our patients. (F4R)	74%	80%	75%	78%	77%	76%	81%	78%	82%	72%
4. In this office, getting more work done is more important than quality of care. (F6R)	73%	77%	67%	71%	69%	75%	75%	70%	81%	69%
5. Staff Training										
1. This office trains staff when new processes are put into place. (C4)	72%	75%	75%	73%	72%	74%	78%	67%	80%	71%
2. This office makes sure staff get the on-the-job training they need. (C7)	70%	79%	73%	74%	69%	72%	79%	66%	80%	74%
3. Staff in this office are asked to do tasks they haven't been trained to do. (C10R)	68%	73%	68%	71%	63%	69%	80%	71%	75%	67%
6. Communication About Error										
1. Staff feel like their mistakes are held against them. (D7R)	65%	74%	65%	67%	57%	62%	76%	64%	72%	65%
2. Providers and staff talk openly about office problems. (D8)	58%	67%	65%	58%	59%	65%	70%	61%	68%	56%
3. In this office, we discuss ways to prevent errors from happening again. (D11)	81%	84%	78%	81%	78%	85%	82%	74%	87%	77%
4. Staff are willing to report mistakes they observe in this office. (D12)	78%	80%	77%	80%	73%	80%	77%	76%	83%	75%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item). Specialties are listed for single-specialty offices only and represent non-primary care specialties with at least 20 medical offices in the database.

Survey Items by SOPS Composite Measure	Specific Specialties									
	Cardi-ology	Endo./ Metabolism	Gastro-enterology	Hematology/ Oncology	Neur-ology	Ortho-pedics	Physical Medicine	Pulmonary Medicine	Surgery/ Gen. Surg.	Urology
# Medical Offices	74	21	23	54	31	45	28	22	81	20
# Respondents	1,125	220	218	1,014	399	620	218	223	693	219
7. Communication Openness										
1. Providers in this office are open to staff ideas about how to improve office processes. (D1)	69%	78%	73%	68%	69%	70%	83%	70%	76%	61%
2. Staff are encouraged to express alternative viewpoints in this office. (D2)	68%	75%	75%	67%	68%	72%	79%	71%	77%	70%
3. Staff are afraid to ask questions when something does not seem right. (D4R)	73%	78%	74%	78%	72%	78%	78%	72%	83%	73%
4. It is difficult to voice disagreement in this office. (D10R)	59%	66%	58%	57%	58%	59%	65%	57%	68%	53%
8. Office Processes and Standardization										
1. This office is more disorganized than it should be. (C8R)	64%	66%	70%	64%	59%	67%	66%	63%	73%	60%
2. We have good procedures for checking that work in this office was done correctly. (C9)	71%	70%	71%	69%	64%	71%	73%	67%	77%	68%
3. We have problems with workflow in this office. (C12R)	55%	46%	55%	47%	47%	54%	58%	50%	64%	47%
4. Staff in this office follow standardized processes to get tasks done. (C15)	78%	78%	74%	82%	71%	81%	84%	73%	85%	78%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item). Specialties are listed for single-specialty offices only and represent non-primary care specialties with at least 20 medical offices in the database.

Survey Items by SOPS Composite Measure	Specific Specialties									
	Cardi-ology	Endo./ Metabolism	Gastro-enterology	Hematology/ Oncology	Neur-ology	Ortho-pedics	Physical Medicine	Pulmonary Medicine	Surgery/ Gen. Surg.	Urology
# Medical Offices	74	21	23	54	31	45	28	22	81	20
# Respondents	1,125	220	218	1,014	399	620	218	223	693	219
9. Owner/Managing Partner/Leadership Support for Patient Safety										
1. They aren't investing enough resources to improve the quality of care in this office. (E1R)	46%	39%	52%	46%	44%	50%	46%	37%	56%	48%
2. They overlook patient care mistakes that happen over and over. (E2R)	77%	83%	82%	78%	77%	79%	84%	80%	84%	81%
3. They place a high priority on improving patient care processes. (E3)	77%	80%	78%	75%	81%	79%	81%	72%	84%	79%
4. They make decisions too often based on what is best for the office rather than what is best for patients. (E4R)	58%	61%	65%	59%	62%	61%	61%	57%	68%	59%
10. Work Pressure and Pace										
1. In this office, we often feel rushed when taking care of patients. (C3R)	40%	34%	45%	35%	42%	40%	39%	46%	55%	33%
2. We have too many patients for the number of providers in this office. (C6R)	44%	27%	45%	39%	37%	50%	52%	47%	62%	39%
3. We have enough staff to handle our patient load. (C11)	42%	31%	50%	44%	38%	43%	52%	36%	61%	39%
4. This office has too many patients to be able to handle everything effectively. (C14R)	57%	44%	58%	53%	49%	60%	60%	53%	71%	43%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item). Specialties are listed for single-specialty offices only and represent non-primary care specialties with at least 20 medical offices in the database.

Survey Items	Specific Specialties									
	Cardi-ology	Endo./ Metabolism	Gastro-enterology	Hematology/ Oncology	Neur-ology	Ortho-pedics	Physical Medicine	Pulmonary Medicine	Surgery/ Gen. Surg.	Urology
# Medical Offices	74	21	23	54	31	45	28	22	81	20
# Respondents	1,125	220	218	1,014	399	620	218	223	693	219
Patient Safety and Quality Issues										
Access to Care										
1. A patient was unable to get an appointment within 48 hours for an acute/serious problem. (A1)	72%	67%	60%	83%	51%	82%	70%	63%	87%	79%
Patient Identification										
2. The wrong chart/medical record was used for a patient. (A2)	98%	99%	97%	99%	98%	98%	98%	96%	99%	100%
Charts/Medical Records										
3. A patient's chart/medical record was not available when needed. (A3)	89%	89%	90%	91%	94%	95%	95%	91%	95%	97%
4. Medical information was filed, scanned, or entered into the wrong patient's chart/medical record. (A4)	95%	92%	95%	97%	96%	96%	99%	96%	98%	100%
Medical Equipment										
5. Medical equipment was not working properly or was in need of repair or replacement. (A5)	90%	88%	90%	88%	93%	91%	89%	93%	94%	92%
Medication										
6. A pharmacy contacted our office to clarify or correct a prescription. (A6)	65%	40%	66%	65%	50%	73%	72%	61%	81%	72%
7. A patient's medication list was not updated during his or her visit. (A7)	80%	70%	74%	72%	74%	79%	86%	78%	87%	93%
Diagnostics and Tests										
8. The results from a lab or imaging test were not available when needed. (A8)	78%	68%	77%	75%	76%	84%	91%	82%	86%	81%
9. A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (A9)	93%	93%	96%	96%	88%	97%	95%	90%	95%	94%

Note: The item's survey location is shown after the item text. The percent positive response is based on those who responded "Not in the past 12 months," "Once or twice in the past 12 months," or "Several times in the past 12 months." Specialties are listed for single-specialty offices only and represent non-primary care specialties with at least 20 medical offices in the database.

Survey Items	Specific Specialties									
	Cardi-ology	Endo./ Metabolism	Gastro-enterology	Hematology/ Oncology	Neur-ology	Ortho-pedics	Physical Medicine	Pulmonary Medicine	Surgery/ Gen. Surg.	Urology
# Medical Offices	74	21	23	54	31	45	28	22	81	20
# Respondents	1,125	220	218	1,014	399	620	218	223	693	219
Information Exchange With Other Settings										
Over the past 12 months, how often has your medical office had problems exchanging accurate, complete, and timely information with:										
1. Outside labs/imaging centers? (B1)	77%	66%	72%	74%	70%	79%	84%	72%	83%	74%
2. Other medical offices/Outside physicians? (B2)	72%	73%	65%	79%	67%	80%	81%	74%	84%	79%
3. Pharmacies? (B3)	80%	58%	72%	83%	71%	88%	89%	79%	92%	82%
4. Hospitals? (B4)	82%	84%	79%	83%	79%	89%	86%	83%	88%	86%

Note: The item's survey location is shown after the item text. For items B1-B4, the percent positive response is based on those who responded "No problems in the past 12 months," "Problems once or twice in the past 12 months," or "Problems several times in the past 12 months." Specialties are listed for single-specialty offices only and represent non-primary care specialties with at least 20 medical offices in the database.

Survey Items by Overall Ratings on Quality	Specific Specialties									
	Cardi-ology	Endo./ Metabolism	Gastro-enterology	Hematology/ Oncology	Neur-ology	Ortho-pedics	Physical Medicine	Pulmonary Medicine	Surgery/ Gen. Surg.	Urology
# Medical Offices	74	21	23	54	31	45	28	22	81	20
# Respondents	1,125	220	218	1,014	399	620	218	223	693	219
1. Patient Centered - Is responsive to individual patient preferences, needs, and values. (G1a)										
Excellent or Very good	68%	65%	60%	77%	66%	73%	73%	64%	75%	64%
5 - Excellent	34%	27%	27%	40%	27%	39%	33%	33%	43%	23%
4 - Very good	35%	39%	33%	37%	39%	34%	40%	30%	32%	40%
3 - Good	25%	27%	32%	19%	25%	22%	22%	26%	22%	29%
2 - Fair	5%	7%	8%	4%	7%	4%	4%	8%	3%	7%
1 - Poor	1%	1%	0%	1%	3%	0%	1%	2%	1%	0%
2. Effective - Is based on scientific knowledge. (G1b)										
Excellent or Very good	70%	73%	68%	78%	71%	70%	72%	69%	75%	66%
5 - Excellent	34%	33%	32%	39%	32%	35%	32%	36%	39%	28%
4 - Very good	36%	40%	36%	39%	39%	35%	40%	33%	36%	37%
3 - Good	25%	24%	27%	18%	23%	27%	25%	24%	23%	32%
2 - Fair	5%	3%	5%	4%	4%	3%	3%	6%	2%	3%
1 - Poor	0%	0%	0%	0%	2%	0%	0%	1%	0%	0%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding. Specialties are listed for single-specialty offices only and represent non-primary care specialties with at least 20 medical offices in the database.

Survey Items by Overall Ratings on Quality	Specific Specialties									
	Cardi-ology	Endo./ Metabolism	Gastro-enterology	Hematology/ Oncology	Neur-ology	Ortho-pedics	Physical Medicine	Pulmonary Medicine	Surgery/ Gen. Surg.	Urology
# Medical Offices	74	21	23	54	31	45	28	22	81	20
# Respondents	1,125	220	218	1,014	399	620	218	223	693	219
3. Timely - Minimizes waits and potentially harmful delays. (G1c)										
Excellent or Very good	56%	55%	48%	56%	50%	56%	60%	51%	62%	48%
5 - Excellent	23%	22%	18%	21%	15%	22%	25%	19%	29%	14%
4 - Very good	33%	34%	30%	35%	36%	34%	36%	32%	33%	33%
3 - Good	29%	30%	30%	30%	29%	30%	30%	28%	29%	36%
2 - Fair	12%	13%	14%	11%	14%	11%	6%	16%	7%	10%
1 - Poor	4%	2%	8%	3%	6%	4%	4%	5%	2%	6%
4. Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (G1d)										
Excellent or Very good	62%	62%	55%	59%	61%	64%	62%	60%	67%	54%
5 - Excellent	27%	21%	24%	21%	20%	27%	29%	27%	34%	19%
4 - Very good	36%	41%	31%	38%	41%	37%	33%	33%	33%	35%
3 - Good	28%	31%	32%	29%	28%	27%	30%	27%	26%	37%
2 - Fair	7%	6%	11%	10%	8%	7%	6%	10%	6%	4%
1 - Poor	3%	1%	2%	2%	2%	1%	1%	4%	1%	5%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding. Specialties are listed for single-specialty offices only and represent non-primary care specialties with at least 20 medical offices in the database.

	Specific Specialties									
Survey Items by Overall Ratings on Quality	**Cardi-ology**	**Endo./ Metabolism**	**Gastro-enterology**	**Hematology/ Oncology**	**Neur-ology**	**Ortho-pedics**	**Physical Medicine**	**Pulmonary Medicine**	**Surgery/ Gen. Surg.**	**Urology**
# Medical Offices	74	21	23	54	31	45	28	22	81	20
# Respondents	1,125	220	218	1,014	399	620	218	223	693	219
5. Equitable - Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc. (G1e)										
Excellent or Very good	80%	84%	80%	85%	81%	82%	84%	82%	86%	83%
5 - Excellent	57%	58%	57%	59%	55%	58%	53%	59%	63%	50%
4 - Very good	23%	27%	23%	26%	26%	24%	32%	23%	23%	33%
3 - Good	16%	14%	16%	13%	15%	15%	12%	12%	11%	15%
2 - Fair	4%	2%	2%	1%	2%	2%	2%	5%	2%	1%
1 - Poor	1%	0%	2%	0%	2%	0%	1%	1%	1%	1%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding. Specialties are listed for single-specialty offices only and represent non-primary care specialties with at least 20 medical offices in the database.

Table A-12. Average Percentage of Respondents Giving Their Medical Office an Overall Rating on Patient Safety by Specific Specialties – 2020 SOPS Medical Office Database

Overall Rating on Patient Safety	Specific Specialties									
	Cardi-ology	Endo./ Metabolism	Gastro-enterology	Hematology/ Oncology	Neur-ology	Ortho-pedics	Physical Medicine	Pulmonary Medicine	Surgery/ Gen. Surg.	Urology
# Medical Offices	74	21	23	54	31	45	28	22	81	20
# Respondents	1,125	220	218	1,014	399	620	218	223	693	219
Overall, how would you rate the systems and clinical processes your medical office has in place to prevent, catch, and correct problems that have the potential to affect patients? (G2)										
Excellent or Very good	66%	62%	56%	71%	63%	68%	71%	62%	75%	65%
5 - Excellent	29%	23%	29%	29%	22%	28%	28%	25%	37%	23%
4 - Very good	38%	40%	27%	42%	41%	40%	44%	37%	38%	42%
3 - Good	24%	32%	26%	21%	25%	26%	21%	26%	19%	29%
2 - Fair	8%	4%	14%	6%	9%	5%	6%	9%	5%	4%
1 - Poor	2%	1%	3%	2%	2%	1%	2%	3%	1%	2%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding. Specialties are listed for single-specialty offices only and represent non-primary care specialties with at least 20 medical offices in the database.

(4) Primary Care Specialties

Note: The number of medical offices and respondents by primary care specialty is shown in each table. However, the precise number of medical offices and respondents corresponding to each data cell in a table will vary because medical offices may have omitted a specific survey item and because of individual nonresponse/missing data.

Table A-13. Composite Measure Average Percent Positive Response by Primary Care Specialties – 2020 SOPS Medical Office Database

SOPS Composite Measures	Primary Care Specialties				
	Family Pract./ Family Med.	General Pract.	Internal Med.	OB/GYN	Pediatrics
# Medical Offices	291	52	148	92	99
# Respondents	4,191	581	1,809	1,093	1,272
1. Patient Care Tracking/Followup	86%	87%	86%	88%	84%
2. Teamwork	85%	85%	87%	87%	90%
3. Organizational Learning	80%	81%	83%	81%	84%
4. Overall Perceptions of Patient Safety and Quality	79%	80%	81%	82%	82%
5. Staff Training	75%	71%	77%	75%	80%
6. Communication About Error	74%	74%	75%	74%	74%
7. Communication Openness	72%	74%	73%	71%	72%
8. Office Processes and Standardization	69%	68%	73%	71%	71%
9. Owner/Managing Partner/Leadership Support for Patient Safety	70%	64%	69%	70%	72%
10. Work Pressure and Pace	48%	45%	52%	51%	50%
Composite Measure Average	74%	73%	76%	75%	76%

Survey Items by SOPS Composite Measure	Primary Care Specialties				
	Family Pract./ Family Med.	General Pract.	Internal Med.	OB/GYN	Pediatrics
# Medical Offices	291	52	148	92	99
# Respondents	4,191	581	1,809	1,093	1,272
1. Patient Care Tracking/Followup					
1. This office reminds patients when they need to schedule an appointment for preventive or routine care. (D3)	89%	91%	88%	88%	89%
2. This office documents how well our chronic-care patients follow their treatment plans. (D5)	81%	80%	80%	80%	74%
3. Our office follows up when we do not receive a report we are expecting from an outside provider. (D6)	83%	87%	85%	88%	84%
4. This office follows up with patients who need monitoring. (D9)	90%	90%	89%	95%	90%
2. Teamwork					
1. When someone in this office gets really busy, others help out. (C1)	83%	84%	84%	85%	90%
2. In this office, there is a good working relationship between staff and providers. (C2)	88%	89%	91%	89%	90%
3. In this office, we treat each other with respect. (C5)	84%	81%	87%	86%	89%
4. This office emphasizes teamwork in taking care of patients. (C13)	85%	84%	87%	86%	90%
3. Organizational Learning					
1. When there is a problem in our office, we see if we need to change the way we do things. (F1)	84%	84%	86%	85%	88%
2. This office is good at changing office processes to make sure the same problems don't happen again. (F5)	82%	81%	85%	82%	85%
3. After this office makes changes to improve the patient care process, we check to see if the changes worked. (F7)	75%	79%	78%	76%	80%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items by SOPS Composite Measure	Primary Care Specialties				
	Family Pract./ Family Med.	General Pract.	Internal Med.	OB/GYN	Pediatrics
# Medical Offices	291	52	148	92	99
# Respondents	4,191	581	1,809	1,093	1,272
4. Overall Perceptions of Patient Safety and Quality					
1. Our office processes are good at preventing mistakes that could affect patients. (F2)	87%	87%	88%	88%	89%
2. Mistakes happen more than they should in this office. (F3R)	78%	82%	83%	82%	82%
3. It is just by chance that we don't make more mistakes that affect our patients. (F4R)	78%	77%	80%	82%	83%
4. In this office, getting more work done is more important than quality of care. (F6R)	72%	72%	72%	76%	75%
5. Staff Training					
1. This office trains staff when new processes are put into place. (C4)	78%	72%	79%	76%	81%
2. This office makes sure staff get the on-the-job training they need. (C7)	77%	74%	79%	76%	83%
3. Staff in this office are asked to do tasks they haven't been trained to do. (C10R)	71%	67%	72%	73%	77%
6. Communication About Error					
1. Staff feel like their mistakes are held against them. (D7R)	66%	62%	65%	65%	64%
2. Providers and staff talk openly about office problems. (D8)	66%	68%	68%	65%	65%
3. In this office, we discuss ways to prevent errors from happening again. (D11)	84%	85%	85%	85%	85%
4. Staff are willing to report mistakes they observe in this office. (D12)	81%	80%	80%	81%	80%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items by SOPS Composite Measure	Primary Care Specialties				
	Family Pract./ Family Med.	General Pract.	Internal Med.	OB/GYN	Pediatrics
# Medical Offices	291	52	148	92	99
# Respondents	4,191	581	1,809	1,093	1,272
7. Communication Openness					
1. Providers in this office are open to staff ideas about how to improve office processes. (D1)	78%	79%	76%	72%	76%
2. Staff are encouraged to express alternative viewpoints in this office. (D2)	75%	78%	75%	73%	78%
3. Staff are afraid to ask questions when something does not seem right. (D4R)	75%	77%	77%	76%	74%
4. It is difficult to voice disagreement in this office. (D10R)	60%	60%	64%	61%	59%
8. Office Processes and Standardization					
1. This office is more disorganized than it should be. (C8R)	68%	67%	70%	68%	68%
2. We have good procedures for checking that work in this office was done correctly. (C9)	73%	70%	76%	74%	76%
3. We have problems with workflow in this office. (C12R)	52%	52%	61%	57%	53%
4. Staff in this office follow standardized processes to get tasks done. (C15)	81%	82%	86%	84%	87%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items by SOPS Composite Measure	Primary Care Specialties				
	Family Pract./ Family Med.	General Pract.	Internal Med.	OB/GYN	Pediatrics
# Medical Offices	291	52	148	92	99
# Respondents	4,191	581	1,809	1,093	1,272
9. Owner/Managing Partner/Leadership Support for Patient Safety					
1. They aren't investing enough resources to improve the quality of care in this office. (E1R)	51%	41%	47%	54%	49%
2. They overlook patient care mistakes that happen over and over. (E2R)	82%	79%	83%	81%	85%
3. They place a high priority on improving patient care processes. (E3)	83%	78%	83%	80%	84%
4. They make decisions too often based on what is best for the office rather than what is best for patients. (E4R)	63%	57%	61%	64%	68%
10. Work Pressure and Pace					
1. In this office, we often feel rushed when taking care of patients. (C3R)	37%	36%	40%	41%	38%
2. We have too many patients for the number of providers in this office. (C6R)	49%	43%	52%	49%	53%
3. We have enough staff to handle our patient load. (C11)	47%	44%	52%	50%	45%
4. This office has too many patients to be able to handle everything effectively. (C14R)	59%	57%	64%	64%	62%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items	Primary Care Specialties				
	Family Pract./ Family Med.	General Pract.	Internal Med.	OB/GYN	Pediatrics
# Medical Offices	291	52	148	92	99
# Respondents	4,191	581	1,809	1,093	1,272
Patient Safety and Quality Issues					
Access to Care					
1. A patient was unable to get an appointment within 48 hours for an acute/serious problem. (A1)	71%	72%	75%	78%	81%
Patient Identification					
2. The wrong chart/medical record was used for a patient. (A2)	98%	97%	97%	99%	97%
Charts/Medical Records					
3. A patient's chart/medical record was not available when needed. (A3)	93%	91%	96%	94%	95%
4. Medical information was filed, scanned, or entered into the wrong patient's chart/medical record. (A4)	96%	95%	97%	98%	97%
Medical Equipment					
5. Medical equipment was not working properly or was in need of repair or replacement. (A5)	89%	89%	90%	90%	86%
Medication					
6. A pharmacy contacted our office to clarify or correct a prescription. (A6)	52%	50%	57%	67%	57%
7. A patient's medication list was not updated during his or her visit. (A7)	75%	77%	77%	80%	79%
Diagnostics and Tests					
8. The results from a lab or imaging test were not available when needed. (A8)	78%	79%	83%	81%	85%
9. A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (A9)	93%	94%	92%	94%	95%

Note: The item's survey location is shown after the item text. The percent positive response is based on those who responded "Not in the past 12 months," "Once or twice in the past 12 months," or "Several times in the past 12 months."

Survey Items	Primary Care Specialties				
	Family Pract./ Family Med.	**General Pract.**	**Internal Med.**	**OB/GYN**	**Pediatrics**
# Medical Offices	291	52	148	92	99
# Respondents	4,191	581	1,809	1,093	1,272
Information Exchange With Other Settings					
Over the past 12 months, how often has your medical office had problems exchanging accurate, complete, and timely information with:					
1. Outside labs/imaging centers? (B1)	75%	76%	80%	82%	85%
2. Other medical offices/Outside physicians? (B2)	73%	73%	79%	80%	82%
3. Pharmacies? (B3)	71%	70%	74%	85%	79%
4. Hospitals? (B4)	79%	84%	84%	88%	86%

Note: The item's survey location is shown after the item text. For items B1-B4, the percent positive response is based on those who responded "No problems in the past 12 months," "Problems once or twice in the past 12 months," or "Problems several times in the past 12 months."

Survey Items by Overall Ratings on Quality	Primary Care Specialties				
	Family Pract./ Family Med.	General Pract.	Internal Med.	OB/GYN	Pediatrics
# Medical Offices	291	52	148	92	99
# Respondents	4,191	581	1,809	1,093	1,272
1. Patient Centered - Is responsive to individual patient preferences, needs, and values. (G1a)					
Excellent or Very good	70%	71%	71%	73%	75%
5 - Excellent	32%	36%	35%	30%	36%
4 - Very good	38%	35%	35%	43%	39%
3 - Good	25%	22%	25%	22%	21%
2 - Fair	5%	6%	3%	4%	3%
1 - Poor	1%	0%	1%	1%	0%
2. Effective - Is based on scientific knowledge. (G1b)					
Excellent or Very good	69%	68%	69%	73%	75%
5 - Excellent	30%	29%	30%	32%	36%
4 - Very good	39%	39%	39%	41%	39%
3 - Good	27%	28%	27%	24%	22%
2 - Fair	4%	5%	4%	2%	2%
1 - Poor	0%	0%	1%	1%	1%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Survey Items by Overall Ratings on Quality	Primary Care Specialties				
	Family Pract./ Family Med.	General Pract.	Internal Med.	OB/GYN	Pediatrics
# Medical Offices	291	52	148	92	99
# Respondents	4,191	581	1,809	1,093	1,272
3. Timely - Minimizes waits and potentially harmful delays. (G1c)					
Excellent or Very good	55%	61%	59%	50%	58%
5 - Excellent	21%	27%	25%	19%	23%
4 - Very good	34%	34%	34%	31%	36%
3 - Good	32%	27%	29%	34%	27%
2 - Fair	10%	10%	9%	13%	11%
1 - Poor	3%	3%	3%	3%	4%
4. Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (G1d)					
Excellent or Very good	61%	65%	63%	60%	64%
5 - Excellent	25%	29%	25%	24%	24%
4 - Very good	37%	36%	37%	36%	40%
3 - Good	30%	27%	29%	31%	27%
2 - Fair	7%	6%	7%	7%	7%
1 - Poor	1%	1%	2%	2%	2%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Survey Items by Overall Ratings on Quality	Primary Care Specialties				
	Family Pract./ Family Med.	General Pract.	Internal Med.	OB/GYN	Pediatrics
# Medical Offices	291	52	148	92	99
# Respondents	4,191	581	1,809	1,093	1,272
5. Equitable - Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc. (G1e)					
Excellent or Very good	82%	83%	83%	85%	86%
5 - Excellent	54%	57%	58%	58%	60%
4 - Very good	28%	26%	25%	27%	25%
3 - Good	15%	14%	13%	12%	10%
2 - Fair	2%	3%	3%	2%	3%
1 - Poor	1%	1%	1%	1%	1%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Table A-16. Average Percentage of Respondents Giving Their Medical Office an Overall Rating on Patient Safety by Primary Care Specialties – 2020 SOPS Medical Office Database

Overall Rating on Patient Safety	Primary Care Specialties				
	Family Pract./ Family Med.	General Pract.	Internal Med.	OB/GYN	Pediatrics
# Medical Offices	291	52	148	92	99
# Respondents	4,191	581	1,809	1,093	1,272
Overall, how would you rate the systems and clinical processes your medical office has in place to prevent, catch, and correct problems that have the potential to affect patients? (G2)					
Excellent or Very good	65%	71%	70%	68%	71%
5 - Excellent	27%	28%	30%	26%	29%
4 - Very good	39%	43%	39%	43%	42%
3 - Good	27%	23%	24%	26%	24%
2 - Fair	6%	6%	5%	4%	4%
1 - Poor	1%	0%	1%	1%	1%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Appendix A: Results by Medical Office Characteristics

(5) Ownership

Note: The number of medical offices and respondents by ownership is shown in each table. However, the precise number of medical offices and respondents corresponding to each data cell in a table will vary because medical offices may have omitted a specific survey item and because of individual nonresponse/missing data.

Table A-17. Composite Measure Average Percent Positive Response by Ownership – 2020 SOPS Medical Office Database

SOPS Composite Measures	Ownership			
	Community Health Ctr./ Fed., State, or Local Govt.	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
# Medical Offices	15	1,171	169	120
# Respondents	170	14,481	2,123	1,622
1. Patient Care Tracking/Followup	83%	88%	88%	79%
2. Teamwork	85%	87%	83%	81%
3. Organizational Learning	75%	82%	79%	73%
4. Overall Perceptions of Patient Safety and Quality	77%	81%	77%	72%
5. Staff Training	71%	76%	74%	65%
6. Communication About Error	73%	75%	73%	66%
7. Communication Openness	65%	73%	70%	67%
8. Office Processes and Standardization	68%	71%	68%	60%
9. Owner/Managing Partner/Leadership Support for Patient Safety	66%	69%	69%	61%
10. Work Pressure and Pace	49%	49%	54%	43%
Composite Measure Average	71%	75%	74%	67%

Survey Items by SOPS Composite Measure	Ownership			
	Community Health Ctr./ Fed., State, or Local Govt.	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
# Medical Offices	15	1,171	169	120
# Respondents	170	14,481	2,123	1,622
1. Patient Care Tracking/Followup				
1. This office reminds patients when they need to schedule an appointment for preventive or routine care. (D3)	90%	90%	90%	82%
2. This office documents how well our chronic-care patients follow their treatment plans. (D5)	74%	82%	85%	71%
3. Our office follows up when we do not receive a report we are expecting from an outside provider. (D6)	80%	88%	86%	77%
4. This office follows up with patients who need monitoring. (D9)	89%	92%	90%	84%
2. Teamwork				
1. When someone in this office gets really busy, others help out. (C1)	83%	86%	82%	79%
2. In this office, there is a good working relationship between staff and providers. (C2)	93%	90%	86%	86%
3. In this office, we treat each other with respect. (C5)	80%	86%	82%	81%
4. This office emphasizes teamwork in taking care of patients. (C13)	83%	87%	82%	79%
3. Organizational Learning				
1. When there is a problem in our office, we see if we need to change the way we do things. (F1)	77%	84%	83%	80%
2. This office is good at changing office processes to make sure the same problems don't happen again. (F5)	78%	83%	80%	72%
3. After this office makes changes to improve the patient care process, we check to see if the changes worked. (F7)	71%	78%	73%	66%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items by SOPS Composite Measure	Ownership			
	Community Health Ctr./ Fed., State, or Local Govt.	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
# Medical Offices	15	1,171	169	120
# Respondents	170	14,481	2,123	1,622
4. Overall Perceptions of Patient Safety and Quality				
1. Our office processes are good at preventing mistakes that could affect patients. (F2)	82%	88%	85%	76%
2. Mistakes happen more than they should in this office. (F3R)	75%	82%	75%	72%
3. It is just by chance that we don't make more mistakes that affect our patients. (F4R)	82%	81%	74%	70%
4. In this office, getting more work done is more important than quality of care. (F6R)	68%	74%	75%	69%
5. Staff Training				
1. This office trains staff when new processes are put into place. (C4)	69%	78%	76%	66%
2. This office makes sure staff get the on-the-job training they need. (C7)	72%	78%	75%	67%
3. Staff in this office are asked to do tasks they haven't been trained to do. (C10R)	72%	73%	70%	62%
6. Communication About Error				
1. Staff feel like their mistakes are held against them. (D7R)	57%	67%	62%	59%
2. Providers and staff talk openly about office problems. (D8)	69%	67%	61%	58%
3. In this office, we discuss ways to prevent errors from happening again. (D11)	84%	84%	84%	75%
4. Staff are willing to report mistakes they observe in this office. (D12)	81%	81%	83%	72%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items by SOPS Composite Measure	Ownership			
	Community Health Ctr./ Fed., State, or Local Govt.	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
# Medical Offices	15	1,171	169	120
# Respondents	170	14,481	2,123	1,622
7. Communication Openness				
1. Providers in this office are open to staff ideas about how to improve office processes. (D1)	71%	76%	74%	71%
2. Staff are encouraged to express alternative viewpoints in this office. (D2)	67%	75%	72%	69%
3. Staff are afraid to ask questions when something does not seem right. (D4R)	70%	77%	76%	70%
4. It is difficult to voice disagreement in this office. (D10R)	52%	62%	59%	57%
8. Office Processes and Standardization				
1. This office is more disorganized than it should be. (C8R)	66%	69%	67%	58%
2. We have good procedures for checking that work in this office was done correctly. (C9)	73%	74%	71%	63%
3. We have problems with workflow in this office. (C12R)	48%	56%	54%	45%
4. Staff in this office follow standardized processes to get tasks done. (C15)	83%	84%	79%	73%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items by SOPS Composite Measure	Ownership			
	Community Health Ctr./ Fed., State, or Local Govt.	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
# Medical Offices	15	1,171	169	120
# Respondents	170	14,481	2,123	1,622
9. Owner/Managing Partner/Leadership Support for Patient Safety				
1. They aren't investing enough resources to improve the quality of care in this office. (E1R)	50%	49%	53%	42%
2. They overlook patient care mistakes that happen over and over. (E2R)	80%	83%	78%	73%
3. They place a high priority on improving patient care processes. (E3)	76%	82%	82%	72%
4. They make decisions too often based on what is best for the office rather than what is best for patients. (E4R)	59%	62%	64%	55%
10. Work Pressure and Pace				
1. In this office, we often feel rushed when taking care of patients. (C3R)	44%	41%	41%	34%
2. We have too many patients for the number of providers in this office. (C6R)	42%	47%	59%	44%
3. We have enough staff to handle our patient load. (C11)	47%	48%	49%	39%
4. This office has too many patients to be able to handle everything effectively. (C14R)	62%	60%	66%	53%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items	Ownership			
	Community Health Ctr./ Fed., State, or Local Govt.	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
# Medical Offices	15	1,171	169	120
# Respondents	170	14,481	2,123	1,622
Patient Safety and Quality Issues				
Access to Care				
1. A patient was unable to get an appointment within 48 hours for an acute/serious problem. (A1)	77%	74%	79%	74%
Patient Identification				
2. The wrong chart/medical record was used for a patient. (A2)	98%	98%	98%	96%
Charts/Medical Records				
3. A patient's chart/medical record was not available when needed. (A3)	88%	94%	95%	91%
4. Medical information was filed, scanned, or entered into the wrong patient's chart/medical record. (A4)	89%	97%	97%	94%
Medical Equipment				
5. Medical equipment was not working properly or was in need of repair or replacement. (A5)	82%	90%	91%	88%
Medication				
6. A pharmacy contacted our office to clarify or correct a prescription. (A6)	59%	60%	61%	59%
7. A patient's medication list was not updated during his or her visit. (A7)	76%	79%	81%	73%
Diagnostics and Tests				
8. The results from a lab or imaging test were not available when needed. (A8)	68%	82%	82%	68%
9. A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (A9)	91%	94%	95%	90%

Note: The item's survey location is shown after the item text. The percent positive response is based on those who responded "Not in the past 12 months," "Once or twice in the past 12 months," or "Several times in the past 12 months."

Survey Items	Ownership			
	Community Health Ctr./ Fed., State, or Local Govt.	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
# Medical Offices	15	1,171	169	120
# Respondents	170	14,481	2,123	1,622
Information Exchange With Other Settings				
Over the past 12 months, how often has your medical office had problems exchanging accurate, complete, and timely information with:				
1. Outside labs/imaging centers? (B1)	69%	79%	79%	67%
2. Other medical offices/Outside physicians? (B2)	69%	78%	77%	66%
3. Pharmacies? (B3)	74%	78%	76%	74%
4. Hospitals? (B4)	72%	85%	83%	71%

Note: The item's survey location is shown after the item text. For items B1-B4, the percent positive response is based on those who responded "No problems in the past 12 months," "Problems once or twice in the past 12 months," or "Problems several times in the past 12 months."

Survey Items by Overall Ratings on Quality	Ownership			
	Community Health Ctr./ Fed., State, or Local Govt.	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
# Medical Offices	15	1,171	169	120
# Respondents	170	14,481	2,123	1,622
1. Patient Centered - Is responsive to individual patient preferences, needs, and values. (G1a)				
Excellent or Very good	81%	72%	70%	67%
5 - Excellent	40%	35%	35%	30%
4 - Very good	40%	37%	35%	37%
3 - Good	17%	23%	25%	24%
2 - Fair	2%	4%	4%	7%
1 - Poor	0%	1%	1%	2%
2. Effective - Is based on scientific knowledge. (G1b)				
Excellent or Very good	79%	72%	68%	69%
5 - Excellent	34%	33%	33%	31%
4 - Very good	44%	39%	36%	38%
3 - Good	17%	24%	27%	24%
2 - Fair	4%	3%	4%	6%
1 - Poor	1%	0%	1%	1%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Survey Items by Overall Ratings on Quality	Ownership			
	Community Health Ctr./ Fed., State, or Local Govt.	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
# Medical Offices	15	1,171	169	120
# Respondents	170	14,481	2,123	1,622
3. Timely - Minimizes waits and potentially harmful delays. (G1c)				
Excellent or Very good	59%	57%	55%	46%
5 - Excellent	26%	23%	23%	18%
4 - Very good	34%	34%	32%	27%
3 - Good	25%	30%	29%	29%
2 - Fair	11%	10%	13%	16%
1 - Poor	5%	3%	4%	10%
4. Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (G1d)				
Excellent or Very good	70%	63%	63%	56%
5 - Excellent	26%	26%	29%	21%
4 - Very good	44%	37%	34%	35%
3 - Good	18%	29%	29%	27%
2 - Fair	10%	7%	7%	13%
1 - Poor	2%	2%	2%	4%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Survey Items by Overall Ratings on Quality	Ownership			
	Community Health Ctr./ Fed., State, or Local Govt.	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
# Medical Offices	15	1,171	169	120
# Respondents	170	14,481	2,123	1,622
5. Equitable - Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc. (G1e)				
Excellent or Very good	91%	84%	83%	81%
5 - Excellent	66%	58%	58%	55%
4 - Very good	24%	26%	24%	26%
3 - Good	7%	13%	13%	13%
2 - Fair	2%	2%	3%	4%
1 - Poor	0%	1%	1%	2%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Table A-20. Average Percentage of Respondents Giving Their Medical Office an Overall Rating on Patient Safety by Ownership – 2020 SOPS Medical Office Database

Overall Rating on Patient Safety	Ownership			
	Community Health Ctr./ Fed., State, or Local Govt.	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
# Medical Offices	15	1,171	169	120
# Respondents	170	14,481	2,123	1,622
Overall, how would you rate the systems and clinical processes your medical office has in place to prevent, catch, and correct problems that have the potential to affect patients? (G2)				
Excellent or Very good	74%	70%	63%	57%
5 - Excellent	26%	30%	25%	20%
4 - Very good	48%	40%	38%	37%
3 - Good	23%	24%	28%	29%
2 - Fair	2%	5%	7%	10%
1 - Poor	1%	1%	2%	4%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Appendix A: Results by Medical Office Characteristics

(6) Geographic Region

Note 1: The number of medical offices and respondents in each geographic region is shown in each table. However, the precise number of medical offices and respondents corresponding to each data cell in a table will vary because medical offices may have omitted a specific survey item and because of individual nonresponse/missing data.

Note 2: States are categorized into geographic regions as follows:

- New England: CT, MA, ME, NH, RI, VT
- Mid-Atlantic: NJ, NY, PA
- South Atlantic: DC, DE, FL, GA, MD, NC, SC, VA, WV
- East North Central: IL, IN, MI, OH, WI
- East South Central: AL, KY, MS, TN
- West North Central: IA, KS, MN, MO, ND, NE, SD
- West South Central: AR, LA, OK, TX
- Mountain: AZ, CO, ID, MT, NM, NV, UT, WY
- Pacific: AK, CA, HI, OR, WA

Table A-21. Composite Measure Average Percent Positive Response by Geographic Region – 2020 SOPS Medical Office Database

SOPS Composite Measures	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Medical Offices	79	18	449	285	126	14	287	173	44
# Respondents	1,028	165	5,684	3,483	1,464	145	3,048	2,693	686
1. Patient Care Tracking/Followup	86%	87%	88%	89%	85%	90%	87%	86%	88%
2. Teamwork	84%	89%	89%	87%	81%	88%	85%	86%	89%
3. Organizational Learning	82%	80%	83%	81%	75%	82%	81%	78%	80%
4. Overall Perceptions of Patient Safety and Quality	80%	80%	81%	82%	76%	82%	79%	79%	79%
5. Staff Training	73%	76%	78%	76%	72%	82%	75%	72%	70%
6. Communication About Error	73%	76%	75%	76%	69%	78%	74%	74%	74%
7. Communication Openness	71%	73%	72%	73%	68%	74%	72%	71%	74%
8. Office Processes and Standardization	67%	74%	71%	73%	65%	68%	70%	68%	69%
9. Owner/Managing Partner/Leadership Support for Patient Safety	67%	65%	71%	71%	61%	66%	69%	63%	74%
10. Work Pressure and Pace	44%	53%	48%	55%	45%	41%	52%	43%	44%
Composite Measure Average	73%	75%	76%	76%	70%	75%	74%	72%	74%

Survey Items by SOPS Composite Measure	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Medical Offices	79	18	449	285	126	14	287	173	44
# Respondents	1,028	165	5,684	3,483	1,464	145	3,048	2,693	686
1. Patient Care Tracking/Followup									
1. This office reminds patients when they need to schedule an appointment for preventive or routine care. (D3)	91%	92%	89%	92%	87%	92%	89%	88%	92%
2. This office documents how well our chronic-care patients follow their treatment plans. (D5)	76%	77%	83%	82%	78%	85%	84%	81%	83%
3. Our office follows up when we do not receive a report we are expecting from an outside provider. (D6)	86%	85%	87%	88%	87%	87%	85%	85%	85%
4. This office follows up with patients who need monitoring. (D9)	92%	92%	91%	93%	89%	94%	90%	89%	92%
2. Teamwork									
1. When someone in this office gets really busy, others help out. (C1)	81%	88%	87%	87%	79%	85%	83%	84%	88%
2. In this office, there is a good working relationship between staff and providers. (C2)	87%	95%	91%	89%	86%	95%	87%	90%	92%
3. In this office, we treat each other with respect. (C5)	85%	85%	88%	85%	79%	87%	84%	85%	87%
4. This office emphasizes teamwork in taking care of patients. (C13)	83%	87%	88%	85%	79%	84%	85%	85%	87%
3. Organizational Learning									
1. When there is a problem in our office, we see if we need to change the way we do things. (F1)	85%	83%	86%	84%	78%	86%	84%	81%	85%
2. This office is good at changing office processes to make sure the same problems don't happen again. (F5)	84%	83%	83%	81%	77%	86%	81%	80%	81%
3. After this office makes changes to improve the patient care process, we check to see if the changes worked. (F7)	78%	74%	79%	77%	70%	74%	77%	73%	74%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items by SOPS Composite Measure	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Medical Offices	79	18	449	285	126	14	287	173	44
# Respondents	1,028	165	5,684	3,483	1,464	145	3,048	2,693	686
4. Overall Perceptions of Patient Safety and Quality									
1. Our office processes are good at preventing mistakes that could affect patients. (F2)	87%	87%	88%	87%	82%	91%	86%	86%	88%
2. Mistakes happen more than they should in this office. (F3R)	81%	79%	82%	83%	77%	85%	79%	80%	79%
3. It is just by chance that we don't make more mistakes that affect our patients. (F4R)	80%	84%	81%	82%	74%	81%	77%	80%	77%
4. In this office, getting more work done is more important than quality of care. (F6R)	73%	71%	73%	77%	69%	72%	75%	71%	73%
5. Staff Training									
1. This office trains staff when new processes are put into place. (C4)	76%	75%	79%	78%	73%	82%	76%	73%	72%
2. This office makes sure staff get the on-the-job training they need. (C7)	74%	76%	80%	77%	74%	87%	76%	73%	71%
3. Staff in this office are asked to do tasks they haven't been trained to do. (C10R)	68%	77%	74%	72%	70%	76%	72%	71%	68%
6. Communication About Error									
1. Staff feel like their mistakes are held against them. (D7R)	62%	66%	67%	70%	62%	72%	64%	68%	63%
2. Providers and staff talk openly about office problems. (D8)	67%	73%	66%	66%	64%	65%	63%	66%	67%
3. In this office, we discuss ways to prevent errors from happening again. (D11)	84%	84%	85%	85%	77%	92%	84%	82%	84%
4. Staff are willing to report mistakes they observe in this office. (D12)	80%	82%	80%	82%	74%	84%	83%	79%	81%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items by SOPS Composite Measure	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Medical Offices	79	18	449	285	126	14	287	173	44
# Respondents	1,028	165	5,684	3,483	1,464	145	3,048	2,693	686
7. Communication Openness									
1. Providers in this office are open to staff ideas about how to improve office processes. (D1)	76%	78%	75%	76%	70%	80%	75%	74%	80%
2. Staff are encouraged to express alternative viewpoints in this office. (D2)	76%	77%	75%	74%	70%	84%	74%	73%	79%
3. Staff are afraid to ask questions when something does not seem right. (D4R)	73%	76%	76%	79%	75%	74%	77%	75%	73%
4. It is difficult to voice disagreement in this office. (D10R)	60%	61%	62%	63%	57%	58%	61%	62%	63%
8. Office Processes and Standardization									
1. This office is more disorganized than it should be. (C8R)	65%	72%	68%	71%	63%	69%	69%	66%	68%
2. We have good procedures for checking that work in this office was done correctly. (C9)	72%	80%	75%	75%	68%	65%	73%	70%	72%
3. We have problems with workflow in this office. (C12R)	48%	58%	56%	60%	50%	53%	55%	53%	52%
4. Staff in this office follow standardized processes to get tasks done. (C15)	82%	85%	84%	84%	77%	85%	82%	81%	83%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items by SOPS Composite Measure	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Medical Offices	79	18	449	285	126	14	287	173	44
# Respondents	1,028	165	5,684	3,483	1,464	145	3,048	2,693	686
9. Owner/Managing Partner/Leadership Support for Patient Safety									
1. They aren't investing enough resources to improve the quality of care in this office. (E1R)	44%	47%	51%	52%	42%	45%	51%	40%	58%
2. They overlook patient care mistakes that happen over and over. (E2R)	79%	80%	84%	84%	76%	87%	81%	78%	85%
3. They place a high priority on improving patient care processes. (E3)	82%	76%	84%	81%	72%	83%	82%	77%	85%
4. They make decisions too often based on what is best for the office rather than what is best for patients. (E4R)	63%	57%	64%	65%	52%	48%	63%	57%	68%
10. Work Pressure and Pace									
1. In this office, we often feel rushed when taking care of patients. (C3R)	37%	50%	40%	47%	35%	36%	39%	37%	35%
2. We have too many patients for the number of providers in this office. (C6R)	41%	47%	47%	55%	42%	40%	55%	37%	39%
3. We have enough staff to handle our patient load. (C11)	43%	48%	46%	52%	48%	34%	48%	45%	48%
4. This office has too many patients to be able to handle everything effectively. (C14R)	53%	66%	59%	66%	55%	55%	64%	53%	52%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Medical Offices	79	18	449	285	126	14	287	173	44
# Respondents	1,028	165	5,684	3,483	1,464	145	3,048	2,693	686
Patient Safety and Quality Issues									
Access to Care									
1. A patient was unable to get an appointment within 48 hours for an acute/serious problem. (A1)	76%	82%	71%	83%	72%	74%	78%	66%	70%
Patient Identification									
2. The wrong chart/medical record was used for a patient. (A2)	98%	98%	97%	99%	98%	99%	98%	97%	98%
Charts/Medical Records									
3. A patient's chart/medical record was not available when needed. (A3)	84%	91%	94%	96%	93%	92%	95%	89%	96%
4. Medical information was filed, scanned, or entered into the wrong patient's chart/medical record. (A4)	97%	91%	96%	98%	95%	98%	97%	96%	97%
Medical Equipment									
5. Medical equipment was not working properly or was in need of repair or replacement. (A5)	88%	88%	90%	92%	88%	93%	92%	85%	87%
Medication									
6. A pharmacy contacted our office to clarify or correct a prescription. (A6)	51%	67%	60%	69%	56%	60%	62%	51%	53%
7. A patient's medication list was not updated during his or her visit. (A7)	73%	83%	78%	84%	77%	84%	82%	72%	70%
Diagnostics and Tests									
8. The results from a lab or imaging test were not available when needed. (A8)	77%	73%	81%	87%	75%	81%	79%	77%	83%
9. A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (A9)	97%	95%	93%	95%	91%	95%	95%	92%	96%

Note: The item's survey location is shown after the item text. The percent positive response is based on those who responded "Not in the past 12 months," "Once or twice in the past 12 months," or "Several times in the past 12 months."

Survey Items	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Medical Offices	79	18	449	285	126	14	287	173	44
# Respondents	1,028	165	5,684	3,483	1,464	145	3,048	2,693	686
Information Exchange With Other Settings									
Over the past 12 months, how often has your medical office had problems exchanging accurate, complete, and timely information with:									
1. Outside labs/imaging centers? (B1)	75%	73%	78%	83%	76%	74%	76%	71%	83%
2. Other medical offices/Outside physicians? (B2)	71%	73%	77%	84%	76%	74%	74%	71%	79%
3. Pharmacies? (B3)	71%	83%	76%	85%	79%	84%	75%	72%	81%
4. Hospitals? (B4)	77%	78%	85%	88%	82%	81%	81%	80%	87%

Note: The item's survey location is shown after the item text. For items B1-B4, the percent positive response is based on those who responded "No problems in the past 12 months," "Problems once or twice in the past 12 months," or "Problems several times in the past 12 months."

Survey Items by Overall Ratings on Quality	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Medical Offices	79	18	449	285	126	14	287	173	44
# Respondents	1,028	165	5,684	3,483	1,464	145	3,048	2,693	686
1. Patient Centered - Is responsive to individual patient preferences, needs, and values. (G1a)									
Excellent or Very good	75%	84%	72%	72%	63%	73%	72%	69%	75%
5 - Excellent	39%	49%	34%	37%	26%	35%	34%	32%	41%
4 - Very good	36%	35%	38%	35%	36%	37%	38%	37%	34%
3 - Good	22%	14%	23%	23%	29%	25%	23%	24%	21%
2 - Fair	3%	2%	4%	4%	7%	2%	5%	6%	4%
1 - Poor	0%	0%	1%	1%	1%	0%	1%	1%	0%
2. Effective - Is based on scientific knowledge. (G1b)									
Excellent or Very good	74%	82%	71%	72%	64%	73%	70%	73%	79%
5 - Excellent	36%	45%	32%	37%	26%	29%	33%	31%	40%
4 - Very good	38%	37%	39%	36%	38%	44%	38%	41%	39%
3 - Good	24%	14%	25%	24%	29%	23%	25%	23%	19%
2 - Fair	2%	3%	3%	3%	6%	4%	4%	4%	2%
1 - Poor	0%	1%	0%	1%	1%	0%	1%	0%	0%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Survey Items by Overall Ratings on Quality	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Medical Offices	79	18	449	285	126	14	287	173	44
# Respondents	1,028	165	5,684	3,483	1,464	145	3,048	2,693	686
3. Timely - Minimizes waits and potentially harmful delays. (G1c)									
Excellent or Very good	62%	65%	57%	59%	50%	64%	53%	52%	63%
5 - Excellent	29%	37%	22%	27%	18%	27%	22%	19%	27%
4 - Very good	34%	29%	35%	32%	32%	37%	31%	33%	35%
3 - Good	26%	23%	30%	28%	31%	30%	29%	33%	25%
2 - Fair	10%	7%	10%	10%	14%	5%	13%	11%	10%
1 - Poor	2%	4%	3%	3%	5%	1%	5%	4%	3%
4. Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (G1d)									
Excellent or Very good	65%	77%	63%	63%	57%	63%	63%	58%	68%
5 - Excellent	28%	38%	24%	29%	22%	25%	27%	22%	34%
4 - Very good	37%	39%	39%	33%	35%	38%	35%	37%	35%
3 - Good	27%	14%	29%	28%	30%	27%	27%	32%	24%
2 - Fair	7%	8%	6%	8%	10%	9%	8%	8%	6%
1 - Poor	1%	1%	2%	2%	2%	1%	2%	2%	1%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Survey Items by Overall Ratings on Quality	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Medical Offices	79	18	449	285	126	14	287	173	44
# Respondents	1,028	165	5,684	3,483	1,464	145	3,048	2,693	686
5. Equitable - Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc. (G1e)									
Excellent or Very good	86%	92%	84%	82%	80%	78%	84%	84%	87%
5 - Excellent	61%	71%	58%	58%	51%	49%	59%	56%	64%
4 - Very good	25%	21%	27%	24%	29%	28%	25%	28%	23%
3 - Good	12%	7%	13%	15%	16%	18%	12%	13%	11%
2 - Fair	2%	1%	2%	2%	3%	4%	2%	2%	1%
1 - Poor	0%	0%	1%	1%	1%	1%	1%	1%	1%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Table A-24. Average Percentage of Respondents Giving Their Medical Office an Overall Rating on Patient Safety by Geographic Region – 2020 SOPS Medical Office Database

Overall Rating on Patient Safety	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Medical Offices	79	18	449	285	126	14	287	173	44
# Respondents	1,028	165	5,684	3,483	1,464	145	3,048	2,693	686
Overall, how would you rate the systems and clinical processes your medical office has in place to prevent, catch, and correct problems that have the potential to affect patients? (G2)									
Excellent or Very good	70%	81%	70%	69%	64%	76%	64%	70%	73%
5 - Excellent	28%	37%	29%	33%	25%	29%	27%	27%	24%
4 - Very good	42%	44%	41%	36%	39%	47%	38%	43%	49%
3 - Good	24%	16%	25%	24%	25%	19%	26%	23%	21%
2 – Fair	5%	2%	5%	6%	9%	5%	8%	5%	5%
1 – Poor	1%	1%	1%	1%	2%	0%	2%	1%	0%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Appendix B: Results by Respondent Characteristics

(1) Staff Position

Note 1: Medical offices that did not ask respondents to indicate their staff position were excluded from these breakout tables. In addition, respondents who selected "Other" or who did not answer (missing) were not included.

Note 2: The number of medical offices and respondents by staff position is shown in each table. The number of medical offices is based on whether medical offices asked respondents to indicate their staff position (not all medical offices asked this question). However, the precise number of medical offices and respondents corresponding to each data cell in the tables will vary because medical offices may have omitted a specific survey item and because of individual nonresponse/missing data.

Table B-1. Composite Measure Average Percent Positive Response by Staff Position – 2020 SOPS Medical Office Database

SOPS Composite Measures	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/LVN/ LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (M.D. or D.O.)	Other Clinical Staff or Clinical Support Staff
# Medical Offices	1,256	969	880	714	874	1,339
# Respondents	4,273	1,362	2,645	1,184	1,965	5,699
1. Patient Care Tracking/Followup	90%	91%	86%	81%	79%	90%
2. Teamwork	83%	95%	87%	88%	92%	84%
3. Organizational Learning	80%	95%	79%	78%	82%	79%
4. Overall Perceptions of Patient Safety and Quality	79%	91%	79%	80%	84%	78%
5. Staff Training	71%	93%	74%	76%	82%	73%
6. Communication About Error	70%	88%	74%	76%	81%	71%
7. Communication Openness	67%	87%	71%	78%	85%	67%
8. Office Processes and Standardization	70%	83%	66%	65%	70%	69%
9. Owner/Managing Partner/Leadership Support for Patient Safety	71%	78%	66%	68%	65%	68%
10. Work Pressure and Pace	50%	57%	44%	46%	48%	49%
Composite Measure Average	73%	86%	73%	74%	77%	73%

Survey Items by SOPS Composite Measure	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/LVN/ LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (M.D. or D.O.)	Other Clinical Staff or Clinical Support Staff
# Medical Offices	1,256	969	880	714	874	1,339
# Respondents	4,273	1,362	2,645	1,184	1,965	5,699
1. Patient Care Tracking/Followup						
1. This office reminds patients when they need to schedule an appointment for preventive or routine care. (D3)	90%	91%	89%	85%	85%	91%
2. This office documents how well our chronic-care patients follow their treatment plans. (D5)	89%	86%	77%	73%	69%	86%
3. Our office follows up when we do not receive a report we are expecting from an outside provider. (D6)	90%	92%	88%	78%	73%	90%
4. This office follows up with patients who need monitoring. (D9)	92%	95%	91%	89%	88%	92%
2. Teamwork						
1. When someone in this office gets really busy, others help out. (C1)	82%	95%	86%	84%	88%	82%
2. In this office, there is a good working relationship between staff and providers. (C2)	86%	95%	90%	91%	94%	89%
3. In this office, we treat each other with respect. (C5)	81%	93%	85%	91%	95%	82%
4. This office emphasizes teamwork in taking care of patients. (C13)	83%	96%	86%	85%	90%	84%
3. Organizational Learning						
1. When there is a problem in our office, we see if we need to change the way we do things. (F1)	81%	97%	84%	86%	91%	81%
2. This office is good at changing office processes to make sure the same problems don't happen again. (F5)	81%	95%	79%	79%	82%	81%
3. After this office makes changes to improve the patient care process, we check to see if the changes worked. (F7)	78%	92%	75%	70%	73%	76%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

	Staff Position					
Survey Items by SOPS Composite Measure	**Admin./ Clerical Staff**	**Mgmt.**	**Nurse (RN/LVN/ LPN)**	**PA/NP/CNS/ Midwife/APN, etc.**	**Physician (M.D. or D.O.)**	**Other Clinical Staff or Clinical Support Staff**
# Medical Offices	1,256	969	880	714	874	1,339
# Respondents	4,273	1,362	2,645	1,184	1,965	5,699
4. Overall Perceptions of Patient Safety and Quality						
1. Our office processes are good at preventing mistakes that could affect patients. (F2)	85%	96%	86%	84%	87%	86%
2. Mistakes happen more than they should in this office. (F3R)	80%	86%	80%	83%	83%	80%
3. It is just by chance that we don't make more mistakes that affect our patients. (F4R)	77%	90%	80%	82%	86%	76%
4. In this office, getting more work done is more important than quality of care. (F6R)	75%	91%	69%	70%	78%	71%
5. Staff Training						
1. This office trains staff when new processes are put into place. (C4)	74%	95%	75%	76%	84%	75%
2. This office makes sure staff get the on-the-job training they need. (C7)	74%	95%	76%	75%	81%	75%
3. Staff in this office are asked to do tasks they haven't been trained to do. (C10R)	66%	90%	72%	76%	80%	70%
6. Communication About Error						
1. Staff feel like their mistakes are held against them. (D7R)	62%	84%	67%	68%	72%	62%
2. Providers and staff talk openly about office problems. (D8)	58%	80%	65%	70%	80%	61%
3. In this office, we discuss ways to prevent errors from happening again. (D11)	81%	95%	84%	83%	86%	82%
4. Staff are willing to report mistakes they observe in this office. (D12)	77%	91%	78%	81%	85%	79%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items by SOPS Composite Measure	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/LVN/ LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (M.D. or D.O.)	Other Clinical Staff or Clinical Support Staff
# Medical Offices	1,256	969	880	714	874	1,339
# Respondents	4,273	1,362	2,645	1,184	1,965	5,699
7. Communication Openness						
1. Providers in this office are open to staff ideas about how to improve office processes. (D1)	67%	81%	74%	88%	92%	71%
2. Staff are encouraged to express alternative viewpoints in this office. (D2)	69%	94%	72%	82%	89%	68%
3. Staff are afraid to ask questions when something does not seem right. (D4R)	74%	89%	77%	77%	80%	74%
4. It is difficult to voice disagreement in this office. (D10R)	56%	84%	60%	64%	78%	54%
8. Office Processes and Standardization						
1. This office is more disorganized than it should be. (C8R)	68%	84%	65%	65%	70%	65%
2. We have good procedures for checking that work in this office was done correctly. (C9)	74%	88%	68%	67%	74%	73%
3. We have problems with workflow in this office. (C12R)	57%	70%	51%	46%	51%	55%
4. Staff in this office follow standardized processes to get tasks done. (C15)	82%	91%	81%	80%	83%	82%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items by SOPS Composite Measure	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/LVN/ LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (M.D. or D.O.)	Other Clinical Staff or Clinical Support Staff
# Medical Offices	1,256	969	880	714	874	1,339
# Respondents	4,273	1,362	2,645	1,184	1,965	5,699
9. Owner/Managing Partner/Leadership Support for Patient Safety						
1. They aren't investing enough resources to improve the quality of care in this office. (E1R)	51%	61%	47%	48%	41%	49%
2. They overlook patient care mistakes that happen over and over. (E2R)	82%	89%	80%	84%	84%	81%
3. They place a high priority on improving patient care processes. (E3)	83%	91%	80%	78%	76%	82%
4. They make decisions too often based on what is best for the office rather than what is best for patients. (E4R)	66%	70%	58%	61%	60%	61%
10. Work Pressure and Pace						
1. In this office, we often feel rushed when taking care of patients. (C3R)	47%	44%	32%	33%	33%	41%
2. We have too many patients for the number of providers in this office. (C6R)	46%	56%	43%	49%	53%	46%
3. We have enough staff to handle our patient load. (C11)	47%	58%	45%	45%	46%	48%
4. This office has too many patients to be able to handle everything effectively. (C14R)	59%	69%	55%	58%	61%	60%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items	Admin./ Clerical Staff	Mgmt.	Nurse (RN/LVN/ LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (M.D. or D.O.)	Other Clinical Staff or Clinical Support Staff
# Medical Offices	1,256	969	880	714	874	1,339
# Respondents	4,273	1,362	2,645	1,184	1,965	5,699
Patient Safety and Quality Issues						
Access to Care						
1. A patient was unable to get an appointment within 48 hours for an acute/serious problem. (A1)	74%	79%	73%	74%	72%	75%
Patient Identification						
2. The wrong chart/medical record was used for a patient. (A2)	98%	99%	98%	98%	98%	98%
Charts/Medical Records						
3. A patient's chart/medical record was not available when needed. (A3)	93%	97%	94%	90%	92%	93%
4. Medical information was filed, scanned, or entered into the wrong patient's chart/medical record. (A4)	97%	98%	97%	95%	95%	97%
Medical Equipment						
5. Medical equipment was not working properly or was in need of repair or replacement. (A5)	90%	96%	89%	89%	90%	89%
Medication						
6. A pharmacy contacted our office to clarify or correct a prescription. (A6)	51%	71%	56%	70%	64%	60%
7. A patient's medication list was not updated during his or her visit. (A7)	79%	85%	75%	73%	71%	82%
Diagnostics and Tests						
8. The results from a lab or imaging test were not available when needed. (A8)	82%	86%	79%	76%	74%	82%
9. A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (A9)	89%	96%	95%	95%	94%	93%

Note: The item's survey location is shown after the item text. The percent positive response is based on those who responded "Not in the past 12 months," "Once or twice in the past 12 months," or "Several times in the past 12 months."

Survey Items	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/LVN/ LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (M.D. or D.O.)	Other Clinical Staff or Clinical Support Staff
# Medical Offices	1,256	969	880	714	874	1,339
# Respondents	4,273	1,362	2,645	1,184	1,965	5,699
Information Exchange With Other Settings						
Over the past 12 months, how often has your medical office had problems exchanging accurate, complete, and timely information with:						
1. Outside labs/imaging centers? (B1)	83%	84%	75%	71%	64%	80%
2. Other medical offices/Outside physicians? (B2)	81%	81%	76%	69%	64%	80%
3. Pharmacies? (B3)	73%	81%	74%	82%	75%	78%
4. Hospitals? (B4)	86%	87%	85%	79%	72%	85%

Note: The item's survey location is shown after the item text. For items B1-B4, the percent positive response is based on those who responded "No problems in the past 12 months," "Problems once or twice in the past 12 months," or "Problems several times in the past 12 months."

	Staff Position					
Survey Items by Overall Ratings on Quality	**Admin./ Clerical Staff**	**Mgmt.**	**Nurse (RN/LVN/ LPN)**	**PA/NP/CNS/ Midwife/APN, etc.**	**Physician (M.D. or D.O.)**	**Other Clinical Staff or Clinical Support Staff**
# Medical Offices	1,256	969	880	714	874	1,339
# Respondents	4,273	1,362	2,645	1,184	1,965	5,699
1. Patient Centered - Is responsive to individual patient preferences, needs, and values. (G1a)						
Excellent or Very good	67%	84%	70%	76%	79%	68%
5 - Excellent	31%	44%	33%	39%	42%	33%
4 - Very good	36%	41%	38%	37%	37%	36%
3 - Good	27%	14%	24%	19%	17%	26%
2 - Fair	5%	1%	4%	4%	3%	5%
1 - Poor	1%	0%	1%	1%	1%	1%
2. Effective - Is based on scientific knowledge. (G1b)						
Excellent or Very good	64%	83%	74%	82%	85%	66%
5 - Excellent	27%	43%	32%	41%	47%	29%
4 - Very good	36%	40%	42%	41%	38%	37%
3 - Good	31%	15%	23%	15%	13%	29%
2 - Fair	5%	2%	3%	3%	2%	4%
1 - Poor	1%	0%	1%	0%	0%	1%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Survey Items by Overall Ratings on Quality	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/LVN/ LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (M.D. or D.O.)	Other Clinical Staff or Clinical Support Staff
# Medical Offices	1,256	969	880	714	874	1,339
# Respondents	4,273	1,362	2,645	1,184	1,965	5,699
3. Timely - Minimizes waits and potentially harmful delays. (G1c)						
Excellent or Very good	52%	68%	56%	62%	63%	54%
5 - Excellent	21%	26%	21%	24%	26%	23%
4 - Very good	30%	42%	35%	38%	36%	31%
3 - Good	31%	24%	29%	27%	25%	31%
2 - Fair	13%	7%	11%	8%	11%	11%
1 - Poor	4%	1%	4%	3%	2%	4%
4. Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (G1d)						
Excellent or Very good	59%	76%	61%	63%	67%	60%
5 - Excellent	25%	36%	23%	25%	27%	26%
4 - Very good	34%	40%	38%	38%	40%	35%
3 - Good	31%	20%	29%	27%	24%	30%
2 - Fair	8%	3%	8%	8%	8%	7%
1 - Poor	2%	1%	2%	2%	1%	2%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Survey Items by Overall Ratings on Quality	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/LVN/ LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (M.D. or D.O.)	Other Clinical Staff or Clinical Support Staff
# Medical Offices	1,256	969	880	714	874	1,339
# Respondents	4,273	1,362	2,645	1,184	1,965	5,699
5. Equitable - Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc. (G1e)						
Excellent or Very good	80%	93%	84%	90%	92%	80%
5 - Excellent	53%	71%	56%	63%	70%	55%
4 - Very good	27%	21%	28%	27%	22%	26%
3 - Good	16%	6%	13%	8%	6%	16%
2 - Fair	3%	1%	2%	1%	2%	3%
1 - Poor	1%	0%	1%	1%	0%	1%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Table B-4. Average Percentage of Respondents Giving Their Medical Office an Overall Rating on Patient Safety by Staff Position – 2020 SOPS Medical Office Database

Overall Rating on Patient Safety	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/LVN/ LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (M.D. or D.O.)	Other Clinical Staff or Clinical Support Staff
# Medical Offices	1,256	969	880	714	874	1,339
# Respondents	4,273	1,362	2,645	1,184	1,965	5,699
Overall, how would you rate the systems and clinical processes your medical office has in place to prevent, catch, and correct problems that have the potential to affect patients? (G2)						
Excellent or Very good	66%	84%	66%	69%	72%	65%
5 - Excellent	28%	37%	25%	25%	32%	29%
4 - Very good	38%	48%	42%	45%	40%	37%
3 - Good	27%	13%	25%	23%	21%	27%
2 - Fair	6%	2%	6%	6%	6%	6%
1 - Poor	1%	0%	2%	2%	1%	2%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Appendix B: Results by Respondent Characteristics

(2) Tenure in Medical Office

Note 1: Medical offices that did not ask respondents to indicate their tenure in their medical office were excluded from these breakout tables.

Note 2: The number of medical offices and respondents by tenure in their medical office is shown in each table. The number of medical offices is based on whether medical offices asked respondents to indicate their tenure in their medical office (not all medical offices asked this question). However, the precise number of medical offices and respondents corresponding to each data cell in the tables will vary because medical offices may have omitted a specific survey item and because of individual nonresponse/missing data.

Table B-5. Composite Measure Average Percent Positive Response by Tenure in Medical Office – 2020 SOPS Medical Office Database

SOPS Composite Measures		Tenure in Medical Office				
		<1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <11 Years	11 Years or More
	# Medical Offices	1,046	1,167	1,101	891	840
	# Respondents	3,103	4,290	3,568	2,359	2,632
1. Patient Care Tracking/Followup		90%	86%	84%	86%	87%
2. Teamwork		88%	84%	85%	87%	88%
3. Organizational Learning		84%	78%	77%	81%	83%
4. Overall Perceptions of Patient Safety and Quality		83%	78%	77%	80%	81%
5. Staff Training		78%	72%	73%	77%	79%
6. Communication About Error		78%	72%	70%	73%	76%
7. Communication Openness		77%	69%	67%	71%	73%
8. Office Processes and Standardization		73%	66%	66%	68%	72%
9. Owner/Managing Partner/Leadership Support for Patient Safety		75%	67%	65%	66%	68%
10. Work Pressure and Pace		55%	47%	44%	44%	45%
	Composite Measure Average	78%	72%	71%	73%	75%

Survey Items by SOPS Composite Measure	Tenure in Medical Office				
	<1 Year	**1 Year to <3 Years**	**3 Years to <6 Years**	**6 Years to <11 Years**	**11 Years or More**
# Medical Offices	1,046	1,167	1,101	891	840
# Respondents	3,103	4,290	3,568	2,359	2,632
1. Patient Care Tracking/Followup					
1. This office reminds patients when they need to schedule an appointment for preventive or routine care. (D3)	93%	88%	86%	89%	89%
2. This office documents how well our chronic-care patients follow their treatment plans. (D5)	86%	81%	78%	80%	81%
3. Our office follows up when we do not receive a report we are expecting from an outside provider. (D6)	89%	85%	83%	85%	86%
4. This office follows up with patients who need monitoring. (D9)	93%	91%	89%	90%	90%
2. Teamwork					
1. When someone in this office gets really busy, others help out. (C1)	88%	82%	83%	84%	86%
2. In this office, there is a good working relationship between staff and providers. (C2)	89%	88%	89%	90%	90%
3. In this office, we treat each other with respect. (C5)	86%	83%	83%	85%	89%
4. This office emphasizes teamwork in taking care of patients. (C13)	87%	83%	84%	87%	87%
3. Organizational Learning					
1. When there is a problem in our office, we see if we need to change the way we do things. (F1)	87%	81%	81%	85%	87%
2. This office is good at changing office processes to make sure the same problems don't happen again. (F5)	85%	79%	79%	81%	84%
3. After this office makes changes to improve the patient care process, we check to see if the changes worked. (F7)	80%	75%	72%	76%	78%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items by SOPS Composite Measure	Tenure in Medical Office				
	<1 Year	**1 Year to <3 Years**	**3 Years to <6 Years**	**6 Years to <11 Years**	**11 Years or More**
# Medical Offices	1,046	1,167	1,101	891	840
# Respondents	5,955	7,959	5,860	4,850	5,990
4. Overall Perceptions of Patient Safety and Quality					
1. Our office processes are good at preventing mistakes that could affect patients. (F2)	90%	85%	84%	86%	87%
2. Mistakes happen more than they should in this office. (F3R)	83%	78%	78%	80%	82%
3. It is just by chance that we don't make more mistakes that affect our patients. (F4R)	80%	77%	77%	80%	81%
4. In this office, getting more work done is more important than quality of care. (F6R)	79%	71%	70%	72%	74%
5. Staff Training					
1. This office trains staff when new processes are put into place. (C4)	80%	73%	74%	79%	81%
2. This office makes sure staff get the on-the-job training they need. (C7)	81%	74%	73%	78%	79%
3. Staff in this office are asked to do tasks they haven't been trained to do. (C10R)	73%	69%	71%	74%	77%
6. Communication About Error					
1. Staff feel like their mistakes are held against them. (D7R)	72%	63%	61%	64%	68%
2. Providers and staff talk openly about office problems. (D8)	69%	62%	61%	64%	69%
3. In this office, we discuss ways to prevent errors from happening again. (D11)	87%	82%	80%	84%	85%
4. Staff are willing to report mistakes they observe in this office. (D12)	84%	79%	76%	80%	80%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items by SOPS Composite Measure	Tenure in Medical Office				
	<1 Year	**1 Year to <3 Years**	**3 Years to <6 Years**	**6 Years to <11 Years**	**11 Years or More**
# Medical Offices	1,046	1,167	1,101	891	840
# Respondents	3,103	4,290	3,568	2,359	2,632
7. Communication Openness					
1. Providers in this office are open to staff ideas about how to improve office processes. (D1)	78%	73%	70%	74%	77%
2. Staff are encouraged to express alternative viewpoints in this office. (D2)	79%	72%	70%	74%	76%
3. Staff are afraid to ask questions when something does not seem right. (D4R)	80%	75%	72%	75%	77%
4. It is difficult to voice disagreement in this office. (D10R)	70%	57%	55%	59%	63%
8. Office Processes and Standardization					
1. This office is more disorganized than it should be. (C8R)	70%	63%	63%	66%	72%
2. We have good procedures for checking that work in this office was done correctly. (C9)	78%	70%	69%	73%	76%
3. We have problems with workflow in this office. (C12R)	60%	52%	51%	51%	55%
4. Staff in this office follow standardized processes to get tasks done. (C15)	84%	80%	80%	81%	85%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items by SOPS Composite Measure	Tenure in Medical Office				
	<1 Year	**1 Year to <3 Years**	**3 Years to <6 Years**	**6 Years to <11 Years**	**11 Years or More**
# Medical Offices	1,046	1,167	1,101	891	840
# Respondents	3,103	4,290	3,568	2,359	2,632
9. Owner/Managing Partner/Leadership Support for Patient Safety					
1. They aren't investing enough resources to improve the quality of care in this office. (E1R)	57%	47%	44%	46%	46%
2. They overlook patient care mistakes that happen over and over. (E2R)	85%	80%	79%	81%	83%
3. They place a high priority on improving patient care processes. (E3)	87%	80%	78%	79%	82%
4. They make decisions too often based on what is best for the office rather than what is best for patients. (E4R)	69%	60%	58%	59%	62%
10. Work Pressure and Pace					
1. In this office, we often feel rushed when taking care of patients. (C3R)	48%	39%	35%	34%	31%
2. We have too many patients for the number of providers in this office. (C6R)	53%	45%	43%	43%	45%
3. We have enough staff to handle our patient load. (C11)	54%	45%	44%	44%	48%
4. This office has too many patients to be able to handle everything effectively. (C14R)	64%	58%	54%	55%	57%

Note: The item's survey location is shown after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly Disagree" or "Disagree" or "Never" or "Rarely" (depending on the response category used for the item).

Survey Items	Tenure in Medical Office				
	<1 Year	**1 Year to <3 Years**	**3 Years to <6 Years**	**6 Years to <11 Years**	**11 Years or More**
# Medical Offices	1,046	1,167	1,101	891	840
# Respondents	3,103	4,290	3,568	2,359	2,632
Patient Safety and Quality Issues					
Access to Care					
1. A patient was unable to get an appointment within 48 hours for an acute/serious problem. (A1)	75%	72%	71%	72%	73%
Patient Identification					
2. The wrong chart/medical record was used for a patient. (A2)	98%	98%	96%	97%	98%
Charts/Medical Records					
3. A patient's chart/medical record was not available when needed. (A3)	93%	92%	92%	92%	95%
4. Medical information was filed, scanned, or entered into the wrong patient's chart/medical record. (A4)	97%	97%	95%	95%	96%
Medical Equipment					
5. Medical equipment was not working properly or was in need of repair or replacement. (A5)	89%	88%	87%	89%	92%
Medication					
6. A pharmacy contacted our office to clarify or correct a prescription. (A6)	58%	58%	55%	58%	59%
7. A patient's medication list was not updated during his or her visit. (A7)	81%	78%	73%	73%	75%
Diagnostics and Tests					
8. The results from a lab or imaging test were not available when needed. (A8)	81%	81%	76%	77%	78%
9. A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (A9)	95%	93%	92%	94%	94%

Note: The item's survey location is shown after the item text. The percent positive response is based on those who responded "Not in the past 12 months," "Once or twice in the past 12 months," or "Several times in the past 12 months."

Survey Items	Tenure in Medical Office				
	<1 Year	**1 Year to <3 Years**	**3 Years to <6 Years**	**6 Years to <11 Years**	**11 Years or More**
# Medical Offices	1,046	1,167	1,101	891	840
# Respondents	3,103	4,290	3,568	2,359	2,632
Information Exchange With Other Settings					
Over the past 12 months, how often has your medical office had problems exchanging accurate, complete, and timely information with:					
1. Outside labs/imaging centers? (B1)	80%	77%	74%	75%	75%
2. Other medical offices/Outside physicians? (B2)	78%	76%	74%	73%	73%
3. Pharmacies? (B3)	78%	76%	73%	75%	76%
4. Hospitals? (B4)	85%	83%	81%	80%	79%

Note: The item's survey location is shown after the item text. For items B1-B4, the percent positive response is based on those who responded "No problems in the past 12 months," "Problems once or twice in the past 12 months," or "Problems several times in the past 12 months."

Survey Items by Overall Ratings on Quality	Tenure in Medical Office				
	<1 Year	**1 Year to <3 Years**	**3 Years to <6 Years**	**6 Years to <11 Years**	**11 Years or More**
# Medical Offices	1,046	1,167	1,101	891	840
# Respondents	3,103	4,290	3,568	2,359	2,632
1. Patient Centered - Is responsive to individual patient preferences, needs, and values. (G1a)					
Excellent or Very good	75%	69%	68%	70%	73%
5 - Excellent	39%	32%	32%	32%	33%
4 - Very good	36%	38%	36%	37%	40%
3 - Good	21%	25%	26%	26%	23%
2 - Fair	4%	5%	5%	4%	3%
1 - Poor	1%	1%	1%	0%	0%
2. Effective - Is based on scientific knowledge. (G1b)					
Excellent or Very good	74%	69%	68%	72%	74%
5 - Excellent	36%	31%	30%	32%	33%
4 - Very good	38%	38%	38%	40%	41%
3 - Good	23%	27%	28%	24%	23%
2 - Fair	3%	4%	3%	4%	3%
1 - Poor	1%	0%	1%	0%	0%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Survey Items by Overall Ratings on Quality	Tenure in Medical Office				
	<1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <11 Years	11 Years or More
# Medical Offices	1,046	1,167	1,101	891	840
# Respondents	3,103	4,290	3,568	2,359	2,632
3. Timely - Minimizes waits and potentially harmful delays. (G1c)					
Excellent or Very good	62%	54%	51%	55%	57%
5 - Excellent	27%	21%	20%	21%	22%
4 - Very good	34%	33%	31%	35%	34%
3 - Good	27%	30%	31%	30%	32%
2 - Fair	9%	12%	13%	11%	9%
1 - Poor	3%	4%	5%	3%	2%
4. Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (G1d)					
Excellent or Very good	66%	61%	57%	61%	63%
5 - Excellent	29%	22%	23%	24%	25%
4 - Very good	37%	38%	34%	37%	37%
3 - Good	28%	29%	32%	29%	29%
2 - Fair	5%	8%	9%	9%	7%
1 - Poor	1%	2%	2%	2%	2%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Survey Items by Overall Ratings on Quality	Tenure in Medical Office				
	<1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <11 Years	11 Years or More
# Medical Offices	1,046	1,167	1,101	891	840
# Respondents	3,103	4,290	3,568	2,359	2,632
5. Equitable - Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc. (G1e)					
Excellent or Very good	85%	83%	81%	83%	85%
5 - Excellent	57%	57%	55%	58%	60%
4 - Very good	28%	26%	26%	25%	26%
3 - Good	13%	13%	14%	14%	12%
2 - Fair	1%	3%	3%	2%	2%
1 - Poor	1%	1%	1%	1%	0%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.

Table B-8. Average Percentage of Respondents Giving Their Medical Office an Overall Rating on Patient Safety by Tenure in Medical Office – 2020 SOPS Medical Office Database

Overall Rating on Patient Safety	Tenure in Medical Office				
	<1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <11 Years	11 Years or More
# Medical Offices	1,046	1,167	1,101	891	840
# Respondents	3,103	4,290	3,568	2,359	2,632
Overall, how would you rate the systems and clinical processes your medical office has in place to prevent, catch, and correct problems that have the potential to affect patients? (G2)					
Excellent or Very good	71%	65%	63%	68%	71%
5 - Excellent	31%	26%	25%	27%	28%
4 - Very good	39%	40%	38%	41%	43%
3 - Good	24%	26%	28%	26%	23%
2 - Fair	4%	7%	7%	5%	4%
1 - Poor	1%	1%	2%	1%	1%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for "Excellent" and "Very good" may not add to subtotals for "Excellent or Very good" due to rounding.