

Surveys on Patient Safety Culture™ (SOPS®) Medical Office Survey: 2022 User Database Report

Part II: Appendix A – Results by Medical Office Characteristics

Appendix B – Results by Respondent Characteristics

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Executive Summary

Part II—Appendixes A and B: Overall 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.

Data Limitations

This report has the following limitations:

- The database for the 2022 report includes only 1,100 medical offices, which represent less than 1 percent of the total number of medical offices in the United States.
- Many of the participating medical offices administered the SOPS Medical Office Survey during the COVID-19 pandemic (November 2019 through November 2021), which may have affected their survey scores.

Comparing Your Results

You can compare your medical office's percent positive scores on the SOPS Medical Office composite measures and items with the averages shown in Appendix A for medical offices similar to yours in terms of number of providers, single specialty or multispecialty, specific specialties, primary care specialties, ownership, and 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 Medical Office composite measures and items broken down by staff position or tenure in medical office.

Highlights From Appendix A

Number of Providers (Table A-1 and Table A-6)

- Database medical offices with *2 providers* had the highest percent positive Composite Measure Average (79 percent); database medical offices with *20 or more providers* had the lowest (62 percent).
- Database medical offices with *2 providers* had the highest average percentage of respondents who gave their medical office an Overall Rating on Patient Safety of “Excellent” or “Very good” (76 percent); database medical offices with *20 or more providers* had the lowest (51 percent).

Single Specialty vs. Multispecialty (Table A-7 and Table A-12)

- *Single specialty* database medical offices had the highest percent positive Composite Measure Average (72 percent); *multispecialty* database medical offices had the lowest (64 percent).
- *Single specialty* database medical offices had the highest average percentage of respondents who gave their medical office an Overall Rating on Patient Safety of “Excellent” or “Very good” (67 percent); *multispecialty* database medical offices had the lowest (56 percent).

Specific Specialties (Table A-13 and Table A-18)

- Database medical offices that specialize in *surgery* had the highest percent positive Composite Measure Average (77 percent); database medical offices that specialize in *endocrinology/metabolism* had the lowest (65 percent).
- Database medical offices that specialize in *surgery* had the highest average percentage of respondents who gave their medical office an Overall Rating on Patient Safety of “Excellent” or “Very good” (72 percent); database medical offices that specialize in *endocrinology/metabolism* had the lowest (56 percent).

Primary Care Specialties (Table A-24)

- Database medical offices that specialize in *pediatrics* had the highest average percentage of respondents who gave their medical office an Overall Rating on Patient Safety of “Excellent” or “Very good” (73 percent); database medical offices that specialize in *Obstetrics/Gynecology (OB/GYN)* had the lowest (65 percent).

Ownership (Table A-25 and Table A-30)

- Database medical offices owned by a *hospital or health system* had the highest percent positive Composite Measure Average (72 percent); database medical offices owned by a *university or academic medical center* had the lowest (59 percent).
- Database medical offices owned by a *hospital or health system* had the highest average percentage of respondents who gave their medical office an Overall Rating on Patient Safety of “Excellent” or “Very good” (67 percent); database medical offices owned by a *university or academic medical center* had the lowest (44 percent).

Geographic Region (Table A-31 and Table A-36)

- Database medical offices in the *South Atlantic* had the highest percent positive Composite Measure Average (75 percent); database medical offices in the *New England* and *Mountain* regions had the lowest (61 percent).
- Database medical offices in the *South Atlantic* and *West South Central* regions had the highest average percentage of respondents who gave their medical office an Overall Rating on Patient Safety of “Excellent” or “Very good” (70 percent); database medical offices in the *New England* and *Mountain* regions had the lowest (56 percent).

Highlights From Appendix B

Staff Position (Table B-1 and Table B-6)

- *Management* had the highest percent positive Composite Measure Average (81 percent); *Other Clinical Staff or Clinical Support Staff* had the lowest (69 percent).
- *Management* had the highest average percentage of respondents who gave their medical office an Overall Rating on Patient Safety of “Excellent” or “Very good” (79 percent); *Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Nurse Midwife, Advanced Practice Nurse, etc.* had the lowest (62 percent).

Tenure in Medical Office (Table B-7 and Table B-12)

- Respondents who have worked *less than 1 year* in their medical office had the highest percent positive Composite Measure Average (76 percent); respondents who have worked *3 years to less than 6 years* had the lowest (68 percent).
- Respondents who have worked *less than 1 year* in their medical office had the highest average percentage of respondents who gave their medical office an Overall Rating on Patient Safety of “Excellent” or “Very good” (69 percent); respondents who have worked *6 years to less than 11 years* had the lowest (62 percent).

Part II

Appendix A: Results by Medical Office Characteristics

(1) Number of Providers

Note: Each table shows the number of medical offices and respondents by number of providers. However, the precise number of medical offices and respondents corresponding to each cell in a table will vary because of individual nonresponse/missing data.

Table A-1. Composite Measure Average Percent Positive Response by Number of Providers – 2022 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
<i># Medical Offices</i>	109	110	148	508	107	62	56
<i># Respondents</i>	1,117	774	1,083	5,513	1,792	1,150	1,848
1. Patient Care Tracking/Followup	89%	92%	87%	85%	82%	80%	78%
2. Teamwork	87%	89%	86%	85%	82%	84%	78%
3. Organizational Learning	75%	83%	78%	75%	72%	72%	66%
4. Overall Perceptions of Patient Safety and Quality	60%	84%	80%	77%	72%	74%	65%
5. Communication About Error	68%	79%	77%	72%	67%	66%	61%
6. Staff Training	67%	76%	73%	71%	67%	66%	61%
7. Communication Openness	61%	77%	77%	70%	67%	64%	59%
8. Office Processes and Standardization	64%	76%	69%	65%	60%	58%	53%
9. Owner/Managing Partner/Leadership Support for Patient Safety	53%	68%	64%	64%	60%	61%	56%
10. Work Pressure and Pace	48%	52%	46%	42%	37%	35%	31%
Composite Measure Average	66%	79%	74%	71%	67%	67%	62%

Table A-2. Item Average Percent Positive Response by Number of Providers – 2022 SOPS Medical Office Database (Page 1 of 5)

Survey Items by SOPS Composite Measure	Number of Providers						
	1	2	3	4 to 9	10 to 13	14 to 19	20 or More
<i># Medical Offices</i>	109	110	148	508	107	62	56
<i># Respondents</i>	1,117	774	1,083	5,513	1,792	1,150	1,848
1. Patient Care Tracking/Followup	% Most of the Time/Always						
This office reminds patients when they need to schedule an appointment for preventive or routine care. (Item D3)	90%	93%	87%	88%	84%	83%	80%
This office documents how well our chronic-care patients follow their treatment plans. (Item D5)	82%	87%	81%	78%	75%	71%	69%
Our office follows up when we do not receive a report we are expecting from an outside provider. (Item D6)	90%	92%	88%	85%	81%	80%	75%
This office follows up with patients who need monitoring. (Item D9)	93%	94%	89%	90%	88%	87%	83%
2. Teamwork	% Agree/Strongly Agree						
When someone in this office gets really busy, others help out. (Item C1)	88%	88%	85%	83%	79%	80%	73%
In this office, there is a good working relationship between staff and providers. (Item C2)	90%	91%	89%	89%	88%	90%	84%
In this office, we treat each other with respect. (Item C5)	85%	90%	86%	84%	81%	85%	77%
This office emphasizes teamwork in taking care of patients. (Item C13)	85%	87%	85%	84%	80%	82%	77%
3. Organizational Learning	% Agree/Strongly Agree						
When there is a problem in our office, we see if we need to change the way we do things. (Item F1)	78%	87%	82%	79%	76%	77%	71%
This office is good at changing office processes to make sure the same problems don't happen again. (Item F5)	76%	83%	79%	76%	71%	73%	67%
After this office makes changes to improve the patient care process, we check to see if the changes worked. (Item F7)	72%	79%	73%	71%	68%	65%	59%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table A-2. Item Average Percent Positive Response by Number of Providers – 2022 SOPS Medical Office Database (Page 2 of 5)

Survey Items by SOPS Composite Measure	Number of Providers						
	1	2	3	4 to 9	10 to 13	14 to 19	20 or More
<i># Medical Offices</i>	109	110	148	508	107	62	56
<i># Respondents</i>	1,117	774	1,083	5,513	1,792	1,150	1,848
4. Overall Perceptions of Patient Safety and Quality	% Agree/Strongly Agree						
Our office processes are good at preventing mistakes that could affect patients. (Item F2)	85%	89%	87%	85%	79%	80%	74%
	% Disagree/Strongly Disagree						
Mistakes happen more than they should in this office. (Item F3*)	53%	83%	80%	77%	72%	74%	64%
It is just by chance that we don't make more mistakes that affect our patients. (Item F4*)	51%	83%	81%	77%	72%	74%	64%
In this office, getting more work done is more important than quality of care. (Item F6*)	51%	79%	73%	68%	64%	65%	59%
5. Communication About Error	% Most of the Time/Always						
Providers and staff talk openly about office problems. (Item D8)	65%	73%	70%	63%	56%	56%	50%
In this office, we discuss ways to prevent errors from happening again. (Item D11)	80%	87%	85%	81%	77%	77%	70%
Staff are willing to report mistakes they observe in this office. (Item D12)	81%	84%	82%	78%	74%	72%	68%
	% Rarely/Never						
Staff feel like their mistakes are held against them. (Item D7*)	47%	74%	73%	65%	59%	60%	55%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table A-2. Item Average Percent Positive Response by Number of Providers – 2022 SOPS Medical Office Database (Page 3 of 5)

Survey Items by SOPS Composite Measure	Number of Providers						
	1	2	3	4 to 9	10 to 13	14 to 19	20 or More
<i># Medical Offices</i>	109	110	148	508	107	62	56
<i># Respondents</i>	1,117	774	1,083	5,513	1,792	1,150	1,848
6. Staff Training	% Agree/Strongly Agree						
This office trains staff when new processes are put into place. (Item C4)	77%	80%	75%	73%	69%	68%	62%
This office makes sure staff get the on-the-job training they need. (Item C7)	75%	78%	75%	72%	69%	67%	64%
	% Disagree/Strongly Disagree						
Staff in this office are asked to do tasks they haven't been trained to do. (Item C10*)	48%	72%	70%	68%	63%	62%	56%
7. Communication Openness	% Most of the Time/Always						
Providers in this office are open to staff ideas about how to improve office processes. (Item D1)	73%	78%	80%	74%	70%	67%	62%
Staff are encouraged to express alternative viewpoints in this office. (Item D2)	73%	81%	78%	73%	68%	67%	59%
	% Rarely/Never						
Staff are afraid to ask questions when something does not seem right. (Item D4*)	50%	82%	82%	74%	72%	69%	65%
It is difficult to voice disagreement in this office. (Item D10*)	47%	68%	68%	58%	56%	52%	51%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table A-2. Item Average Percent Positive Response by Number of Providers – 2022 SOPS Medical Office Database (Page 4 of 5)

Survey Items by SOPS Composite Measure	Number of Providers						
	1	2	3	4 to 9	10 to 13	14 to 19	20 or More
<i># Medical Offices</i>	109	110	148	508	107	62	56
<i># Respondents</i>	1,117	774	1,083	5,513	1,792	1,150	1,848
8. Office Processes and Standardization	% Agree/Strongly Agree						
We have good procedures for checking that work in this office was done correctly. (Item C9)	72%	77%	71%	68%	63%	61%	56%
Staff in this office follow standardized processes to get tasks done. (Item C15)	83%	88%	83%	81%	78%	78%	72%
	% Disagree/Strongly Disagree						
This office is more disorganized than it should be. (Item C8*)	51%	73%	68%	63%	58%	54%	49%
We have problems with workflow in this office. (Item C12*)	51%	66%	55%	50%	43%	40%	36%
9. Owner/Managing Partner/Leadership Support for Patient Safety	% Agree/Strongly Agree						
They place a high priority on improving patient care processes. (Item E3)	74%	76%	76%	76%	74%	74%	71%
	% Disagree/Strongly Disagree						
They aren't investing enough resources to improve the quality of care in this office. (Item E1*)	43%	50%	46%	45%	39%	38%	33%
They overlook patient care mistakes that happen over and over. (Item E2*)	48%	84%	79%	79%	75%	77%	71%
They make decisions too often based on what is best for the office rather than what is best for patients. (Item E4*)	46%	62%	55%	57%	52%	55%	49%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table A-2. Item Average Percent Positive Response by Number of Providers – 2022 SOPS Medical Office Database (Page 5 of 5)

Survey Items by SOPS Composite Measure	Number of Providers						
	1	2	3	4 to 9	10 to 13	14 to 19	20 or More
<i># Medical Offices</i>	109	110	148	508	107	62	56
<i># Respondents</i>	1,117	774	1,083	5,513	1,792	1,150	1,848
10. Work Pressure and Pace	% Agree/Strongly Agree						
We have enough staff to handle our patient load. (Item C11)	54%	51%	45%	38%	34%	29%	27%
	% Disagree/Strongly Disagree						
In this office, we often feel rushed when taking care of patients. (Item C3*)	51%	48%	39%	35%	30%	30%	26%
We have too many patients for the number of providers in this office. (Item C6*)	42%	48%	45%	43%	38%	36%	33%
This office has too many patients to be able to handle everything effectively. (Item C14*)	46%	62%	57%	54%	47%	44%	40%

Note: The item’s survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table A-3. Item Average Percent Positive Response on Patient Safety and Quality Issues by Number of Providers – 2022 SOPS Medical Office Database

Survey Items	Number of Providers						
	1	2	3	4 to 9	10 to 13	14 to 19	20 or More
<i># Medical Offices</i>	109	110	148	508	107	62	56
<i># Respondents</i>	1,117	774	1,083	5,513	1,792	1,150	1,848
Patient Safety and Quality Issues							
Access to Care							
A patient was unable to get an appointment within 48 hours for an acute/serious problem. (Item A1)	81%	82%	76%	70%	66%	69%	55%
Patient Identification							
The wrong chart/medical record was used for a patient. (Item A2)	99%	99%	98%	98%	97%	98%	95%
Charts/Medical Records							
A patient’s chart/medical record was not available when needed. (Item A3)	96%	94%	95%	93%	92%	94%	91%
Medical information was filed, scanned, or entered into the wrong patient’s chart/medical record. (Item A4)	99%	99%	98%	97%	96%	95%	94%
Medical Equipment							
Medical equipment was not working properly or was in need of repair or replacement. (Item A5)	86%	92%	92%	89%	84%	87%	84%
Medication							
A pharmacy contacted our office to clarify or correct a prescription. (Item A6)	60%	72%	67%	60%	56%	56%	51%
A patient’s medication list was not updated during his or her visit. (Item A7)	79%	86%	82%	77%	70%	70%	59%
Diagnostics and Tests							
The results from a lab or imaging test were not available when needed. (Item A8)	82%	84%	82%	77%	73%	77%	68%
A critical <u>abnormal</u> result from a lab or imaging test was not followed up within 1 business day. (Item A9)	95%	96%	96%	94%	92%	92%	87%

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.”

Table A-4. Item Average Percent Positive Response on Information Exchange With Other Settings by Number of Providers – 2022 SOPS Medical Office Database

Information Exchange With Other Settings	Number of Providers						
	1	2	3	4 to 9	10 to 13	14 to 19	20 or More
<i># Medical Offices</i>	109	110	148	508	107	62	56
<i># Respondents</i>	1,117	774	1,083	5,513	1,792	1,150	1,848
Over the past 12 months, how often has your medical office had <u>problems exchanging accurate, complete, and timely information</u> with:							
Outside labs/imaging centers? (Item B1)	82%	81%	78%	73%	69%	74%	63%
Other medical offices/Outside physicians? (Item B2)	80%	83%	79%	73%	69%	74%	63%
Pharmacies? (Item B3)	86%	86%	80%	76%	74%	76%	66%
Hospitals? (Item B4)	86%	86%	87%	83%	81%	83%	73%

Note: The item’s survey location is shown after the item text. 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.”

Table A-5. Item Average Percentages of Overall Ratings on Quality by Number of Providers – 2022 SOPS Medical Office Database (Page 1 of 3)

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
<i># Medical Offices</i>	109	110	148	508	107	62	56
<i># Respondents</i>	1,117	774	1,083	5,513	1,792	1,150	1,848
1. Patient Centered - Is responsive to individual patient preferences, needs, and values. (Item G1a)							
Excellent or Very good	69%	78%	74%	69%	63%	61%	56%
5 - Excellent	35%	43%	36%	33%	28%	26%	22%
4 - Very good	34%	36%	37%	36%	35%	34%	33%
3 - Good	23%	16%	21%	24%	28%	31%	32%
2 - Fair	7%	4%	5%	6%	7%	7%	10%
1 - Poor	1%	1%	1%	1%	1%	1%	2%
2. Effective - Is based on scientific knowledge. (Item G1b)							
Excellent or Very good	71%	79%	75%	72%	66%	67%	62%
5 - Excellent	32%	42%	35%	34%	30%	31%	26%
4 - Very good	39%	37%	39%	38%	36%	36%	36%
3 - Good	25%	16%	22%	23%	27%	26%	30%
2 - Fair	4%	4%	3%	5%	6%	6%	7%
1 - Poor	0%	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-5. Item Average Percentages of Overall Ratings on Quality by Number of Providers – 2022 SOPS Medical Office Database (Page 2 of 3)

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
<i># Medical Offices</i>	109	110	148	508	107	62	56
<i># Respondents</i>	1,117	774	1,083	5,513	1,792	1,150	1,848
3. Timely - Minimizes waits and potentially harmful delays. (Item G1c)							
Excellent or Very good	61%	66%	64%	57%	51%	47%	44%
5 - Excellent	27%	30%	25%	24%	20%	18%	15%
4 - Very good	34%	37%	39%	34%	30%	29%	28%
3 - Good	28%	21%	26%	27%	30%	33%	33%
2 - Fair	9%	10%	8%	12%	14%	16%	17%
1 - Poor	2%	2%	3%	4%	5%	4%	6%
4. Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (Item G1d)							
Excellent or Very good	61%	72%	67%	61%	53%	50%	45%
5 - Excellent	25%	34%	28%	25%	21%	20%	16%
4 - Very good	36%	38%	38%	36%	32%	29%	29%
3 - Good	27%	20%	25%	28%	33%	33%	38%
2 - Fair	11%	7%	7%	9%	11%	15%	14%
1 - Poor	2%	1%	1%	2%	3%	2%	3%

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-5. Item Average Percentages of Overall Ratings on Quality by Number of Providers – 2022 SOPS Medical Office Database (Page 3 of 3)

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
<i># Medical Offices</i>	109	110	148	508	107	62	56
<i># Respondents</i>	1,117	774	1,083	5,513	1,792	1,150	1,848
5. Equitable - Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc. (Item G1e)							
Excellent or Very good	82%	87%	86%	83%	80%	80%	76%
5 - Excellent	50%	60%	59%	55%	51%	52%	47%
4 - Very good	32%	26%	28%	29%	29%	28%	29%
3 - Good	14%	10%	11%	13%	16%	18%	18%
2 - Fair	3%	2%	2%	3%	2%	3%	5%
1 - Poor	1%	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 A-6. Item Average Percentages of Overall Rating on Patient Safety by Number of Providers – 2022 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
<i># Medical Offices</i>	109	110	148	508	107	62	56
<i># Respondents</i>	1,117	774	1,083	5,513	1,792	1,150	1,848
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? (Item G2)							
Excellent or Very good	64%	76%	71%	66%	57%	58%	51%
5 - Excellent	27%	35%	30%	27%	23%	20%	18%
4 - Very good	37%	40%	41%	39%	34%	38%	33%
3 - Good	28%	18%	23%	26%	31%	32%	34%
2 - Fair	6%	5%	5%	7%	11%	9%	12%
1 - Poor	2%	1%	1%	1%	2%	1%	3%

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: Each table shows the number of medical offices and respondents by single specialty vs. multispecialty. However, the precise number of medical offices and respondents corresponding to each cell in a table will vary because of individual nonresponse/missing data.

Table A-7. Composite Measure Average Percent Positive Response by Single Specialty vs. Multispecialty – 2022 SOPS Medical Office Database

SOPS Composite Measures		Single Specialty vs. Multispecialty	
		Single Specialty	Multispecialty
	<i># Medical Offices</i>	891	209
	<i># Respondents</i>	10,405	2,872
1. Patient Care Tracking/Followup		86%	82%
2. Teamwork		86%	83%
3. Organizational Learning		76%	73%
4. Overall Perceptions of Patient Safety and Quality		77%	63%
5. Communication About Error		73%	64%
6. Staff Training		72%	63%
7. Communication Openness		72%	60%
8. Office Processes and Standardization		67%	59%
9. Owner/Managing Partner/Leadership Support for Patient Safety		65%	53%
10. Work Pressure and Pace		45%	34%
	Composite Measure Average	72%	64%

Table A-8. Item Average Percent Positive Response by Single Specialty vs. Multispecialty – 2022 SOPS Medical Office Database (Page 1 of 4)

Survey Items by SOPS Composite Measure	Single Specialty vs. Multispecialty	
	Single Specialty	Multispecialty
<i># Medical Offices</i>	891	209
<i># Respondents</i>	10,405	2,872
1. Patient Care Tracking/Followup	% Most of the Time/Always	
This office reminds patients when they need to schedule an appointment for preventive or routine care. (Item D3)	88%	84%
This office documents how well our chronic-care patients follow their treatment plans. (Item D5)	79%	73%
Our office follows up when we do not receive a report we are expecting from an outside provider. (Item D6)	86%	81%
This office follows up with patients who need monitoring. (Item D9)	90%	87%
2. Teamwork	% Agree/Strongly Agree	
When someone in this office gets really busy, others help out. (Item C1)	84%	80%
In this office, there is a good working relationship between staff and providers. (Item C2)	89%	88%
In this office, we treat each other with respect. (Item C5)	85%	82%
This office emphasizes teamwork in taking care of patients. (Item C13)	84%	82%
3. Organizational Learning	% Agree/Strongly Agree	
When there is a problem in our office, we see if we need to change the way we do things. (Item F1)	80%	77%
This office is good at changing office processes to make sure the same problems don't happen again. (Item F5)	77%	74%
After this office makes changes to improve the patient care process, we check to see if the changes worked. (Item F7)	71%	68%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table A-8. Item Average Percent Positive Response by Single Specialty vs. Multispecialty – 2022 SOPS Medical Office Database (Page 2 of 4)

Survey Items by SOPS Composite Measure	Single Specialty vs. Multispecialty		
	Single Specialty	Multispecialty	
	<i># Medical Offices</i>	891	209
	<i># Respondents</i>	10,405	2,872
4. Overall Perceptions of Patient Safety and Quality	% Agree/Strongly Agree		
Our office processes are good at preventing mistakes that could affect patients. (Item F2)	85%	82%	
	% Disagree/Strongly Disagree		
Mistakes happen more than they should in this office. (Item F3*)	77%	59%	
It is just by chance that we don't make more mistakes that affect our patients. (Item F4*)	77%	57%	
In this office, getting more work done is more important than quality of care. (Item F6*)	69%	54%	
5. Communication About Error	% Most of the Time/Always		
Providers and staff talk openly about office problems. (Item D8)	65%	58%	
In this office, we discuss ways to prevent errors from happening again. (Item D11)	82%	75%	
Staff are willing to report mistakes they observe in this office. (Item D12)	79%	74%	
	% Rarely/Never		
Staff feel like their mistakes are held against them. (Item D7*)	67%	50%	
6. Staff Training	% Agree/Strongly Agree		
This office trains staff when new processes are put into place. (Item C4)	74%	68%	
This office makes sure staff get the on-the-job training they need. (Item C7)	74%	68%	
	% Disagree/Strongly Disagree		
Staff in this office are asked to do tasks they haven't been trained to do. (Item C10*)	68%	53%	

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table A-8. Item Average Percent Positive Response by Single Specialty vs. Multispecialty – 2022 SOPS Medical Office Database (Page 3 of 4)

Survey Items by SOPS Composite Measure	Single Specialty vs. Multispecialty	
	Single Specialty	Multispecialty
<i># Medical Offices</i>	891	209
<i># Respondents</i>	10,405	2,872
7. Communication Openness	% Most of the Time/Always	
Providers in this office are open to staff ideas about how to improve office processes. (Item D1)	75%	68%
Staff are encouraged to express alternative viewpoints in this office. (Item D2)	74%	67%
	% Rarely/Never	
Staff are afraid to ask questions when something does not seem right. (Item D4*)	76%	57%
It is difficult to voice disagreement in this office. (Item D10*)	61%	48%
8. Office Processes and Standardization	% Agree/Strongly Agree	
We have good procedures for checking that work in this office was done correctly. (Item C9)	69%	64%
Staff in this office follow standardized processes to get tasks done. (Item C15)	81%	80%
	% Disagree/Strongly Disagree	
This office is more disorganized than it should be. (Item C8*)	64%	51%
We have problems with workflow in this office. (Item C12*)	52%	42%

Note: The item’s survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table A-8. Item Average Percent Positive Response by Single Specialty vs. Multispecialty – 2022 SOPS Medical Office Database (Page 4 of 4)

Survey Items by SOPS Composite Measure	Single Specialty vs. Multispecialty	
	Single Specialty	Multispecialty
<i># Medical Offices</i>	891	209
<i># Respondents</i>	10,405	2,872
9. Owner/Managing Partner/Leadership Support for Patient Safety	% Agree/Strongly Agree	
They place a high priority on improving patient care processes. (Item E3)	75%	73%
	% Disagree/Strongly Disagree	
They aren't investing enough resources to improve the quality of care in this office. (Item E1*)	46%	34%
They overlook patient care mistakes that happen over and over. (Item E2*)	79%	62%
They make decisions too often based on what is best for the office rather than what is best for patients. (Item E4*)	58%	43%
10. Work Pressure and Pace	% Agree/Strongly Agree	
We have enough staff to handle our patient load. (Item C11)	42%	34%
	% Disagree/Strongly Disagree	
In this office, we often feel rushed when taking care of patients. (Item C3*)	38%	31%
We have too many patients for the number of providers in this office. (Item C6*)	44%	33%
This office has too many patients to be able to handle everything effectively. (Item C14*)	55%	40%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table A-9. Item Average Percent Positive Response on Patient Safety and Quality Issues by Single Specialty vs. Multispecialty – 2022 SOPS Medical Office Database

Survey Items	Single Specialty vs. Multispecialty		
	Single Specialty	Multispecialty	
	<i># Medical Offices</i>	891	209
	<i># Respondents</i>	10,405	2,872
Patient Safety and Quality Issues			
Access to Care			
A patient was unable to get an appointment within 48 hours for an acute/serious problem. (Item A1)		73%	66%
Patient Identification			
The wrong chart/medical record was used for a patient. (Item A2)		98%	97%
Charts/Medical Records			
A patient's chart/medical record was not available when needed. (Item A3)		94%	93%
Medical information was filed, scanned, or entered into the wrong patient's chart/medical record. (Item A4)		97%	96%
Medical Equipment			
Medical equipment was not working properly or was in need of repair or replacement. (Item A5)		90%	83%
Medication			
A pharmacy contacted our office to clarify or correct a prescription. (Item A6)		63%	50%
A patient's medication list was not updated during his or her visit. (Item A7)		79%	67%
Diagnostics and Tests			
The results from a lab or imaging test were not available when needed. (Item A8)		79%	73%
A critical <u>abnormal</u> result from a lab or imaging test was not followed up within 1 business day. (Item A9)		94%	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."

Table A-10. Item Average Percent Positive Response on Information Exchange With Other Settings by Single Specialty vs. Multispecialty – 2022 SOPS Medical Office Database

Information Exchange With Other Settings	Single Specialty vs. Multispecialty	
	Single Specialty	Multispecialty
<i># Medical Offices</i>	891	209
<i># Respondents</i>	10,405	2,872
Over the past 12 months, how often has your medical office had <u>problems exchanging accurate, complete, and timely information</u> with:		
Outside labs/imaging centers? (Item B1)	76%	70%
Other medical offices/Outside physicians? (Item B2)	75%	72%
Pharmacies? (Item B3)	79%	73%
Hospitals? (Item B4)	84%	79%

Note: The item’s survey location is shown after the item text. 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.”

Table A-11. Item Average Percentages of Overall Ratings on Quality by Single Specialty vs. Multispecialty – 2022 SOPS Medical Office Database (Page 1 of 3)

Survey Items by Overall Ratings on Quality	Single Specialty vs. Multispecialty	
	Single Specialty	Multispecialty
<i># Medical Offices</i>	891	209
<i># Respondents</i>	10,405	2,872
1. Patient Centered - Is responsive to individual patient preferences, needs, and values. (Item G1a)		
Excellent or Very good	71%	60%
5 - Excellent	36%	23%
4 - Very good	35%	37%
3 - Good	23%	30%
2 - Fair	6%	9%
1 - Poor	1%	1%
2. Effective - Is based on scientific knowledge. (Item G1b)		
Excellent or Very good	73%	64%
5 - Excellent	36%	24%
4 - Very good	37%	40%
3 - Good	22%	28%
2 - Fair	4%	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.

Table A-11. Item Average Percentages of Overall Ratings on Quality by Single Specialty vs. Multispecialty – 2022 SOPS Medical Office Database (Page 2 of 3)

Survey Items by Overall Ratings on Quality	Single Specialty vs. Multispecialty	
	Single Specialty	Multispecialty
<i># Medical Offices</i>	891	209
<i># Respondents</i>	10,405	2,872
3. Timely - Minimizes waits and potentially harmful delays. (Item G1c)		
Excellent or Very good	59%	50%
5 - Excellent	25%	16%
4 - Very good	34%	34%
3 - Good	26%	31%
2 - Fair	11%	14%
1 - Poor	3%	5%
4. Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (Item G1d)		
Excellent or Very good	63%	51%
5 - Excellent	28%	16%
4 - Very good	35%	35%
3 - Good	27%	31%
2 - Fair	8%	15%
1 - Poor	2%	3%

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-11. Item Average Percentages of Overall Ratings on Quality by Single Specialty vs. Multispecialty – 2022 SOPS Medical Office Database (Page 3 of 3)

Survey Items by Overall Ratings on Quality	Single Specialty vs. Multispecialty	
	Single Specialty	Multispecialty
<i># Medical Offices</i>	891	209
<i># Respondents</i>	10,405	2,872
5. Equitable - Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc. (Item G1e)		
Excellent or Very good	84%	79%
5 - Excellent	57%	43%
4 - Very good	27%	36%
3 - Good	13%	16%
2 - Fair	2%	3%
1 - Poor	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-12. Item Average Percentages of Overall Rating on Patient Safety by Single Specialty vs. Multispecialty – 2022 SOPS Medical Office Database

Overall Rating on Patient Safety	Single Specialty vs. Multispecialty	
	Single Specialty	Multispecialty
# Medical Offices	891	209
# Respondents	10,405	2,872
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? (Item G2)		
Excellent or Very good	67%	56%
5 - Excellent	29%	18%
4 - Very good	38%	39%
3 - Good	25%	33%
2 - Fair	7%	9%
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: Each table shows the number of medical offices and respondents by specific specialty. However, the precise number of medical offices and respondents corresponding to each cell in a table will vary because of individual nonresponse/missing data. Specialties included in the tables represent non-primary care specialties with at least 20 medical offices in the Database.

Table A-13. Composite Measure Average Percent Positive Response by Specific Specialties – 2022 SOPS Medical Office Database

SOPS Composite Measures	Specific Specialties							
	Cardiology	Endo./Metabolism	Hematology/Oncology	Neurology	Orthopedics	Pulmonary Medicine	Psychiatry	Surgery/Gen. Surg.
<i># Medical Offices</i>	56	20	29	24	34	21	22	63
<i># Respondents</i>	875	155	306	256	378	249	272	541
1. Patient Care Tracking/Followup	87%	84%	91%	82%	81%	84%	85%	92%
2. Teamwork	83%	85%	84%	82%	80%	79%	90%	89%
3. Organizational Learning	77%	74%	74%	68%	66%	71%	77%	79%
4. Overall Perceptions of Patient Safety and Quality	76%	72%	72%	71%	74%	76%	78%	84%
5. Communication About Error	72%	70%	67%	66%	67%	74%	77%	77%
6. Staff Training	71%	71%	63%	65%	66%	74%	70%	74%
7. Communication Openness	70%	69%	64%	70%	64%	74%	73%	72%
8. Office Processes and Standardization	64%	61%	56%	58%	59%	62%	70%	73%
9. Owner/Managing Partner/Leadership Support for Patient Safety	64%	58%	59%	61%	60%	62%	66%	66%
10. Work Pressure and Pace	43%	29%	33%	45%	39%	55%	39%	58%
Composite Measure Average	71%	65%	66%	67%	66%	70%	73%	77%

Note: 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-14. Item Average Percent Positive Response by Specific Specialties – 2022 SOPS Medical Office Database (Page 1 of 5)

Survey Items by SOPS Composite Measure	Specific Specialties							
	Cardi-ology	Endo./Metabolism	Hematology/Oncology	Neur-ology	Ortho-pedics	Pulmonary Medicine	Psychiatry	Surgery/Gen. Surg.
<i># Medical Offices</i>	56	20	29	24	34	21	22	63
<i># Respondents</i>	875	155	306	256	378	249	272	541
1. Patient Care Tracking/Followup	% Most of the Time/Always							
This office reminds patients when they need to schedule an appointment for preventive or routine care. (Item D3)	89%	84%	93%	81%	81%	89%	86%	93%
This office documents how well our chronic-care patients follow their treatment plans. (Item D5)	80%	85%	83%	81%	68%	81%	79%	87%
Our office follows up when we do not receive a report we are expecting from an outside provider. (Item D6)	88%	85%	90%	81%	87%	83%	83%	96%
This office follows up with patients who need monitoring. (Item D9)	92%	83%	96%	84%	85%	86%	89%	94%
2. Teamwork	% Agree/Strongly Agree							
When someone in this office gets really busy, others help out. (Item C1)	81%	77%	81%	81%	79%	77%	89%	88%
In this office, there is a good working relationship between staff and providers. (Item C2)	89%	90%	84%	89%	84%	86%	92%	92%
In this office, we treat each other with respect. (Item C5)	81%	88%	86%	81%	80%	75%	91%	88%
This office emphasizes teamwork in taking care of patients. (Item C13)	81%	83%	83%	78%	77%	80%	87%	86%
3. Organizational Learning	% Agree/Strongly Agree							
When there is a problem in our office, we see if we need to change the way we do things. (Item F1)	80%	79%	78%	72%	72%	73%	80%	82%
This office is good at changing office processes to make sure the same problems don't happen again. (Item F5)	78%	72%	73%	67%	67%	73%	74%	79%
After this office makes changes to improve the patient care process, we check to see if the changes worked. (Item F7)	74%	71%	71%	64%	58%	66%	76%	76%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response. 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-14. Item Average Percent Positive Response by Specific Specialties – 2022 SOPS Medical Office Database (Page 2 of 5)

Survey Items by SOPS Composite Measure	Specific Specialties							
	Cardi-ology	Endo./Metabolism	Hematology/Oncology	Neur-ology	Ortho-pedics	Pulmonary Medicine	Psychiatry	Surgery/Gen. Surg.
# Medical Offices	56	20	29	24	34	21	22	63
# Respondents	875	155	306	256	378	249	272	541
4. Overall Perceptions of Patient Safety and Quality	% Agree/Strongly Agree							
Our office processes are good at preventing mistakes that could affect patients. (Item F2)	83%	84%	80%	79%	82%	83%	87%	88%
	% Disagree/Strongly Disagree							
Mistakes happen more than they should in this office. (Item F3*)	80%	72%	69%	68%	73%	75%	79%	87%
It is just by chance that we don't make more mistakes that affect our patients. (Item F4*)	76%	69%	70%	70%	77%	75%	81%	82%
In this office, getting more work done is more important than quality of care. (Item F6*)	67%	64%	70%	66%	64%	72%	63%	81%
5. Communication About Error	% Most of the Time/Always							
Providers and staff talk openly about office problems. (Item D8)	63%	60%	53%	63%	55%	65%	66%	69%
In this office, we discuss ways to prevent errors from happening again. (Item D11)	81%	77%	82%	72%	77%	80%	86%	85%
Staff are willing to report mistakes they observe in this office. (Item D12)	77%	74%	75%	73%	70%	81%	82%	83%
	% Rarely/Never							
Staff feel like their mistakes are held against them. (Item D7*)	67%	69%	60%	59%	65%	71%	73%	72%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response. 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-14. Item Average Percent Positive Response by Specific Specialties – 2022 SOPS Medical Office Database (Page 3 of 5)

Survey Items by SOPS Composite Measure	Specific Specialties							
	Cardi-ology	Endo./Metabolism	Hematology/Oncology	Neur-ology	Ortho-pedics	Pulmonary Medicine	Psychiatry	Surgery/Gen. Surg.
<i># Medical Offices</i>	56	20	29	24	34	21	22	63
<i># Respondents</i>	875	155	306	256	378	249	272	541
6. Staff Training	% Agree/Strongly Agree							
This office trains staff when new processes are put into place. (Item C4)	74%	71%	72%	67%	67%	75%	75%	73%
This office makes sure staff get the on-the-job training they need. (Item C7)	70%	73%	63%	66%	70%	77%	72%	79%
	% Disagree/Strongly Disagree							
Staff in this office are asked to do tasks they haven't been trained to do. (Item C10*)	70%	69%	55%	62%	61%	69%	63%	69%
7. Communication Openness	% Most of the Time/Always							
Providers in this office are open to staff ideas about how to improve office processes. (Item D1)	74%	68%	64%	76%	61%	76%	79%	73%
Staff are encouraged to express alternative viewpoints in this office. (Item D2)	74%	72%	69%	71%	67%	78%	77%	72%
	% Rarely/Never							
Staff are afraid to ask questions when something does not seem right. (Item D4*)	73%	81%	73%	75%	69%	79%	74%	79%
It is difficult to voice disagreement in this office. (Item D10*)	61%	56%	51%	57%	58%	63%	61%	67%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response. 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-14. Item Average Percent Positive Response by Specific Specialties – 2022 SOPS Medical Office Database (Page 4 of 5)

Survey Items by SOPS Composite Measure	Specific Specialties							
	Cardiology	Endo./ Metabolism	Hematology/ Oncology	Neurology	Orthopedics	Pulmonary Medicine	Psychiatry	Surgery/ Gen. Surg.
<i># Medical Offices</i>	56	20	29	24	34	21	22	63
<i># Respondents</i>	875	155	306	256	378	249	272	541
8. Office Processes and Standardization	% Agree/Strongly Agree							
We have good procedures for checking that work in this office was done correctly. (Item C9)	64%	64%	62%	59%	59%	64%	74%	75%
Staff in this office follow standardized processes to get tasks done. (Item C15)	80%	77%	75%	74%	74%	74%	87%	87%
	% Disagree/Strongly Disagree							
This office is more disorganized than it should be. (Item C8*)	64%	64%	50%	58%	57%	57%	62%	69%
We have problems with workflow in this office. (Item C12*)	49%	40%	38%	43%	47%	53%	59%	63%
9. Owner/Managing Partner/Leadership Support for Patient Safety	% Agree/Strongly Agree							
They place a high priority on improving patient care processes. (Item E3)	79%	78%	69%	70%	71%	70%	79%	78%
	% Disagree/Strongly Disagree							
They aren't investing enough resources to improve the quality of care in this office. (Item E1*)	45%	39%	41%	45%	42%	41%	42%	46%
They overlook patient care mistakes that happen over and over. (Item E2*)	78%	68%	73%	71%	77%	80%	82%	79%
They make decisions too often based on what is best for the office rather than what is best for patients. (Item E4*)	56%	48%	54%	57%	52%	58%	53%	60%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response. 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-14. Item Average Percent Positive Response by Specific Specialties – 2022 SOPS Medical Office Database (Page 5 of 5)

Survey Items by SOPS Composite Measure	Specific Specialties							
	Cardi-ology	Endo./Metabolism	Hematology/Oncology	Neur-ology	Ortho-pedics	Pulmonary Medicine	Psychiatry	Surgery/Gen. Surg.
# Medical Offices	56	20	29	24	34	21	22	63
# Respondents	875	155	306	256	378	249	272	541
10. Work Pressure and Pace	% Agree/Strongly Agree							
We have enough staff to handle our patient load. (Item C11)	37%	25%	28%	46%	36%	49%	37%	53%
	% Disagree/Strongly Disagree							
In this office, we often feel rushed when taking care of patients. (Item C3*)	37%	33%	33%	44%	30%	49%	41%	50%
We have too many patients for the number of providers in this office. (Item C6*)	46%	25%	32%	38%	38%	56%	30%	59%
This office has too many patients to be able to handle everything effectively. (Item C14*)	52%	34%	41%	54%	51%	65%	47%	71%

Note: The item’s survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response. 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-15. Item Average Percent Positive Response on Patient Safety and Quality Issues by Specific Specialties – 2022 SOPS Medical Office Database

Survey Items	Specific Specialties							
	Cardi-ology	Endo./Metabolism	Hematology/Oncology	Neur-ology	Ortho-pedics	Pulmonary Medicine	Psychiatry	Surgery/Gen. Surg.
# Medical Offices	56	20	29	24	34	21	22	63
# Respondents	875	155	306	256	378	249	272	541
Patient Safety and Quality Issues								
Access to Care								
A patient was unable to get an appointment within 48 hours for an acute/serious problem. (Item A1)	76%	55%	76%	63%	76%	68%	75%	86%
Patient Identification								
The wrong chart/medical record was used for a patient. (Item A2)	100%	97%	99%	98%	99%	98%	98%	99%
Charts/Medical Records								
A patient’s chart/medical record was not available when needed. (Item A3)	87%	94%	91%	94%	89%	92%	98%	94%
Medical information was filed, scanned, or entered into the wrong patient’s chart/medical record. (Item A4)	96%	94%	95%	99%	99%	98%	100%	99%
Medical Equipment								
Medical equipment was not working properly or was in need of repair or replacement. (Item A5)	90%	92%	85%	90%	94%	90%	94%	96%
Medication								
A pharmacy contacted our office to clarify or correct a prescription. (Item A6)	63%	41%	63%	60%	80%	56%	69%	87%
A patient’s medication list was not updated during his or her visit. (Item A7)	80%	74%	76%	77%	79%	77%	87%	85%
Diagnostics and Tests								
The results from a lab or imaging test were not available when needed. (Item A8)	80%	62%	71%	75%	82%	74%	86%	87%
A critical <u>abnormal</u> result from a lab or imaging test was not followed up within 1 business day. (Item A9)	94%	94%	94%	95%	97%	87%	98%	97%

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.

Table A-16. Item Average Percent Positive Response on Information Exchange With Other Settings by Specific Specialties – 2022 SOPS Medical Office Database

Information Exchange With Other Settings	Specific Specialties							
	Cardiology	Endo./ Metabolism	Hematology/ Oncology	Neurology	Orthopedics	Pulmonary Medicine	Psychiatry	Surgery/ Gen. Surg.
# Medical Offices	56	20	29	24	34	21	22	63
# Respondents	875	155	306	256	378	249	272	541
Over the past 12 months, how often has your medical office had <u>problems exchanging accurate, complete, and timely information</u> with:								
Outside labs/imaging centers? (Item B1)	78%	55%	66%	75%	72%	74%	86%	87%
Other medical offices/Outside physicians? (Item B2)	70%	58%	68%	72%	74%	76%	85%	83%
Pharmacies? (Item B3)	82%	53%	83%	79%	90%	74%	80%	94%
Hospitals? (Item B4)	82%	72%	77%	83%	88%	82%	89%	91%

Note: The item’s survey location is shown after the item text. 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.

Table A-17. Item Average Percentages of Overall Ratings on Quality by Specific Specialties – 2022 SOPS Medical Office Database (Page 1 of 3)

Survey Items by Overall Ratings on Quality	Specific Specialties							
	Cardi-ology	Endo./Metabolism	Hematology/Oncology	Neur-ology	Ortho-pedics	Pulmonary Medicine	Psychiatry	Surgery/Gen. Surg.
# Medical Offices	56	20	29	24	34	21	22	63
# Respondents	875	155	306	256	378	249	272	541
1. Patient Centered - Is responsive to individual patient preferences, needs, and values. (Item G1a)								
Excellent or Very good	70%	63%	73%	61%	63%	71%	75%	73%
5 - Excellent	38%	22%	44%	29%	31%	39%	38%	41%
4 - Very good	32%	41%	29%	31%	32%	32%	36%	32%
3 - Good	23%	28%	23%	26%	31%	22%	20%	23%
2 - Fair	5%	7%	3%	12%	5%	6%	6%	3%
1 - Poor	2%	3%	0%	2%	1%	1%	0%	1%
2. Effective - Is based on scientific knowledge. (Item G1b)								
Excellent or Very good	69%	69%	76%	71%	69%	73%	77%	78%
5 - Excellent	38%	30%	44%	34%	31%	39%	41%	42%
4 - Very good	31%	38%	32%	37%	38%	34%	35%	36%
3 - Good	24%	27%	21%	21%	26%	24%	20%	17%
2 - Fair	6%	4%	3%	7%	5%	4%	4%	5%
1 - Poor	1%	0%	0%	1%	0%	0%	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.

Table A-17. Item Average Percentages of Overall Ratings on Quality by Specific Specialties – 2022 SOPS Medical Office Database (Page 2 of 3)

Survey Items by Overall Ratings on Quality	Specific Specialties							
	Cardi-ology	Endo./Metabolism	Hematology/Oncology	Neur-ology	Ortho-pedics	Pulmonary Medicine	Psychiatry	Surgery/Gen. Surg.
# Medical Offices	56	20	29	24	34	21	22	63
# Respondents	875	155	306	256	378	249	272	541
3. Timely - Minimizes waits and potentially harmful delays. (Item G1c)								
Excellent or Very good	57%	58%	53%	48%	52%	60%	62%	65%
5 - Excellent	26%	14%	23%	17%	23%	32%	27%	34%
4 - Very good	31%	45%	30%	31%	29%	27%	35%	30%
3 - Good	27%	24%	33%	30%	28%	25%	21%	25%
2 - Fair	11%	15%	11%	14%	13%	14%	13%	7%
1 - Poor	5%	3%	3%	7%	7%	2%	3%	3%
4. Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (Item G1d)								
Excellent or Very good	63%	63%	60%	62%	56%	62%	62%	69%
5 - Excellent	30%	18%	24%	27%	26%	30%	33%	37%
4 - Very good	33%	45%	36%	35%	31%	32%	29%	33%
3 - Good	24%	24%	29%	26%	30%	27%	30%	23%
2 - Fair	11%	11%	9%	7%	10%	10%	6%	6%
1 - Poor	3%	2%	1%	5%	3%	1%	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. 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-17. Item Average Percentages of Overall Ratings on Quality by Specific Specialties – 2022 SOPS Medical Office Database (Page 3 of 3)

Survey Items by Overall Ratings on Quality	Specific Specialties							
	Cardi-ology	Endo./Metabolism	Hematology/Oncology	Neur-ology	Ortho-pedics	Pulmonary Medicine	Psychiatry	Surgery/Gen. Surg.
# Medical Offices	56	20	29	24	34	21	22	63
# Respondents	875	155	306	256	378	249	272	541
5. Equitable - Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc. (Item G1e)								
Excellent or Very good	83%	82%	84%	82%	81%	83%	85%	86%
5 - Excellent	58%	52%	59%	59%	52%	59%	56%	64%
4 - Very good	24%	30%	25%	23%	29%	24%	29%	22%
3 - Good	14%	13%	13%	13%	15%	15%	9%	12%
2 - Fair	2%	4%	3%	4%	2%	2%	5%	1%
1 - Poor	1%	0%	0%	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. 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-18. Item Average Percentages of Overall Rating on Patient Safety by Specific Specialties – 2022 SOPS Medical Office Database

Overall Rating on Patient Safety	Specific Specialties							
	Cardi-ology	Endo./Metabolism	Hematology/Oncology	Neur-ology	Ortho-pedics	Pulmonary Medicine	Psychiatry	Surgery/Gen. Surg.
<i># Medical Offices</i>	56	20	29	24	34	21	22	63
<i># Respondents</i>	875	155	306	256	378	249	272	541
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? (Item G2)								
Excellent or Very good	65%	56%	60%	60%	64%	66%	70%	72%
5 - Excellent	31%	20%	26%	30%	27%	35%	29%	37%
4 - Very good	34%	36%	34%	30%	37%	31%	41%	35%
3 - Good	23%	31%	30%	25%	30%	25%	23%	22%
2 - Fair	10%	12%	9%	11%	5%	9%	8%	6%
1 - Poor	2%	1%	1%	3%	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. Specialties are listed for single-specialty offices only and represent non-primary care specialties with at least 20 medical offices in the database.

Appendix A: Results by Medical Office Characteristics

(4) Primary Care Specialties

Note: Each table shows the number of medical offices and respondents by primary care specialty. However, the precise number of medical offices and respondents corresponding to each cell in a table will vary because of individual nonresponse/missing data.

Table A-19. Composite Measure Average Percent Positive Response by Primary Care Specialties – 2022 SOPS Medical Office Database

SOPS Composite Measures	Primary Care Specialties				
	Family Pract./ Family Med./ General Pract.	Internal Medicine	OB/GYN	Pediatrics	
	<i># Medical Offices</i>	234	43	72	58
	<i># Respondents</i>	3,102	479	831	722
1. Patient Care Tracking/Followup		84%	86%	87%	83%
2. Teamwork		85%	83%	85%	88%
3. Organizational Learning		78%	74%	76%	79%
4. Overall Perceptions of Patient Safety and Quality		76%	76%	78%	83%
5. Communication About Error		73%	68%	74%	74%
6. Staff Training		72%	70%	71%	80%
7. Communication Openness		72%	68%	72%	71%
8. Office Processes and Standardization		67%	63%	65%	72%
9. Owner/Managing Partner/Leadership Support for Patient Safety		65%	64%	67%	70%
10. Work Pressure and Pace		44%	46%	46%	46%
Composite Measure Average		71%	71%	72%	75%

Table A-20. Item Average Percent Positive Response by Primary Care Specialties – 2022 SOPS Medical Office Database (Page 1 of 5)

Survey Items by SOPS Composite Measure	Primary Care Specialties			
	Family Pract./ Family Med./ General Pract.	Internal Medicine	OB/GYN	Pediatrics
<i># Medical Offices</i>	234	43	72	58
<i># Respondents</i>	3,102	479	831	722
1. Patient Care Tracking/Followup	% Most of the Time/Always			
This office reminds patients when they need to schedule an appointment for preventive or routine care. (Item D3)	88%	89%	86%	89%
This office documents how well our chronic-care patients follow their treatment plans. (Item D5)	77%	77%	79%	69%
Our office follows up when we do not receive a report we are expecting from an outside provider. (Item D6)	81%	86%	88%	85%
This office follows up with patients who need monitoring. (Item D9)	89%	90%	92%	87%
2. Teamwork	% Agree/Strongly Agree			
When someone in this office gets really busy, others help out. (Item C1)	82%	82%	82%	88%
In this office, there is a good working relationship between staff and providers. (Item C2)	90%	88%	88%	90%
In this office, we treat each other with respect. (Item C5)	84%	81%	85%	86%
This office emphasizes teamwork in taking care of patients. (Item C13)	84%	80%	84%	88%
3. Organizational Learning	% Agree/Strongly Agree			
When there is a problem in our office, we see if we need to change the way we do things. (Item F1)	82%	81%	80%	84%
This office is good at changing office processes to make sure the same problems don't happen again. (Item F5)	79%	72%	78%	80%
After this office makes changes to improve the patient care process, we check to see if the changes worked. (Item F7)	73%	69%	69%	74%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table A-20. Item Average Percent Positive Response by Primary Care Specialties – 2022 SOPS Medical Office Database (Page 2 of 5)

Survey Items by SOPS Composite Measure	Primary Care Specialties			
	Family Pract./ Family Med./ General Pract.	Internal Medicine	OB/GYN	Pediatrics
<i># Medical Offices</i>	234	43	72	58
<i># Respondents</i>	3,102	479	831	722
4. Overall Perceptions of Patient Safety and Quality	% Agree/Strongly Agree			
Our office processes are good at preventing mistakes that could affect patients. (Item F2)	85%	80%	83%	90%
	% Disagree/Strongly Disagree			
Mistakes happen more than they should in this office. (Item F3*)	76%	76%	77%	87%
It is just by chance that we don't make more mistakes that affect our patients. (Item F4*)	76%	77%	79%	85%
In this office, getting more work done is more important than quality of care. (Item F6*)	68%	70%	71%	71%
5. Communication About Error	% Most of the Time/Always			
Providers and staff talk openly about office problems. (Item D8)	64%	61%	65%	65%
In this office, we discuss ways to prevent errors from happening again. (Item D11)	83%	76%	82%	84%
Staff are willing to report mistakes they observe in this office. (Item D12)	78%	76%	81%	82%
	% Rarely/Never			
Staff feel like their mistakes are held against them. (Item D7*)	65%	59%	70%	68%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table A-20. Item Average Percent Positive Response by Primary Care Specialties – 2022 SOPS Medical Office Database (Page 3 of 5)

Survey Items by SOPS Composite Measure	Primary Care Specialties			
	Family Pract./ Family Med./ General Pract.	Internal Medicine	OB/GYN	Pediatrics
<i># Medical Offices</i>	234	43	72	58
<i># Respondents</i>	3,102	479	831	722
6. Staff Training	% Agree/Strongly Agree			
This office trains staff when new processes are put into place. (Item C4)	75%	75%	72%	82%
This office makes sure staff get the on-the-job training they need. (Item C7)	73%	69%	73%	82%
	% Disagree/Strongly Disagree			
Staff in this office are asked to do tasks they haven't been trained to do. (Item C10*)	69%	67%	68%	75%
7. Communication Openness	% Most of the Time/Always			
Providers in this office are open to staff ideas about how to improve office processes. (Item D1)	77%	71%	75%	75%
Staff are encouraged to express alternative viewpoints in this office. (Item D2)	75%	68%	74%	75%
	% Rarely/Never			
Staff are afraid to ask questions when something does not seem right. (Item D4*)	76%	77%	77%	76%
It is difficult to voice disagreement in this office. (Item D10*)	62%	58%	60%	57%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table A-20. Item Average Percent Positive Response by Primary Care Specialties – 2022 SOPS Medical Office Database (Page 4 of 5)

Survey Items by SOPS Composite Measure	Primary Care Specialties			
	Family Pract./ Family Med./ General Pract.	Internal Medicine	OB/GYN	Pediatrics
<i># Medical Offices</i>	234	43	72	58
<i># Respondents</i>	3,102	479	831	722
8. Office Processes and Standardization	% Agree/Strongly Agree			
We have good procedures for checking that work in this office was done correctly. (Item C9)	70%	62%	65%	76%
Staff in this office follow standardized processes to get tasks done. (Item C15)	81%	75%	82%	88%
	% Disagree/Strongly Disagree			
This office is more disorganized than it should be. (Item C8*)	64%	66%	65%	69%
We have problems with workflow in this office. (Item C12*)	51%	48%	49%	56%
9. Owner/Managing Partner/Leadership Support for Patient Safety	% Agree/Strongly Agree			
They place a high priority on improving patient care processes. (Item E3)	76%	78%	77%	80%
	% Disagree/Strongly Disagree			
They aren't investing enough resources to improve the quality of care in this office. (Item E1*)	46%	44%	46%	50%
They overlook patient care mistakes that happen over and over. (Item E2*)	79%	79%	81%	86%
They make decisions too often based on what is best for the office rather than what is best for patients. (Item E4*)	57%	54%	63%	60%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table A-20. Item Average Percent Positive Response by Primary Care Specialties – 2022 SOPS Medical Office Database (Page 5 of 5)

Survey Items by SOPS Composite Measure	Primary Care Specialties			
	Family Pract./ Family Med./ General Pract.	Internal Medicine	OB/GYN	Pediatrics
<i># Medical Offices</i>	234	43	72	58
<i># Respondents</i>	3,102	479	831	722
10. Work Pressure and Pace	% Agree/Strongly Agree			
We have enough staff to handle our patient load. (Item C11)	40%	38%	41%	45%
	% Disagree/Strongly Disagree			
In this office, we often feel rushed when taking care of patients. (Item C3*)	35%	39%	39%	32%
We have too many patients for the number of providers in this office. (Item C6*)	45%	50%	46%	48%
This office has too many patients to be able to handle everything effectively. (Item C14*)	54%	58%	59%	60%

Note: The item’s survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table A-21. Item Average Percent Positive Response on Patient Safety and Quality Issues by Primary Care Specialties – 2022 SOPS Medical Office Database

Survey Items	Primary Care Specialties				
	Family Pract./ Family Med./ General Pract.	Internal Medicine	OB/GYN	Pediatrics	
	<i># Medical Offices</i>	234	43	72	58
	<i># Respondents</i>	3,102	479	831	722
Patient Safety and Quality Issues					
Access to Care					
A patient was unable to get an appointment within 48 hours for an acute/serious problem. (Item A1)					
		69%	71%	74%	81%
Patient Identification					
The wrong chart/medical record was used for a patient. (Item A2)					
		98%	99%	99%	98%
Charts/Medical Records					
A patient's chart/medical record was not available when needed. (Item A3)					
		93%	97%	93%	96%
Medical information was filed, scanned, or entered into the wrong patient's chart/medical record. (Item A4)					
		96%	98%	98%	99%
Medical Equipment					
Medical equipment was not working properly or was in need of repair or replacement. (Item A5)					
		89%	91%	89%	91%
Medication					
A pharmacy contacted our office to clarify or correct a prescription. (Item A6)					
		54%	50%	67%	64%
A patient's medication list was not updated during his or her visit. (Item A7)					
		74%	74%	81%	79%
Diagnostics and Tests					
The results from a lab or imaging test were not available when needed. (Item A8)					
		74%	80%	80%	89%
A critical <u>abnormal</u> result from a lab or imaging test was not followed up within 1 business day. (Item A9)					
		93%	96%	93%	97%

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."

Table A-22. Item Average Percent Positive Response on Information Exchange With Other Settings by Primary Care Specialties – 2022 SOPS Medical Office Database

Information Exchange With Other Settings	Primary Care Specialties			
	Family Pract./ Family Med./ General Pract.	Internal Medicine	OB/GYN	Pediatrics
<i># Medical Offices</i>	234	43	72	58
<i># Respondents</i>	3,102	479	831	722
Over the past 12 months, how often has your medical office had problems exchanging accurate, complete, and timely information with:				
Outside labs/imaging centers? (Item B1)	70%	76%	77%	88%
Other medical offices/Outside physicians? (Item B2)	72%	74%	76%	88%
Pharmacies? (Item B3)	71%	72%	83%	85%
Hospitals? (Item B4)	79%	82%	90%	91%

Note: The item’s survey location is shown after the item text. 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.”

Table A-23. Item Average Percentages of Overall Ratings on Quality by Primary Care Specialties – 2022 SOPS Medical Office Database
 (Page 1 of 3)

Survey Items by Overall Ratings on Quality	Primary Care Specialties			
	Family Pract./ Family Med./ General Pract.	Internal Medicine	OB/GYN	Pediatrics
<i># Medical Offices</i>	234	43	72	58
<i># Respondents</i>	3,102	479	831	722
1. Patient Centered - Is responsive to individual patient preferences, needs, and values. (Item G1a)				
Excellent or Very good	69%	71%	71%	75%
5 - Excellent	33%	30%	36%	39%
4 - Very good	36%	41%	35%	36%
3 - Good	23%	23%	23%	21%
2 - Fair	7%	5%	6%	3%
1 - Poor	1%	1%	0%	1%
2. Effective - Is based on scientific knowledge. (Item G1b)				
Excellent or Very good	71%	72%	73%	80%
5 - Excellent	32%	32%	35%	41%
4 - Very good	39%	39%	38%	39%
3 - Good	23%	24%	23%	17%
2 - Fair	6%	3%	4%	2%
1 - Poor	1%	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.

Table A-23. Item Average Percentages of Overall Ratings on Quality by Primary Care Specialties – 2022 SOPS Medical Office Database
 (Page 2 of 3)

Survey Items by Overall Ratings on Quality	Primary Care Specialties			
	Family Pract./ Family Med./ General Pract.	Internal Medicine	OB/GYN	Pediatrics
<i># Medical Offices</i>	234	43	72	58
<i># Respondents</i>	3,102	479	831	722
3. Timely - Minimizes waits and potentially harmful delays. (Item G1c)				
Excellent or Very good	57%	61%	53%	65%
5 - Excellent	23%	26%	20%	28%
4 - Very good	34%	34%	33%	38%
3 - Good	26%	25%	32%	23%
2 - Fair	13%	13%	11%	8%
1 - Poor	4%	1%	3%	3%
4. Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (Item G1d)				
Excellent or Very good	62%	63%	57%	67%
5 - Excellent	26%	26%	23%	28%
4 - Very good	36%	37%	34%	39%
3 - Good	27%	28%	33%	24%
2 - Fair	9%	8%	9%	7%
1 - Poor	2%	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-23. Item Average Percentages of Overall Ratings on Quality by Primary Care Specialties – 2022 SOPS Medical Office Database
 (Page 3 of 3)

Survey Items by Overall Ratings on Quality	Primary Care Specialties			
	Family Pract./ Family Med./ General Pract.	Internal Medicine	OB/GYN	Pediatrics
<i># Medical Offices</i>	234	43	72	58
<i># Respondents</i>	3,102	479	831	722
5. Equitable - Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc. (Item G1e)				
Excellent or Very good	83%	79%	83%	87%
5 - Excellent	55%	50%	52%	59%
4 - Very good	28%	30%	31%	28%
3 - Good	13%	16%	15%	10%
2 - Fair	3%	3%	2%	2%
1 - Poor	1%	2%	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 A-24. Item Average Percentages of Overall Rating on Patient Safety by Primary Care Specialties – 2022 SOPS Medical Office Database

Overall Rating on Patient Safety	Primary Care Specialties			
	Family Pract./ Family Med./ General Pract.	Internal Medicine	OB/GYN	Pediatrics
<i># Medical Offices</i>	234	43	72	58
<i># Respondents</i>	3,102	479	831	722
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? (Item G2)				
Excellent or Very good	66%	66%	65%	73%
5 - Excellent	27%	24%	26%	29%
4 - Very good	39%	42%	39%	44%
3 - Good	26%	26%	27%	23%
2 - Fair	8%	7%	6%	4%
1 - Poor	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.

Appendix A: Results by Medical Office Characteristics

(5) Ownership

Note: Each table shows the number of medical offices and respondents by ownership. However, the precise number of medical offices and respondents corresponding to each cell in a table will vary because of individual nonresponse/missing data.

Table A-25. Composite Measure Average Percent Positive Response by Ownership – 2022 SOPS Medical Office Database

SOPS Composite Measures		Ownership			
		Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
	<i># Medical Offices</i>	47	955	24	66
	<i># Respondents</i>	663	11,085	519	886
1. Patient Care Tracking/Followup		83%	86%	87%	79%
2. Teamwork		83%	86%	82%	77%
3. Organizational Learning		73%	77%	73%	62%
4. Overall Perceptions of Patient Safety and Quality		70%	76%	75%	67%
5. Communication About Error		68%	73%	66%	60%
6. Staff Training		62%	72%	64%	56%
7. Communication Openness		68%	71%	62%	57%
8. Office Processes and Standardization		62%	66%	63%	50%
9. Owner/Managing Partner/Leadership Support for Patient Safety		60%	64%	62%	51%
10. Work Pressure and Pace		37%	44%	45%	31%
	Composite Measure Average	66%	72%	69%	59%

Table A-26. Item Average Percent Positive Response by Ownership – 2022 SOPS Medical Office Database (Page 1 of 5)

Survey Items by SOPS Composite Measure	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	47	955	24	66
<i># Respondents</i>	663	11,085	519	886
1. Patient Care Tracking/Followup	% Most of the Time/Always			
This office reminds patients when they need to schedule an appointment for preventive or routine care. (Item D3)	88%	88%	89%	78%
This office documents how well our chronic-care patients follow their treatment plans. (Item D5)	76%	79%	83%	70%
Our office follows up when we do not receive a report we are expecting from an outside provider. (Item D6)	80%	86%	85%	81%
This office follows up with patients who need monitoring. (Item D9)	86%	90%	92%	85%
2. Teamwork	% Agree/Strongly Agree			
When someone in this office gets really busy, others help out. (Item C1)	81%	84%	78%	74%
In this office, there is a good working relationship between staff and providers. (Item C2)	86%	90%	86%	85%
In this office, we treat each other with respect. (Item C5)	83%	85%	82%	75%
This office emphasizes teamwork in taking care of patients. (Item C13)	81%	84%	83%	75%
3. Organizational Learning	% Agree/Strongly Agree			
When there is a problem in our office, we see if we need to change the way we do things. (Item F1)	78%	81%	77%	69%
This office is good at changing office processes to make sure the same problems don't happen again. (Item F5)	73%	78%	76%	63%
After this office makes changes to improve the patient care process, we check to see if the changes worked. (Item F7)	67%	72%	65%	56%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table A-26. Item Average Percent Positive Response by Ownership – 2022 SOPS Medical Office Database (Page 2 of 5)

Survey Items by SOPS Composite Measure	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	47	955	24	66
<i># Respondents</i>	663	11,085	519	886
4. Overall Perceptions of Patient Safety and Quality	% Agree/Strongly Agree			
Our office processes are good at preventing mistakes that could affect patients. (Item F2)	80%	85%	81%	74%
	% Disagree/Strongly Disagree			
Mistakes happen more than they should in this office. (Item F3*)	67%	76%	74%	63%
It is just by chance that we don't make more mistakes that affect our patients. (Item F4*)	71%	75%	72%	69%
In this office, getting more work done is more important than quality of care. (Item F6*)	63%	68%	71%	59%
5. Communication About Error	% Most of the Time/Always			
Providers and staff talk openly about office problems. (Item D8)	65%	65%	53%	48%
In this office, we discuss ways to prevent errors from happening again. (Item D11)	77%	82%	75%	69%
Staff are willing to report mistakes they observe in this office. (Item D12)	75%	79%	71%	67%
	% Rarely/Never			
Staff feel like their mistakes are held against them. (Item D7*)	56%	65%	65%	58%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table A-26. Item Average Percent Positive Response by Ownership – 2022 SOPS Medical Office Database (Page 3 of 5)

Survey Items by SOPS Composite Measure	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	47	955	24	66
<i># Respondents</i>	663	11,085	519	886
6. Staff Training	% Agree/Strongly Agree			
This office trains staff when new processes are put into place. (Item C4)	64%	75%	65%	57%
This office makes sure staff get the on-the-job training they need. (Item C7)	66%	74%	65%	58%
	% Disagree/Strongly Disagree			
Staff in this office are asked to do tasks they haven't been trained to do. (Item C10*)	56%	67%	61%	51%
7. Communication Openness	% Most of the Time/Always			
Providers in this office are open to staff ideas about how to improve office processes. (Item D1)	72%	75%	63%	58%
Staff are encouraged to express alternative viewpoints in this office. (Item D2)	71%	74%	64%	58%
	% Rarely/Never			
Staff are afraid to ask questions when something does not seem right. (Item D4*)	71%	73%	66%	66%
It is difficult to voice disagreement in this office. (Item D10*)	56%	60%	53%	45%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table A-26. Item Average Percent Positive Response by Ownership – 2022 SOPS Medical Office Database (Page 4 of 5)

Survey Items by SOPS Composite Measure	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	47	955	24	66
<i># Respondents</i>	663	11,085	519	886
8. Office Processes and Standardization	% Agree/Strongly Agree			
We have good procedures for checking that work in this office was done correctly. (Item C9)	64%	70%	63%	51%
Staff in this office follow standardized processes to get tasks done. (Item C15)	78%	82%	74%	70%
	% Disagree/Strongly Disagree			
This office is more disorganized than it should be. (Item C8*)	60%	63%	60%	46%
We have problems with workflow in this office. (Item C12*)	47%	51%	54%	33%
9. Owner/Managing Partner/Leadership Support for Patient Safety	% Agree/Strongly Agree			
They place a high priority on improving patient care processes. (Item E3)	71%	76%	71%	64%
	% Disagree/Strongly Disagree			
They aren't investing enough resources to improve the quality of care in this office. (Item E1*)	42%	45%	44%	31%
They overlook patient care mistakes that happen over and over. (Item E2*)	73%	77%	73%	66%
They make decisions too often based on what is best for the office rather than what is best for patients. (Item E4*)	52%	56%	60%	43%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table A-26. Item Average Percent Positive Response by Ownership – 2022 SOPS Medical Office Database (Page 5 of 5)

Survey Items by SOPS Composite Measure	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	47	955	24	66
<i># Respondents</i>	663	11,085	519	886
10. Work Pressure and Pace	% Agree/Strongly Agree			
We have enough staff to handle our patient load. (Item C11)	35%	41%	39%	26%
	% Disagree/Strongly Disagree			
In this office, we often feel rushed when taking care of patients. (Item C3*)	30%	38%	38%	26%
We have too many patients for the number of providers in this office. (Item C6*)	35%	43%	47%	32%
This office has too many patients to be able to handle everything effectively. (Item C14*)	47%	53%	52%	39%

Note: The item’s survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table A-27. Item Average Percent Positive Response on Patient Safety and Quality Issues by Ownership – 2022 SOPS Medical Office Database

Survey Items	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	47	955	24	66
<i># Respondents</i>	663	11,085	519	886
Patient Safety and Quality Issues				
Access to Care				
A patient was unable to get an appointment within 48 hours for an acute/serious problem. (Item A1)	65%	72%	72%	63%
Patient Identification				
The wrong chart/medical record was used for a patient. (Item A2)	96%	98%	98%	96%
Charts/Medical Records				
A patient's chart/medical record was not available when needed. (Item A3)	86%	94%	89%	92%
Medical information was filed, scanned, or entered into the wrong patient's chart/medical record. (Item A4)	90%	97%	97%	96%
Medical Equipment				
Medical equipment was not working properly or was in need of repair or replacement. (Item A5)	82%	89%	82%	87%
Medication				
A pharmacy contacted our office to clarify or correct a prescription. (Item A6)	56%	61%	56%	57%
A patient's medication list was not updated during his or her visit. (Item A7)	73%	78%	68%	68%
Diagnostics and Tests				
The results from a lab or imaging test were not available when needed. (Item A8)	64%	79%	71%	66%
A critical <u>abnormal</u> result from a lab or imaging test was not followed up within 1 business day. (Item A9)	87%	94%	92%	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."

Table A-28. Item Average Percent Positive Response on Information Exchange With Other Settings by Ownership – 2022 SOPS Medical Office Database

Information Exchange With Other Settings	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	47	955	24	66
<i># Respondents</i>	663	11,085	519	886
Over the past 12 months, how often has your medical office had <u>problems exchanging accurate, complete, and timely information with:</u>				
Outside labs/imaging centers? (Item B1)	60%	77%	67%	59%
Other medical offices/Outside physicians? (Item B2)	58%	76%	70%	65%
Pharmacies? (Item B3)	66%	79%	80%	70%
Hospitals? (Item B4)	63%	85%	75%	74%

Note: The item’s survey location is shown after the item text. 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.”

Table A-29. Item Average Percentages of Overall Ratings on Quality by Ownership – 2022 SOPS Medical Office Database (Page 1 of 3)

Survey Items by Overall Ratings on Quality	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	47	955	24	66
<i># Respondents</i>	663	11,085	519	886
1. Patient Centered - Is responsive to individual patient preferences, needs, and values. (Item G1a)				
Excellent or Very good	66%	70%	68%	55%
5 - Excellent	31%	34%	30%	19%
4 - Very good	35%	36%	38%	36%
3 - Good	25%	23%	26%	34%
2 - Fair	9%	6%	6%	9%
1 - Poor	1%	1%	0%	2%
2. Effective - Is based on scientific knowledge. (Item G1b)				
Excellent or Very good	67%	72%	75%	62%
5 - Excellent	29%	35%	33%	25%
4 - Very good	39%	38%	42%	38%
3 - Good	27%	23%	21%	30%
2 - Fair	5%	5%	4%	8%
1 - Poor	1%	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.

Table A-29. Item Average Percentages of Overall Ratings on Quality by Ownership – 2022 SOPS Medical Office Database (Page 2 of 3)

Survey Items by Overall Ratings on Quality	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	47	955	24	66
<i># Respondents</i>	663	11,085	519	886
3. Timely - Minimizes waits and potentially harmful delays. (Item G1c)				
Excellent or Very good	52%	59%	51%	37%
5 - Excellent	19%	25%	20%	11%
4 - Very good	33%	35%	31%	25%
3 - Good	28%	27%	31%	31%
2 - Fair	14%	11%	13%	23%
1 - Poor	6%	3%	4%	9%
4. Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (Item G1d)				
Excellent or Very good	58%	62%	54%	37%
5 - Excellent	22%	26%	23%	12%
4 - Very good	36%	36%	31%	25%
3 - Good	29%	27%	36%	38%
2 - Fair	10%	9%	10%	20%
1 - Poor	3%	2%	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.

Table A-29. Item Average Percentages of Overall Ratings on Quality by Ownership – 2022 SOPS Medical Office Database (Page 3 of 3)

Survey Items by Overall Ratings on Quality	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
# Medical Offices	47	955	24	66
# Respondents	663	11,085	519	886
5. Equitable - Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc. (Item G1e)				
Excellent or Very good	80%	84%	86%	74%
5 - Excellent	54%	55%	57%	45%
4 - Very good	26%	29%	29%	29%
3 - Good	16%	13%	12%	21%
2 - Fair	3%	3%	2%	4%
1 - Poor	1%	1%	0%	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-30. Item Average Percentages of Overall Rating on Patient Safety by Ownership – 2022 SOPS Medical Office Database

Overall Rating on Patient Safety	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	47	955	24	66
<i># Respondents</i>	663	11,085	519	886
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? (Item G2)				
Excellent or Very good	58%	67%	61%	44%
5 - Excellent	19%	28%	23%	12%
4 - Very good	39%	39%	38%	32%
3 - Good	29%	25%	31%	39%
2 - Fair	10%	7%	6%	15%
1 - Poor	3%	1%	2%	3%

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: Each table shows the number of medical offices and respondents by geographic region. However, the precise number of medical offices and respondents corresponding to each cell in a table will vary 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-31. Composite Measure Average Percent Positive Response by Geographic Region – 2022 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
<i># Medical Offices</i>	69	22	397	203	122	168	18	20	81
<i># Respondents</i>	626	235	4,819	2,263	1,539	2,172	119	369	1,135
1. Patient Care Tracking/Followup	81%	87%	87%	85%	87%	84%	89%	72%	85%
2. Teamwork	82%	84%	87%	84%	84%	84%	90%	78%	85%
3. Organizational Learning	71%	79%	80%	66%	76%	75%	81%	69%	75%
4. Overall Perceptions of Patient Safety and Quality	70%	81%	80%	73%	79%	58%	75%	68%	75%
5. Communication About Error	66%	76%	77%	70%	73%	63%	77%	61%	71%
6. Staff Training	64%	73%	75%	67%	73%	63%	80%	63%	68%
7. Communication Openness	64%	73%	75%	69%	71%	56%	77%	60%	70%
8. Office Processes and Standardization	54%	67%	70%	64%	66%	60%	72%	58%	64%
9. Owner/Managing Partner/Leadership Support for Patient Safety	55%	69%	70%	58%	64%	53%	70%	53%	64%
10. Work Pressure and Pace	28%	47%	50%	44%	41%	34%	43%	36%	40%
Composite Measure Average	61%	73%	75%	67%	71%	66%	74%	61%	69%

Table A-32. Item Average Percent Positive Response by Geographic Region – 2022 SOPS Medical Office Database (Page 1 of 5)

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	69	22	397	203	122	168	18	20	81
# Respondents	626	235	4,819	2,263	1,539	2,172	119	369	1,135
1. Patient Care Tracking/Followup	% Most of the Time/Always								
This office reminds patients when they need to schedule an appointment for preventive or routine care. (Item D3)	86%	85%	89%	88%	89%	84%	89%	77%	88%
This office documents how well our chronic-care patients follow their treatment plans. (Item D5)	72%	85%	82%	75%	78%	77%	89%	64%	78%
Our office follows up when we do not receive a report we are expecting from an outside provider. (Item D6)	81%	86%	86%	86%	90%	83%	89%	70%	83%
This office follows up with patients who need monitoring. (Item D9)	83%	93%	91%	89%	89%	90%	94%	76%	90%
2. Teamwork	% Agree/Strongly Agree								
When someone in this office gets really busy, others help out. (Item C1)	81%	82%	86%	81%	81%	82%	90%	80%	82%
In this office, there is a good working relationship between staff and providers. (Item C2)	89%	87%	90%	88%	89%	88%	93%	86%	88%
In this office, we treat each other with respect. (Item C5)	80%	85%	87%	83%	85%	84%	88%	73%	82%
This office emphasizes teamwork in taking care of patients. (Item C13)	79%	82%	86%	83%	81%	83%	90%	74%	86%
3. Organizational Learning	% Agree/Strongly Agree								
When there is a problem in our office, we see if we need to change the way we do things. (Item F1)	78%	80%	84%	73%	79%	78%	88%	73%	80%
This office is good at changing office processes to make sure the same problems don't happen again. (Item F5)	68%	82%	81%	67%	79%	77%	84%	72%	76%
After this office makes changes to improve the patient care process, we check to see if the changes worked. (Item F7)	66%	73%	77%	61%	71%	70%	72%	62%	70%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table A-32. Item Average Percent Positive Response by Geographic Region – 2022 SOPS Medical Office Database (Page 2 of 5)

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	69	22	397	203	122	168	18	20	81
# Respondents	626	235	4,819	2,263	1,539	2,172	119	369	1,135
4. Overall Perceptions of Patient Safety and Quality	% Agree/Strongly Agree								
Our office processes are good at preventing mistakes that could affect patients. (Item F2)	78%	89%	87%	83%	84%	85%	86%	76%	82%
	% Disagree/Strongly Disagree								
Mistakes happen more than they should in this office. (Item F3*)	71%	80%	81%	69%	81%	50%	75%	68%	75%
It is just by chance that we don't make more mistakes that affect our patients. (Item F4*)	68%	81%	79%	79%	80%	45%	67%	69%	74%
In this office, getting more work done is more important than quality of care. (Item F6*)	63%	73%	74%	61%	69%	50%	69%	60%	68%
5. Communication About Error	% Most of the Time/Always								
Providers and staff talk openly about office problems. (Item D8)	56%	71%	68%	63%	64%	55%	70%	51%	65%
In this office, we discuss ways to prevent errors from happening again. (Item D11)	76%	82%	85%	79%	81%	76%	86%	73%	83%
Staff are willing to report mistakes they observe in this office. (Item D12)	71%	84%	82%	77%	78%	74%	84%	66%	76%
	% Rarely/Never								
Staff feel like their mistakes are held against them. (Item D7*)	57%	66%	71%	65%	68%	47%	67%	55%	62%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table A-32. Item Average Percent Positive Response by Geographic Region – 2022 SOPS Medical Office Database (Page 3 of 5)

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	69	22	397	203	122	168	18	20	81
# Respondents	626	235	4,819	2,263	1,539	2,172	119	369	1,135
6. Staff Training	% Agree/Strongly Agree								
This office trains staff when new processes are put into place. (Item C4)	69%	76%	78%	69%	74%	70%	86%	69%	68%
This office makes sure staff get the on-the-job training they need. (Item C7)	65%	75%	76%	69%	74%	70%	84%	68%	70%
	% Disagree/Strongly Disagree								
Staff in this office are asked to do tasks they haven't been trained to do. (Item C10*)	57%	69%	72%	65%	71%	49%	71%	49%	65%
7. Communication Openness	% Most of the Time/Always								
Providers in this office are open to staff ideas about how to improve office processes. (Item D1)	69%	79%	79%	70%	73%	67%	85%	65%	74%
Staff are encouraged to express alternative viewpoints in this office. (Item D2)	67%	76%	79%	71%	72%	64%	82%	60%	74%
	% Rarely/Never								
Staff are afraid to ask questions when something does not seem right. (Item D4*)	70%	75%	78%	76%	77%	52%	75%	65%	74%
It is difficult to voice disagreement in this office. (Item D10*)	52%	62%	66%	58%	61%	43%	66%	49%	57%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table A-32. Item Average Percent Positive Response by Geographic Region – 2022 SOPS Medical Office Database (Page 4 of 5)

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	69	22	397	203	122	168	18	20	81
# Respondents	626	235	4,819	2,263	1,539	2,172	119	369	1,135
8. Office Processes and Standardization	% Agree/Strongly Agree								
We have good procedures for checking that work in this office was done correctly. (Item C9)	53%	67%	73%	65%	68%	66%	69%	62%	67%
Staff in this office follow standardized processes to get tasks done. (Item C15)	75%	83%	84%	79%	80%	81%	88%	74%	80%
	% Disagree/Strongly Disagree								
This office is more disorganized than it should be. (Item C8*)	53%	63%	68%	61%	63%	49%	72%	57%	63%
We have problems with workflow in this office. (Item C12*)	35%	54%	56%	50%	51%	43%	56%	41%	45%
9. Owner/Managing Partner/Leadership Support for Patient Safety	% Agree/Strongly Agree								
They place a high priority on improving patient care processes. (Item E3)	68%	81%	82%	67%	72%	74%	83%	65%	76%
	% Disagree/Strongly Disagree								
They aren't investing enough resources to improve the quality of care in this office. (Item E1*)	32%	47%	49%	43%	46%	33%	45%	40%	45%
They overlook patient care mistakes that happen over and over. (Item E2*)	74%	81%	83%	74%	81%	59%	82%	65%	75%
They make decisions too often based on what is best for the office rather than what is best for patients. (Item E4*)	45%	66%	65%	46%	55%	44%	65%	45%	58%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table A-32. Item Average Percent Positive Response by Geographic Region – 2022 SOPS Medical Office Database (Page 5 of 5)

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	69	22	397	203	122	168	18	20	81
# Respondents	626	235	4,819	2,263	1,539	2,172	119	369	1,135
10. Work Pressure and Pace	% Agree/Strongly Agree								
We have enough staff to handle our patient load. (Item C11)	25%	42%	47%	39%	36%	34%	33%	39%	42%
	% Disagree/Strongly Disagree								
In this office, we often feel rushed when taking care of patients. (Item C3*)	26%	39%	45%	34%	32%	31%	41%	22%	33%
We have too many patients for the number of providers in this office. (Item C6*)	24%	48%	47%	47%	44%	33%	40%	37%	35%
This office has too many patients to be able to handle everything effectively. (Item C14*)	36%	58%	60%	55%	52%	38%	56%	45%	49%

Note: The item’s survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table A-33. Item Average Percent Positive Response on Patient Safety and Quality Issues by Geographic Region – 2022 SOPS Medical Office Database

Survey Items	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
<i># Medical Offices</i>	69	22	397	203	122	168	18	20	81
<i># Respondents</i>	626	235	4,819	2,263	1,539	2,172	119	369	1,135
Patient Safety and Quality Issues									
Access to Care									
A patient was unable to get an appointment within 48 hours for an acute/serious problem. (Item A1)	49%	80%	74%	77%	76%	68%	70%	59%	63%
Patient Identification									
The wrong chart/medical record was used for a patient. (Item A2)	98%	94%	99%	98%	99%	97%	99%	95%	97%
Charts/Medical Records									
A patient’s chart/medical record was not available when needed. (Item A3)	90%	90%	95%	92%	92%	95%	97%	84%	93%
Medical information was filed, scanned, or entered into the wrong patient’s chart/medical record. (Item A4)	96%	94%	98%	96%	96%	97%	98%	90%	98%
Medical Equipment									
Medical equipment was not working properly or was in need of repair or replacement. (Item A5)	82%	91%	89%	90%	91%	85%	90%	77%	87%
Medication									
A pharmacy contacted our office to clarify or correct a prescription. (Item A6)	46%	66%	69%	62%	63%	48%	60%	53%	49%
A patient’s medication list was not updated during his or her visit. (Item A7)	65%	84%	84%	77%	78%	64%	77%	66%	68%
Diagnostics and Tests									
The results from a lab or imaging test were not available when needed. (Item A8)	73%	69%	82%	76%	77%	76%	75%	61%	77%
A critical <u>abnormal</u> result from a lab or imaging test was not followed up within 1 business day. (Item A9)	93%	97%	96%	93%	93%	92%	90%	83%	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.”

Table A-34. Item Average Percent Positive Response on Information Exchange With Other Settings by Geographic Region – 2022 SOPS Medical Office Database

Information Exchange With Other Settings	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
<i># Medical Offices</i>	69	22	397	203	122	168	18	20	81
<i># Respondents</i>	626	235	4,819	2,263	1,539	2,172	119	369	1,135
Over the past 12 months, how often has your medical office had <u>problems exchanging accurate, complete, and timely information</u> with:									
Outside labs/imaging centers? (Item B1)	59%	60%	79%	75%	78%	74%	61%	61%	69%
Other medical offices/Outside physicians? (Item B2)	63%	66%	79%	73%	76%	76%	62%	46%	73%
Pharmacies? (Item B3)	65%	71%	82%	77%	83%	76%	70%	62%	66%
Hospitals? (Item B4)	74%	68%	87%	81%	83%	82%	73%	63%	86%

Note: The item’s survey location is shown after the item text. 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.”

Table A-35. Item Average Percentages of Overall Ratings on Quality by Geographic Region – 2022 SOPS Medical Office Database (Page 1 of 3)

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	69	22	397	203	122	168	18	20	81
# Respondents	626	235	4,819	2,263	1,539	2,172	119	369	1,135
1. Patient Centered - Is responsive to individual patient preferences, needs, and values. (Item G1a)									
Excellent or Very good	62%	77%	76%	64%	65%	61%	76%	62%	71%
5 - Excellent	29%	43%	43%	28%	28%	22%	32%	27%	32%
4 - Very good	33%	34%	33%	37%	37%	40%	44%	35%	39%
3 - Good	28%	19%	19%	26%	28%	29%	21%	28%	23%
2 - Fair	8%	4%	5%	8%	6%	9%	3%	8%	5%
1 - Poor	2%	0%	1%	1%	1%	1%	0%	1%	1%
2. Effective - Is based on scientific knowledge. (Item G1b)									
Excellent or Very good	71%	79%	77%	67%	69%	66%	78%	65%	69%
5 - Excellent	32%	40%	42%	29%	30%	24%	38%	25%	30%
4 - Very good	38%	39%	35%	37%	39%	42%	40%	41%	39%
3 - Good	23%	16%	19%	25%	27%	27%	20%	29%	24%
2 - Fair	6%	4%	3%	7%	4%	6%	3%	4%	6%
1 - Poor	0%	1%	0%	1%	0%	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.

Table A-35. Item Average Percentages of Overall Ratings on Quality by Geographic Region – 2022 SOPS Medical Office Database (Page 2 of 3)

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
<i># Medical Offices</i>	69	22	397	203	122	168	18	20	81
<i># Respondents</i>	626	235	4,819	2,263	1,539	2,172	119	369	1,135
3. Timely - Minimizes waits and potentially harmful delays. (Item G1c)									
Excellent or Very good	47%	61%	62%	55%	57%	54%	61%	45%	58%
5 - Excellent	20%	26%	30%	21%	23%	16%	23%	14%	21%
4 - Very good	27%	35%	32%	34%	34%	38%	38%	31%	36%
3 - Good	28%	26%	24%	28%	30%	31%	30%	31%	29%
2 - Fair	17%	9%	11%	13%	10%	12%	6%	18%	11%
1 - Poor	9%	5%	3%	3%	3%	3%	3%	6%	3%
4. Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (Item G1d)									
Excellent or Very good	52%	67%	68%	55%	61%	53%	69%	46%	57%
5 - Excellent	20%	29%	34%	21%	25%	15%	24%	19%	23%
4 - Very good	33%	38%	34%	34%	36%	38%	46%	27%	35%
3 - Good	30%	25%	24%	30%	30%	32%	22%	32%	31%
2 - Fair	13%	6%	7%	13%	7%	13%	7%	19%	10%
1 - Poor	5%	1%	1%	3%	2%	3%	1%	3%	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-35. Item Average Percentages of Overall Ratings on Quality by Geographic Region – 2022 SOPS Medical Office Database (Page 3 of 3)

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	69	22	397	203	122	168	18	20	81
# Respondents	626	235	4,819	2,263	1,539	2,172	119	369	1,135
5. Equitable - Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc. (Item G1e)									
Excellent or Very good	83%	88%	87%	77%	84%	79%	90%	81%	82%
5 - Excellent	56%	61%	64%	43%	58%	41%	55%	49%	52%
4 - Very good	27%	27%	23%	33%	26%	38%	35%	31%	30%
3 - Good	13%	10%	10%	18%	14%	16%	9%	15%	14%
2 - Fair	2%	2%	2%	4%	2%	3%	1%	1%	3%
1 - Poor	1%	0%	1%	1%	0%	2%	0%	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.

Table A-36. Item Average Percentages of Overall Rating on Patient Safety by Geographic Region – 2022 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
<i># Medical Offices</i>	69	22	397	203	122	168	18	20	81
<i># Respondents</i>	626	235	4,819	2,263	1,539	2,172	119	369	1,135
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? (Item G2)									
Excellent or Very good	56%	69%	70%	64%	67%	58%	70%	56%	65%
5 - Excellent	21%	26%	33%	26%	30%	17%	23%	15%	25%
4 - Very good	35%	43%	37%	38%	37%	41%	47%	40%	40%
3 - Good	32%	23%	23%	28%	26%	33%	26%	29%	26%
2 - Fair	10%	7%	6%	8%	7%	8%	5%	13%	7%
1 - Poor	2%	1%	1%	1%	0%	1%	0%	3%	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

(1) Staff Position

Note 1: These tables exclude medical offices that did not ask respondents to indicate their staff position. In addition, respondents who selected “Other” or who did not answer (missing) were not included.

Note 2: Each table shows the number of medical offices and respondents by staff position. However, the precise number of medical offices and respondents corresponding to each cell in the tables will vary because of individual nonresponse/missing data.

Table B-1. Composite Measure Average Percent Positive Response by Staff Position – 2022 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
<i># Medical Offices</i>	884	670	748	556	685	921
<i># Respondents</i>	2,906	958	2,019	1,055	1,651	3,381
1. Patient Care Tracking/Followup	90%	90%	86%	80%	77%	88%
2. Teamwork	83%	93%	86%	86%	89%	83%
3. Organizational Learning	77%	92%	74%	74%	79%	73%
4. Overall Perceptions of Patient Safety and Quality	75%	86%	73%	75%	77%	73%
5. Communication About Error	69%	83%	71%	72%	76%	69%
6. Staff Training	67%	88%	71%	71%	76%	66%
7. Communication Openness	66%	82%	68%	72%	80%	65%
8. Office Processes and Standardization	67%	76%	63%	61%	64%	64%
9. Owner/Managing Partner/Leadership Support for Patient Safety	66%	70%	62%	63%	62%	60%
10. Work Pressure and Pace	43%	48%	41%	42%	45%	41%
Composite Measure Average	71%	81%	70%	70%	73%	69%

Table B-2. Item Average Percent Positive Response by Staff Position – 2022 SOPS Medical Office Database (Page 1 of 5)

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
<i># Medical Offices</i>	884	670	748	556	685	921
<i># Respondents</i>	2,906	958	2,019	1,055	1,651	3,381
1. Patient Care Tracking/Followup	% Most of the Time/Always					
This office reminds patients when they need to schedule an appointment for preventive or routine care. (Item D3)	90%	90%	88%	82%	81%	90%
This office documents how well our chronic-care patients follow their treatment plans. (Item D5)	88%	82%	77%	69%	66%	83%
Our office follows up when we do not receive a report we are expecting from an outside provider. (Item D6)	91%	92%	87%	77%	71%	89%
This office follows up with patients who need monitoring. (Item D9)	90%	94%	91%	88%	87%	90%
2. Teamwork	% Agree/Strongly Agree					
When someone in this office gets really busy, others help out. (Item C1)	82%	93%	84%	83%	85%	80%
In this office, there is a good working relationship between staff and providers. (Item C2)	86%	92%	91%	91%	93%	89%
In this office, we treat each other with respect. (Item C5)	81%	92%	84%	86%	93%	81%
This office emphasizes teamwork in taking care of patients. (Item C13)	83%	95%	84%	85%	87%	81%
3. Organizational Learning	% Agree/Strongly Agree					
When there is a problem in our office, we see if we need to change the way we do things. (Item F1)	77%	96%	77%	82%	87%	76%
This office is good at changing office processes to make sure the same problems don't happen again. (Item F5)	77%	91%	76%	74%	79%	74%
After this office makes changes to improve the patient care process, we check to see if the changes worked. (Item F7)	75%	90%	69%	65%	70%	68%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table B-2. Item Average Percent Positive Response by Staff Position – 2022 SOPS Medical Office Database (Page 2 of 5)

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	884	670	748	556	685	921
# Respondents	2,906	958	2,019	1,055	1,651	3,381
4. Overall Perceptions of Patient Safety and Quality	% Agree/Strongly Agree					
Our office processes are good at preventing mistakes that could affect patients. (Item F2)	84%	94%	83%	84%	84%	85%
	% Disagree/Strongly Disagree					
Mistakes happen more than they should in this office. (Item F3*)	74%	81%	71%	75%	77%	74%
It is just by chance that we don't make more mistakes that affect our patients. (Item F4*)	72%	85%	73%	78%	79%	71%
In this office, getting more work done is more important than quality of care. (Item F6*)	71%	83%	63%	62%	70%	63%
5. Communication About Error	% Most of the Time/Always					
Providers and staff talk openly about office problems. (Item D8)	58%	76%	61%	67%	75%	60%
In this office, we discuss ways to prevent errors from happening again. (Item D11)	80%	93%	81%	81%	82%	79%
Staff are willing to report mistakes they observe in this office. (Item D12)	76%	87%	80%	79%	81%	76%
	% Rarely/Never					
Staff feel like their mistakes are held against them. (Item D7*)	63%	78%	63%	63%	69%	61%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table B-2. Item Average Percent Positive Response by Staff Position – 2022 SOPS Medical Office Database (Page 3 of 5)

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
<i># Medical Offices</i>	884	670	748	556	685	921
<i># Respondents</i>	2,906	958	2,019	1,055	1,651	3,381
6. Staff Training	% Agree/Strongly Agree					
This office trains staff when new processes are put into place. (Item C4)	71%	92%	73%	72%	79%	68%
This office makes sure staff get the on-the-job training they need. (Item C7)	70%	90%	74%	71%	77%	68%
	% Disagree/Strongly Disagree					
Staff in this office are asked to do tasks they haven't been trained to do. (Item C10*)	59%	81%	66%	70%	72%	61%
7. Communication Openness	% Most of the Time/Always					
Providers in this office are open to staff ideas about how to improve office processes. (Item D1)	66%	77%	74%	82%	89%	70%
Staff are encouraged to express alternative viewpoints in this office. (Item D2)	69%	91%	72%	75%	82%	67%
	% Rarely/Never					
Staff are afraid to ask questions when something does not seem right. (Item D4*)	72%	84%	70%	71%	77%	70%
It is difficult to voice disagreement in this office. (Item D10*)	57%	76%	54%	60%	71%	52%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table B-2. Item Average Percent Positive Response by Staff Position – 2022 SOPS Medical Office Database (Page 4 of 5)

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	884	670	748	556	685	921
# Respondents	2,906	958	2,019	1,055	1,651	3,381
8. Office Processes and Standardization	% Agree/Strongly Agree					
We have good procedures for checking that work in this office was done correctly. (Item C9)	70%	82%	64%	62%	68%	67%
Staff in this office follow standardized processes to get tasks done. (Item C15)	82%	90%	82%	78%	82%	80%
	% Disagree/Strongly Disagree					
This office is more disorganized than it should be. (Item C8*)	63%	74%	57%	59%	62%	61%
We have problems with workflow in this office. (Item C12*)	52%	60%	48%	45%	48%	50%
9. Owner/Managing Partner/Leadership Support for Patient Safety	% Agree/Strongly Agree					
They place a high priority on improving patient care processes. (Item E3)	79%	84%	75%	75%	74%	73%
	% Disagree/Strongly Disagree					
They aren't investing enough resources to improve the quality of care in this office. (Item E1*)	46%	50%	44%	45%	41%	42%
They overlook patient care mistakes that happen over and over. (Item E2*)	78%	84%	76%	75%	79%	73%
They make decisions too often based on what is best for the office rather than what is best for patients. (Item E4*)	60%	62%	53%	54%	56%	52%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table B-2. Item Average Percent Positive Response by Staff Position – 2022 SOPS Medical Office Database (Page 5 of 5)

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
<i># Medical Offices</i>	884	670	748	556	685	921
<i># Respondents</i>	2,906	958	2,019	1,055	1,651	3,381
10. Work Pressure and Pace	% Agree/Strongly Agree					
We have enough staff to handle our patient load. (Item C11)	39%	43%	41%	41%	41%	38%
	% Disagree/Strongly Disagree					
In this office, we often feel rushed when taking care of patients. (Item C3*)	41%	37%	33%	31%	33%	36%
We have too many patients for the number of providers in this office. (Item C6*)	40%	51%	40%	45%	47%	40%
This office has too many patients to be able to handle everything effectively. (Item C14*)	51%	60%	48%	53%	57%	50%

Note: The item’s survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table B-3. Item Average Percent Positive Response on Patient Safety and Quality Issues by Staff Position – 2022 SOPS Medical Office Database

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	
	<i># Medical Offices</i>	884	670	748	556	685	921
	<i># Respondents</i>	2,906	958	2,019	1,055	1,651	3,381
Patient Safety and Quality Issues							
Access to Care							
A patient was unable to get an appointment within 48 hours for an acute/serious problem. (Item A1)							
		72%	76%	70%	70%	72%	72%
Patient Identification							
The wrong chart/medical record was used for a patient. (Item A2)							
		98%	98%	98%	98%	98%	98%
Charts/Medical Records							
A patient’s chart/medical record was not available when needed. (Item A3)							
		94%	97%	95%	90%	93%	93%
Medical information was filed, scanned, or entered into the wrong patient’s chart/medical record. (Item A4)							
		98%	97%	98%	97%	96%	97%
Medical Equipment							
Medical equipment was not working properly or was in need of repair or replacement. (Item A5)							
		91%	93%	89%	85%	87%	87%
Medication							
A pharmacy contacted our office to clarify or correct a prescription. (Item A6)							
		52%	67%	56%	69%	64%	63%
A patient’s medication list was not updated during his or her visit. (Item A7)							
		78%	81%	75%	74%	69%	80%
Diagnostics and Tests							
The results from a lab or imaging test were not available when needed. (Item A8)							
		81%	83%	77%	74%	72%	80%
A critical <u>abnormal</u> result from a lab or imaging test was not followed up within 1 business day. (Item A9)							
		88%	95%	94%	96%	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.”

Table B-4. Item Average Percent Positive Response on Information Exchange With Other Settings by Staff Position – 2022 SOPS Medical Office Database

Information Exchange With Other Settings	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
<i># Medical Offices</i>	884	670	748	556	685	921
<i># Respondents</i>	2,906	958	2,019	1,055	1,651	3,381
Over the past 12 months, how often has your medical office had problems exchanging accurate, complete, and timely information with:						
Outside labs/imaging centers? (Item B1)	79%	78%	72%	71%	68%	78%
Other medical offices/Outside physicians? (Item B2)	79%	79%	74%	70%	65%	78%
Pharmacies? (Item B3)	74%	82%	75%	80%	76%	80%
Hospitals? (Item B4)	85%	87%	84%	79%	77%	85%

Note: The item’s survey location is shown after the item text. 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.”

Table B-5. Item Average Percentages of Overall Ratings on Quality by Staff Position – 2022 SOPS Medical Office Database (Page 1 of 3)

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
<i># Medical Offices</i>	884	670	748	556	685	921
<i># Respondents</i>	2,906	958	2,019	1,055	1,651	3,381
1. Patient Centered - Is responsive to individual patient preferences, needs, and values. (Item G1a)						
Excellent or Very good	67%	80%	67%	69%	74%	66%
5 - Excellent	32%	38%	31%	33%	38%	33%
4 - Very good	35%	41%	37%	36%	35%	33%
3 - Good	26%	17%	26%	25%	21%	26%
2 - Fair	6%	3%	6%	5%	5%	7%
1 - Poor	2%	0%	1%	1%	1%	1%
2. Effective - Is based on scientific knowledge. (Item G1b)						
Excellent or Very good	65%	80%	71%	77%	81%	67%
5 - Excellent	29%	39%	32%	39%	43%	32%
4 - Very good	36%	41%	39%	38%	37%	35%
3 - Good	28%	18%	23%	19%	16%	26%
2 - Fair	6%	2%	5%	2%	3%	6%
1 - Poor	1%	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.

Table B-5. Item Average Percentages of Overall Ratings on Quality by Staff Position – 2022 SOPS Medical Office Database (Page 2 of 3)

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	884	670	748	556	685	921
# Respondents	2,906	958	2,019	1,055	1,651	3,381
3. Timely - Minimizes waits and potentially harmful delays. (Item G1c)						
Excellent or Very good	55%	65%	56%	59%	61%	57%
5 - Excellent	24%	24%	23%	24%	24%	25%
4 - Very good	31%	41%	33%	36%	36%	32%
3 - Good	29%	24%	28%	27%	25%	28%
2 - Fair	11%	9%	11%	11%	12%	13%
1 - Poor	5%	2%	4%	4%	3%	3%
4. Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (Item G1d)						
Excellent or Very good	59%	73%	59%	60%	62%	58%
5 - Excellent	25%	30%	24%	25%	26%	26%
4 - Very good	34%	43%	36%	35%	35%	32%
3 - Good	31%	20%	28%	28%	27%	29%
2 - Fair	9%	6%	10%	10%	10%	11%
1 - Poor	2%	1%	3%	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.

Table B-5. Item Average Percentages of Overall Ratings on Quality by Staff Position – 2022 SOPS Medical Office Database (Page 3 of 3)

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	884	670	748	556	685	921
# Respondents	2,906	958	2,019	1,055	1,651	3,381
5. Equitable - Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc. (Item G1e)						
Excellent or Very good	80%	91%	83%	86%	88%	80%
5 - Excellent	51%	65%	55%	55%	62%	52%
4 - Very good	29%	25%	28%	31%	27%	28%
3 - Good	17%	8%	14%	12%	9%	15%
2 - Fair	2%	1%	2%	2%	2%	4%
1 - Poor	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 B-6. Item Average Percentages of Overall Rating on Patient Safety by Staff Position – 2022 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
<i># Medical Offices</i>	884	670	748	556	685	921
<i># Respondents</i>	2,906	958	2,019	1,055	1,651	3,381
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? (Item G2)						
Excellent or Very good	64%	79%	63%	62%	68%	63%
5 - Excellent	28%	31%	25%	24%	30%	26%
4 - Very good	36%	47%	38%	39%	38%	36%
3 - Good	29%	17%	27%	27%	23%	28%
2 - Fair	6%	3%	9%	8%	8%	8%
1 - Poor	1%	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.

Appendix B: Results by Respondent Characteristics

(2) Tenure in Medical Office

Note 1: These tables exclude medical offices that did not ask respondents to indicate their tenure in their medical office. In addition, respondents who did not answer (missing) were not included.

Note 2: Each table shows the number of medical offices and respondents by tenure in their medical office. However, the precise number of medical offices and respondents corresponding to each cell in the tables will vary because of individual nonresponse/missing data.

Table B-7. Composite Measure Average Percent Positive Response by Tenure in Medical Office – 2022 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
<i># Medical Offices</i>	783	896	858	738	662
<i># Respondents</i>	2,126	3,248	2,670	1,909	2,155
1. Patient Care Tracking/Followup	90%	86%	84%	84%	85%
2. Teamwork	88%	84%	84%	85%	87%
3. Organizational Learning	81%	74%	74%	74%	79%
4. Overall Perceptions of Patient Safety and Quality	78%	74%	73%	74%	75%
5. Communication About Error	76%	71%	69%	70%	72%
6. Staff Training	73%	69%	69%	71%	73%
7. Communication Openness	74%	69%	66%	67%	70%
8. Office Processes and Standardization	69%	65%	63%	63%	66%
9. Owner/Managing Partner/Leadership Support for Patient Safety	69%	62%	61%	59%	62%
10. Work Pressure and Pace	49%	44%	39%	40%	40%
Composite Measure Average	76%	70%	68%	69%	71%

Table B-8. Item Average Percent Positive Response by Tenure in Medical Office – 2022 SOPS Medical Office Database (Page 1 of 5)

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
<i># Medical Offices</i>	783	896	858	738	662
<i># Respondents</i>	2,126	3,248	2,670	1,909	2,155
1. Patient Care Tracking/Followup	% Most of the Time/Always				
This office reminds patients when they need to schedule an appointment for preventive or routine care. (Item D3)	91%	87%	86%	86%	86%
This office documents how well our chronic-care patients follow their treatment plans. (Item D5)	84%	78%	78%	75%	75%
Our office follows up when we do not receive a report we are expecting from an outside provider. (Item D6)	90%	86%	83%	84%	85%
This office follows up with patients who need monitoring. (Item D9)	92%	90%	88%	89%	89%
2. Teamwork	% Agree/Strongly Agree				
When someone in this office gets really busy, others help out. (Item C1)	88%	83%	81%	82%	84%
In this office, there is a good working relationship between staff and providers. (Item C2)	90%	88%	89%	89%	91%
In this office, we treat each other with respect. (Item C5)	87%	84%	84%	84%	86%
This office emphasizes teamwork in taking care of patients. (Item C13)	87%	84%	82%	84%	85%
3. Organizational Learning	% Agree/Strongly Agree				
When there is a problem in our office, we see if we need to change the way we do things. (Item F1)	84%	77%	78%	79%	84%
This office is good at changing office processes to make sure the same problems don't happen again. (Item F5)	80%	76%	74%	76%	80%
After this office makes changes to improve the patient care process, we check to see if the changes worked. (Item F7)	78%	70%	70%	67%	75%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table B-8. Item Average Percent Positive Response by Tenure in Medical Office – 2022 SOPS Medical Office Database (Page 2 of 5)

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
<i># Medical Offices</i>	783	896	858	738	662
<i># Respondents</i>	2,126	3,248	2,670	1,909	2,155
4. Overall Perceptions of Patient Safety and Quality	% Agree/Strongly Agree				
Our office processes are good at preventing mistakes that could affect patients. (Item F2)	87%	83%	83%	84%	87%
	% Disagree/Strongly Disagree				
Mistakes happen more than they should in this office. (Item F3*)	77%	74%	73%	74%	74%
It is just by chance that we don't make more mistakes that affect our patients. (Item F4*)	76%	73%	73%	73%	75%
In this office, getting more work done is more important than quality of care. (Item F6*)	74%	66%	63%	65%	66%
5. Communication About Error	% Most of the Time/Always				
Providers and staff talk openly about office problems. (Item D8)	66%	61%	60%	64%	67%
In this office, we discuss ways to prevent errors from happening again. (Item D11)	85%	81%	78%	79%	83%
Staff are willing to report mistakes they observe in this office. (Item D12)	83%	79%	76%	76%	78%
	% Rarely/Never				
Staff feel like their mistakes are held against them. (Item D7*)	70%	65%	60%	62%	61%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table B-8. Item Average Percent Positive Response by Tenure in Medical Office – 2022 SOPS Medical Office Database (Page 3 of 5)

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
<i># Medical Offices</i>	783	896	858	738	662
<i># Respondents</i>	2,126	3,248	2,670	1,909	2,155
6. Staff Training	% Agree/Strongly Agree				
This office trains staff when new processes are put into place. (Item C4)	76%	72%	71%	75%	76%
This office makes sure staff get the on-the-job training they need. (Item C7)	75%	72%	70%	73%	76%
	% Disagree/Strongly Disagree				
Staff in this office are asked to do tasks they haven't been trained to do. (Item C10*)	67%	64%	64%	64%	67%
7. Communication Openness	% Most of the Time/Always				
Providers in this office are open to staff ideas about how to improve office processes. (Item D1)	77%	72%	71%	72%	76%
Staff are encouraged to express alternative viewpoints in this office. (Item D2)	78%	73%	69%	70%	75%
	% Rarely/Never				
Staff are afraid to ask questions when something does not seem right. (Item D4*)	77%	73%	70%	70%	70%
It is difficult to voice disagreement in this office. (Item D10*)	64%	59%	54%	56%	59%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table B-8. Item Average Percent Positive Response by Tenure in Medical Office – 2022 SOPS Medical Office Database (Page 4 of 5)

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
<i># Medical Offices</i>	783	896	858	738	662
<i># Respondents</i>	2,126	3,248	2,670	1,909	2,155
8. Office Processes and Standardization	% Agree/Strongly Agree				
We have good procedures for checking that work in this office was done correctly. (Item C9)	72%	69%	64%	65%	71%
Staff in this office follow standardized processes to get tasks done. (Item C15)	84%	81%	80%	79%	84%
	% Disagree/Strongly Disagree				
This office is more disorganized than it should be. (Item C8*)	66%	61%	59%	62%	60%
We have problems with workflow in this office. (Item C12*)	55%	51%	47%	46%	48%
9. Owner/Managing Partner/Leadership Support for Patient Safety	% Agree/Strongly Agree				
They place a high priority on improving patient care processes. (Item E3)	82%	75%	73%	73%	77%
	% Disagree/Strongly Disagree				
They aren't investing enough resources to improve the quality of care in this office. (Item E1*)	52%	43%	42%	39%	41%
They overlook patient care mistakes that happen over and over. (Item E2*)	78%	76%	75%	74%	76%
They make decisions too often based on what is best for the office rather than what is best for patients. (Item E4*)	62%	56%	53%	52%	52%

Note: The item's survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table B-8. Item Average Percent Positive Response by Tenure in Medical Office – 2022 SOPS Medical Office Database (Page 5 of 5)

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
<i># Medical Offices</i>	783	896	858	738	662
<i># Respondents</i>	2,126	3,248	2,670	1,909	2,155
10. Work Pressure and Pace	% Agree/Strongly Agree				
We have enough staff to handle our patient load. (Item C11)	47%	42%	37%	37%	39%
	% Disagree/Strongly Disagree				
In this office, we often feel rushed when taking care of patients. (Item C3*)	43%	39%	34%	33%	31%
We have too many patients for the number of providers in this office. (Item C6*)	47%	43%	38%	40%	41%
This office has too many patients to be able to handle everything effectively. (Item C14*)	58%	53%	49%	51%	49%

Note: The item’s survey location is shown after the item text. An * indicates a negatively worded item, where the % Disagree/Strongly Disagree or % Rarely/Never indicates a positive response.

Table B-9. Item Average Percent Positive Response on Patient Safety and Quality Issues by Tenure in Medical Office – 2022 SOPS Medical Office Database

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
<i># Medical Offices</i>	783	896	858	738	662
<i># Respondents</i>	2,126	3,248	2,670	1,909	2,155
Patient Safety and Quality Issues					
Access to Care					
A patient was unable to get an appointment within 48 hours for an acute/serious problem. (Item A1)	71%	73%	69%	69%	73%
Patient Identification					
The wrong chart/medical record was used for a patient. (Item A2)	98%	98%	98%	98%	98%
Charts/Medical Records					
A patient’s chart/medical record was not available when needed. (Item A3)	93%	94%	92%	93%	95%
Medical information was filed, scanned, or entered into the wrong patient’s chart/medical record. (Item A4)	98%	98%	96%	96%	97%
Medical Equipment					
Medical equipment was not working properly or was in need of repair or replacement. (Item A5)	89%	88%	88%	89%	88%
Medication					
A pharmacy contacted our office to clarify or correct a prescription. (Item A6)	61%	61%	58%	58%	61%
A patient’s medication list was not updated during his or her visit. (Item A7)	80%	79%	74%	70%	73%
Diagnostics and Tests					
The results from a lab or imaging test were not available when needed. (Item A8)	82%	78%	76%	75%	77%
A critical <u>abnormal</u> result from a lab or imaging test was not followed up within 1 business day. (Item A9)	93%	93%	93%	92%	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.”

Table B-10. Item Average Percent Positive Response on Information Exchange With Other Settings by Tenure in Medical Office – 2022 SOPS Medical Office Database

Information Exchange With Other Settings	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
<i># Medical Offices</i>	783	896	858	738	662
<i># Respondents</i>	2,126	3,248	2,670	1,909	2,155
Over the past 12 months, how often has your medical office had <u>problems exchanging accurate, complete, and timely information</u> with:					
Outside labs/imaging centers? (Item B1)	79%	76%	73%	69%	74%
Other medical offices/Outside physicians? (Item B2)	80%	77%	73%	68%	75%
Pharmacies? (Item B3)	81%	79%	77%	74%	75%
Hospitals? (Item B4)	86%	86%	83%	79%	82%

Note: The item’s survey location is shown after the item text. 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.”

Table B-11. Item Average Percentages of Overall Ratings on Quality by Tenure in Medical Office – 2022 SOPS Medical Office Database
(Page 1 of 3)

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
<i># Medical Offices</i>	783	896	858	738	662
<i># Respondents</i>	2,126	3,248	2,670	1,909	2,155
1. Patient Centered - Is responsive to individual patient preferences, needs, and values. (Item G1a)					
Excellent or Very good	72%	68%	65%	68%	69%
5 - Excellent	36%	33%	30%	30%	33%
4 - Very good	36%	35%	35%	38%	36%
3 - Good	22%	24%	27%	25%	25%
2 - Fair	5%	7%	7%	7%	5%
1 - Poor	1%	1%	1%	1%	1%
2. Effective - Is based on scientific knowledge. (Item G1b)					
Excellent or Very good	71%	71%	70%	71%	73%
5 - Excellent	35%	33%	33%	31%	34%
4 - Very good	36%	38%	37%	39%	39%
3 - Good	24%	24%	24%	24%	23%
2 - Fair	4%	5%	5%	5%	4%
1 - Poor	0%	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-11. Item Average Percentages of Overall Ratings on Quality by Tenure in Medical Office – 2022 SOPS Medical Office Database
(Page 2 of 3)

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
<i># Medical Offices</i>	783	896	858	738	662
<i># Respondents</i>	2,126	3,248	2,670	1,909	2,155
3. Timely - Minimizes waits and potentially harmful delays. (Item G1c)					
Excellent or Very good	62%	56%	54%	56%	57%
5 - Excellent	27%	22%	22%	22%	22%
4 - Very good	35%	34%	32%	34%	34%
3 - Good	25%	27%	29%	27%	32%
2 - Fair	10%	12%	12%	12%	9%
1 - Poor	2%	4%	4%	4%	2%
4. Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (Item G1d)					
Excellent or Very good	64%	60%	58%	58%	60%
5 - Excellent	29%	25%	23%	22%	25%
4 - Very good	35%	35%	35%	36%	35%
3 - Good	27%	29%	29%	30%	30%
2 - Fair	7%	9%	11%	10%	8%
1 - Poor	2%	2%	2%	3%	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-11. Item Average Percentages of Overall Ratings on Quality by Tenure in Medical Office – 2022 SOPS Medical Office Database
 (Page 3 of 3)

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
<i># Medical Offices</i>	783	896	858	738	662
<i># Respondents</i>	2,126	3,248	2,670	1,909	2,155
5. Equitable - Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc. (Item G1e)					
Excellent or Very good	83%	82%	80%	84%	83%
5 - Excellent	53%	54%	51%	53%	55%
4 - Very good	29%	28%	29%	31%	27%
3 - Good	14%	14%	15%	13%	14%
2 - Fair	2%	3%	3%	3%	2%
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 B-12. Item Average Percentages of Overall Rating on Patient Safety by Tenure in Medical Office – 2022 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
<i># Medical Offices</i>	783	896	858	738	662
<i># Respondents</i>	2,126	3,248	2,670	1,909	2,155
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? (Item G2)					
Excellent or Very good	69%	64%	63%	62%	66%
5 - Excellent	31%	25%	24%	23%	28%
4 - Very good	37%	39%	39%	40%	38%
3 - Good	25%	27%	27%	28%	27%
2 - Fair	6%	8%	9%	8%	6%
1 - Poor	1%	1%	1%	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.