

Surveys on Patient Safety Culture® (SOPS®) Medical Office Survey: 2024 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: Results by Medical Office and Respondent Characteristics

Appendixes A and B present average percent positive scores for the survey composite measures and items across database medical offices. Results are shown by the following medical office and respondent characteristics.

Appendix A: Results by Medical Office Characteristics

- Number of Providers
- Single Specialty vs. Multispecialty
- Primary Care Specialty
- Specific Specialty
- 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 on the next few pages. Highlights are based on results for the 10 patient safety culture composite measures, the patient safety and quality issues, information exchange with other settings, and overall ratings on quality and patient safety.

Data Limitations

This report has the following limitations:

- The database for the 2024 report includes only voluntary reporting from 1,164 medical offices. This number represents less than 1 percent of the total number of medical offices in the United States. For additional details about data limitations, refer to Part I of the report.

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 with characteristics (number of providers, single specialty or multispecialty, primary care specialty, specific specialty, ownership, and geographic region) similar to your medical office.

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 by staff position or tenure in medical office.

Highlights From Appendix A

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

- Medical offices with *1 Provider* had the highest percent positive Composite Measure Average (75 percent); medical offices with *11 to 19 Providers* or *20 or More Providers* had the lowest (67 percent).
- 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” (71 percent); medical offices with *20 or More Providers* had the lowest (57 percent).

Single Specialty vs. Multispecialty (Table A-12)

- *Single Specialty* medical offices had a higher average percentage of respondents who gave their medical office an Overall Rating on Patient Safety of “Excellent” or “Very good” (66 percent) than *Multispecialty* medical offices (59 percent).

Primary Care Specialty (Table A-13 and Table A-18)

- Primary care medical offices that specialize in *Internal Medicine* had the highest percent positive Composite Measure Average (72 percent); medical offices that specialize in *Pediatrics* had the lowest (67 percent).
- Primary care medical offices that specialize in *Obstetrics/Gynecology (OB/GYN)* 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); medical offices that specialize in *Family Practice/Family Medicine/General Practice* had the lowest (64 percent).

Specific Specialty (Table A-19 and Table A-24)

- Medical offices that specialize in *Vascular Medicine* had the highest percent positive Composite Measure Average (79 percent); medical offices that specialize in *Hematology/Oncology* had the lowest (68 percent).
- Medical offices that specialize in *Physical Medicine/Rehabilitation* had the highest average percentage of respondents who gave their medical office an Overall Rating on Patient Safety of “Excellent” or “Very good” (74 percent); medical offices that specialize in *Gastroenterology* had the lowest (59 percent).

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

- Medical offices owned by a *Provider or Physician* had the highest percent positive Composite Measure Average (79 percent); medical offices owned by a *University or Academic Medical Center* had the lowest (60 percent).
- Medical offices owned by *Providers or Physicians* had the highest average percentage of respondents who gave their medical office an Overall Rating on Patient Safety of “Excellent” or “Very good” (71 percent); medical offices owned by a *University or Academic Medical Center* had the lowest (44 percent).

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

- Medical offices in the *East South Central and West South Central* regions had the highest percent positive Composite Measure Average (72 percent); medical offices in the *Mid-Atlantic* region had the lowest (67 percent).
- Medical offices in the *New England* region had the highest average percentage of respondents who gave their medical office an Overall Rating on Patient Safety of “Excellent” or “Very good” (68 percent); medical offices in the *West North Central* region had the lowest (57 percent).

Highlights From Appendix B

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

- *Management* had the highest:
 - Percent positive Composite Measure Average (79 percent); *Nurses (RNs/Licensed Vocational Nurses/Licensed Practical Nurses)*, and *Other Clinical Staff or Clinical Support Staff* had the lowest (69 percent).
 - Average percentage of respondents who gave their medical office an Overall Rating on Patient Safety of “Excellent” or “Very good” (79 percent); *Other Clinical Staff or Clinical Support Staff* had the lowest (62 percent).

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

- Respondents who have worked *Less Than 1 Year* had the highest:
 - Percent positive Composite Measure Average (74 percent); respondents who have worked *3 Years to Less Than 6 years* had the lowest (68 percent).
 - Average percentage of respondents who gave their medical office an Overall Rating on Patient Safety of “Excellent” or “Very good” (68 percent); respondents who have worked *3 Years to Less Than 6 Years* had the lowest (61 percent).

Part II

Appendix A: Results by Medical Office Characteristics

Number of Providers

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

Table A-1. Composite Measure Average Percent Positive Response by Number of Providers – 2024 SOPS Medical Office Database

SOPS Composite Measures	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
<i># Medical Offices</i>	97	131	344	324	166	102
<i># Respondents</i>	763	973	3,368	4,248	2,810	3,287
1. Patient Care Tracking/Followup	89%	91%	87%	86%	83%	81%
2. Teamwork	86%	91%	86%	85%	82%	82%
3. Organizational Learning	78%	81%	79%	76%	71%	71%
4. Overall Perceptions of Patient Safety and Quality	79%	73%	74%	73%	70%	73%
5. Communication About Error	74%	76%	75%	72%	69%	69%
6. Staff Training	74%	72%	71%	70%	68%	69%
7. Communication Openness	72%	71%	72%	68%	66%	64%
8. Office Processes and Standardization	71%	70%	67%	66%	63%	62%
9. Owner/Managing Partner/Leadership Support for Patient Safety	62%	60%	63%	62%	60%	60%
10. Work Pressure and Pace	47%	45%	42%	40%	36%	38%
Composite Measure Average	75%	73%	72%	70%	67%	67%

Table A-2. Item Average Percent Positive Response by Number of Providers – 2024 SOPS Medical Office Database (Page 1 of 5)

Survey Items by SOPS Composite Measure	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
<i># Medical Offices</i>	97	131	344	324	166	102
<i># Respondents</i>	763	973	3,368	4,248	2,810	3,287
1. Patient Care Tracking/Followup	% Always/Most of the time					
This office reminds patients when they need to schedule an appointment for preventive or routine care. (Item D3)	90%	91%	89%	88%	86%	84%
This office documents how well our chronic-care patients follow their treatment plans. (Item D5)	87%	87%	83%	80%	77%	73%
Our office follows up when we do not receive a report we are expecting from an outside provider. (Item D6)	87%	91%	87%	84%	82%	81%
This office follows up with patients who need monitoring. (Item D9)	90%	94%	91%	90%	88%	86%
2. Teamwork	% Strongly Agree/Agree					
When someone in this office gets really busy, others help out. (Item C1)	86%	89%	85%	83%	81%	81%
In this office, there is a good working relationship between staff and providers. (Item C2)	84%	92%	90%	88%	85%	86%
In this office, we treat each other with respect. (Item C5)	87%	92%	85%	85%	81%	82%
This office emphasizes teamwork in taking care of patients. (Item C13)	88%	92%	86%	84%	82%	80%
3. Organizational Learning	% Strongly Agree/Agree					
When there is a problem in our office, we see if we need to change the way we do things. (Item F1)	80%	86%	82%	79%	76%	75%
This office is good at changing office processes to make sure the same problems don't happen again. (Item F5)	78%	81%	81%	77%	73%	73%
After this office makes changes to improve the patient care process, we check to see if the changes worked. (Item F7)	74%	77%	73%	71%	66%	65%

Note: The item's survey location is shown in parentheses after the item text.

Table A-2. Item Average Percent Positive Response by Number of Providers – 2024 SOPS Medical Office Database (Page 2 of 5)

Survey Items by SOPS Composite Measure	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
<i># Medical Offices</i>	97	131	344	324	166	102
<i># Respondents</i>	763	973	3,368	4,248	2,810	3,287
4. Overall Perceptions of Patient Safety and Quality	% Strongly Agree/Agree					
Our office processes are good at preventing mistakes that could affect patients. (Item F2)	87%	86%	86%	84%	80%	81%
% Strongly Disagree/Disagree						
Mistakes happen more than they should in this office. (Item F3*)	80%	70%	73%	73%	71%	75%
It is just by chance that we don't make more mistakes that affect our patients. (Item F4*)	79%	68%	71%	71%	70%	74%
In this office, getting more work done is more important than quality of care. (Item F6*)	69%	66%	67%	64%	61%	62%
5. Communication About Error	% Always/Most of the time					
Providers and staff talk openly about office problems. (Item D8)	64%	71%	66%	63%	59%	57%
In this office, we discuss ways to prevent errors from happening again. (Item D11)	82%	85%	84%	81%	79%	80%
Staff are willing to report mistakes they observe in this office. (Item D12)	81%	84%	83%	79%	77%	75%
% Never/Rarely						
Staff feel like their mistakes are held against them. (Item D7*)	69%	63%	65%	64%	63%	63%

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

Table A-2. Item Average Percent Positive Response by Number of Providers – 2024 SOPS Medical Office Database (Page 3 of 5)

Survey Items by SOPS Composite Measure		Number of Providers					
		1	2	3 to 5	6 to 10	11 to 19	20 or More
	<i># Medical Offices</i>	97	131	344	324	166	102
	<i># Respondents</i>	763	973	3,368	4,248	2,810	3,287
6. Staff Training		% Strongly Agree/Agree					
	This office trains staff when new processes are put into place. (Item C4)	77%	79%	75%	74%	69%	68%
	This office makes sure staff get the on-the-job training they need. (Item C7)	78%	77%	75%	74%	70%	73%
		% Strongly Disagree/Disagree					
	Staff in this office are asked to do tasks they haven't been trained to do. (Item C10*)	69%	60%	65%	64%	63%	65%
7. Communication Openness		% Always/Most of the time					
	Providers in this office are open to staff ideas about how to improve office processes. (Item D1)	75%	80%	76%	73%	68%	66%
	Staff are encouraged to express alternative viewpoints in this office. (Item D2)	73%	77%	77%	73%	69%	66%
		% Never/Rarely					
	Staff are afraid to ask questions when something does not seem right. (Item D4*)	75%	68%	71%	69%	70%	69%
	It is difficult to voice disagreement in this office. (Item D10*)	65%	58%	62%	58%	56%	55%

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

Table A-2. Item Average Percent Positive Response by Number of Providers – 2024 SOPS Medical Office Database (Page 4 of 5)

Survey Items by SOPS Composite Measure	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
<i># Medical Offices</i>	97	131	344	324	166	102
<i># Respondents</i>	763	973	3,368	4,248	2,810	3,287
8. Office Processes and Standardization	% Strongly Agree/Agree					
We have good procedures for checking that work in this office was done correctly. (Item C9)	77%	77%	71%	69%	64%	66%
Staff in this office follow standardized processes to get tasks done. (Item C15)	81%	85%	82%	81%	78%	77%
	% Strongly Disagree/Disagree					
This office is more disorganized than it should be. (Item C8*)	69%	62%	62%	61%	60%	59%
We have problems with workflow in this office. (Item C12*)	57%	56%	52%	51%	48%	47%
9. Owner/Managing Partner/Leadership Support for Patient Safety	% Strongly Agree/Agree					
They place a high priority on improving patient care processes. (Item E3)	78%	76%	76%	76%	74%	73%
	% Strongly Disagree/Disagree					
They aren't investing enough resources to improve the quality of care in this office. (Item E1*)	45%	49%	47%	47%	41%	43%
They overlook patient care mistakes that happen over and over. (Item E2*)	78%	69%	74%	74%	72%	73%
They make decisions too often based on what is best for the office rather than what is best for patients. (Item E4*)	52%	51%	55%	54%	52%	53%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item, where the % Strongly Disagree/Disagree or % Never/Rarely indicates a positive response. Owner/Managing Partner/Leadership Support for Patient Safety results only include those respondents who answered "No" to being an owner, a managing partner, or in a leadership position with responsibility for making financial decisions in the medical office.

Table A-2. Item Average Percent Positive Response by Number of Providers – 2024 SOPS Medical Office Database (Page 5 of 5)

Survey Items by SOPS Composite Measure	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
<i># Medical Offices</i>	97	131	344	324	166	102
<i># Respondents</i>	763	973	3,368	4,248	2,810	3,287
10. Work Pressure and Pace	% Strongly Agree/Agree					
We have enough staff to handle our patient load. (Item C11)	46%	44%	39%	37%	33%	37%
	% Strongly Disagree/Disagree					
In this office, we often feel rushed when taking care of patients. (Item C3*)	39%	42%	38%	40%	33%	34%
We have too many patients for the number of providers in this office. (Item C6*)	44%	45%	41%	36%	31%	36%
This office has too many patients to be able to handle everything effectively. (Item C14*)	58%	52%	50%	47%	45%	45%

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

Table A-3. Item Average Percent Positive Response on Patient Safety and Quality Issues by Number of Providers – 2024 SOPS Medical Office Database

Patient Safety and Quality Issues Survey Items	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
<i># Medical Offices</i>	97	131	344	324	166	102
<i># Respondents</i>	763	973	3,368	4,248	2,810	3,287
Access to Care						
A patient was unable to get an appointment within 48 hours for an acute/serious problem. (Item A1)	69%	70%	66%	64%	61%	63%
Patient Identification						
The wrong chart/medical record was used for a patient. (Item A2)	98%	98%	98%	98%	96%	96%
Charts/Medical Records						
A patient’s chart/medical record was not available when needed. (Item A3)	96%	94%	92%	92%	92%	91%
Medical information was filed, scanned, or entered into the wrong patient’s chart/medical record. (Item A4)	97%	98%	98%	96%	96%	96%
Medical Equipment						
Medical equipment was not working properly or was in need of repair or replacement. (Item A5)	85%	90%	89%	88%	84%	81%
Medication						
A pharmacy contacted our office to clarify or correct a prescription. (Item A6)	77%	65%	61%	57%	58%	61%
A patient’s medication list was not updated during his or her visit. (Item A7)	87%	82%	80%	77%	75%	70%
Diagnostics & Tests						
The results from a lab or imaging test were not available when needed. (Item A8)	86%	76%	78%	76%	74%	75%
A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (Item A9)	95%	96%	94%	93%	90%	91%

Note: The item’s survey location is shown in parentheses 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 – 2024 SOPS Medical Office Database

Information Exchange With Other Settings Survey Items	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
<i># Medical Offices</i>	97	131	344	324	166	102
<i># Respondents</i>	763	973	3,368	4,248	2,810	3,287
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)	83%	75%	73%	71%	72%	74%
Other medical offices/Outside physicians? (Item B2)	78%	77%	73%	72%	70%	74%
Pharmacies? (Item B3)	82%	80%	75%	71%	72%	77%
Hospitals? (Item B4)	85%	84%	80%	80%	79%	80%

Note: The item’s survey location is shown in parentheses 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 – 2024 SOPS Medical Office Database (Page 1 of 3)

Overall Ratings on Quality Survey Items	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
<i># Medical Offices</i>	97	131	344	324	166	102
<i># Respondents</i>	763	973	3,368	4,248	2,810	3,287
Patient Centered - Is responsive to individual patient preferences, needs, and values. (Item G1A)						
Excellent or Very good	68%	75%	70%	67%	63%	61%
Excellent	35%	37%	34%	32%	28%	26%
Very good	33%	38%	36%	35%	35%	35%
Good	25%	20%	24%	25%	27%	29%
Fair	5%	5%	6%	7%	8%	9%
Poor	2%	0%	1%	1%	1%	2%
Effective - Is based on scientific knowledge. (Item G1B)						
Excellent or Very good	69%	75%	69%	69%	66%	62%
Excellent	36%	34%	32%	31%	29%	26%
Very good	33%	41%	37%	38%	37%	36%
Good	24%	21%	25%	25%	27%	30%
Fair	5%	3%	5%	5%	6%	7%
Poor	1%	0%	1%	1%	1%	1%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Table A-5. Item Average Percentages of Overall Ratings on Quality by Number of Providers – 2024 SOPS Medical Office Database (Page 2 of 3)

Overall Ratings on Quality Survey Items	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
<i># Medical Offices</i>	97	131	344	324	166	102
<i># Respondents</i>	763	973	3,368	4,248	2,810	3,287
Timely - Minimizes waits and potentially harmful delays. (Item G1C)						
Excellent or Very good	57%	60%	55%	54%	48%	47%
Excellent	26%	26%	23%	21%	18%	17%
Very good	31%	34%	32%	33%	30%	31%
Good	27%	26%	28%	28%	31%	30%
Fair	11%	10%	13%	14%	16%	16%
Poor	5%	4%	4%	4%	5%	6%
Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (Item G1D)						
Excellent or Very good	57%	66%	61%	58%	54%	51%
Excellent	28%	26%	25%	23%	20%	16%
Very good	29%	40%	36%	35%	34%	34%
Good	30%	23%	29%	30%	31%	34%
Fair	10%	8%	8%	10%	12%	12%
Poor	3%	2%	2%	2%	3%	4%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Table A-5. Item Average Percentages of Overall Ratings on Quality by Number of Providers – 2024 SOPS Medical Office Database (Page 3 of 3)

Overall Ratings on Quality Survey Items	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
# Medical Offices	97	131	344	324	166	102
# Respondents	763	973	3,368	4,248	2,810	3,287
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%	83%	82%	80%	78%	75%
Excellent	56%	55%	53%	53%	47%	42%
Very good	25%	28%	29%	28%	31%	33%
Good	15%	13%	14%	15%	16%	19%
Fair	3%	3%	3%	4%	4%	5%
Poor	1%	1%	1%	1%	1%	1%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Table A-6. Item Average Percentages of Overall Rating on Patient Safety by Number of Providers – 2024 SOPS Medical Office Database

Overall Rating on Patient Safety	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
<i># Medical Offices</i>	97	131	344	324	166	102
<i># Respondents</i>	763	973	3,368	4,248	2,810	3,287
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%	71%	68%	64%	59%	57%
Excellent	29%	32%	28%	25%	23%	20%
Very good	35%	39%	40%	38%	36%	37%
Good	29%	23%	25%	27%	29%	31%
Fair	6%	5%	6%	8%	9%	9%
Poor	2%	0%	1%	1%	2%	2%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Appendix A: Results by Medical Office Characteristics

Single Specialty vs. Multispecialty

Note: The number of medical offices and respondents by single specialty vs. multispecialty is shown in each table. However, the number of medical offices and respondents corresponding to each data cell will vary because of the omission of a specific survey item and individual nonresponse/missing data.

Table A-7. Composite Measure Average Percent Positive Response by Single Specialty vs. Multispecialty – 2024 SOPS Medical Office Database

SOPS Composite Measures	Single Specialty vs. Multispecialty		
	Single Specialty	Multispecialty	
	<i># Medical Offices</i>	1,005	159
	<i># Respondents</i>	11,965	3,484
1. Patient Care Tracking/Followup	87%	83%	
2. Teamwork	86%	84%	
3. Organizational Learning	77%	73%	
4. Overall Perceptions of Patient Safety and Quality	73%	74%	
5. Communication About Error	73%	70%	
6. Staff Training	71%	68%	
7. Communication Openness	69%	68%	
8. Office Processes and Standardization	66%	66%	
9. Owner/Managing Partner/Leadership Support for Patient Safety	62%	61%	
10. Work Pressure and Pace	41%	41%	
Composite Measure Average	71%	69%	

Table A-8. Item Average Percent Positive Response by Single Specialty vs. Multispecialty – 2024 SOPS Medical Office Database (Page 1 of 4)

Survey Items by SOPS Composite Measure	Single Specialty vs. Multispecialty	
	Single Specialty	Multispecialty
# Medical Offices	1,005	159
# Respondents	11,965	3,484
1. Patient Care Tracking/Followup	% Always/Most of the time	
This office reminds patients when they need to schedule an appointment for preventive or routine care. (Item D3)	89%	85%
This office documents how well our chronic-care patients follow their treatment plans. (Item D5)	82%	74%
Our office follows up when we do not receive a report we are expecting from an outside provider. (Item D6)	85%	85%
This office follows up with patients who need monitoring. (Item D9)	90%	89%
2. Teamwork	% Strongly Agree/Agree	
When someone in this office gets really busy, others help out. (Item C1)	84%	82%
In this office, there is a good working relationship between staff and providers. (Item C2)	88%	87%
In this office, we treat each other with respect. (Item C5)	85%	84%
This office emphasizes teamwork in taking care of patients. (Item C13)	85%	83%
3. Organizational Learning	% Strongly Agree/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)	78%	76%
After this office makes changes to improve the patient care process, we check to see if the changes worked. (Item F7)	72%	67%

Note: The item's survey location is shown in parentheses after the item text.

Table A-8. Item Average Percent Positive Response by Single Specialty vs. Multispecialty – 2024 SOPS Medical Office Database (Page 2 of 4)

Survey Items by SOPS Composite Measure	Single Specialty vs. Multispecialty	
	Single Specialty	Multispecialty
# Medical Offices	1,005	159
# Respondents	11,965	3,484
4. Overall Perceptions of Patient Safety and Quality	% Strongly Agree/Agree	
Our office processes are good at preventing mistakes that could affect patients. (Item F2)	84%	83%
	% Strongly Disagree/Disagree	
Mistakes happen more than they should in this office. (Item F3*)	73%	75%
It is just by chance that we don't make more mistakes that affect our patients. (Item F4*)	71%	74%
In this office, getting more work done is more important than quality of care. (Item F6*)	65%	65%
5. Communication About Error	% Always/Most of the time	
Providers and staff talk openly about office problems. (Item D8)	64%	60%
In this office, we discuss ways to prevent errors from happening again. (Item D11)	82%	81%
Staff are willing to report mistakes they observe in this office. (Item D12)	81%	77%
	% Never/Rarely	
Staff feel like their mistakes are held against them. (Item D7*)	65%	64%
6. Staff Training	% Strongly Agree/Agree	
This office trains staff when new processes are put into place. (Item C4)	74%	69%
This office makes sure staff get the on-the-job training they need. (Item C7)	74%	73%
	% Strongly Disagree/Disagree	
Staff in this office are asked to do tasks they haven't been trained to do. (Item C10*)	64%	63%

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

Table A-8. Item Average Percent Positive Response by Single Specialty vs. Multispecialty – 2024 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>	1,005	159
<i># Respondents</i>	11,965	3,484
7. Communication Openness	% Always/Most of the time	
Providers in this office are open to staff ideas about how to improve office processes. (Item D1)	74%	69%
Staff are encouraged to express alternative viewpoints in this office. (Item D2)	74%	71%
	% Never/Rarely	
Staff are afraid to ask questions when something does not seem right. (Item D4*)	70%	72%
It is difficult to voice disagreement in this office. (Item D10*)	59%	60%
8. Office Processes and Standardization	% Strongly Agree/Agree	
We have good procedures for checking that work in this office was done correctly. (Item C9)	70%	69%
Staff in this office follow standardized processes to get tasks done. (Item C15)	81%	80%
	% Strongly Disagree/Disagree	
This office is more disorganized than it should be. (Item C8*)	62%	63%
We have problems with workflow in this office. (Item C12*)	52%	51%

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

Table A-8. Item Average Percent Positive Response by Single Specialty vs. Multispecialty – 2024 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>	1,005	159
<i># Respondents</i>	11,965	3,484
9. Owner/Managing Partner/Leadership Support for Patient Safety	% Strongly Agree/Agree	
They place a high priority on improving patient care processes. (Item E3)	76%	73%
	% Strongly Disagree/Disagree	
They aren't investing enough resources to improve the quality of care in this office. (Item E1*)	46%	44%
They overlook patient care mistakes that happen over and over. (Item E2*)	73%	73%
They make decisions too often based on what is best for the office rather than what is best for patients. (Item E4*)	53%	52%
10. Work Pressure and Pace	% Strongly Agree/Agree	
We have enough staff to handle our patient load. (Item C11)	38%	42%
	% Strongly Disagree/Disagree	
In this office, we often feel rushed when taking care of patients. (Item C3*)	38%	35%
We have too many patients for the number of providers in this office. (Item C6*)	39%	36%
This office has too many patients to be able to handle everything effectively. (Item C14*)	49%	51%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item, where the % Strongly Disagree/Disagree or % Never/Rarely indicates a positive response. Owner/Managing Partner/Leadership Support for Patient Safety results only include those respondents who answered "No" to being an owner, a managing partner, or in a leadership position with responsibility for making financial decisions in the medical office.

Table A-9. Item Average Percent Positive Response on Patient Safety and Quality Issues by Single Specialty vs. Multispecialty – 2024 SOPS Medical Office Database

Patient Safety and Quality Issues Survey Items	Single Specialty vs. Multispecialty	
	Single Specialty	Multispecialty
<i># Medical Offices</i>	1,005	159
<i># Respondents</i>	11,965	3,484
Access to Care		
A patient was unable to get an appointment within 48 hours for an acute/serious problem. (Item A1)	64%	68%
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)	92%	92%
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)	88%	83%
Medication		
A pharmacy contacted our office to clarify or correct a prescription. (Item A6)	61%	59%
A patient's medication list was not updated during his or her visit. (Item A7)	79%	75%
Diagnostics & Tests		
The results from a lab or imaging test were not available when needed. (Item A8)	77%	76%
A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (Item A9)	93%	93%

Note: The item's survey location is shown in parentheses 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 – 2024 SOPS Medical Office Database

Information Exchange With Other Settings	Single Specialty vs. Multispecialty	
	Single Specialty	Multispecialty
# Medical Offices	1,005	159
# Respondents	11,965	3,484
Over the past 12 months, how often has your medical office had <i>problems exchanging accurate, complete, and timely information</i> with:		
Outside labs/imaging centers? (Item B1)	72%	77%
Other medical offices/Outside physicians? (Item B2)	73%	76%
Pharmacies? (Item B3)	74%	81%
Hospitals? (Item B4)	80%	83%

Note: The item’s survey location is shown in parentheses 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 – 2024 SOPS Medical Office Database (Page 1 of 3)

Overall Ratings on Quality Survey Items	Single Specialty vs. Multispecialty	
	Single Specialty	Multispecialty
<i># Medical Offices</i>	1,005	159
<i># Respondents</i>	11,965	3,484
Patient Centered - Is responsive to individual patient preferences, needs, and values. (Item G1A)		
Excellent or Very good	68%	63%
Excellent	33%	27%
Very good	36%	35%
Good	24%	27%
Fair	6%	9%
Poor	1%	2%
Effective - Is based on scientific knowledge. (Item G1B)		
Excellent or Very good	70%	61%
Excellent	32%	26%
Very good	38%	36%
Good	25%	30%
Fair	5%	8%
Poor	1%	1%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Table A-11. Item Average Percentages of Overall Ratings on Quality by Single Specialty vs. Multispecialty – 2024 SOPS Medical Office Database (Page 2 of 3)

Overall Ratings on Quality Survey Items	Single Specialty vs. Multispecialty	
	Single Specialty	Multispecialty
<i># Medical Offices</i>	1,005	159
<i># Respondents</i>	11,965	3,484
Timely - Minimizes waits and potentially harmful delays. (Item G1C)		
Excellent or Very good	54%	49%
Excellent	22%	18%
Very good	32%	31%
Good	28%	29%
Fair	13%	17%
Poor	5%	5%
Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (Item G1D)		
Excellent or Very good	60%	51%
Excellent	24%	18%
Very good	36%	33%
Good	29%	31%
Fair	9%	14%
Poor	2%	3%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Table A-11. Item Average Percentages of Overall Ratings on Quality by Single Specialty vs. Multispecialty – 2024 SOPS Medical Office Database (Page 3 of 3)

Overall Ratings on Quality Survey Items	Single Specialty vs. Multispecialty	
	Single Specialty	Multispecialty
<i># Medical Offices</i>	1,005	159
<i># Respondents</i>	11,965	3,484
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	81%	76%
Excellent	53%	42%
Very good	28%	35%
Good	15%	18%
Fair	3%	5%
Poor	1%	1%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Table A-12. Item Average Percentages of Overall Rating on Patient Safety by Single Specialty vs. Multispecialty – 2024 SOPS Medical Office Database

Overall Rating on Patient Safety	Single Specialty vs. Multispecialty	
	Single Specialty	Multispecialty
<i># Medical Offices</i>	1,005	159
<i># Respondents</i>	11,965	3,484
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%	59%
Excellent	27%	22%
Very good	38%	37%
Good	26%	31%
Fair	7%	9%
Poor	1%	2%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Appendix A: Results by Medical Office Characteristics

Primary Care Specialty

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

Table A-13. Composite Measure Average Percent Positive Response by Primary Care Specialty – 2024 SOPS Medical Office Database

SOPS Composite Measures	Primary Care Specialty			
	Family Pract./ Family Med./ General Pract.	Internal Medicine	OB/GYN	Pediatrics
<i># Medical Offices</i>	296	38	69	50
<i># Respondents</i>	3,634	534	985	590
1. Patient Care Tracking/Followup	86%	83%	88%	83%
2. Teamwork	85%	85%	85%	84%
3. Organizational Learning	78%	80%	77%	75%
4. Overall Perceptions of Patient Safety and Quality	73%	79%	72%	69%
5. Communication About Error	74%	74%	72%	70%
6. Staff Training	71%	72%	69%	69%
7. Communication Openness	70%	74%	66%	64%
8. Office Processes and Standardization	67%	67%	65%	61%
9. Owner/Managing Partner/Leadership Support for Patient Safety	63%	66%	62%	58%
10. Work Pressure and Pace	42%	40%	41%	37%
Composite Measure Average	71%	72%	70%	67%

Table A-14. Item Average Percent Positive Response by Primary Care Specialty – 2024 SOPS Medical Office Database (Page 1 of 5)

Survey Items by SOPS Composite Measure	Primary Care Specialty			
	Family Pract./ Family Med./ General Pract.	Internal Medicine	OB/GYN	Pediatrics
<i># Medical Offices</i>	296	38	69	50
<i># Respondents</i>	3,634	534	985	590
1. Patient Care Tracking/Followup	% Always/Always			
This office reminds patients when they need to schedule an appointment for preventive or routine care. (Item D3)	89%	84%	88%	88%
This office documents how well our chronic-care patients follow their treatment plans. (Item D5)	81%	78%	82%	70%
Our office follows up when we do not receive a report we are expecting from an outside provider. (Item D6)	83%	85%	88%	85%
This office follows up with patients who need monitoring. (Item D9)	89%	88%	96%	88%
2. Teamwork	% Strongly Agree/Agree			
When someone in this office gets really busy, others help out. (Item C1)	84%	83%	84%	86%
In this office, there is a good working relationship between staff and providers. (Item C2)	88%	88%	88%	86%
In this office, we treat each other with respect. (Item C5)	85%	85%	84%	82%
This office emphasizes teamwork in taking care of patients. (Item C13)	85%	86%	84%	85%
3. Organizational Learning	% Strongly Agree/Agree			
When there is a problem in our office, we see if we need to change the way we do things. (Item F1)	81%	84%	79%	81%
This office is good at changing office processes to make sure the same problems don't happen again. (Item F5)	80%	82%	79%	73%
After this office makes changes to improve the patient care process, we check to see if the changes worked. (Item F7)	74%	74%	72%	69%

Note: The item's survey location is shown in parentheses after the item text.

Table A-14. Item Average Percent Positive Response by Primary Care Specialty – 2024 SOPS Medical Office Database (Page 2 of 5)

Survey Items by SOPS Composite Measure	Primary Care Specialty			
	Family Pract./ Family Med./ General Pract.	Internal Medicine	OB/GYN	Pediatrics
<i># Medical Offices</i>	296	38	69	50
<i># Respondents</i>	3,634	534	985	590
4. Overall Perceptions of Patient Safety and Quality	% Strongly Agree/Agree			
Our office processes are good at preventing mistakes that could affect patients. (Item F2)	84%	86%	84%	84%
	% Strongly Disagree/Disagree			
Mistakes happen more than they should in this office. (Item F3*)	74%	80%	71%	66%
It is just by chance that we don't make more mistakes that affect our patients. (Item F4*)	71%	79%	69%	66%
In this office, getting more work done is more important than quality of care. (Item F6*)	65%	72%	65%	59%
5. Communication About Error	% Always/Most of the time			
Providers and staff talk openly about office problems. (Item D8)	65%	66%	63%	64%
In this office, we discuss ways to prevent errors from happening again. (Item D11)	84%	81%	82%	82%
Staff are willing to report mistakes they observe in this office. (Item D12)	82%	79%	79%	78%
	% Never/Rarely			
Staff feel like their mistakes are held against them. (Item D7*)	64%	68%	64%	55%

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

Table A-14. Item Average Percent Positive Response by Primary Care Specialty – 2024 SOPS Medical Office Database (Page 3 of 5)

Survey Items by SOPS Composite Measure	Primary Care Specialty			
	Family Pract./ Family Med./ General Pract.	Internal Medicine	OB/GYN	Pediatrics
<i># Medical Offices</i>	296	38	69	50
<i># Respondents</i>	3,634	534	985	590
6. Staff Training	% Strongly Agree/Agree			
This office trains staff when new processes are put into place. (Item C4)	75%	73%	73%	72%
This office makes sure staff get the on-the-job training they need. (Item C7)	73%	75%	73%	76%
	% Strongly Disagree/Disagree			
Staff in this office are asked to do tasks they haven't been trained to do. (Item C10*)	64%	68%	60%	61%
7. Communication Openness	% Always/Most of the time			
Providers in this office are open to staff ideas about how to improve office processes. (Item D1)	75%	77%	72%	71%
Staff are encouraged to express alternative viewpoints in this office. (Item D2)	76%	79%	72%	69%
	% Never/Rarely			
Staff are afraid to ask questions when something does not seem right. (Item D4*)	70%	75%	63%	61%
It is difficult to voice disagreement in this office. (Item D10*)	60%	63%	57%	53%

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

Table A-14. Item Average Percent Positive Response by Primary Care Specialty – 2024 SOPS Medical Office Database (Page 4 of 5)

Survey Items by SOPS Composite Measure	Primary Care Specialty			
	Family Pract./ Family Med./ General Pract.	Internal Medicine	OB/GYN	Pediatrics
<i># Medical Offices</i>	296	38	69	50
<i># Respondents</i>	3,634	534	985	590
8. Office Processes and Standardization	% Strongly Agree/Agree			
We have good procedures for checking that work in this office was done correctly. (Item C9)	70%	70%	69%	68%
Staff in this office follow standardized processes to get tasks done. (Item C15)	82%	82%	83%	79%
	% Strongly Disagree/Disagree			
This office is more disorganized than it should be. (Item C8*)	64%	65%	58%	51%
We have problems with workflow in this office. (Item C12*)	53%	52%	51%	48%
9. Owner/Managing Partner/Leadership Support for Patient Safety	% Strongly Agree/Agree			
They place a high priority on improving patient care processes. (Item E3)	77%	80%	76%	78%
	% Strongly Disagree/Disagree			
They aren't investing enough resources to improve the quality of care in this office. (Item E1*)	48%	44%	49%	35%
They overlook patient care mistakes that happen over and over. (Item E2*)	74%	81%	73%	68%
They make decisions too often based on what is best for the office rather than what is best for patients. (Item E4*)	54%	60%	54%	51%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item, where the % Strongly Disagree/Disagree or % Never/Rarely indicates a positive response. Owner/Managing Partner/Leadership Support for Patient Safety results only include those respondents who answered "No" to being an owner, a managing partner, or in a leadership position with responsibility for making financial decisions in the medical office.

Table A-14. Item Average Percent Positive Response by Primary Care Specialty – 2024 SOPS Medical Office Database (Page 5 of 5)

Survey Items by SOPS Composite Measure	Primary Care Specialty			
	Family Pract./ Family Med./ General Pract.	Internal Medicine	OB/GYN	Pediatrics
<i># Medical Offices</i>	296	38	69	50
<i># Respondents</i>	3,634	534	985	590
10. Work Pressure and Pace	% Strongly Agree/Agree			
We have enough staff to handle our patient load. (Item C11)	38%	36%	40%	36%
	% Strongly Disagree/Disagree			
In this office, we often feel rushed when taking care of patients. (Item C3*)	38%	36%	38%	38%
We have too many patients for the number of providers in this office. (Item C6*)	42%	36%	39%	33%
This office has too many patients to be able to handle everything effectively. (Item C14*)	51%	51%	48%	44%

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

Table A-15. Item Average Percent Positive Response on Patient Safety and Quality Issues by Primary Care Specialty – 2024 SOPS Medical Office Database

Patient Safety and Quality Issues Survey Items	Primary Care Specialty			
	Family Pract./ Family Med./ General Pract.	Internal Medicine	OB/GYN	Pediatrics
<i># Medical Offices</i>	296	38	69	50
<i># Respondents</i>	3,634	534	985	590
Access to Care				
A patient was unable to get an appointment within 48 hours for an acute/serious problem. (Item A1)	61%	61%	69%	66%
Patient Identification				
The wrong chart/medical record was used for a patient. (Item A2)	98%	97%	96%	99%
Charts/Medical Records				
A patient’s chart/medical record was not available when needed. (Item A3)	92%	93%	93%	92%
Medical information was filed, scanned, or entered into the wrong patient’s chart/medical record. (Item A4)	97%	96%	96%	98%
Medical Equipment				
Medical equipment was not working properly or was in need of repair or replacement. (Item A5)	88%	85%	89%	84%
Medication				
A pharmacy contacted our office to clarify or correct a prescription. (Item A6)	49%	51%	63%	64%
A patient’s medication list was not updated during his or her visit. (Item A7)	74%	75%	79%	76%
Diagnostics & Tests				
The results from a lab or imaging test were not available when needed. (Item A8)	75%	78%	72%	77%
A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (Item A9)	93%	91%	90%	93%

Note: The item’s survey location is shown in parentheses 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-16. Item Average Percent Positive Response on Information Exchange With Other Settings by Primary Care Specialty – 2024 SOPS Medical Office Database

Information Exchange With Other Settings Survey Items	Primary Care Specialty			
	Family Pract./ Family Med./ General Pract.	Internal Medicine	OB/GYN	Pediatrics
# Medical Offices	296	38	69	50
# Respondents	3,634	534	985	590
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%	72%	68%	72%
Other medical offices/Outside physicians? (Item B2)	69%	75%	73%	75%
Pharmacies? (Item B3)	67%	67%	77%	75%
Hospitals? (Item B4)	75%	80%	83%	80%

Note: The item’s survey location is shown in parentheses 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-17. Item Average Percentages of Overall Ratings on Quality by Primary Care Specialty – 2024 SOPS Medical Office Database (Page 1 of 3)

Overall Ratings on Quality Survey Items	Primary Care Specialty			
	Family Pract./ Family Med./ General Pract.	Internal Medicine	OB/GYN	Pediatrics
<i># Medical Offices</i>	296	38	69	50
<i># Respondents</i>	3,634	534	985	590
Patient Centered - Is responsive to individual patient preferences, needs, and values. (Item G1A)				
Excellent or Very good	66%	70%	69%	67%
Excellent	30%	34%	28%	32%
Very good	35%	36%	41%	34%
Good	27%	23%	24%	26%
Fair	6%	4%	6%	7%
Poor	1%	3%	1%	0%
Effective - Is based on scientific knowledge. (Item G1B)				
Excellent or Very good	66%	69%	72%	69%
Excellent	28%	29%	29%	34%
Very good	38%	40%	43%	35%
Good	29%	24%	22%	24%
Fair	5%	6%	6%	7%
Poor	1%	1%	0%	0%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Table A-17. Item Average Percentages of Overall Ratings on Quality by Primary Care Specialty – 2024 SOPS Medical Office Database (Page 2 of 3)

Overall Ratings on Quality Survey Items	Primary Care Specialty			
	Family Pract./ Family Med./ General Pract.	Internal Medicine	OB/GYN	Pediatrics
<i># Medical Offices</i>	296	38	69	50
<i># Respondents</i>	3,634	534	985	590
Timely - Minimizes waits and potentially harmful delays. (Item G1C)				
Excellent or Very good	53%	56%	51%	50%
Excellent	21%	20%	16%	18%
Very good	32%	36%	34%	32%
Good	30%	29%	31%	32%
Fair	13%	10%	14%	14%
Poor	4%	5%	4%	3%
Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (Item G1D)				
Excellent or Very good	59%	61%	57%	53%
Excellent	23%	23%	19%	18%
Very good	36%	38%	38%	34%
Good	30%	26%	33%	34%
Fair	9%	9%	7%	11%
Poor	2%	3%	3%	3%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Table A-17. Item Average Percentages of Overall Ratings on Quality by Primary Care Specialty – 2024 SOPS Medical Office Database (Page 3 of 3)

Overall Ratings on Quality Survey Items	Primary Care Specialty			
	Family Pract./ Family Med./ General Pract.	Internal Medicine	OB/GYN	Pediatrics
<i># Medical Offices</i>	296	38	69	50
<i># Respondents</i>	3,634	534	985	590
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%	78%	83%	80%
Excellent	50%	51%	51%	52%
Very good	29%	27%	32%	28%
Good	16%	18%	14%	14%
Fair	3%	4%	2%	5%
Poor	1%	1%	1%	1%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Table A-18. Item Average Percentages of Overall Rating on Patient Safety by Primary Care Specialty – 2024 SOPS Medical Office Database

Overall Rating on Patient Safety	Primary Care Specialty			
	Family Pract./ Family Med./ General Pract.	Internal Medicine	OB/GYN	Pediatrics
<i># Medical Offices</i>	296	38	69	50
<i># Respondents</i>	3,634	534	985	590
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%	65%	69%	66%
Excellent	24%	22%	27%	28%
Very good	40%	43%	42%	38%
Good	28%	27%	22%	25%
Fair	6%	7%	7%	8%
Poor	1%	1%	1%	1%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Appendix A: Results by Medical Office Characteristics

Specific Specialty

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

Table A-19. Composite Measure Average Percent Positive Response by Specific Specialty – 2024 SOPS Medical Office Database

SOPS Composite Measures	Specific Specialty										
	Cardi-ology	Emergency Med.	Gastro-enterology	Hematol./Oncol.	Neurology	Ortho-pedics	Phys. Med./Rehab.	Psychiatry	Pulmonary Med.	Surgery/Gen. Surg.	Vascular Med.
<i># Medical Offices</i>	58	21	24	28	25	32	33	22	20	56	29
<i># Respondents</i>	907	229	255	453	294	395	282	224	269	605	164
1. Patient Care Tracking/Followup	88%	78%	85%	87%	84%	89%	93%	87%	87%	90%	95%
2. Teamwork	84%	91%	85%	82%	83%	87%	92%	90%	85%	87%	88%
3. Organizational Learning	74%	81%	75%	70%	76%	76%	81%	81%	79%	77%	80%
4. Overall Perceptions of Patient Safety and Quality	70%	76%	72%	71%	73%	79%	84%	75%	79%	80%	79%
5. Communication About Error	70%	78%	70%	69%	71%	72%	83%	78%	75%	76%	77%
6. Staff Training	73%	77%	68%	67%	68%	72%	81%	70%	72%	74%	84%
7. Communication Openness	64%	79%	69%	63%	67%	71%	84%	76%	71%	75%	74%
8. Office Processes and Standardization	64%	73%	61%	63%	62%	68%	77%	72%	66%	66%	75%
9. Owner/Managing Partner/Leadership Support for Patient Safety	63%	63%	62%	60%	63%	65%	66%	59%	60%	66%	63%
10. Work Pressure and Pace	41%	41%	37%	38%	37%	40%	45%	33%	44%	47%	50%
Composite Measure Average	69%	72%	69%	68%	69%	73%	78%	72%	73%	74%	79%

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-20. Item Average Percent Positive Response by Specific Specialty – 2024 SOPS Medical Office Database (Page 1 of 5)

Survey Items by SOPS Composite Measure	Specific Specialty										
	Cardiology	Emergency Med.	Gastroenterology	Hematol./Oncol.	Neurology	Orthopedics	Phys. Med./Rehab.	Psychiatry	Pulmonary Med.	Surgery/Gen. Surg.	Vascular Med.
<i># Medical Offices</i>	58	21	24	28	25	32	33	22	20	56	29
<i># Respondents</i>	907	229	255	453	294	395	282	224	269	605	164
1. Patient Care Tracking/Followup	% Always/Most of the time										
This office reminds patients when they need to schedule an appointment for preventive or routine care. (Item D3)	89%	83%	87%	87%	86%	88%	91%	85%	88%	91%	97%
This office documents how well our chronic-care patients follow their treatment plans. (Item D5)	83%	63%	78%	85%	81%	83%	94%	86%	85%	86%	89%
Our office follows up when we do not receive a report we are expecting from an outside provider. (Item D6)	87%	81%	84%	85%	82%	89%	96%	85%	87%	89%	95%
This office follows up with patients who need monitoring. (Item D9)	93%	76%	91%	92%	85%	93%	91%	93%	90%	92%	96%
2. Teamwork	% Strongly Agree/Agree										
When someone in this office gets really busy, others help out. (Item C1)	81%	89%	85%	81%	79%	85%	93%	91%	82%	87%	88%
In this office, there is a good working relationship between staff and providers. (Item C2)	89%	96%	90%	83%	86%	91%	92%	93%	88%	91%	85%
In this office, we treat each other with respect. (Item C5)	84%	91%	81%	82%	86%	88%	91%	89%	85%	84%	89%
This office emphasizes teamwork in taking care of patients. (Item C13)	83%	90%	82%	83%	82%	85%	90%	88%	86%	86%	91%

Note: The item’s survey location is shown after the item text. 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-20. Item Average Percent Positive Response by Specific Specialty – 2024 SOPS Medical Office Database (Page 2 of 5)

Survey Items by SOPS Composite Measure	Specific Specialty										
	Cardiology	Emergency Med.	Gastroenterology	Hematol./Oncol.	Neurology	Orthopedics	Phys. Med./Rehab.	Psychiatry	Pulmonary Med.	Surgery/Gen. Surg.	Vascular Med.
# Medical Offices	58	21	24	28	25	32	33	22	20	56	29
# Respondents	907	229	255	453	294	395	282	224	269	605	164
3. Organizational Learning	% Strongly Agree/Agree										
When there is a problem in our office, we see if we need to change the way we do things. (Item F1)	76%	85%	83%	74%	80%	79%	88%	84%	84%	80%	81%
This office is good at changing office processes to make sure the same problems don't happen again. (Item F5)	76%	85%	74%	69%	78%	78%	85%	82%	81%	77%	80%
After this office makes changes to improve the patient care process, we check to see if the changes worked. (Item F7)	70%	74%	68%	66%	69%	71%	71%	78%	73%	73%	79%
4. Overall Perceptions of Patient Safety and Quality	% Strongly Agree/Agree										
Our office processes are good at preventing mistakes that could affect patients. (Item F2)	82%	86%	82%	78%	81%	89%	91%	90%	87%	88%	87%
% Strongly Disagree/Disagree											
Mistakes happen more than they should in this office. (Item F3*)	70%	80%	75%	69%	75%	83%	87%	75%	77%	79%	81%
It is just by chance that we don't make more mistakes that affect our patients. (Item F4*)	67%	73%	66%	71%	72%	80%	88%	78%	74%	76%	80%
In this office, getting more work done is more important than quality of care. (Item F6*)	62%	63%	63%	65%	64%	65%	72%	59%	77%	76%	68%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item, where the % Strongly Disagree/Disagree or % Never/Rarely 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-20. Item Average Percent Positive Response by Specific Specialty – 2024 SOPS Medical Office Database (Page 3 of 5)

Survey Items by SOPS Composite Measure	Specific Specialty										
	Cardiology	Emergency Med.	Gastroenterology	Hematol./Oncol.	Neurology	Orthopedics	Phys. Med./Rehab.	Psychiatry	Pulmonary Med.	Surgery/Gen. Surg.	Vascular Med.
# Medical Offices	58	21	24	28	25	32	33	22	20	56	29
# Respondents	907	229	255	453	294	395	282	224	269	605	164
5. Communication About Error	% Always/Most of the time										
Providers and staff talk openly about office problems. (Item D8)	60%	71%	60%	52%	61%	57%	76%	73%	64%	69%	66%
In this office, we discuss ways to prevent errors from happening again. (Item D11)	79%	85%	78%	80%	77%	83%	89%	85%	85%	85%	84%
Staff are willing to report mistakes they observe in this office. (Item D12)	80%	85%	75%	79%	81%	75%	84%	84%	83%	81%	86%
	% Never/Rarely										
Staff feel like their mistakes are held against them. (Item D7*)	62%	71%	66%	66%	67%	72%	83%	71%	66%	71%	71%
6. Staff Training	% Strongly Agree/Agree										
This office trains staff when new processes are put into place. (Item C4)	76%	78%	71%	69%	73%	73%	81%	69%	75%	78%	89%
This office makes sure staff get the on-the-job training they need. (Item C7)	78%	74%	74%	71%	69%	77%	82%	74%	76%	77%	90%
	% Strongly Disagree/Disagree										
Staff in this office are asked to do tasks they haven't been trained to do. (Item C10*)	65%	79%	61%	62%	61%	66%	80%	67%	65%	68%	73%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item, where the % Strongly Disagree/Disagree or % Never/Rarely 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-20. Item Average Percent Positive Response by Specific Specialty – 2024 SOPS Medical Office Database (Page 4 of 5)

Survey Items by SOPS Composite Measure	Specific Specialty										
	Cardiology	Emergency Med.	Gastroenterology	Hematol./Oncol.	Neurology	Orthopedics	Phys. Med./Rehab.	Psychiatry	Pulmonary Med.	Surgery/Gen. Surg.	Vascular Med.
# Medical Offices	58	21	24	28	25	32	33	22	20	56	29
# Respondents	907	229	255	453	294	395	282	224	269	605	164
7. Communication Openness	% Always/Most of the time										
Providers in this office are open to staff ideas about how to improve office processes. (Item D1)	68%	87%	72%	63%	69%	69%	88%	88%	69%	81%	74%
Staff are encouraged to express alternative viewpoints in this office. (Item D2)	71%	81%	73%	63%	68%	73%	84%	82%	77%	78%	76%
	% Never/Rarely										
Staff are afraid to ask questions when something does not seem right. (Item D4*)	68%	77%	72%	72%	70%	78%	85%	73%	74%	75%	82%
It is difficult to voice disagreement in this office. (Item D10*)	53%	69%	58%	54%	62%	65%	78%	62%	65%	67%	65%
8. Office Processes and Standardization	% Strongly Agree/Agree										
We have good procedures for checking that work in this office was done correctly. (Item C9)	70%	76%	65%	64%	63%	72%	78%	75%	72%	71%	89%
Staff in this office follow standardized processes to get tasks done. (Item C15)	79%	83%	77%	77%	75%	80%	84%	85%	80%	79%	85%
	% Strongly Disagree/Disagree										
This office is more disorganized than it should be. (Item C8*)	58%	72%	57%	60%	60%	66%	80%	70%	60%	61%	80%
We have problems with workflow in this office. (Item C12*)	47%	60%	46%	52%	48%	54%	67%	60%	50%	54%	57%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item, where the % Strongly Disagree/Disagree or % Never/Rarely 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-20. Item Average Percent Positive Response by Specific Specialty – 2024 SOPS Medical Office Database (Page 5 of 5)

Survey Items by SOPS Composite Measure	Specific Specialty										
	Cardiology	Emergency Med.	Gastroenterology	Hematol./Oncol.	Neurology	Orthopedics	Phys. Med./Rehab.	Psychiatry	Pulmonary Med.	Surgery/Gen. Surg.	Vascular Med.
# Medical Offices	58	21	24	28	25	32	33	22	20	56	29
# Respondents	907	229	255	453	294	395	282	224	269	605	164
9. Owner/Managing Partner/Leadership Support for Patient Safety	% Strongly Agree/Agree										
They place a high priority on improving patient care processes. (Item E3)	77%	73%	70%	71%	73%	80%	75%	74%	77%	77%	84%
% Strongly Disagree/Disagree											
They aren't investing enough resources to improve the quality of care in this office. (Item E1*)	50%	46%	49%	48%	46%	41%	48%	41%	45%	49%	50%
They overlook patient care mistakes that happen over and over. (Item E2*)	73%	80%	75%	70%	72%	81%	88%	68%	73%	77%	79%
They make decisions too often based on what is best for the office rather than what is best for patients. (Item E4*)	53%	52%	54%	50%	60%	57%	54%	55%	53%	62%	46%
10. Work Pressure and Pace	% Strongly Agree/Agree										
We have enough staff to handle our patient load. (Item C11)	39%	40%	34%	31%	38%	38%	46%	31%	37%	40%	56%
% Strongly Disagree/Disagree											
In this office, we often feel rushed when taking care of patients. (Item C3*)	41%	31%	43%	37%	40%	36%	39%	38%	43%	42%	36%
We have too many patients for the number of providers in this office. (Item C6*)	37%	39%	31%	36%	30%	36%	42%	24%	42%	47%	48%
This office has too many patients to be able to handle everything effectively. (Item C14*)	48%	54%	40%	48%	40%	47%	53%	37%	52%	57%	60%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item, where the % Strongly Disagree/Disagree or % Never/Rarely 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. Owner/Managing Partner/Leadership Support for Patient Safety results only include those respondents who answered "No" to being an owner, a managing partner, or in a leadership position with responsibility for making financial decisions in the medical office.

Table A-21. Item Average Percent Positive Response on Patient Safety and Quality Issues by Specific Specialty – 2024 SOPS Medical Office Database

Patient Safety and Quality Issues Survey Items	Specific Specialty										
	Cardiology	Emergency Med.	Gastroenterology	Hematol./Oncol.	Neurology	Orthopedics	Phys. Med./Rehab.	Psychiatry	Pulmonary Med.	Surgery/Gen. Surg.	Vascular Med.
<i># Medical Offices</i>	58	21	24	28	25	32	33	22	20	56	29
<i># Respondents</i>	907	229	255	453	294	395	282	224	269	605	164
Access to Care											
A patient was unable to get an appointment within 48 hours for an acute/serious problem. (Item A1)	66%	64%	45%	79%	49%	72%	59%	64%	64%	77%	90%
Patient Identification											
The wrong chart/medical record was used for a patient. (Item A2)	97%	97%	96%	98%	96%	98%	99%	99%	98%	99%	99%
Charts/Medical Records											
A patient's chart/medical record was not available when needed. (Item A3)	90%	98%	85%	91%	92%	92%	97%	97%	93%	92%	98%
Medical information was filed, scanned, or entered into the wrong patient's chart/medical record. (Item A4)	97%	99%	96%	97%	97%	97%	97%	97%	97%	98%	97%
Medical Equipment											
Medical equipment was not working properly or was in need of repair or replacement. (Item A5)	86%	87%	86%	84%	89%	88%	92%	95%	91%	89%	91%
Medication											
A pharmacy contacted our office to clarify or correct a prescription. (Item A6)	68%	65%	61%	70%	58%	78%	81%	68%	54%	80%	100%
A patient's medication list was not updated during his or her visit. (Item A7)	81%	75%	83%	79%	70%	85%	87%	84%	85%	88%	84%
Diagnostics & Tests											
The results from a lab or imaging test were not available when needed. (Item A8)	80%	85%	71%	69%	74%	81%	85%	91%	80%	82%	99%
A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (Item A9)	93%	96%	91%	90%	90%	95%	98%	100%	96%	95%	99%

Note: The item's survey location is shown in parentheses 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-22. Item Average Percent Positive Response on Information Exchange With Other Settings by Specific Specialty – 2024 SOPS Medical Office Database

Information Exchange With Other Settings Survey Items	Specific Specialty										
	Cardiology	Emergency Med.	Gastroenterology	Hematol./Oncol.	Neurology	Orthopedics	Phys. Med./Rehab.	Psychiatry	Pulmonary Med.	Surgery/Gen. Surg.	Vascular Med.
# Medical Offices	58	21	24	28	25	32	33	22	20	56	29
# Respondents	907	229	255	453	294	395	282	224	269	605	164
Over the past 12 months, how often has your medical office had <i>problems exchanging accurate, complete, and timely information</i> with:											
Outside labs/imaging centers? (Item B1)	74%	87%	63%	65%	66%	71%	91%	87%	70%	74%	95%
Other medical offices/Outside physicians? (Item B2)	74%	88%	56%	68%	65%	73%	85%	76%	75%	77%	96%
Pharmacies? (Item B3)	77%	80%	73%	67%	71%	87%	91%	78%	81%	85%	100%
Hospitals? (Item B4)	82%	94%	69%	75%	73%	80%	93%	87%	85%	86%	98%

Note: The item’s survey location is shown in parentheses 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-23. Item Average Percentages of Overall Ratings on Quality by Specific Specialty – 2024 SOPS Medical Office Database (Page 1 of 3)

Overall Ratings on Quality Survey Items	Specific Specialty										
	Cardiology	Emergency Med.	Gastro-enterology	Hematol./Oncol.	Neurology	Orthopedics	Phys. Med./Rehab.	Psychiatry	Pulmonary Med.	Surgery/Gen. Surg.	Vascular Med.
# Medical Offices	58	21	24	28	25	32	33	22	20	56	29
# Respondents	907	229	255	453	294	395	282	224	269	605	164
Patient Centered - Is responsive to individual patient preferences, needs, and values. (Item G1A)											
Excellent or Very good	70%	68%	63%	68%	60%	72%	80%	75%	75%	77%	72%
Excellent	35%	35%	34%	35%	29%	31%	45%	43%	35%	37%	44%
Very good	35%	33%	30%	33%	32%	41%	35%	32%	40%	39%	28%
Good	23%	24%	28%	24%	31%	23%	15%	19%	20%	19%	23%
Fair	6%	6%	7%	5%	7%	4%	5%	4%	4%	4%	5%
Poor	1%	1%	2%	3%	2%	1%	0%	1%	1%	1%	0%
Effective - Is based on scientific knowledge. (Item G1B)											
Excellent or Very good	72%	73%	65%	71%	65%	73%	81%	75%	77%	76%	69%
Excellent	32%	31%	31%	37%	28%	32%	43%	44%	35%	41%	37%
Very good	40%	42%	35%	34%	37%	41%	38%	32%	42%	35%	32%
Good	24%	23%	27%	21%	30%	21%	17%	21%	19%	20%	23%
Fair	3%	4%	7%	6%	4%	5%	1%	3%	3%	4%	7%
Poor	1%	0%	0%	2%	1%	1%	1%	0%	0%	0%	0%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages 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-23. Item Average Percentages of Overall Ratings on Quality by Specific Specialty – 2024 SOPS Medical Office Database (Page 2 of 3)

Overall Ratings on Quality Survey Items	Specific Specialty										
	Cardiology	Emergency Med.	Gastroenterology	Hematol./Oncol.	Neurology	Orthopedics	Phys. Med./Rehab.	Psychiatry	Pulmonary Med.	Surgery/Gen. Surg.	Vascular Med.
# Medical Offices	58	21	24	28	25	32	33	22	20	56	29
# Respondents	907	229	255	453	294	395	282	224	269	605	164
Timely - Minimizes waits and potentially harmful delays. (Item G1C)											
Excellent or Very good	55%	60%	54%	52%	39%	58%	69%	64%	65%	60%	56%
Excellent	22%	28%	22%	22%	17%	21%	31%	32%	26%	29%	25%
Very good	33%	33%	32%	30%	22%	36%	38%	32%	39%	31%	31%
Good	28%	21%	27%	26%	34%	28%	25%	19%	19%	24%	21%
Fair	14%	16%	12%	17%	20%	9%	5%	12%	11%	11%	10%
Poor	3%	3%	8%	6%	6%	5%	1%	4%	4%	4%	13%
Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (Item G1D)											
Excellent or Very good	61%	61%	61%	55%	55%	62%	76%	64%	63%	66%	60%
Excellent	24%	26%	24%	23%	24%	26%	30%	38%	25%	32%	30%
Very good	37%	36%	36%	32%	31%	36%	46%	26%	38%	34%	29%
Good	30%	28%	28%	30%	29%	27%	19%	24%	25%	26%	28%
Fair	8%	9%	10%	11%	14%	8%	4%	10%	11%	5%	9%
Poor	2%	1%	1%	4%	2%	3%	2%	1%	1%	2%	3%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages 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-23. Item Average Percentages of Overall Ratings on Quality by Specific Specialty – 2024 SOPS Medical Office Database (Page 3 of 3)

Overall Ratings on Quality Survey Items	Specific Specialty										
	Cardiology	Emergency Med.	Gastroenterology	Hematol./Oncol.	Neurology	Orthopedics	Phys. Med./Rehab.	Psychiatry	Pulmonary Med.	Surgery/Gen. Surg.	Vascular Med.
# Medical Offices	58	21	24	28	25	32	33	22	20	56	29
# Respondents	907	229	255	453	294	395	282	224	269	605	164
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%	85%	81%	77%	83%	84%	89%	86%	87%	85%	82%
Excellent	57%	56%	57%	51%	54%	56%	64%	59%	55%	59%	59%
Very good	25%	29%	24%	26%	29%	28%	25%	27%	33%	26%	22%
Good	14%	13%	15%	18%	13%	12%	7%	12%	12%	12%	14%
Fair	3%	2%	4%	3%	4%	4%	2%	2%	0%	2%	5%
Poor	1%	0%	0%	2%	0%	1%	1%	0%	0%	1%	0%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages 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-24. Item Average Percentages of Overall Rating on Patient Safety by Specific Specialty – 2024 SOPS Medical Office Database

Overall Ratings on Quality Survey Items	Specific Specialty										
	Cardiology	Emergency Med.	Gastro-enterology	Hematol./Oncol.	Neurology	Orthopedics	Phys. Med./Rehab.	Psychiatry	Pulmonary Med.	Surgery/Gen. Surg.	Vascular Med.
<i># Medical Offices</i>	58	21	24	28	25	32	33	22	20	56	29
<i># Respondents</i>	907	229	255	453	294	395	282	224	269	605	164
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%	72%	59%	61%	61%	66%	74%	71%	69%	68%	69%
Excellent	27%	32%	24%	26%	28%	30%	35%	39%	23%	32%	38%
Very good	38%	40%	35%	36%	33%	36%	39%	32%	46%	36%	31%
Good	27%	21%	31%	27%	28%	28%	21%	21%	24%	24%	27%
Fair	7%	5%	6%	10%	10%	5%	3%	7%	5%	7%	5%
Poor	1%	2%	4%	2%	1%	1%	1%	1%	1%	1%	0%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages 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

Ownership

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

Table A-25. Composite Measure Average Percent Positive Response by Ownership – 2024 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>	35	1,057	30	41
<i># Respondents</i>	872	13,697	180	670
1. Patient Care Tracking/Followup	80%	87%	95%	81%
2. Teamwork	85%	86%	88%	80%
3. Organizational Learning	74%	77%	80%	67%
4. Overall Perceptions of Patient Safety and Quality	72%	74%	78%	67%
5. Communication About Error	68%	73%	78%	67%
6. Staff Training	70%	71%	85%	57%
7. Communication Openness	69%	69%	76%	62%
8. Office Processes and Standardization	65%	66%	74%	53%
9. Owner/Managing Partner/Leadership Support for Patient Safety	63%	62%	61%	48%
10. Work Pressure and Pace	39%	41%	50%	27%
Composite Measure Average	68%	71%	79%	60%

Table A-26. Item Average Percent Positive Response by Ownership – 2024 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>	35	1,057	30	41
<i># Respondents</i>	872	13,697	180	670
1. Patient Care Tracking/Followup	% Always/Most of the time			
This office reminds patients when they need to schedule an appointment for preventive or routine care. (Item D3)	81%	88%	96%	84%
This office documents how well our chronic-care patients follow their treatment plans. (Item D5)	74%	81%	88%	68%
Our office follows up when we do not receive a report we are expecting from an outside provider. (Item D6)	78%	86%	97%	81%
This office follows up with patients who need monitoring. (Item D9)	85%	90%	96%	87%
2. Teamwork	% Strongly Agree/Agree			
When someone in this office gets really busy, others help out. (Item C1)	82%	84%	88%	78%
In this office, there is a good working relationship between staff and providers. (Item C2)	87%	88%	86%	83%
In this office, we treat each other with respect. (Item C5)	86%	85%	90%	80%
This office emphasizes teamwork in taking care of patients. (Item C13)	84%	85%	89%	78%
3. Organizational Learning	% Strongly Agree/Agree			
When there is a problem in our office, we see if we need to change the way we do things. (Item F1)	81%	80%	80%	70%
This office is good at changing office processes to make sure the same problems don't happen again. (Item F5)	77%	78%	80%	68%
After this office makes changes to improve the patient care process, we check to see if the changes worked. (Item F7)	66%	72%	77%	64%

Note: The item's survey location is shown in parentheses after the item text.

Table A-26. Item Average Percent Positive Response by Ownership – 2024 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>	35	1,057	30	41
<i># Respondents</i>	872	13,697	180	670
4. Overall Perceptions of Patient Safety and Quality	% Strongly Agree/Agree			
Our office processes are good at preventing mistakes that could affect patients. (Item F2)	82%	85%	87%	75%
% Strongly Disagree/Disagree				
Mistakes happen more than they should in this office. (Item F3*)	72%	73%	81%	67%
It is just by chance that we don't make more mistakes that affect our patients. (Item F4*)	71%	71%	79%	65%
In this office, getting more work done is more important than quality of care. (Item F6*)	62%	65%	67%	58%
5. Communication About Error	% Always/Most of the time			
Providers and staff talk openly about office problems. (Item D8)	61%	64%	67%	58%
In this office, we discuss ways to prevent errors from happening again. (Item D11)	80%	82%	84%	74%
Staff are willing to report mistakes they observe in this office. (Item D12)	73%	81%	87%	73%
% Never/Rarely				
Staff feel like their mistakes are held against them. (Item D7*)	57%	65%	73%	61%

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

Table A-26. Item Average Percent Positive Response by Ownership – 2024 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
# Medical Offices	35	1,057	30	41
# Respondents	872	13,697	180	670
6. Staff Training	% Strongly Agree/Agree			
This office trains staff when new processes are put into place. (Item C4)	71%	74%	89%	58%
This office makes sure staff get the on-the-job training they need. (Item C7)	75%	74%	91%	59%
	% Strongly Disagree/Disagree			
Staff in this office are asked to do tasks they haven't been trained to do. (Item C10*)	65%	64%	74%	52%
7. Communication Openness	% Always/Most of the time			
Providers in this office are open to staff ideas about how to improve office processes. (Item D1)	69%	74%	75%	68%
Staff are encouraged to express alternative viewpoints in this office. (Item D2)	71%	74%	77%	62%
	% Never/Rarely			
Staff are afraid to ask questions when something does not seem right. (Item D4*)	73%	70%	85%	67%
It is difficult to voice disagreement in this office. (Item D10*)	62%	59%	67%	51%

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

Table A-26. Item Average Percent Positive Response by Ownership – 2024 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
# Medical Offices	35	1,057	30	41
# Respondents	872	13,697	180	670
8. Office Processes and Standardization	% Strongly Agree/Agree			
We have good procedures for checking that work in this office was done correctly. (Item C9)	69%	70%	88%	56%
Staff in this office follow standardized processes to get tasks done. (Item C15)	82%	81%	87%	70%
	% Strongly Disagree/Disagree			
This office is more disorganized than it should be. (Item C8*)	63%	62%	76%	49%
We have problems with workflow in this office. (Item C12*)	47%	52%	54%	39%
9. Owner/Managing Partner/Leadership Support for Patient Safety	% Strongly Agree/Agree			
They place a high priority on improving patient care processes. (Item E3)	77%	76%	80%	63%
	% Strongly Disagree/Disagree			
They aren't investing enough resources to improve the quality of care in this office. (Item E1*)	45%	47%	46%	28%
They overlook patient care mistakes that happen over and over. (Item E2*)	74%	74%	79%	61%
They make decisions too often based on what is best for the office rather than what is best for patients. (Item E4*)	57%	54%	46%	44%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item, where the % Strongly Disagree/Disagree or % Never/Rarely indicates a positive response. Owner/Managing Partner/Leadership Support for Patient Safety results only include those respondents who answered "No" to being an owner, a managing partner, or in a leadership position with responsibility for making financial decisions in the medical office.

Table A-26. Item Average Percent Positive Response by Ownership – 2024 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
# Medical Offices	35	1,057	30	41
# Respondents	872	13,697	180	670
10. Work Pressure and Pace	% Strongly Agree/Agree			
We have enough staff to handle our patient load. (Item C11)	36%	39%	57%	24%
	% Strongly Disagree/Disagree			
In this office, we often feel rushed when taking care of patients. (Item C3*)	38%	39%	35%	24%
We have too many patients for the number of providers in this office. (Item C6*)	33%	39%	48%	25%
This office has too many patients to be able to handle everything effectively. (Item C14*)	48%	49%	59%	33%

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

Table A-27. Item Average Percent Positive Response on Patient Safety and Quality Issues by Ownership – 2024 SOPS Medical Office Database

Patient Safety and Quality Issues 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>	35	1,057	30	41
<i># Respondents</i>	872	13,697	180	670
Access to Care				
A patient was unable to get an appointment within 48 hours for an acute/serious problem. (Item A1)	58%	65%	82%	56%
Patient Identification				
The wrong chart/medical record was used for a patient. (Item A2)	97%	98%	98%	95%
Charts/Medical Records				
A patient's chart/medical record was not available when needed. (Item A3)	91%	93%	98%	85%
Medical information was filed, scanned, or entered into the wrong patient's chart/medical record. (Item A4)	92%	97%	94%	96%
Medical Equipment				
Medical equipment was not working properly or was in need of repair or replacement. (Item A5)	80%	88%	88%	80%
Medication				
A pharmacy contacted our office to clarify or correct a prescription. (Item A6)	65%	60%	92%	57%
A patient's medication list was not updated during his or her visit. (Item A7)	70%	79%	81%	70%
Diagnostics & Tests				
The results from a lab or imaging test were not available when needed. (Item A8)	71%	78%	91%	58%
A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (Item A9)	86%	93%	99%	85%

Note: The item's survey location is shown in parentheses 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 – 2024 SOPS Medical Office Database

Information Exchange With Other Settings Survey Items	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
# Medical Offices	35	1,057	30	41
# Respondents	872	13,697	180	670
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)	67%	74%	87%	48%
Other medical offices/Outside physicians? (Item B2)	67%	74%	89%	58%
Pharmacies? (Item B3)	69%	75%	92%	62%
Hospitals? (Item B4)	71%	81%	91%	66%

Note: The item’s survey location is shown in parentheses 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 – 2024 SOPS Medical Office Database (Page 1 of 3)

Overall Ratings on Quality 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>	35	1,057	30	41
<i># Respondents</i>	872	13,697	180	670
Patient Centered - Is responsive to individual patient preferences, needs, and values. (Item G1A)				
Excellent or Very good	64%	68%	71%	52%
Excellent	30%	32%	43%	20%
Very good	34%	36%	28%	32%
Good	29%	24%	23%	37%
Fair	6%	6%	6%	8%
Poor	1%	1%	0%	3%
Effective - Is based on scientific knowledge. (Item G1B)				
Excellent or Very good	60%	69%	71%	59%
Excellent	26%	31%	38%	27%
Very good	34%	38%	32%	32%
Good	31%	25%	22%	34%
Fair	7%	5%	7%	7%
Poor	1%	1%	0%	1%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Table A-29. Item Average Percentages of Overall Ratings on Quality by Ownership – 2024 SOPS Medical Office Database (Page 2 of 3)

Overall Ratings on Quality 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>	35	1,057	30	41
<i># Respondents</i>	872	13,697	180	670
Timely - Minimizes waits and potentially harmful delays. (Item G1C)				
Excellent or Very good	50%	54%	54%	34%
Excellent	21%	22%	24%	12%
Very good	29%	33%	30%	22%
Good	30%	28%	21%	38%
Fair	14%	13%	11%	19%
Poor	5%	4%	15%	8%
Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (Item G1D)				
Excellent or Very good	56%	59%	60%	43%
Excellent	24%	23%	28%	14%
Very good	32%	36%	31%	29%
Good	31%	29%	28%	38%
Fair	10%	9%	9%	15%
Poor	2%	2%	3%	4%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Table A-29. Item Average Percentages of Overall Ratings on Quality by Ownership – 2024 SOPS Medical Office Database (Page 3 of 3)

Overall Ratings on Quality 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>	35	1,057	30	41
<i># Respondents</i>	872	13,697	180	670
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	78%	81%	81%	71%
Excellent	49%	52%	58%	43%
Very good	29%	29%	23%	28%
Good	17%	15%	13%	25%
Fair	4%	3%	6%	4%
Poor	1%	1%	0%	1%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Table A-30. Item Average Percentages of Overall Rating on Patient Safety by Ownership – 2024 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>	35	1,057	30	41
<i># Respondents</i>	872	13,697	180	670
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	60%	65%	71%	44%
Excellent	23%	27%	38%	13%
Very good	36%	39%	33%	31%
Good	31%	26%	24%	40%
Fair	8%	7%	5%	14%
Poor	2%	1%	0%	2%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Appendix A: Results by Medical Office Characteristics

Geographic Region

Note 1: The number of medical offices and respondents by geographic region is shown in each table. However, the number of medical offices and respondents corresponding to each data cell will vary because of the omission of a specific survey item and 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/Associated Territories: DC, DE, FL, GA, MD, NC, PR, SC, VA, VI, 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/Pacific/Associated Territories: AK, AS, AZ, CA, CO, GU, HI, ID, MH, MP, MT, NM, NV, OR, UT, WA, WY

Table A-31. Composite Measure Average Percent Positive Response by Geographic Region – 2024 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>	65	24	400	212	204	159	70	30
<i># Respondents</i>	897	263	5,528	2,831	2,390	2,016	757	767
1. Patient Care Tracking/Followup	85%	83%	85%	89%	88%	84%	90%	81%
2. Teamwork	85%	84%	86%	86%	86%	84%	84%	85%
3. Organizational Learning	76%	73%	77%	76%	77%	75%	78%	73%
4. Overall Perceptions of Patient Safety and Quality	76%	63%	66%	79%	78%	76%	76%	74%
5. Communication About Error	70%	67%	70%	75%	76%	74%	74%	70%
6. Staff Training	72%	69%	70%	70%	73%	69%	72%	69%
7. Communication Openness	67%	64%	65%	72%	74%	69%	73%	70%
8. Office Processes and Standardization	63%	64%	64%	68%	67%	67%	70%	66%
9. Owner/Managing Partner/Leadership Support for Patient Safety	63%	61%	60%	61%	65%	61%	67%	59%
10. Work Pressure and Pace	37%	39%	42%	40%	40%	42%	47%	44%
Composite Measure Average	69%	67%	69%	71%	72%	70%	72%	69%

Table A-32. Item Average Percent Positive Response by Geographic Region – 2024 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
<i># Medical Offices</i>	65	24	400	212	204	159	70	30
<i># Respondents</i>	897	263	5,528	2,831	2,390	2,016	757	767
1. Patient Care Tracking/Followup	% Always/Most of the time							
This office reminds patients when they need to schedule an appointment for preventive or routine care. (Item D3)	90%	81%	88%	89%	90%	85%	90%	83%
This office documents how well our chronic-care patients follow their treatment plans. (Item D5)	74%	80%	81%	82%	83%	75%	89%	72%
Our office follows up when we do not receive a report we are expecting from an outside provider. (Item D6)	85%	84%	83%	89%	88%	84%	88%	76%
This office follows up with patients who need monitoring. (Item D9)	90%	88%	89%	92%	90%	89%	93%	88%
2. Teamwork	% Strongly Agree/Agree							
When someone in this office gets really busy, others help out. (Item C1)	85%	82%	85%	84%	85%	83%	82%	82%
In this office, there is a good working relationship between staff and providers. (Item C2)	89%	87%	88%	89%	90%	85%	87%	85%
In this office, we treat each other with respect. (Item C5)	82%	84%	86%	86%	85%	84%	84%	85%
This office emphasizes teamwork in taking care of patients. (Item C13)	86%	83%	87%	84%	83%	85%	83%	86%
3. Organizational Learning	% Strongly Agree/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%	81%	79%	81%	77%	80%	75%
This office is good at changing office processes to make sure the same problems don't happen again. (Item F5)	78%	74%	77%	78%	80%	78%	80%	76%
After this office makes changes to improve the patient care process, we check to see if the changes worked. (Item F7)	71%	66%	72%	72%	71%	68%	74%	66%

Note: The item's survey location is shown in parentheses after the item text.

Table A-32. Item Average Percent Positive Response by Geographic Region – 2024 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	65	24	400	212	204	159	70	30
# Respondents	897	263	5,528	2,831	2,390	2,016	757	767
4. Overall Perceptions of Patient Safety and Quality	% Strongly Agree/Agree							
Our office processes are good at preventing mistakes that could affect patients. (Item F2)	86%	80%	83%	86%	85%	83%	84%	82%
	% Strongly Disagree/Disagree							
Mistakes happen more than they should in this office. (Item F3*)	76%	59%	64%	81%	80%	78%	77%	75%
It is just by chance that we don't make more mistakes that affect our patients. (Item F4*)	75%	56%	62%	79%	77%	78%	72%	74%
In this office, getting more work done is more important than quality of care. (Item F6*)	69%	59%	58%	70%	70%	66%	71%	63%
5. Communication About Error	% Always/Most of the time							
Providers and staff talk openly about office problems. (Item D8)	64%	62%	64%	66%	65%	60%	62%	58%
In this office, we discuss ways to prevent errors from happening again. (Item D11)	78%	78%	82%	82%	84%	83%	83%	83%
Staff are willing to report mistakes they observe in this office. (Item D12)	77%	77%	79%	81%	83%	82%	82%	75%
	% Never/Rarely							
Staff feel like their mistakes are held against them. (Item D7*)	62%	49%	56%	69%	73%	71%	70%	63%

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

Table A-32. Item Average Percent Positive Response by Geographic Region – 2024 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
<i># Medical Offices</i>	65	24	400	212	204	159	70	30
<i># Respondents</i>	897	263	5,528	2,831	2,390	2,016	757	767
6. Staff Training	% Strongly Agree/Agree							
This office trains staff when new processes are put into place. (Item C4)	75%	73%	75%	72%	75%	70%	74%	70%
This office makes sure staff get the on-the-job training they need. (Item C7)	74%	74%	75%	72%	75%	72%	74%	75%
	% Strongly Disagree/Disagree							
Staff in this office are asked to do tasks they haven't been trained to do. (Item C10*)	66%	59%	59%	66%	70%	66%	69%	61%
7. Communication Openness	% Always/Most of the time							
Providers in this office are open to staff ideas about how to improve office processes. (Item D1)	72%	69%	74%	76%	76%	70%	73%	70%
Staff are encouraged to express alternative viewpoints in this office. (Item D2)	71%	69%	74%	72%	77%	71%	77%	70%
	% Never/Rarely							
Staff are afraid to ask questions when something does not seem right. (Item D4*)	74%	62%	60%	76%	77%	76%	76%	74%
It is difficult to voice disagreement in this office. (Item D10*)	54%	53%	53%	63%	66%	59%	67%	64%

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

Table A-32. Item Average Percent Positive Response by Geographic Region – 2024 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	65	24	400	212	204	159	70	30
# Respondents	897	263	5,528	2,831	2,390	2,016	757	767
8. Office Processes and Standardization	% Strongly Agree/Agree							
We have good procedures for checking that work in this office was done correctly. (Item C9)	67%	69%	71%	71%	69%	68%	73%	73%
Staff in this office follow standardized processes to get tasks done. (Item C15)	80%	82%	81%	80%	80%	83%	81%	78%
	% Strongly Disagree/Disagree							
This office is more disorganized than it should be. (Item C8*)	60%	53%	55%	66%	66%	66%	69%	68%
We have problems with workflow in this office. (Item C12*)	47%	51%	49%	53%	53%	53%	57%	49%
9. Owner/Managing Partner/Leadership Support for Patient Safety	% Strongly Agree/Agree							
They place a high priority on improving patient care processes. (Item E3)	77%	72%	77%	73%	75%	74%	80%	74%
	% Strongly Disagree/Disagree							
They aren't investing enough resources to improve the quality of care in this office. (Item E1*)	42%	53%	47%	42%	49%	42%	53%	41%
They overlook patient care mistakes that happen over and over. (Item E2*)	75%	62%	66%	76%	81%	78%	78%	71%
They make decisions too often based on what is best for the office rather than what is best for patients. (Item E4*)	59%	58%	52%	54%	54%	51%	59%	52%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item, where the % Strongly Disagree/Disagree or % Never/Rarely indicates a positive response. Owner/Managing Partner/Leadership Support for Patient Safety results only include those respondents who answered "No" to being an owner, a managing partner, or in a leadership position with responsibility for making financial decisions in the medical office.

Table A-32. Item Average Percent Positive Response by Geographic Region – 2024 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	65	24	400	212	204	159	70	30
# Respondents	897	263	5,528	2,831	2,390	2,016	757	767
10. Work Pressure and Pace	% Strongly Agree/Agree							
We have enough staff to handle our patient load. (Item C11)	39%	35%	37%	38%	35%	42%	48%	45%
	% Strongly Disagree/Disagree							
In this office, we often feel rushed when taking care of patients. (Item C3*)	35%	48%	41%	36%	36%	32%	41%	38%
We have too many patients for the number of providers in this office. (Item C6*)	30%	33%	40%	37%	38%	40%	44%	39%
This office has too many patients to be able to handle everything effectively. (Item C14*)	43%	40%	47%	48%	50%	52%	57%	56%

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

Table A-33. Item Average Percent Positive Response on Patient Safety and Quality Issues by Geographic Region – 2024 SOPS Medical Office Database

Patient Safety and Quality Issues 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>	65	24	400	212	204	159	70	30
<i># Respondents</i>	897	263	5,528	2,831	2,390	2,016	757	767
Access to Care								
A patient was unable to get an appointment within 48 hours for an acute/serious problem. (Item A1)	64%	67%	61%	69%	65%	70%	68%	60%
Patient Identification								
The wrong chart/medical record was used for a patient. (Item A2)	97%	97%	97%	98%	98%	97%	98%	97%
Charts/Medical Records								
A patient’s chart/medical record was not available when needed. (Item A3)	86%	90%	93%	93%	92%	93%	96%	90%
Medical information was filed, scanned, or entered into the wrong patient’s chart/medical record. (Item A4)	97%	91%	97%	97%	97%	97%	97%	93%
Medical Equipment								
Medical equipment was not working properly or was in need of repair or replacement. (Item A5)	86%	84%	87%	89%	89%	84%	90%	78%
Medication								
A pharmacy contacted our office to clarify or correct a prescription. (Item A6)	49%	65%	63%	66%	63%	48%	59%	65%
A patient’s medication list was not updated during his or her visit. (Item A7)	73%	74%	79%	82%	83%	71%	76%	66%
Diagnostics & Tests								
The results from a lab or imaging test were not available when needed. (Item A8)	79%	70%	75%	75%	80%	78%	84%	73%
A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (Item A9)	95%	91%	91%	94%	94%	94%	94%	86%

Note: The item’s survey location is shown in parentheses 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 – 2024 SOPS Medical Office Database

Information Exchange With Other Settings Survey Items	Geographic Region							
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain/Pacific
# Medical Offices	65	24	400	212	204	159	70	30
# Respondents	897	263	5,528	2,831	2,390	2,016	757	767
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)	71%	65%	73%	70%	74%	77%	76%	72%
Other medical offices/Outside physicians? (Item B2)	68%	67%	73%	74%	75%	76%	72%	69%
Pharmacies? (Item B3)	67%	63%	74%	74%	78%	79%	75%	76%
Hospitals? (Item B4)	74%	71%	83%	79%	81%	83%	81%	73%

Note: The item’s survey location is shown in parentheses 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 – 2024 SOPS Medical Office Database (Page 1 of 3)

Overall Ratings on Quality 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>	65	24	400	212	204	159	70	30
<i># Respondents</i>	897	263	5,528	2,831	2,390	2,016	757	767
Patient Centered - Is responsive to individual patient preferences, needs, and values. (Item G1A)								
Excellent or Very good	72%	69%	70%	64%	68%	63%	68%	64%
Excellent	38%	38%	35%	26%	33%	26%	36%	32%
Very good	34%	31%	35%	37%	35%	37%	32%	32%
Good	23%	21%	23%	26%	24%	29%	26%	29%
Fair	4%	8%	6%	9%	6%	6%	5%	5%
Poor	2%	2%	1%	2%	1%	1%	1%	2%
Effective - Is based on scientific knowledge. (Item G1B)								
Excellent or Very good	72%	67%	72%	65%	70%	63%	68%	64%
Excellent	35%	34%	35%	26%	31%	25%	35%	30%
Very good	38%	33%	37%	39%	39%	38%	32%	34%
Good	23%	26%	22%	26%	25%	32%	27%	28%
Fair	5%	6%	5%	7%	5%	5%	5%	7%
Poor	0%	1%	1%	1%	1%	0%	0%	1%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Table A-35. Item Average Percentages of Overall Ratings on Quality by Geographic Region – 2024 SOPS Medical Office Database (Page 2 of 3)

Overall Ratings on Quality 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>	65	24	400	212	204	159	70	30
<i># Respondents</i>	897	263	5,528	2,831	2,390	2,016	757	767
Timely - Minimizes waits and potentially harmful delays. (Item G1C)								
Excellent or Very good	60%	58%	55%	49%	54%	50%	61%	50%
Excellent	25%	26%	24%	18%	21%	16%	29%	21%
Very good	35%	32%	32%	31%	34%	33%	31%	30%
Good	26%	27%	27%	29%	27%	32%	26%	26%
Fair	12%	10%	13%	16%	15%	14%	10%	14%
Poor	2%	6%	4%	6%	4%	4%	3%	9%
Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (Item G1D)								
Excellent or Very good	62%	59%	60%	55%	61%	52%	62%	60%
Excellent	26%	25%	26%	19%	23%	17%	30%	26%
Very good	36%	34%	35%	36%	38%	34%	32%	34%
Good	28%	30%	28%	28%	30%	34%	30%	28%
Fair	8%	7%	9%	14%	8%	12%	7%	7%
Poor	1%	4%	2%	3%	2%	2%	2%	5%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Table A-35. Item Average Percentages of Overall Ratings on Quality by Geographic Region – 2024 SOPS Medical Office Database (Page 3 of 3)

Overall Ratings on Quality 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>	65	24	400	212	204	159	70	30
<i># Respondents</i>	897	263	5,528	2,831	2,390	2,016	757	767
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	85%	81%	82%	77%	82%	79%	80%	80%
Excellent	61%	56%	56%	42%	54%	44%	55%	53%
Very good	23%	25%	26%	35%	28%	34%	25%	27%
Good	12%	14%	13%	17%	15%	18%	16%	16%
Fair	2%	4%	4%	5%	2%	3%	3%	2%
Poor	1%	1%	1%	1%	1%	1%	1%	1%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Table A-36. Item Average Percentages of Overall Rating on Patient Safety by Geographic Region – 2024 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>	65	24	400	212	204	159	70	30
<i># Respondents</i>	897	263	5,528	2,831	2,390	2,016	757	767
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	68%	64%	66%	64%	66%	57%	67%	63%
Excellent	27%	31%	28%	25%	28%	18%	34%	29%
Very good	41%	33%	39%	38%	39%	39%	33%	35%
Good	23%	27%	25%	28%	26%	34%	26%	26%
Fair	8%	7%	7%	8%	6%	8%	5%	8%
Poor	1%	1%	2%	1%	2%	1%	1%	2%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Appendix B: Results by Respondent Characteristics

Staff Position

Note: The number of medical offices and respondents by staff position is shown in each table. However, the number of medical offices and respondents corresponding to each data cell will vary because of the omission of a specific survey item and individual nonresponse/missing data. In addition, respondents who selected “Other position” were omitted.

Table B-1. Composite Measure Average Percent Positive Response by Staff Position – 2024 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>	940	773	696	608	575	1,013
<i># Respondents</i>	3,064	1,214	2,147	1,256	1,373	4,245
1. Patient Care Tracking/Followup	91%	90%	85%	81%	76%	88%
2. Teamwork	84%	93%	84%	87%	92%	82%
3. Organizational Learning	77%	93%	75%	73%	77%	74%
4. Overall Perceptions of Patient Safety and Quality	73%	82%	74%	74%	75%	71%
5. Communication About Error	69%	84%	73%	74%	78%	69%
6. Staff Training	67%	89%	70%	70%	76%	69%
7. Communication Openness	66%	80%	68%	74%	81%	64%
8. Office Processes and Standardization	68%	77%	63%	61%	66%	65%
9. Owner/Managing Partner/Leadership Support for Patient Safety	65%	68%	62%	61%	60%	61%
10. Work Pressure and Pace	41%	45%	38%	38%	42%	41%
Composite Measure Average	71%	79%	69%	70%	72%	69%

Table B-2. Item Average Percent Positive Response by Staff Position – 2024 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>	940	773	696	608	575	1,013
<i># Respondents</i>	3,064	1,214	2,147	1,256	1,373	4,245
1. Patient Care Tracking/Followup	% Always/Most of the time					
This office reminds patients when they need to schedule an appointment for preventive or routine care. (Item D3)	90%	90%	86%	86%	82%	90%
This office documents how well our chronic-care patients follow their treatment plans. (Item D5)	88%	82%	78%	75%	67%	85%
Our office follows up when we do not receive a report we are expecting from an outside provider. (Item D6)	91%	91%	86%	74%	71%	87%
This office follows up with patients who need monitoring. (Item D9)	92%	94%	89%	89%	85%	91%
2. Teamwork	% Strongly Agree/Agree					
When someone in this office gets really busy, others help out. (Item C1)	82%	95%	83%	84%	88%	81%
In this office, there is a good working relationship between staff and providers. (Item C2)	85%	92%	89%	91%	94%	86%
In this office, we treat each other with respect. (Item C5)	84%	91%	82%	89%	95%	81%
This office emphasizes teamwork in taking care of patients. (Item C13)	84%	95%	83%	85%	91%	82%
3. Organizational Learning	% Strongly Agree/Agree					
When there is a problem in our office, we see if we need to change the way we do things. (Item F1)	79%	97%	77%	78%	85%	77%
This office is good at changing office processes to make sure the same problems don't happen again. (Item F5)	79%	93%	77%	74%	79%	76%
After this office makes changes to improve the patient care process, we check to see if the changes worked. (Item F7)	74%	89%	70%	66%	68%	69%

Note: The item's survey location is shown in parentheses after the item text.

Table B-2. Item Average Percent Positive Response by Staff Position – 2024 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
<i># Medical Offices</i>	940	773	696	608	575	1,013
<i># Respondents</i>	3,064	1,214	2,147	1,256	1,373	4,245
4. Overall Perceptions of Patient Safety and Quality	% Strongly Agree/Agree					
Our office processes are good at preventing mistakes that could affect patients. (Item F2)	84%	92%	82%	83%	83%	83%
% Strongly Disagree/Disagree						
Mistakes happen more than they should in this office. (Item F3*)	72%	76%	75%	76%	76%	72%
It is just by chance that we don't make more mistakes that affect our patients. (Item F4*)	69%	80%	75%	76%	76%	68%
In this office, getting more work done is more important than quality of care. (Item F6*)	69%	79%	63%	60%	65%	62%
5. Communication About Error	% Always/Most of the time					
Providers and staff talk openly about office problems. (Item D8)	57%	79%	63%	67%	76%	59%
In this office, we discuss ways to prevent errors from happening again. (Item D11)	81%	94%	82%	81%	81%	80%
Staff are willing to report mistakes they observe in this office. (Item D12)	79%	89%	79%	78%	83%	78%
% Never/Rarely						
Staff feel like their mistakes are held against them. (Item D7*)	61%	75%	67%	67%	70%	61%

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

Table B-2. Item Average Percent Positive Response by Staff Position – 2024 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>	940	773	696	608	575	1,013
<i># Respondents</i>	3,064	1,214	2,147	1,256	1,373	4,245
6. Staff Training	% Strongly Agree/Agree					
This office trains staff when new processes are put into place. (Item C4)	70%	93%	71%	71%	79%	71%
This office makes sure staff get the on-the-job training they need. (Item C7)	71%	93%	73%	69%	77%	72%
	% Strongly Disagree/Disagree					
Staff in this office are asked to do tasks they haven't been trained to do. (Item C10*)	59%	80%	66%	70%	72%	63%
7. Communication Openness	% Always/Most of the time					
Providers in this office are open to staff ideas about how to improve office processes. (Item D1)	68%	75%	72%	84%	92%	71%
Staff are encouraged to express alternative viewpoints in this office. (Item D2)	70%	93%	70%	79%	85%	68%
	% Never/Rarely					
Staff are afraid to ask questions when something does not seem right. (Item D4*)	70%	78%	71%	72%	73%	67%
It is difficult to voice disagreement in this office. (Item D10*)	56%	76%	58%	62%	72%	53%

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

Table B-2. Item Average Percent Positive Response by Staff Position – 2024 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	940	773	696	608	575	1,013
# Respondents	3,064	1,214	2,147	1,256	1,373	4,245
8. Office Processes and Standardization	% Strongly Agree/Agree					
We have good procedures for checking that work in this office was done correctly. (Item C9)	73%	84%	64%	62%	68%	70%
Staff in this office follow standardized processes to get tasks done. (Item C15)	82%	90%	80%	76%	80%	79%
	% Strongly Disagree/Disagree					
This office is more disorganized than it should be. (Item C8*)	64%	72%	60%	61%	64%	60%
We have problems with workflow in this office. (Item C12*)	52%	61%	49%	47%	51%	50%
9. Owner/Managing Partner/Leadership Support for Patient Safety	% Strongly Agree/Agree					
They place a high priority on improving patient care processes. (Item E3)	79%	83%	75%	73%	72%	75%
	% Strongly Disagree/Disagree					
They aren't investing enough resources to improve the quality of care in this office. (Item E1*)	50%	50%	45%	44%	44%	45%
They overlook patient care mistakes that happen over and over. (Item E2*)	75%	79%	75%	76%	73%	73%
They make decisions too often based on what is best for the office rather than what is best for patients. (Item E4*)	56%	61%	54%	52%	53%	52%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item, where the % Strongly Disagree/Disagree or % Never/Rarely indicates a positive response. Owner/Managing Partner/Leadership Support for Patient Safety results only include those respondents who answered "No" to being an owner, a managing partner, or in a leadership position with responsibility for making financial decisions in the medical office.

Table B-2. Item Average Percent Positive Response by Staff Position – 2024 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>	940	773	696	608	575	1,013
<i># Respondents</i>	3,064	1,214	2,147	1,256	1,373	4,245
10. Work Pressure and Pace	% Strongly Agree/Agree					
We have enough staff to handle our patient load. (Item C11)	37%	45%	36%	34%	36%	39%
	% Strongly Disagree/Disagree					
In this office, we often feel rushed when taking care of patients. (Item C3*)	43%	40%	35%	33%	38%	38%
We have too many patients for the number of providers in this office. (Item C6*)	35%	43%	37%	38%	42%	38%
This office has too many patients to be able to handle everything effectively. (Item C14*)	49%	53%	46%	47%	52%	49%

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

Table B-3. Item Average Percent Positive Response on Patient Safety and Quality Issues by Staff Position – 2024 SOPS Medical Office Database

Patient Safety and Quality Issues 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>	940	773	696	608	575	1,013
<i># Respondents</i>	3,064	1,214	2,147	1,256	1,373	4,245
Access to Care						
A patient was unable to get an appointment within 48 hours for an acute/serious problem. (Item A1)	64%	68%	63%	65%	65%	65%
Patient Identification						
The wrong chart/medical record was used for a patient. (Item A2)	97%	98%	98%	99%	98%	98%
Charts/Medical Records						
A patient’s chart/medical record was not available when needed. (Item A3)	93%	95%	92%	88%	91%	93%
Medical information was filed, scanned, or entered into the wrong patient’s chart/medical record. (Item A4)	97%	97%	98%	97%	95%	97%
Medical Equipment						
Medical equipment was not working properly or was in need of repair or replacement. (Item A5)	90%	93%	87%	84%	84%	87%
Medication						
A pharmacy contacted our office to clarify or correct a prescription. (Item A6)	54%	67%	57%	67%	66%	63%
A patient’s medication list was not updated during his or her visit. (Item A7)	85%	80%	76%	72%	69%	83%
Diagnostics & Tests						
The results from a lab or imaging test were not available when needed. (Item A8)	83%	82%	75%	70%	71%	80%
A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (Item A9)	90%	94%	94%	94%	93%	93%

Note: The item’s survey location is shown in parentheses 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 – 2024 SOPS Medical Office Database

Information Exchange With Other Settings Survey Items	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/LVN/ LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (M.D. or D.O.)	Other Clinical Staff or Clinical Support Staff
# Medical Offices	940	773	696	608	575	1,013
# Respondents	3,064	1,214	2,147	1,256	1,373	4,245
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)	81%	75%	71%	67%	63%	76%
Other medical offices/Outside physicians? (Item B2)	79%	75%	72%	68%	61%	77%
Pharmacies? (Item B3)	73%	78%	71%	76%	74%	77%
Hospitals? (Item B4)	84%	82%	80%	78%	72%	84%

Note: The item’s survey location is shown in parentheses 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 – 2024 SOPS Medical Office Database (Page 1 of 3)

Overall Ratings on Quality 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>	940	773	696	608	575	1,013
<i># Respondents</i>	3,064	1,214	2,147	1,256	1,373	4,245
Patient Centered - Is responsive to individual patient preferences, needs, and values. (Item G1A)						
Excellent or Very good	66%	81%	65%	68%	73%	65%
Excellent	31%	38%	30%	30%	37%	32%
Very good	36%	43%	35%	38%	36%	32%
Good	26%	15%	27%	26%	22%	27%
Fair	7%	3%	7%	5%	5%	7%
Poor	1%	1%	1%	1%	0%	2%
Effective - Is based on scientific knowledge. (Item G1B)						
Excellent or Very good	63%	82%	68%	76%	80%	64%
Excellent	28%	39%	29%	33%	38%	30%
Very good	35%	43%	39%	43%	41%	34%
Good	30%	15%	27%	21%	18%	28%
Fair	6%	2%	4%	3%	2%	7%
Poor	1%	0%	1%	1%	0%	1%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Table B-5. Item Average Percentages of Overall Ratings on Quality by Staff Position – 2024 SOPS Medical Office Database (Page 2 of 3)

Overall Ratings on Quality 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>	940	773	696	608	575	1,013
<i># Respondents</i>	3,064	1,214	2,147	1,256	1,373	4,245
Timely - Minimizes waits and potentially harmful delays. (Item G1C)						
Excellent or Very good	53%	63%	51%	54%	55%	52%
Excellent	22%	24%	19%	17%	21%	23%
Very good	31%	39%	32%	37%	34%	29%
Good	28%	24%	28%	28%	28%	29%
Fair	14%	10%	16%	14%	14%	13%
Poor	5%	3%	5%	3%	3%	6%
Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (Item G1D)						
Excellent or Very good	57%	72%	56%	57%	60%	56%
Excellent	24%	30%	20%	18%	22%	24%
Very good	33%	42%	35%	39%	39%	32%
Good	33%	21%	30%	32%	27%	31%
Fair	8%	6%	12%	9%	10%	10%
Poor	2%	1%	2%	2%	2%	3%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Table B-5. Item Average Percentages of Overall Ratings on Quality by Staff Position – 2024 SOPS Medical Office Database (Page 3 of 3)

Overall Ratings on Quality Survey Items	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/LVN/ LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (M.D. or D.O.)	Other Clinical Staff or Clinical Support Staff
# Medical Offices	940	773	696	608	575	1,013
# Respondents	3,064	1,214	2,147	1,256	1,373	4,245
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	77%	90%	80%	84%	87%	77%
Excellent	49%	66%	50%	51%	56%	51%
Very good	28%	24%	30%	33%	31%	26%
Good	18%	8%	15%	13%	11%	17%
Fair	4%	1%	3%	2%	2%	4%
Poor	1%	1%	1%	0%	1%	1%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Table B-6. Item Average Percentages of Overall Rating on Patient Safety by Staff Position – 2024 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>	940	773	696	608	575	1,013
<i># Respondents</i>	3,064	1,214	2,147	1,256	1,373	4,245
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%	79%	63%	63%	67%	62%
Excellent	28%	31%	23%	23%	27%	27%
Very good	38%	48%	39%	41%	40%	36%
Good	27%	17%	26%	27%	24%	29%
Fair	6%	4%	10%	8%	8%	7%
Poor	1%	0%	2%	1%	1%	2%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Appendix B: Results by Respondent Characteristics

Tenure in Medical Office

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

Table B-7. Composite Measure Average Percent Positive Response by Tenure in Medical Office – 2024 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>	941	958	921	805	731
<i># Respondents</i>	3,129	3,466	2,879	2,206	2,372
1. Patient Care Tracking/Followup	89%	87%	84%	84%	86%
2. Teamwork	86%	84%	84%	85%	89%
3. Organizational Learning	78%	74%	73%	76%	80%
4. Overall Perceptions of Patient Safety and Quality	75%	73%	71%	72%	76%
5. Communication About Error	74%	71%	70%	71%	75%
6. Staff Training	74%	69%	70%	69%	75%
7. Communication Openness	71%	68%	66%	68%	71%
8. Office Processes and Standardization	69%	66%	64%	63%	67%
9. Owner/Managing Partner/Leadership Support for Patient Safety	69%	62%	58%	59%	63%
10. Work Pressure and Pace	47%	41%	38%	37%	39%
Composite Measure Average	74%	70%	68%	69%	72%

Table B-8. Item Average Percent Positive Response by Tenure in Medical Office – 2024 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>	941	958	921	805	731
<i># Respondents</i>	3,129	3,466	2,879	2,206	2,372
1. Patient Care Tracking/Followup	% Always/Most of the time				
This office reminds patients when they need to schedule an appointment for preventive or routine care. (Item D3)	89%	89%	86%	86%	87%
This office documents how well our chronic-care patients follow their treatment plans. (Item D5)	84%	80%	78%	78%	80%
Our office follows up when we do not receive a report we are expecting from an outside provider. (Item D6)	88%	86%	82%	83%	86%
This office follows up with patients who need monitoring. (Item D9)	92%	90%	89%	88%	89%
2. Teamwork	% Strongly Agree/Agree				
When someone in this office gets really busy, others help out. (Item C1)	86%	83%	83%	82%	86%
In this office, there is a good working relationship between staff and providers. (Item C2)	87%	86%	88%	88%	92%
In this office, we treat each other with respect. (Item C5)	85%	84%	82%	84%	89%
This office emphasizes teamwork in taking care of patients. (Item C13)	85%	83%	84%	85%	87%
3. Organizational Learning	% Strongly Agree/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%	78%	79%	85%
This office is good at changing office processes to make sure the same problems don't happen again. (Item F5)	79%	76%	75%	78%	82%
After this office makes changes to improve the patient care process, we check to see if the changes worked. (Item F7)	75%	70%	68%	69%	73%

Note: The item's survey location is shown in parentheses after the item text.

Table B-8. Item Average Percent Positive Response by Tenure in Medical Office – 2024 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>	941	958	921	805	731
<i># Respondents</i>	3,129	3,466	2,879	2,206	2,372
4. Overall Perceptions of Patient Safety and Quality	% Strongly Agree/Agree				
Our office processes are good at preventing mistakes that could affect patients. (Item F2)	86%	83%	82%	84%	86%
% Strongly Disagree/Disagree					
Mistakes happen more than they should in this office. (Item F3*)	74%	73%	72%	72%	76%
It is just by chance that we don't make more mistakes that affect our patients. (Item F4*)	71%	71%	71%	71%	75%
In this office, getting more work done is more important than quality of care. (Item F6*)	70%	64%	61%	63%	66%
5. Communication About Error	% Always/Most of the time				
Providers and staff talk openly about office problems. (Item D8)	64%	60%	62%	64%	68%
In this office, we discuss ways to prevent errors from happening again. (Item D11)	83%	81%	81%	82%	85%
Staff are willing to report mistakes they observe in this office. (Item D12)	83%	79%	77%	78%	81%
% Never/Rarely					
Staff feel like their mistakes are held against them. (Item D7*)	66%	65%	62%	63%	68%

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

Table B-8. Item Average Percent Positive Response by Tenure in Medical Office – 2024 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>	941	958	921	805	731
<i># Respondents</i>	3,129	3,466	2,879	2,206	2,372
6. Staff Training	% Strongly Agree/Agree				
This office trains staff when new processes are put into place. (Item C4)	77%	71%	72%	72%	78%
This office makes sure staff get the on-the-job training they need. (Item C7)	79%	72%	72%	71%	78%
	% Strongly Disagree/Disagree				
Staff in this office are asked to do tasks they haven't been trained to do. (Item C10*)	66%	63%	65%	64%	68%
7. Communication Openness	% Always/Most of the time				
Providers in this office are open to staff ideas about how to improve office processes. (Item D1)	74%	72%	72%	73%	77%
Staff are encouraged to express alternative viewpoints in this office. (Item D2)	75%	71%	71%	74%	77%
	% Never/Rarely				
Staff are afraid to ask questions when something does not seem right. (Item D4*)	73%	70%	68%	68%	71%
It is difficult to voice disagreement in this office. (Item D10*)	63%	59%	56%	58%	61%

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

Table B-8. Item Average Percent Positive Response by Tenure in Medical Office – 2024 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>	941	958	921	805	731
<i># Respondents</i>	3,129	3,466	2,879	2,206	2,372
8. Office Processes and Standardization	% Strongly Agree/Agree				
We have good procedures for checking that work in this office was done correctly. (Item C9)	74%	69%	67%	66%	71%
Staff in this office follow standardized processes to get tasks done. (Item C15)	83%	80%	79%	79%	82%
	% Strongly Disagree/Disagree				
This office is more disorganized than it should be. (Item C8*)	65%	61%	62%	59%	63%
We have problems with workflow in this office. (Item C12*)	56%	52%	49%	49%	52%
9. Owner/Managing Partner/Leadership Support for Patient Safety	% Strongly Agree/Agree				
They place a high priority on improving patient care processes. (Item E3)	82%	76%	70%	73%	76%
	% Strongly Disagree/Disagree				
They aren't investing enough resources to improve the quality of care in this office. (Item E1*)	56%	47%	42%	43%	46%
They overlook patient care mistakes that happen over and over. (Item E2*)	77%	74%	71%	70%	78%
They make decisions too often based on what is best for the office rather than what is best for patients. (Item E4*)	59%	53%	51%	51%	54%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item, where the % Strongly Disagree/Disagree or % Never/Rarely indicates a positive response. Owner/Managing Partner/Leadership Support for Patient Safety results only include those respondents who answered "No" to being an owner, a managing partner, or in a leadership position with responsibility for making financial decisions in the medical office.

Table B-8. Item Average Percent Positive Response by Tenure in Medical Office – 2024 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>	941	958	921	805	731
<i># Respondents</i>	3,129	3,466	2,879	2,206	2,372
10. Work Pressure and Pace	% Strongly Agree/Agree				
We have enough staff to handle our patient load. (Item C11)	47%	37%	35%	34%	38%
	% Strongly Disagree/Disagree				
In this office, we often feel rushed when taking care of patients. (Item C3*)	44%	40%	36%	34%	35%
We have too many patients for the number of providers in this office. (Item C6*)	42%	37%	36%	35%	37%
This office has too many patients to be able to handle everything effectively. (Item C14*)	57%	49%	45%	45%	48%

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

Table B-9. Item Average Percent Positive Response on Patient Safety and Quality Issues by Tenure in Medical Office – 2024 SOPS Medical Office Database

Patient Safety and Quality Issues 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>	941	958	921	805	731
<i># Respondents</i>	3,129	3,466	2,879	2,206	2,372
Access to Care					
A patient was unable to get an appointment within 48 hours for an acute/serious problem. (Item A1)	63%	67%	63%	62%	67%
Patient Identification					
The wrong chart/medical record was used for a patient. (Item A2)	98%	98%	97%	98%	98%
Charts/Medical Records					
A patient’s chart/medical record was not available when needed. (Item A3)	94%	94%	91%	91%	93%
Medical information was filed, scanned, or entered into the wrong patient’s chart/medical record. (Item A4)	97%	97%	96%	97%	96%
Medical Equipment					
Medical equipment was not working properly or was in need of repair or replacement. (Item A5)	88%	87%	85%	87%	88%
Medication					
A pharmacy contacted our office to clarify or correct a prescription. (Item A6)	62%	63%	55%	59%	64%
A patient’s medication list was not updated during his or her visit. (Item A7)	81%	80%	74%	74%	79%
Diagnostics & Tests					
The results from a lab or imaging test were not available when needed. (Item A8)	80%	79%	73%	74%	76%
A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (Item A9)	92%	93%	93%	92%	94%

Note: The item’s survey location is shown in parentheses 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 – 2024 SOPS Medical Office Database

Information Exchange With Other Settings Survey Items	Tenure in Medical Office				
	<1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <11 Years	11 Years or More
# Medical Offices	941	958	921	805	731
# Respondents	3,129	3,466	2,879	2,206	2,372
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)	77%	74%	70%	70%	72%
Other medical offices/Outside physicians? (Item B2)	77%	75%	71%	71%	74%
Pharmacies? (Item B3)	77%	76%	72%	72%	77%
Hospitals? (Item B4)	84%	83%	78%	78%	80%

Note: The item’s survey location is shown in parentheses 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 – 2024 SOPS Medical Office Database
(Page 1 of 3)

Overall Ratings on Quality 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>	941	958	921	805	731
<i># Respondents</i>	3,129	3,466	2,879	2,206	2,372
Patient Centered - Is responsive to individual patient preferences, needs, and values. (Item G1A)					
Excellent or Very good	71%	65%	65%	64%	69%
Excellent	36%	31%	30%	28%	33%
Very good	35%	34%	35%	36%	36%
Good	22%	27%	27%	27%	24%
Fair	6%	7%	7%	7%	6%
Poor	2%	1%	1%	1%	1%
Effective - Is based on scientific knowledge. (Item G1B)					
Excellent or Very good	71%	66%	67%	68%	70%
Excellent	34%	29%	30%	29%	33%
Very good	37%	37%	38%	39%	37%
Good	23%	26%	25%	26%	25%
Fair	5%	6%	7%	5%	4%
Poor	1%	1%	1%	1%	1%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Table B-11. Item Average Percentages of Overall Ratings on Quality by Tenure in Medical Office – 2024 SOPS Medical Office Database
(Page 2 of 3)

Overall Ratings on Quality 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>	941	958	921	805	731
<i># Respondents</i>	3,129	3,466	2,879	2,206	2,372
Timely - Minimizes waits and potentially harmful delays. (Item G1C)					
Excellent or Very good	57%	51%	51%	51%	55%
Excellent	26%	21%	20%	18%	21%
Very good	31%	30%	31%	33%	34%
Good	27%	28%	29%	30%	29%
Fair	12%	15%	15%	15%	13%
Poor	4%	6%	5%	5%	3%
Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (Item G1D)					
Excellent or Very good	63%	55%	55%	57%	58%
Excellent	26%	23%	21%	21%	23%
Very good	37%	33%	34%	36%	36%
Good	27%	32%	31%	30%	31%
Fair	8%	11%	11%	10%	9%
Poor	2%	2%	3%	4%	2%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Table B-11. Item Average Percentages of Overall Ratings on Quality by Tenure in Medical Office – 2024 SOPS Medical Office Database
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Overall Ratings on Quality 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>	941	958	921	805	731
<i># Respondents</i>	3,129	3,466	2,879	2,206	2,372
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	81%	78%	79%	79%	82%
Excellent	53%	50%	49%	50%	55%
Very good	28%	28%	30%	29%	27%
Good	15%	16%	15%	16%	16%
Fair	3%	4%	5%	4%	2%
Poor	1%	1%	1%	1%	1%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.

Table B-12. Item Average Percentages of Overall Rating on Patient Safety by Tenure in Medical Office – 2024 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>	941	958	921	805	731
<i># Respondents</i>	3,129	3,466	2,879	2,206	2,372
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	68%	62%	61%	62%	66%
Excellent	30%	25%	24%	23%	26%
Very good	39%	37%	37%	39%	40%
Good	24%	29%	28%	28%	28%
Fair	6%	8%	9%	8%	5%
Poor	1%	2%	2%	1%	1%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very good" may not equal the sum of the separate response option percentages due to rounding.