Surveys on Patient Safety Culture®

Findings from the 2024 Surveys on Patient Safety Culture® (SOPS®) Medical Office Database

The SOPS Medical Office Survey assesses provider and staff perceptions of their organization's patient safety culture. The 2024 SOPS Medical Office Database includes data from:

1,164
Participating Medical Offices

15,449
Provider and Staff Respondents

58%
Average Medical Office Response Rate

Highest Scoring Composite Measures

Patient Care Tracking/Followup

86%
of respondents reported their medical office "always" or "most of the time" reminds patients about appointments, documents how well patients follow treatment plans, and follows up with patients and outside providers.

Teamwork

85%
of respondents "strongly agree" or "agree" their medical office has a culture of teamwork, mutual respect, and close working relationships among staff and providers.

Lowest Scoring Composite Measure

Work Pressure and Pace

41%
of respondents "strongly agree" or "agree" that there are enough staff and providers to handle the patient load, and the office work pace is not hectic.

AHRQ
Agency for Healthcare Research and Quality

Overall Ratings on Quality

Highest Rated

Equitable

80%

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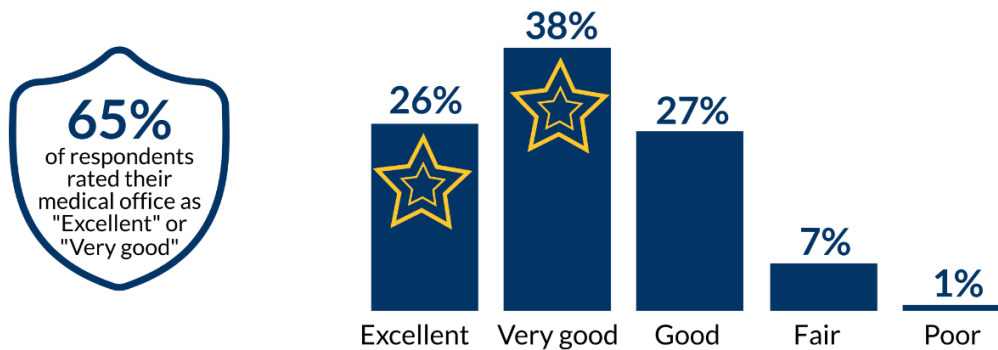
Lowest Rated

Timely

54%

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

Overall Patient Safety Rating

Average respondent ratings of their medical office on patient safety

65% of respondents rated their medical office as "Excellent" or "Very good"

26%	38%	27%	7%	1%
Excellent	Very good	Good	Fair	Poor

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

What's Next? Action planning for patient safety improvement

The *Action Planning Tool for the AHRQ Surveys on Patient Safety Culture* provides step-by-step guidance on how to develop an action plan to improve patient safety culture, available at www.ahrq.gov/sops/resources/planning-tool/index.html

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

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