



Surveys on Patient Safety Culture®

Findings from the 2024 Surveys on Patient Safety Culture® (SOPS®) Medical Office Diagnostic Safety Supplemental Item Set

The SOPS Medical Office Diagnostic Safety Supplemental Item Set assesses the extent to which the organizational culture in medical offices supports the diagnostic process, accurate diagnoses, and communication around diagnoses. The 2024 SOPS Medical Office Supplemental Item Set includes data from:



102

Participating Medical Offices



760

Provider and Staff Respondents



59%

Average Medical Office Diagnostic Safety Response Rate

Highest Diagnostic Safety Composite Measure: Testing and Referrals



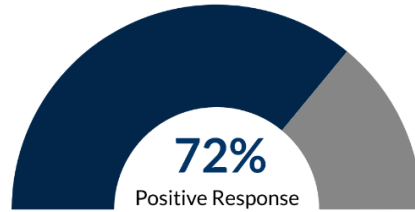
84% of respondents agreed that tests, referrals, and other diagnostic procedures are effectively tracked and followed; results are communicated to patients; and staff confirm whether patients went to high-priority appointments.

Lowest Diagnostic Safety Composite Measure: Time Availability



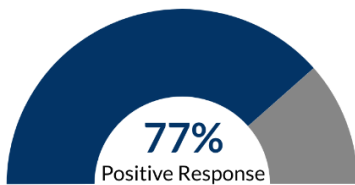
60% of respondents agreed that there is enough time available to fully evaluate patient's presenting problems, review relevant patient information, and finish patient notes by the end of the regular workday.

Overall Diagnostic Safety Composite Measure Average



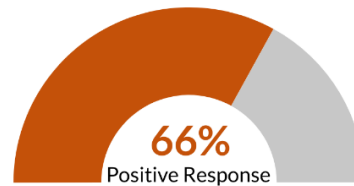
Highest and Lowest Diagnostic Safety Composite Measure Average by Number of Providers

Highest



2 Providers

Lowest



6 or More Providers

Highest and Lowest Diagnostic Safety Items

Highest



89% of respondents agreed that "Providers in this office talk directly with specialists/radiologists/pathologists when something needs clarification."

Lowest



45% of respondents agreed that "Providers in this office finish their patient notes by the end of their regular workday."

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.

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>