

Medical Office Survey on Patient Safety Culture Individual Medical Office Feedback Report

**Sample Medical Office
Anytown, USA**

May-10

Produced by Westat

Rockville, MD

safetyculturesurveys@ahrq.hhs.gov

Sponsored by the Agency for Healthcare Research and Quality (AHRQ) under
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Demographic Data about Respondents for Sample Medical Office

Your Medical Office Completed Survey Data Collection	May-10
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Survey Administration Statistics

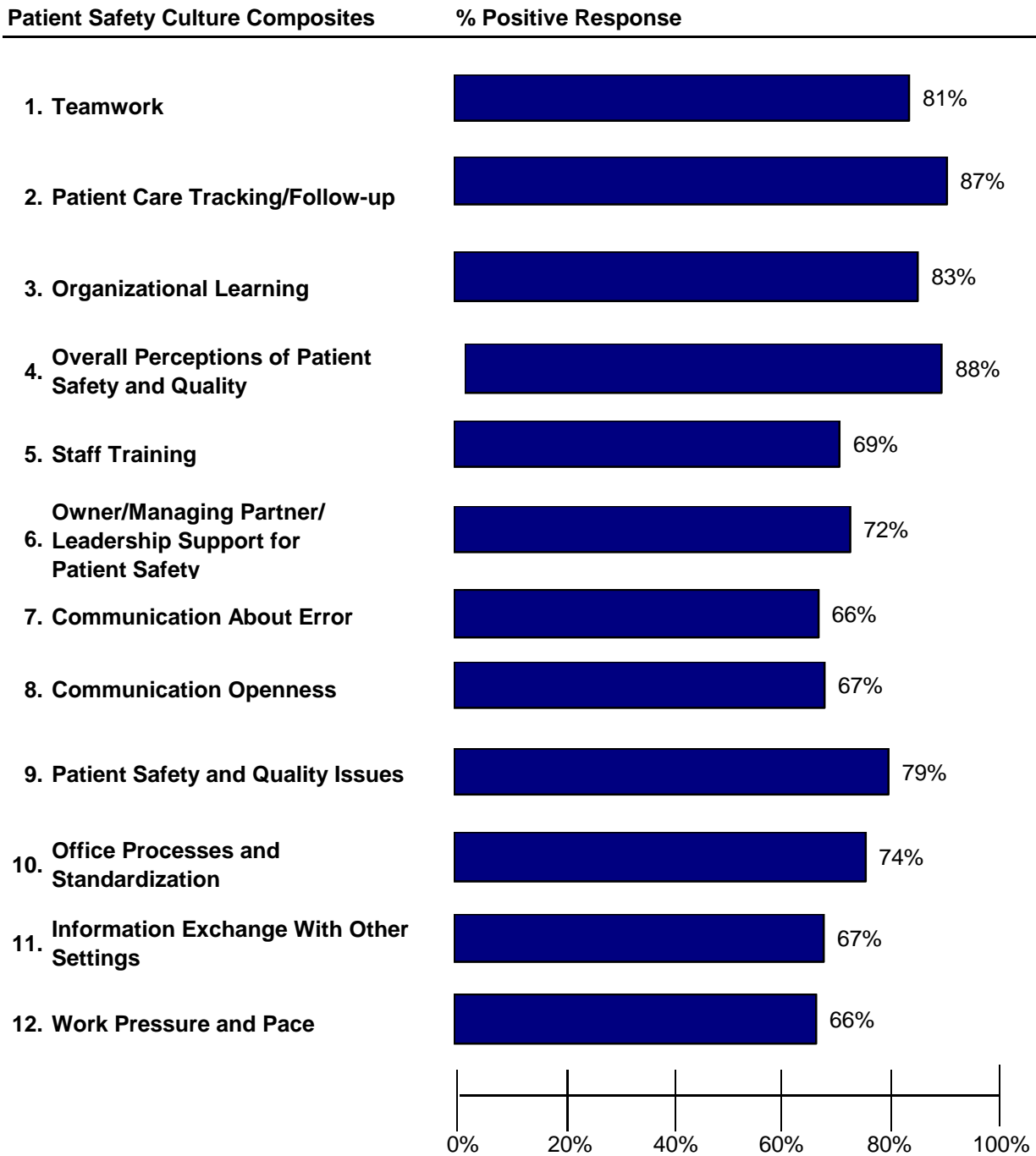
Number of completed surveys (response rate numerator)	88
Number of surveys administered (response rate denominator)	100
Response rate	88%

1. Tenure With This Medical Office Location:	N	%
Less than 2 months	0	0
2 months to less than 1 year	16	18%
1 year to less than 3 years	20	23%
3 years to less than 6 years	33	38%
6 years to less than 11 years	15	17%
11 years or more	4	5%
Total	88	100%
Missing	0	

2. Hours Worked per Week in This Medical Office Location:	N	%
1 to 4 hours per week	1	1%
5 to 16 hours per week	3	3%
17 to 24 hours per week	2	2%
25 to 32 hours per week	3	3%
33 to 40 hours per week	71	81%
41 hours per week or more	8	9%
Total	88	100%
Missing	0	

3. Staff Position	N	%
Physician	3	3%
Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Nurse Midwife, Advanced Practice Nurse, etc	0	0
Management	7	8%
Administrative or clerical staff	27	31%
Nurse (RN), Licensed Vocational Nurse (LVN), Licensed Practical Nurse (LPN)	9	10%
Other clinical staff or clinical support staff	25	29%
Other position	16	18%
Total	87	100%
Missing	1	

Composite-Level Results for Sample Medical Office



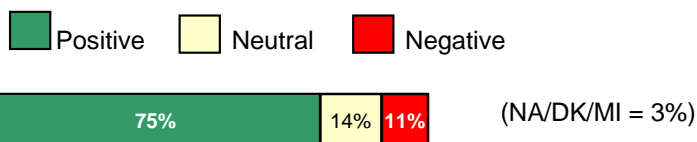
Note: Composite scores are not calculated when any item in the composite has fewer than 3 respondents.

Item-Level Results for Sample Medical Office

Number of responses = 88

1. Teamwork

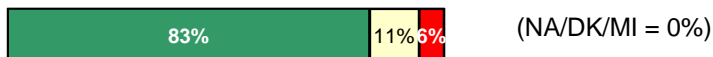
1. When someone in this office gets really busy, others help out. (C1)



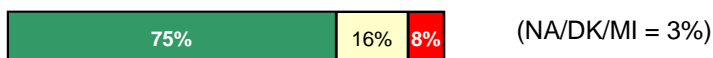
2. In this office, there is a good working relationship between staff and providers. (C2)



3. In this office, we treat each other with respect. (C5)

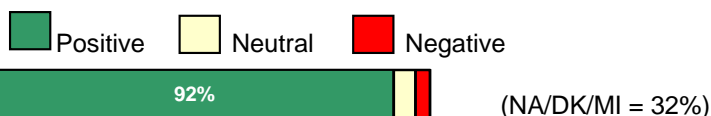


4. This office emphasizes teamwork in taking care of patients. (C13)



2. Patient Care Tracking/Follow-up

1. This office reminds patients when they need to schedule an appointment for preventive or routine care. (D3)



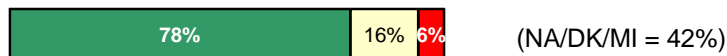
2. This office documents how well our chronic-care patients follow their treatment plans. (D5)



3. Our office follows up when we do not receive a report we are expecting from an outside provider. (D6)

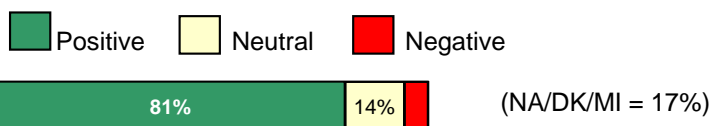


4. This office follows up with patients who need monitoring. (D9)

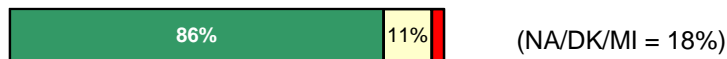


3. Organizational Learning

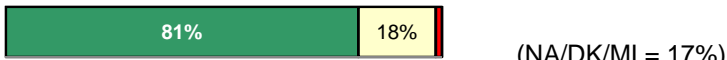
1. When there is a problem in our office, we see if we need to change the way we do things. (F1)



2. This office is good at changing office processes to make sure the same problems don't happen again. (F5)



3. After this office makes changes to improve the patient care process, we check to see if the changes worked. (F7)



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Item-Level Results for Sample Medical Office

Number of responses = 88

4. Overall Perceptions of Patient Safety and Quality

1. Our office processes are good at preventing mistakes that could affect patients. (F2)

Positive Neutral Negative



2. Mistakes happen more than they should in this office. (F3R)



3. It is just by chance that we don't make more mistakes that affect our patients. (F4R)



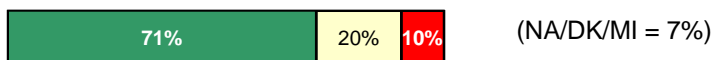
4. In this office, getting more work done is more important than quality of care. (F6R)



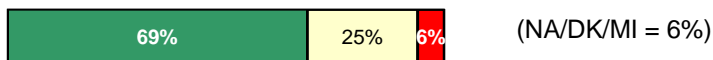
5. Staff Training

1. This office trains staff when new processes are put into place. (C4)

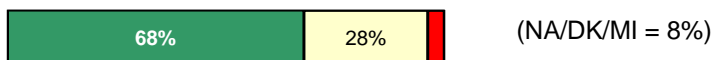
Positive Neutral Negative



2. This office makes sure staff get the on-the-job training they need. (C7)



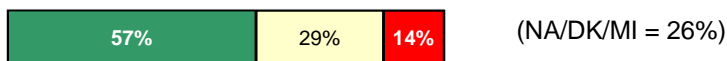
3. Staff in this office are asked to do tasks they haven't been trained to do. (C10R)



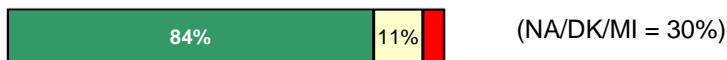
6. Owner/Managing Partner/Leadership Support for Patient Safety

1. They aren't investing enough resources to improve the quality of care in this office. (E1R)

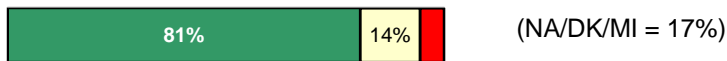
Positive Neutral Negative



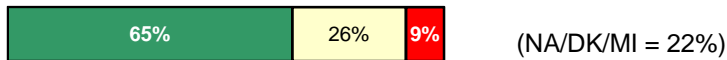
2. They overlook patient care mistakes that happen over and over. (E2R)



3. They place a high priority on improving patient care processes. (E3)



4. They make decisions too often based on what is best for the office rather than what is best for patients. (E4R)



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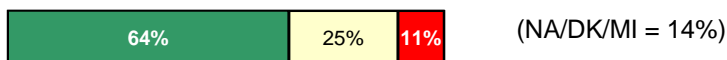
Item-Level Results for Sample Medical Office

Number of responses = 88

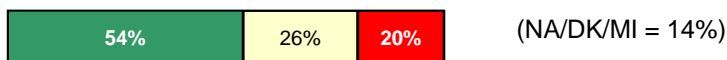
7. Communication About Error

1. Staff feel like their mistakes are held against them. (D7R)

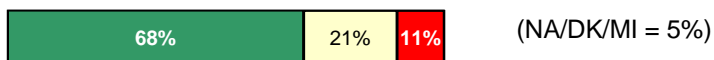
Positive Neutral Negative



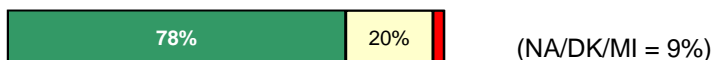
2. Providers and staff talk openly about office problems. (D8)



3. In this office, we discuss ways to prevent errors from happening again. (D11)



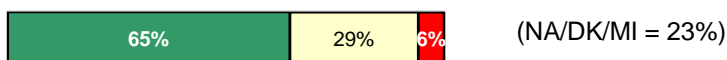
4. Staff are willing to report mistakes they observe in this office. (D12)



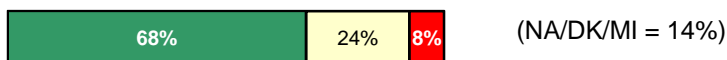
8. Communication Openness

1. Providers in this office are open to staff ideas about how to improve office processes. (D1)

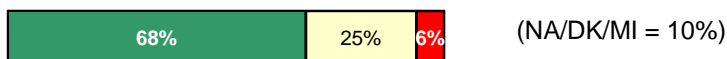
Positive Neutral Negative



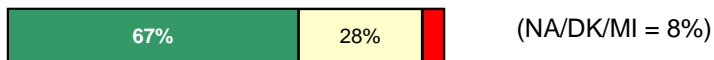
2. Staff are encouraged to express alternative viewpoints in this office. (D2)



3. Staff are afraid to ask questions when something does not seem right. (D4R)



4. It is difficult to voice disagreement in this office. (D10R)



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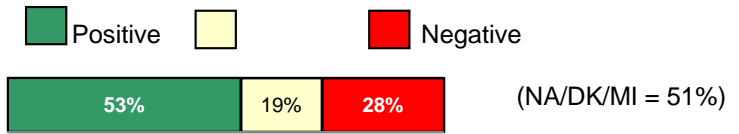
Item-Level Results for Sample Medical Office

Number of responses = 88

9. Patient Safety and Quality Issues

Access to Care

1. A patient was unable to get an appointment within 48 hours for an acute/serious problem. (A1)



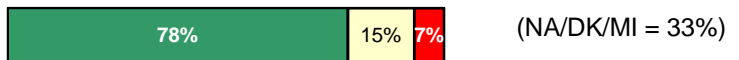
Patient Identification

2. The wrong chart/medical record was used for a patient. (A2)

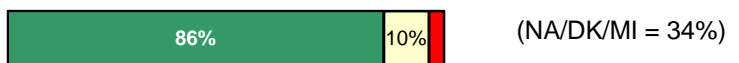


Charts/Medical Records

3. A patient's chart/medical record was not available when needed. (A3)

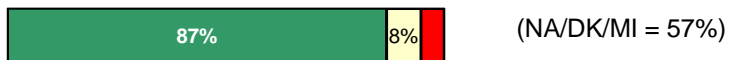


4. Medical information was filed, scanned, or entered into the wrong patient's chart/medical record. (A4)



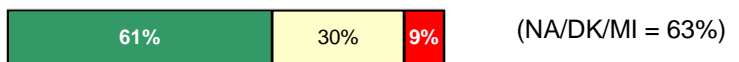
Medical Equipment

5. Medical equipment was not working properly or was in need of repair or replacement. (A5)

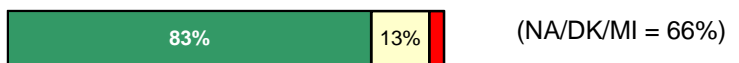


Medication

6. A pharmacy contacted our office to clarify or correct a prescription. (A6)

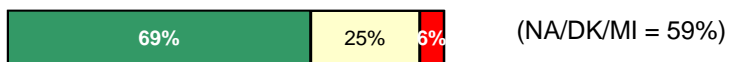


7. A patient's medication list was not updated during his or her visit. (A7)



Diagnostics & Tests

8. The results from a lab or imaging test were not available when needed. (A8)

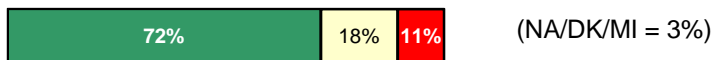


9. A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (A9)

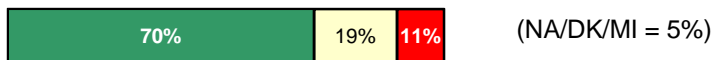


10. Office Processes and Standardization

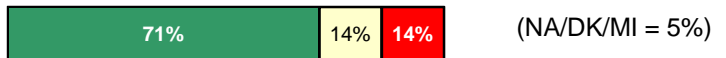
1. This office is more disorganized than it should be. (C8R)



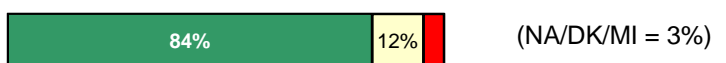
2. We have good procedures for checking that work in this office was done correctly. (C9)



3. We have problems with workflow in this office. (C12R)



4. Staff in this office follow standardized processes to get tasks done. (C15)



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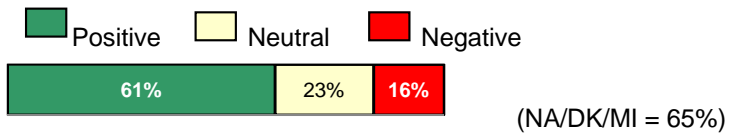
Item-Level Results for Sample Medical Office

Number of responses = 88

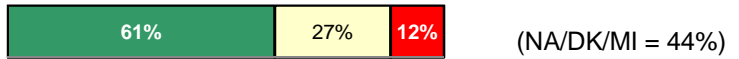
11. Information Exchange With Other Settings

Over the past 12 months, how often has your medical office had problems exchanging accurate, complete, and timely information with:

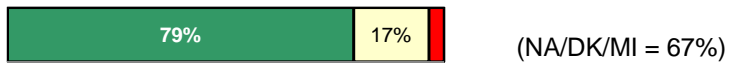
1. Outside labs/imaging centers? (B1)



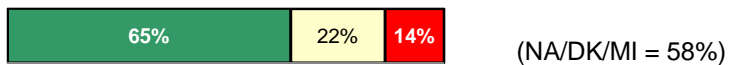
2. Other medical offices/Outside physicians? (B2)



3. Pharmacies? (B3)

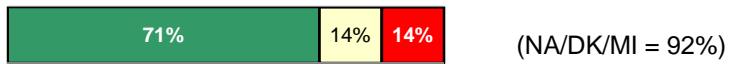


4. Hospitals? (B4)



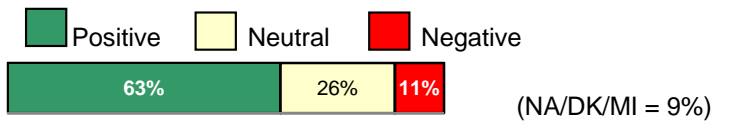
5. Other? (Specify) (B5)

(Not included in composite results)



12. Work Pressure and Pace

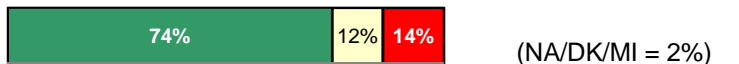
1. In this office, we often feel rushed when taking care of patients. (C3R)



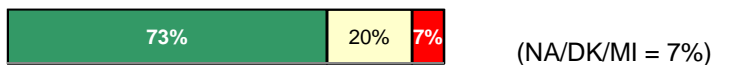
2. We have too many patients for the number of providers in this office. (C6R)



3. We have enough staff to handle our patient load. (C11)



4. This office has too many patients to be able to handle everything effectively. (C14R)



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Overall Ratings of Quality

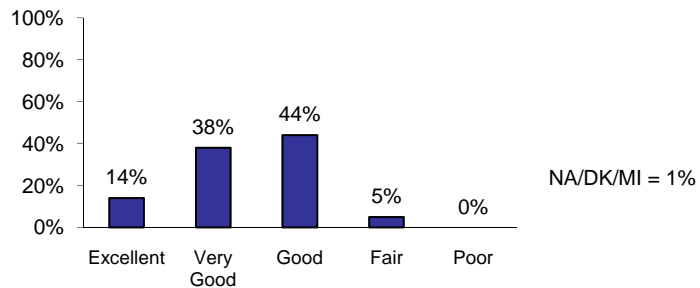
Responses for Sample Medical Office

Item Survey Items

Overall, how would you rate your medical office on each of the following areas of health care quality?

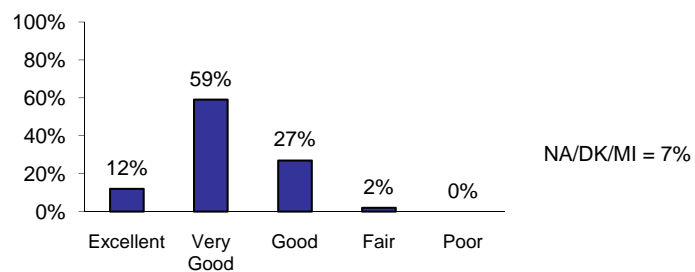
G1a. Patient Centered

Is responsive to individual patient preferences, needs, and values.



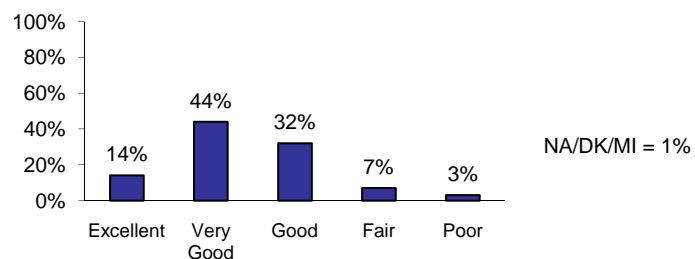
G1b. Effective

Is based on scientific knowledge.



G1c. Timely

Minimizes waits and potentially harmful delays.



Notes: 1) NA/DK/MI = % of respondents who answered Does Not Apply or Don't Know, or missing data; 2) Item data not displayed for fewer than 3 respondents does not include NA/DK/MI.

Overall Ratings of Quality

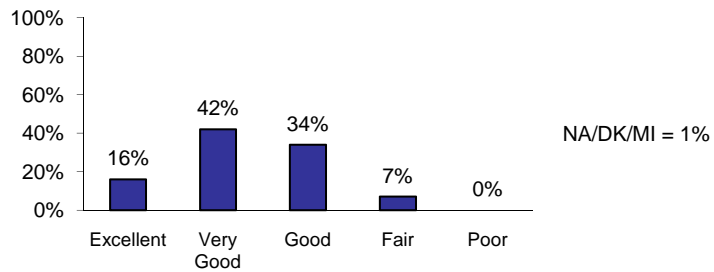
Responses for Sample Medical Office

Item Survey Items

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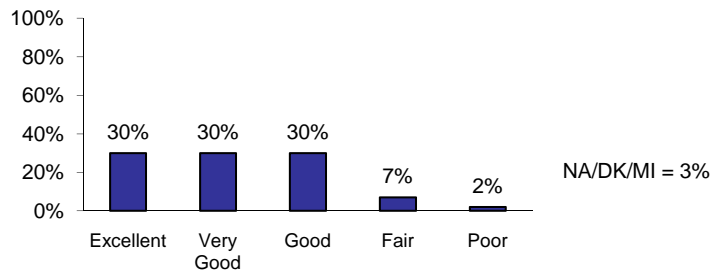
G1d. Efficient

Ensures cost-effective care (avoids waste, overuse, and misuse of services).



G1e. Equitable

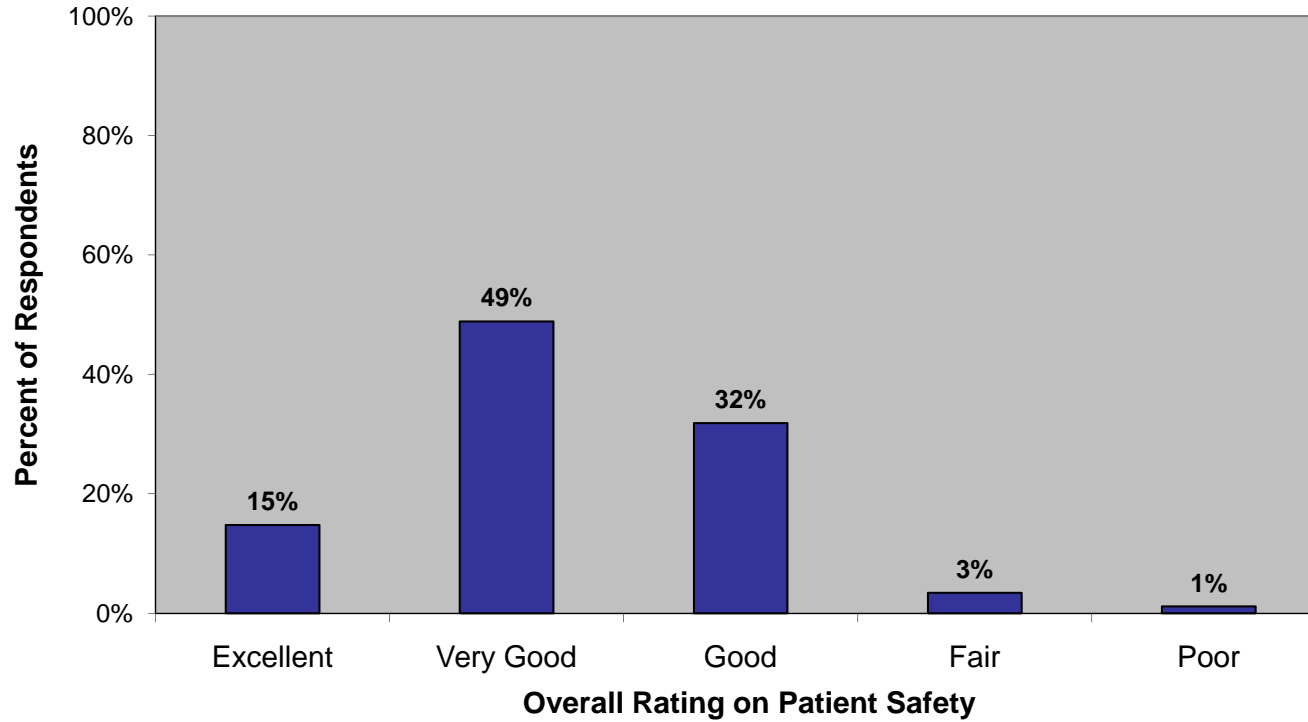
Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc.



Notes: 1) NA/DK/MI = % of respondents who answered Does Not Apply or Don't Know, or missing data; 2) Item data not displayed for fewer than 3 respondents does not include NA/DK/MI.

Overall Rating on Patient Safety Sample Medical Office

(Survey item G2)

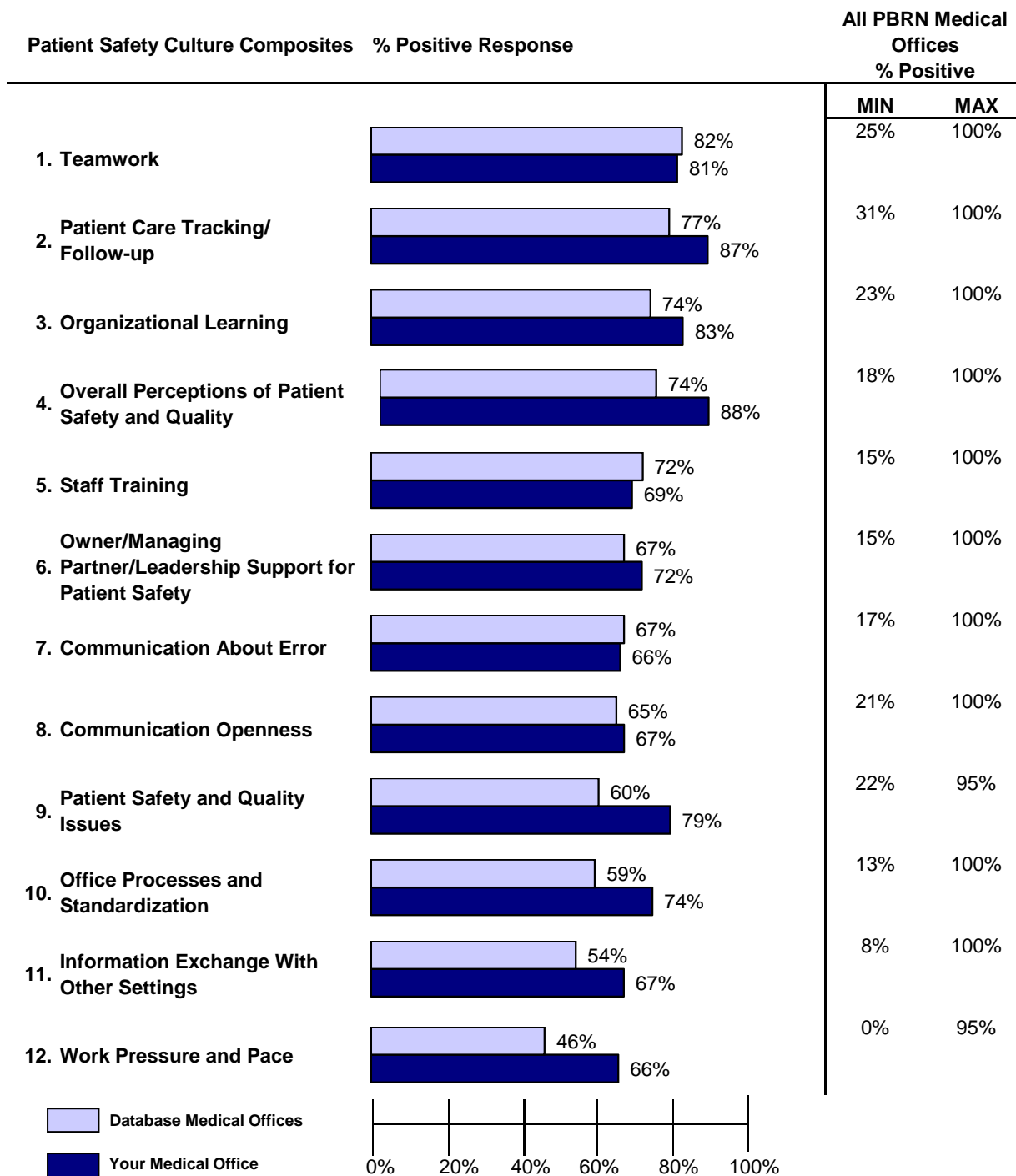


NA/DK/MI = 0%

Notes: 1) NA/DK/MI refers to the percentage of respondents that answered Does Not Apply or Don't Know or did not respond to the item; 2) Item data does not display for fewer than three respondents; 3) % do not include NA/DK/MI.

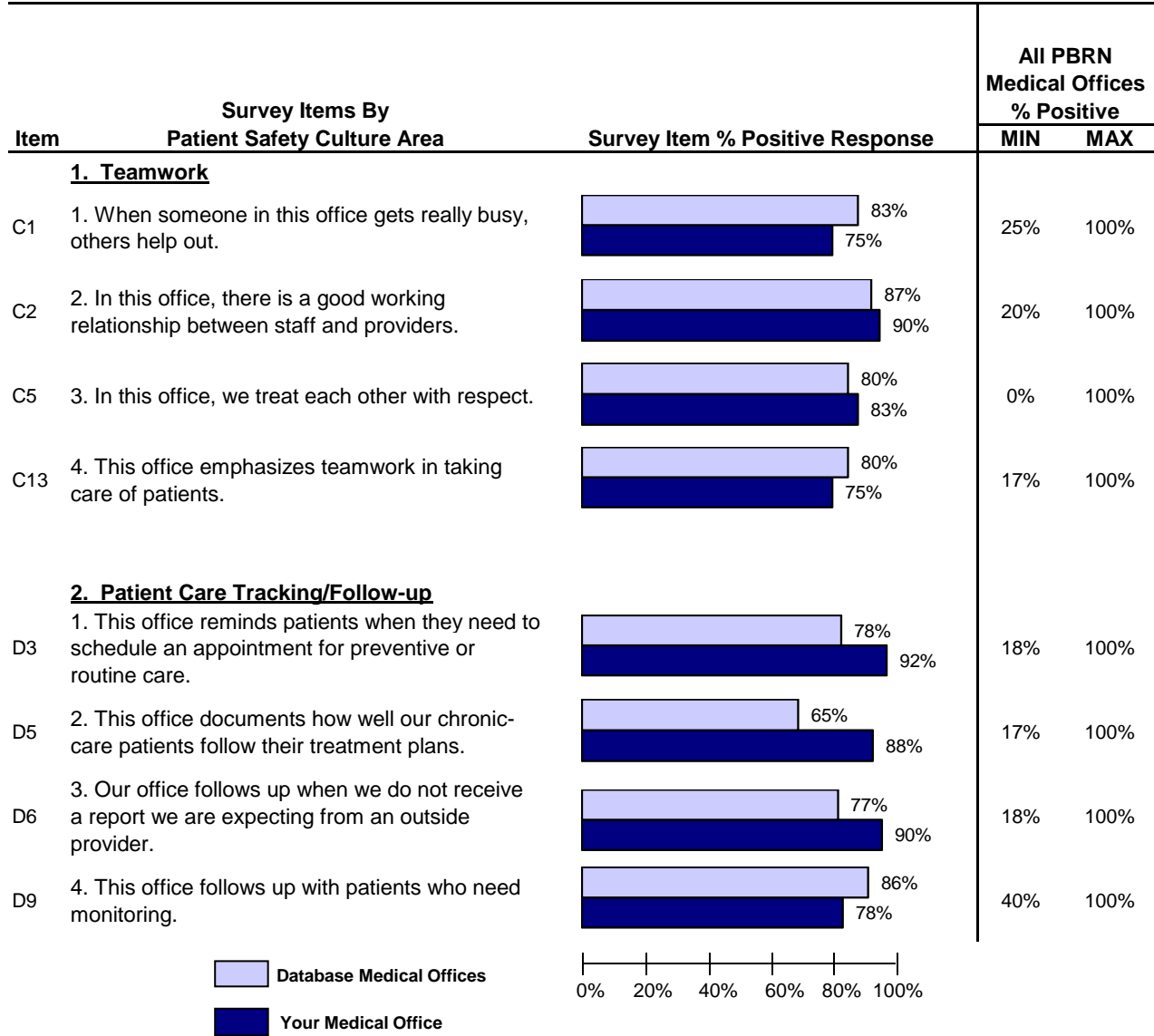
Composite-Level and Item-level Comparative Results

Composite-Level Comparative Results for Sample Medical Office



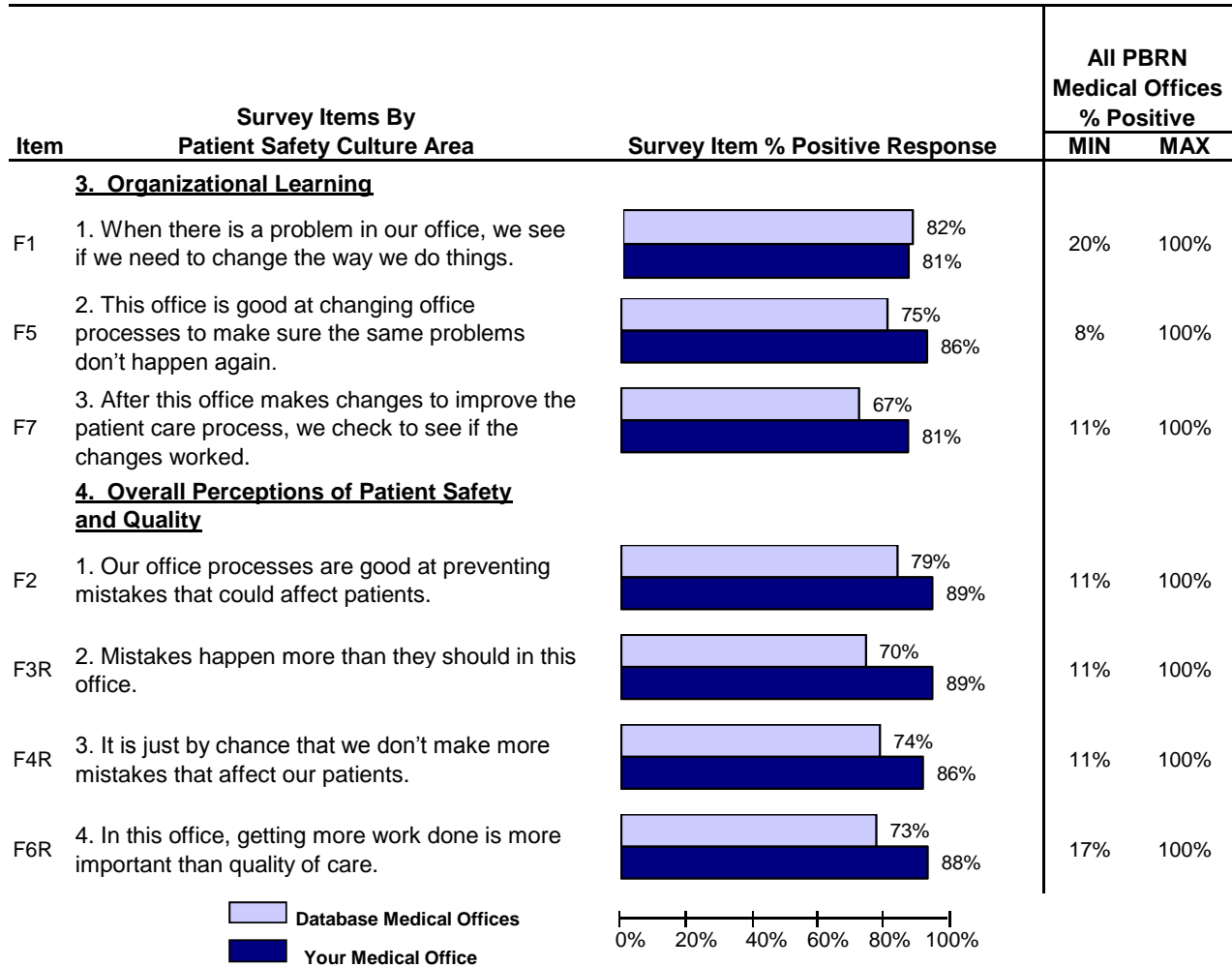
Notes: 1) 2010 Preliminary Comparative Results are based on data from 470 Medical Offices; 2) Composite scores are not calculated when any item in the composite has fewer than three respondents.

Responses for Sample Medical Office



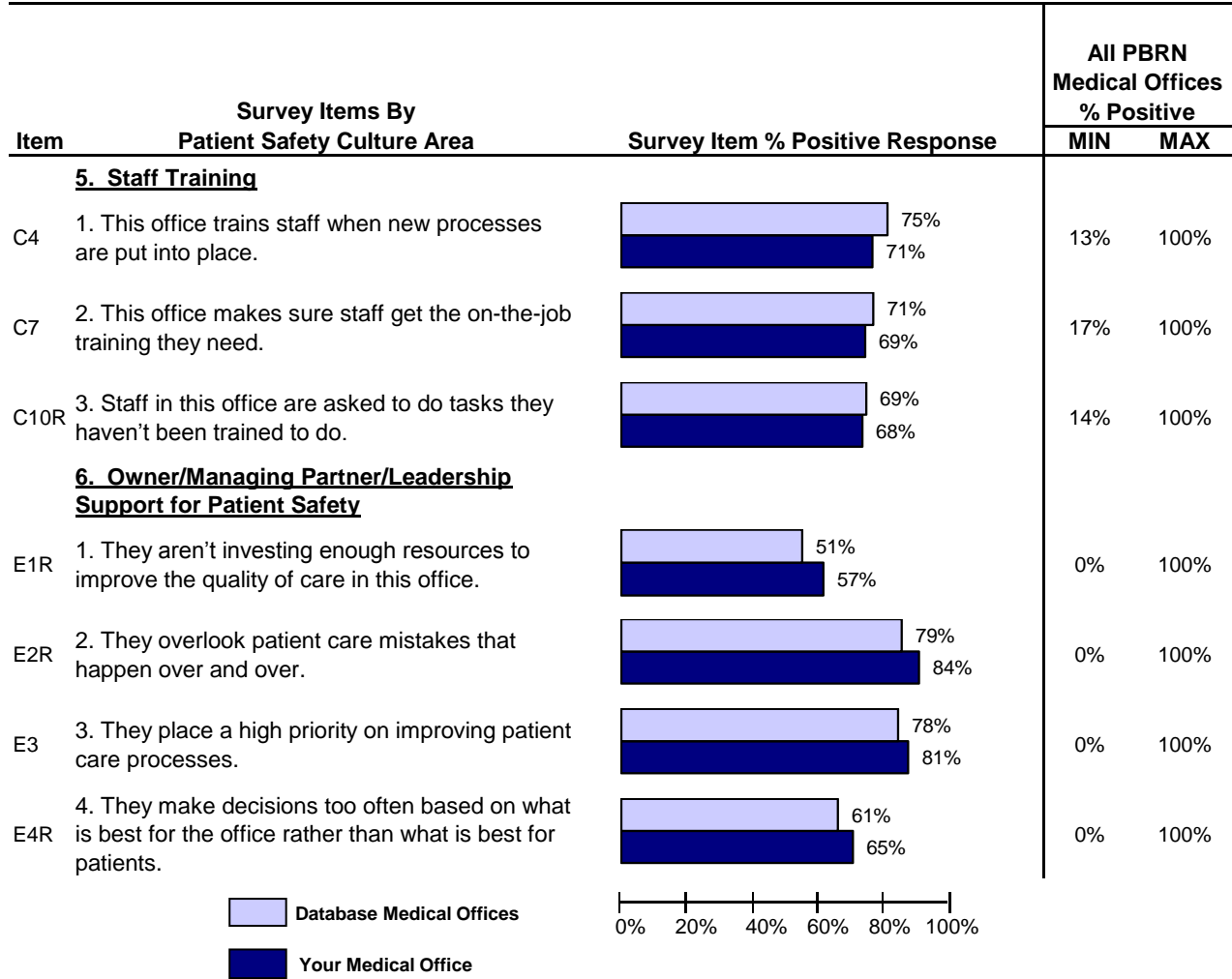
Notes: 1) 2010 Preliminary Comparative Results are based on data from 470 Medical Offices; 2) "R" indicates a negatively worded item; 3) Item data not displayed for fewer than 3 respondents.

Responses for Sample Medical Office



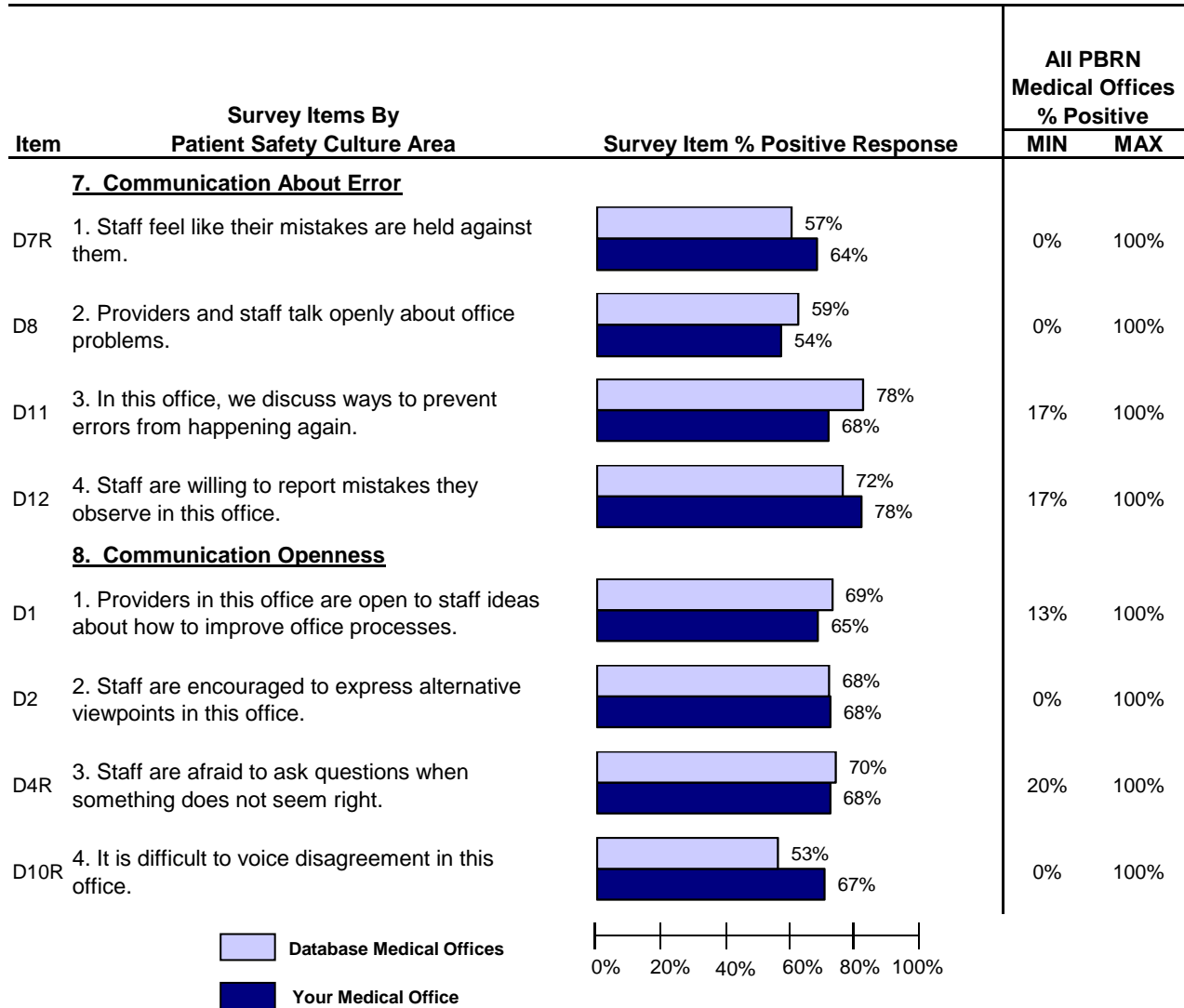
Notes: 1) 2010 Preliminary Comparative Results are based on data from 470 Medical Offices; 2) "R" indicates a negatively worded item; 3) Item data not displayed for fewer than 3 respondents.

Responses for Sample Medical Office



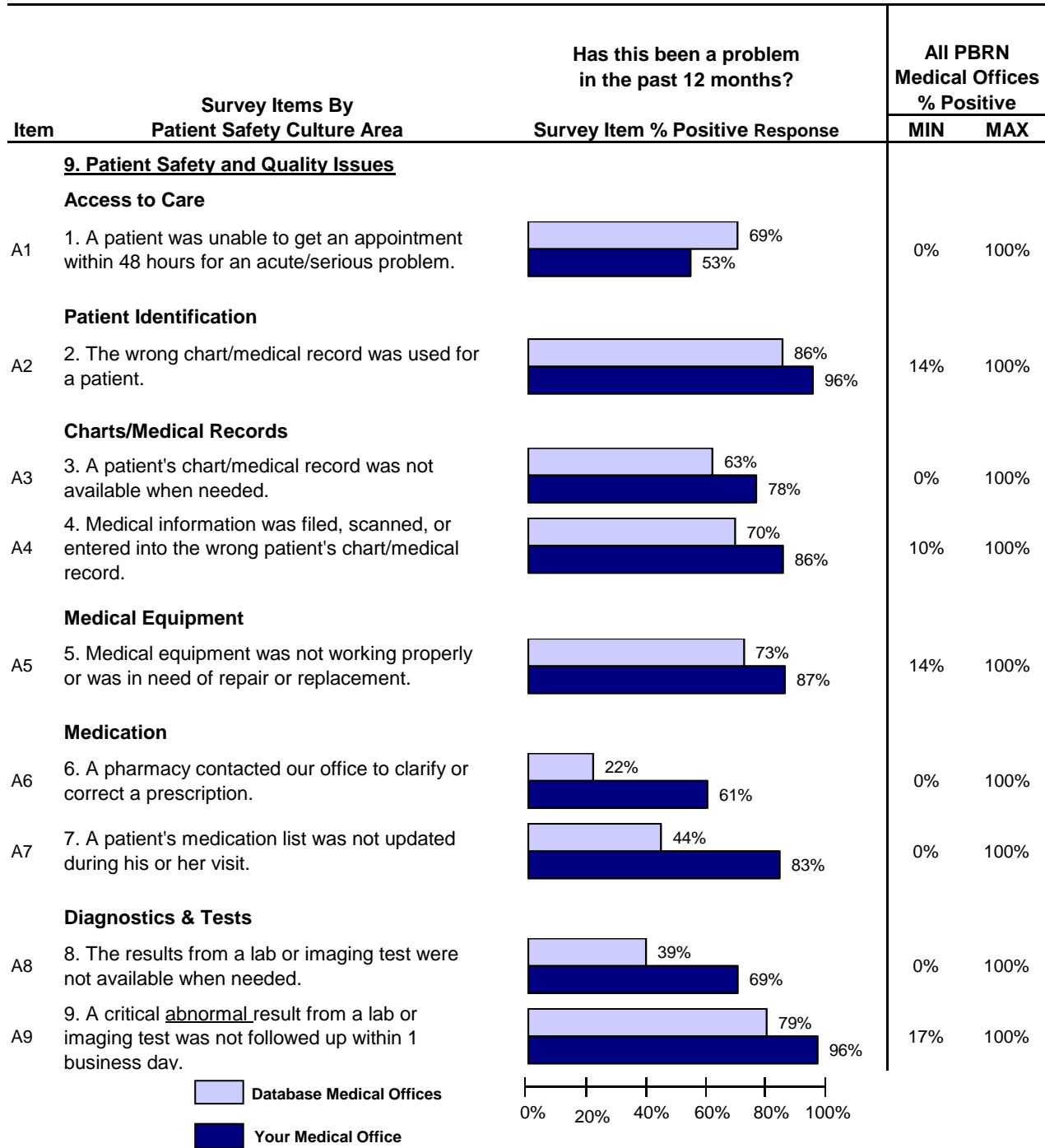
Notes: 1) 2010 Preliminary Comparative Results are based on data from 470 Medical Offices; 2) "R" indicates a negatively worded item; 3) Item data not displayed for fewer than 3 respondents.

Responses for Sample Medical Office



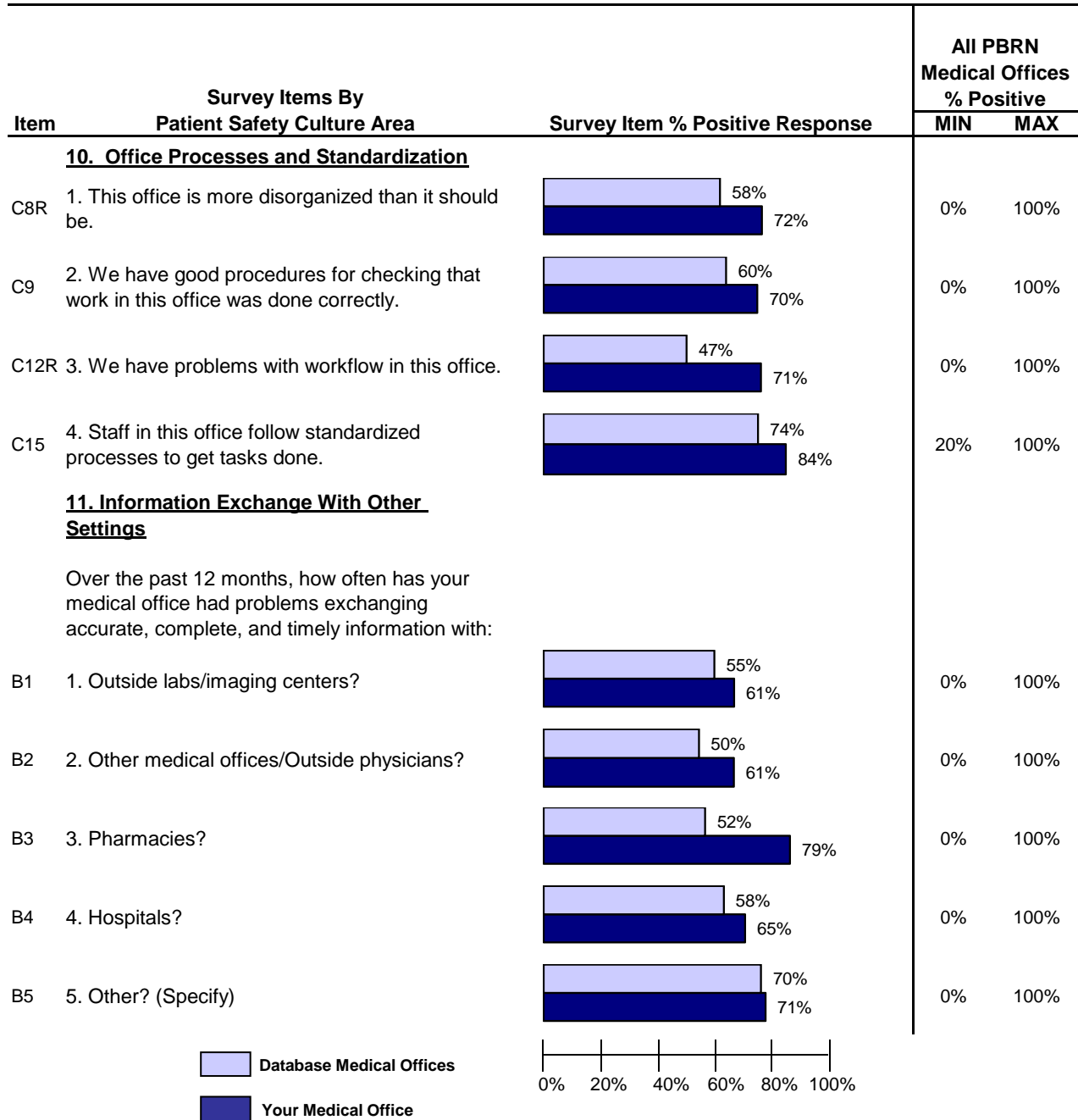
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Responses for Sample Medical Office



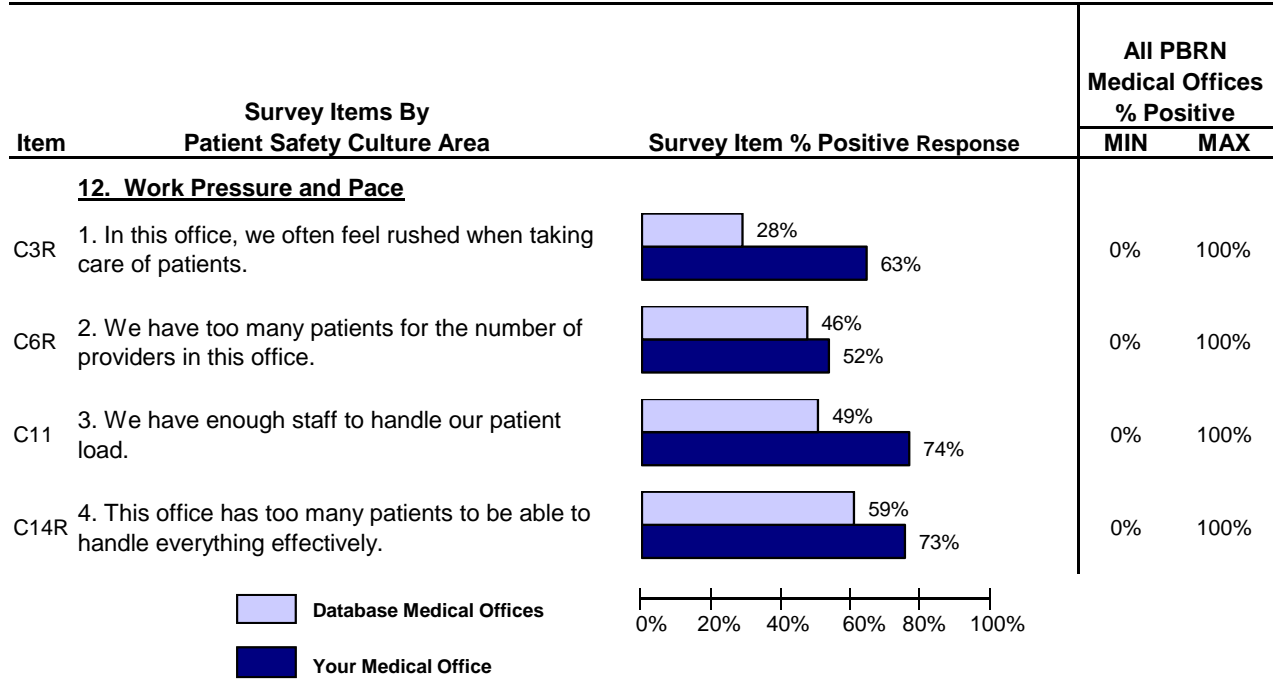
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Responses for Sample Medical Office



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Responses for Sample Medical Office



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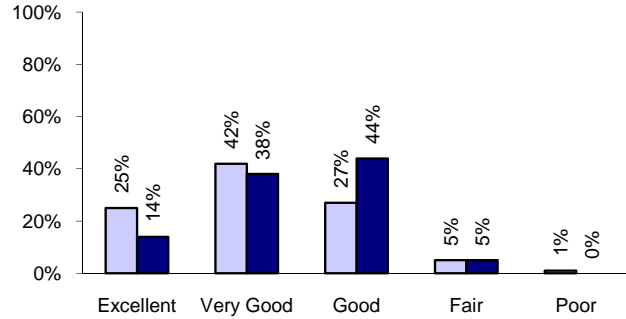
**Overall Ratings of Quality
Responses for Sample Medical Office**

Item Survey Items

Overall, how would you rate your medical office on each of the following areas of health care quality?

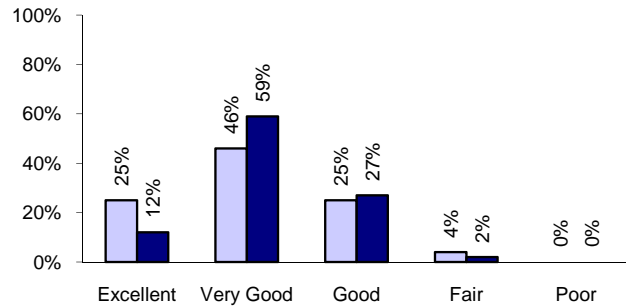
G1a. Patient Centered

Is responsive to individual patient preferences, needs, and values.



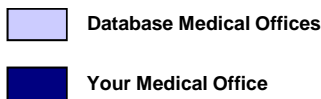
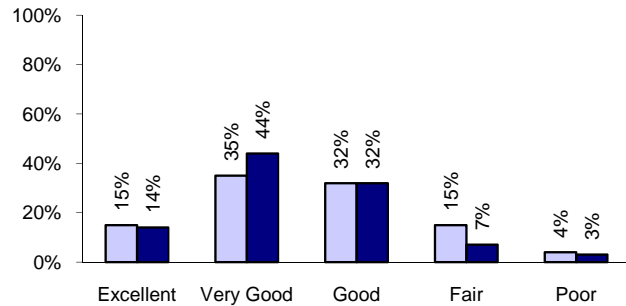
G1b. Effective

Is based on scientific knowledge.



G1c. Timely

Minimizes waits and potentially harmful delays.



Notes: 1) 2010 Preliminary Comparative Results are based on data from 470 Medical Offices; 2) Item data not displayed for fewer than 3 respondents.

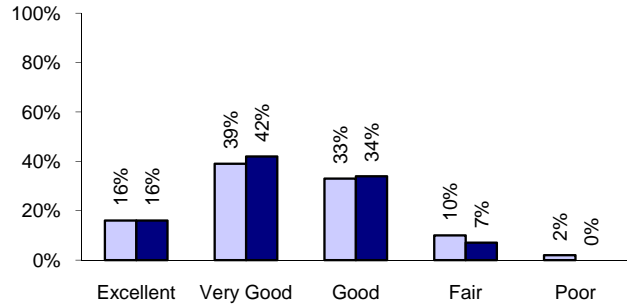
Overall Ratings of Quality
Responses for Sample Medical Office

Item Survey Items

Overall, how would you rate your medical office on each of the following areas of health care quality?

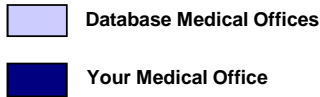
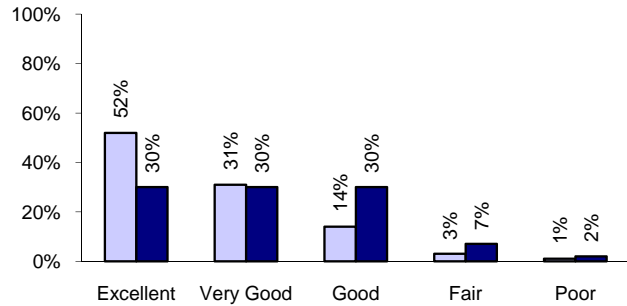
G1d. Efficient

Ensures cost-effective care (avoids waste, overuse, and misuse of services).



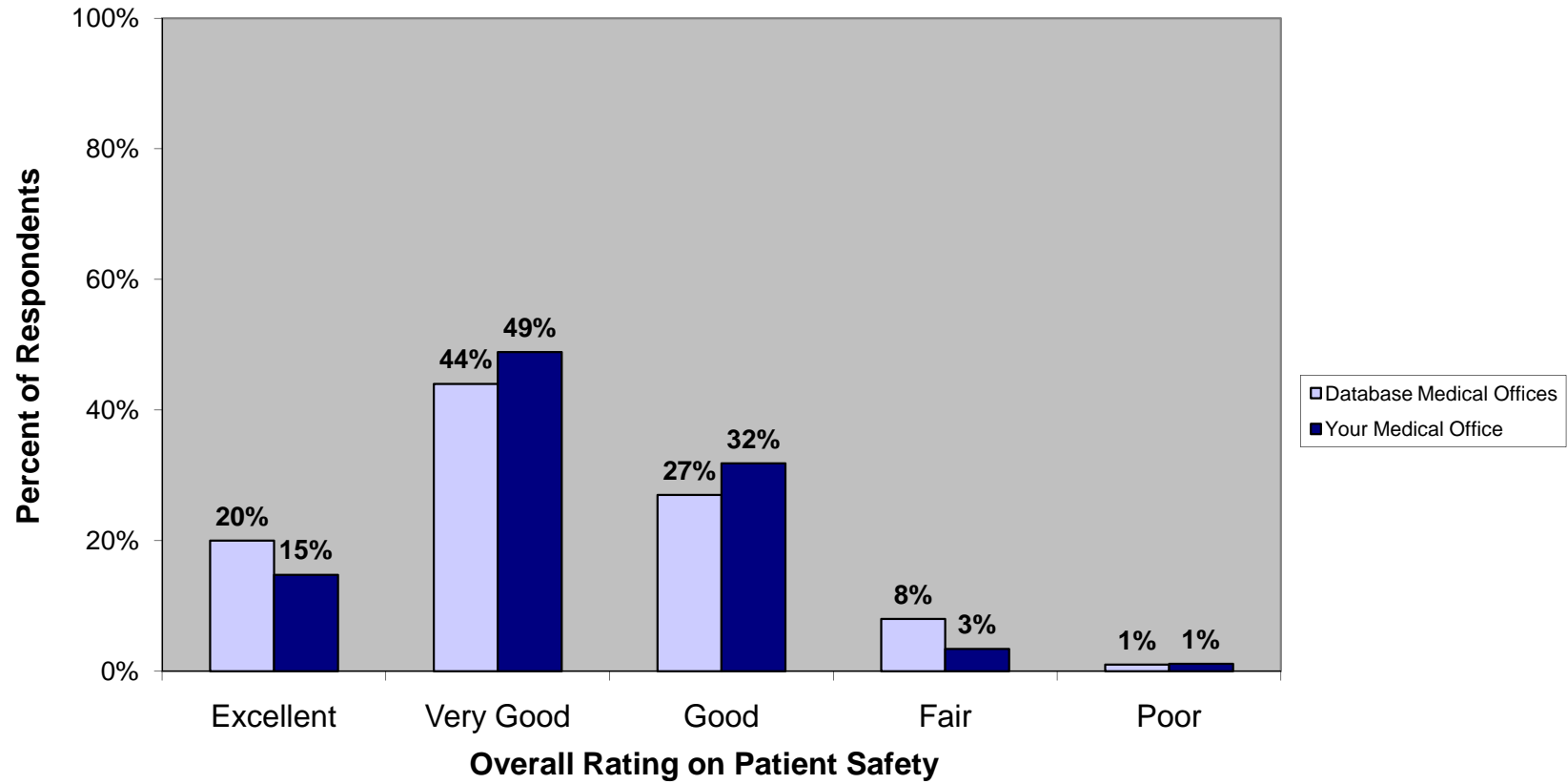
G1e. Equitable

Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc.



Notes: 1) 2010 Preliminary Comparative Results are based on data from 470 Medical Offices; 2) Item data not displayed for fewer than 3 respondents.

**Overall Rating on Patient Safety Comparative Results for
Sample Medical Office
(Survey item G2)**



Notes: 1) 2010 Preliminary Comparative Results are based on data from 470 Medical Offices; 2) Item data does not display for fewer than three respondents.

**Composite-Level and Item-level Comparative Results
by Staff Position**

Composite Level Average % Positive Response by Respondent Staff Position (Page 1 of 2) -- Sample Medical Office

Patient Safety Culture Composites	Dataset	Staff Position					
		Physician (MD or DO)	PA, NP, CNS, N. Midwife, APN	Mgmt	Admin or clerical staff	RN/LVN/ LPN	Other clinical staff or clinical support staff
<i>Database: # Respondents</i>	6,425	1,251	61	159	2,265	1,132	1,557
<i>Your Medical Office: # Respondents</i>	71	3	0	7	27	9	25
1. Teamwork	<i>Database</i>	87%	82%	87%	75%	79%	78%
	<i>Your Office</i>	--	--	82%	88%	50%	81%
2. Patient Care Tracking/Follow-up	<i>Database</i>	62%	78%	72%	80%	74%	80%
	<i>Your Office</i>	--	--	91%	98%	86%	83%
3. Organizational Learning	<i>Database</i>	75%	54%	85%	70%	69%	72%
	<i>Your Office</i>	--	--	81%	88%	56%	80%
4. Overall Perceptions of Patient Safety and Quality	<i>Database</i>	70%	57%	77%	67%	70%	70%
	<i>Your Office</i>	--	--	100%	93%	72%	84%
5. Staff Training	<i>Database</i>	77%	66%	77%	63%	67%	65%
	<i>Your Office</i>	--	--	81%	68%	63%	65%
6. Owner/Managing Partner/Leadership Support for Patient Safety	<i>Database</i>	66%	61%	68%	65%	61%	64%
	<i>Your Office</i>	--	--	84%	68%	65%	71%

Notes: 1) 2010 Preliminary Comparative Results are based on data from 470 Medical Offices; 2) Respondents who selected "Other" & missing are not shown. 3) Composite scores are not calculated when a staff position has fewer than 5 respondents or if an item in the composite has fewer than 3 respondents.

Composite Level Average % Positive Response by Respondent Staff Position (Page 2 of 2) -- Sample Medical Office

Patient Safety Culture Composites	Dataset	Staff Position					
		Physician (MD or DO)	PA, NP, CNS, N. Midwife, APN	Mgmt	Admin or clerical staff	RN/LVN/ LPN	Other clinical staff or clinical support staff
<i>Database: # Respondents</i>	6,425	1,251	61	159	2,265	1,132	1,557
<i>Your Medical Office: # Respondents</i>	71	3	0	7	27	5	25
7. Communication About Error	<i>Database</i> <i>Your Office</i>	71% --	60% --	67% 55%	57% 61%	62% 56%	61% 75%
8. Communication Openness	<i>Database</i> <i>Your Office</i>	76% --	68% --	64% 62%	53% 62%	54% 72%	55% 60%
9. Patient Safety and Quality Issues	<i>Database</i> <i>Your Office</i>	54% --	55% --	55% --	58% 75%	58% 74%	60% 83%
10. Office Processes and Standardization	<i>Database</i> <i>Your Office</i>	54% --	49% --	58% 79%	55% 75%	53% 50%	57% 79%
11. Information Exchange With Other Settings	<i>Database</i> <i>Your Office</i>	43% --	36% --	36% 56%	53% 73%	56% 65%	58% 66%
12. Work Pressure and Pace	<i>Database</i> <i>Your Office</i>	45% --	38% --	40% 88%	40% 63%	33% 58%	41% 66%
Average Across Composites	<i>Database</i> <i>Your Office</i>	65% --	59% --	66% 78%	61% 76%	61% 64%	63% 74%

Notes: 1) 2010 Preliminary Comparative Results are based on data from 470 Medical Offices; 2) Respondents who selected "Other" & missing are not shown. 3) Composite scores are not calculated when a staff position has fewer than 5 respondents or if an item in the composite has fewer than 3 respondents.

Item Level Average % Positive Response by Respondent Staff Position (Page 1 of 7) -- Sample Medical Office

Item	Survey Items by Composite	Staff Position						
		Dataset	Physician (MD or DO)	PA, NP, CNS, N. Midwife, APN	Mgmt	Admin or clerical staff	RN/LVN/ LPN	Other clinical staff or clinical support staff
	<i>Database: # Respondents</i>	6,425	1,251	61	159	2,265	1,132	1,557
	<i>Your Medical Office: # Respondents</i>	71	3	0	7	27	9	25
1.	Teamwork							
C1	1. When someone in this office gets really busy, others help out.	<i>Database</i>	86%	81%	90%	77%	79%	77%
		<i>Your Office</i>	--	--	86%	81%	44%	76%
C2	2. In this office, there is a good working relationship between staff and providers.	<i>Database</i>	91%	87%	89%	80%	87%	85%
		<i>Your Office</i>	--	--	86%	93%	67%	88%
C5	3. In this office, we treat each other with respect.	<i>Database</i>	92%	85%	82%	70%	76%	73%
		<i>Your Office</i>	--	--	86%	96%	33%	84%
C13	4. This office emphasizes teamwork in taking care of patients.	<i>Database</i>	80%	76%	86%	75%	75%	76%
		<i>Your Office</i>	--	--	71%	81%	56%	76%
2.	Patient Care Tracking/Follow-up							
D3	1. This office reminds patients when they need to schedule an appointment for preventive or routine care.	<i>Database</i>	64%	71%	66%	81%	78%	83%
		<i>Your Office</i>	--	--	100%	100%	100%	85%
D5	2. This office documents how well our chronic-care patients follow their treatment plans.	<i>Database</i>	50%	68%	65%	75%	59%	73%
		<i>Your Office</i>	--	--	80%	100%	67%	78%
D6	3. Our office follows up when we do not receive a report we are expecting from an outside provider.	<i>Database</i>	56%	76%	79%	81%	76%	81%
		<i>Your Office</i>	--	--	100%	100%	88%	90%
D9	4. This office follows up with patients who need monitoring.	<i>Database</i>	78%	94%	82%	85%	82%	85%
		<i>Your Office</i>	--	--	83%	90%	89%	79%

Notes: 1) 2010 Preliminary Comparative Results are based on data from 470 Medical Offices; 2) Respondents who selected "Other" and missing are not shown; 3) "R" = a negatively worded item; 4) Data are not only displayed for staff positions where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

Item Level Average % Positive Response by Respondent Staff Position (Page 2 of 7) -- Sample Medical Office

Item	Survey Items by Composite	Staff Position						
		Dataset	Physician (MD or DO)	PA, NP, CNS, N. Midwife, APN	Mgmt	Admin or clerical staff	RN/LVN/ LPN	Other clinical staff or clinical support staff
	Database: # Respondents	6,425	1,251	61	159	2,265	1,132	1,557
	Your Medical Office: # Respondents	71	3	0	7	27	9	25
3.	Organizational Learning							
F1	1. When there is a problem in our office, we see if we need to change the way we do things.	Database	88%	65%	90%	73%	78%	76%
		Your Office	--	--	86%	88%	67%	65%
F5	2. This office is good at changing office processes to make sure the same problems don't happen again.	Database	70%	52%	85%	69%	66%	73%
		Your Office	--	--	71%	100%	56%	80%
F7	3. After this office makes changes to improve the patient care process, we check to see if the changes worked.	Database	66%	47%	79%	66%	64%	67%
		Your Office	--	--	86%	75%	44%	95%
4.	Overall Perceptions of Patient Safety and Quality							
F2	1. Our office processes are good at preventing mistakes that could affect patients.	Database	73%	58%	78%	73%	77%	77%
		Your Office	--	--	100%	100%	67%	75%
F3 R	2. Mistakes happen more than they should in this office.	Database	63%	60%	74%	60%	72%	68%
		Your Office	--	--	100%	92%	67%	90%
F4 R	3. It is just by chance that we don't make more mistakes that affect our patients.	Database	73%	57%	74%	65%	72%	70%
		Your Office	--	--	100%	88%	67%	90%
F6 R	4. In this office, getting more work done is more important than quality of care.	Database	68%	53%	82%	69%	58%	64%
		Your Office	--	--	100%	92%	89%	80%

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Item Level Average % Positive Response by Respondent Staff Position (Page 3 of 7) -- Sample Medical Office

Item	Survey Items by Composite	Staff Position						
		Dataset	Physician (MD or DO)	PA, NP, CNS, N. Midwife, APN	Mgmt	Admin or clerical staff	RN/LVN/ LPN	Other clinical staff or clinical support staff
	Database: # Respondents	6,425	1,251	61	159	2,265	1,132	1,557
	Your Medical Office: # Respondents	71	3	0	7	27	9	25
5. Staff Training								
C4	1. This office trains staff when new processes are put into place.	Database	83%	66%	80%	66%	69%	70%
		Your Office	--	--	71%	68%	67%	68%
C7	2. This office makes sure staff get the on-the-job training they need.	Database	75%	63%	77%	66%	66%	65%
		Your Office	--	--	86%	77%	44%	54%
C10	3. Staff in this office are asked to do tasks they haven't been trained to do.	Database	73%	68%	74%	57%	66%	62%
R		Your Office	--	--	86%	58%	78%	72%
6. Owner/Managing Partner/Leadership Support for Patient Safety								
E1	1. They aren't investing enough resources to improve the quality of care in this office.	Database	48%	47%	45%	49%	41%	47%
R		Your Office	--	--	60%	44%	67%	60%
E2	2. They overlook patient care mistakes that happen over and over.	Database	82%	83%	76%	75%	77%	73%
R		Your Office	--	--	100%	69%	63%	90%
E3	3. They place a high priority on improving patient care processes.	Database	78%	73%	85%	79%	75%	79%
		Your Office	--	--	100%	83%	88%	70%
E4	4. They make decisions too often based on what is best for the office rather than what is best for patients.	Database	59%	40%	63%	59%	51%	56%
R		Your Office	--	--	75%	75%	44%	63%

Notes: 1) 2010 Preliminary Comparative Results are based on data from 470 Medical Offices; 2) Respondents who selected "Other" and missing are not shown; 3) "R" = a negatively worded item; 4) Data are not only displayed for staff positions where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

Item Level Average % Positive Response by Respondent Staff Position (Page 4 of 7) -- Sample Medical Office

Item	Survey Items by Composite	Staff Position						
		Dataset	Physician (MD or DO)	PA, NP, CNS, N. Midwife, APN	Mgmt	Admin or clerical staff	RN/LVN/ LPN	Other clinical staff or clinical support staff
	<i>Database: # Respondents</i>	6,425	1,251	61	159	2,265	1,132	1,557
	<i>Your Medical Office: # Respondents</i>	71	3	0	7	27	9	25
7.	Communication about Error							
D7 R	1. Staff feel like their mistakes are held against them.	<i>Database</i> <i>Your Office</i>	65% --	42% --	51% 50%	45% 44%	51% 67%	47% 86%
D8	2. Providers and staff talk openly about office problems.	<i>Database</i> <i>Your Office</i>	69% --	58% --	61% 57%	45% 44%	50% 38%	50% 57%
D11	3. In this office, we discuss ways to prevent errors from happening again.	<i>Database</i> <i>Your Office</i>	77% --	73% --	87% 71%	72% 72%	77% 44%	78% 72%
D12	4. Staff are willing to report mistakes they observe in this office.	<i>Database</i> <i>Your Office</i>	71% --	68% --	68% 43%	65% 83%	69% 75%	68% 84%
8.	Communication Openness							
D1	1. Providers in this office are open to staff ideas about how to improve office processes.	<i>Database</i> <i>Your Office</i>	83% --	80% --	60% 50%	53% 46%	55% 67%	58% 65%
D2	2. Staff are encouraged to express alternative viewpoints in this office.	<i>Database</i> <i>Your Office</i>	77% --	73% --	77% 83%	56% 56%	55% 56%	56% 62%
D4 R	3. Staff are afraid to ask questions when something does not seem right.	<i>Database</i> <i>Your Office</i>	71% --	64% --	66% 71%	62% 75%	64% 78%	65% 57%
D10 R	4. It is difficult to voice disagreement in this office.	<i>Database</i> <i>Your Office</i>	72% --	50% --	53% 43%	41% 71%	42% 89%	41% 56%

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Item Level Average % Positive Response by Respondent Staff Position (Page 5 of 7) -- Sample Medical Office

Item	Survey Items by Composite	Staff Position						
		Dataset	Physician (MD or DO)	PA, NP, CNS, N. Midwife, APN	Mgmt	Admin or clerical staff	RN/LVN/ LPN	Other clinical staff or clinical support staff
	Database: # Respondents	6,425	1,251	61	159	2,265	1,132	1,557
	Your Medical Office: # Respondents	71	3	0	7	27	9	25
9. Patient Safety and Quality Issues								
Access to Care								
A1	1. A patient was unable to get an appointment within 48 hours for an acute/serious problem.	Database Your Office	65% --	42% --	55% 67%	65% 47%	63% 33%	67% 70%
Patient Identification								
A2	2. The wrong chart/medical record was used for a patient.	Database Your Office	84% --	83% --	84% 100%	82% 100%	85% 100%	85% 87%
Charts/Medical Records								
A3	3. A patient's chart/medical record was not available when needed.	Database Your Office	59% --	50% --	55% 83%	59% 68%	62% 75%	61% 92%
A4	4. Medical information was filed, scanned, or entered into the wrong patient's chart/medical record.	Database Your Office	64% --	58% --	63% 80%	69% 84%	72% 78%	76% 92%
Medical Equipment								
A5	5. Medical equipment was not working properly or was in need of repair or replacement.	Database Your Office	64% --	66% --	69% 100%	71% 100%	62% 88%	67% 89%
Medication								
A6	6. A pharmacy contacted our office to clarify or correct a prescription.	Database Your Office	22% --	29% --	15% --	14% 63%	22% 67%	19% 40%
A7	7. A patient's medication list was not updated during his or her visit.	Database Your Office	30% --	34% --	35% --	45% 50%	41% 100%	47% 86%
Diagnostics & Tests								
A8	8. The results from a lab or imaging test were not available when needed.	Database Your Office	32% --	42% --	42% 75%	44% 82%	37% 29%	45% 89%
A9	9. A critical <u>abnormal</u> result from a lab or imaging test was not followed up within 1 business day.	Database Your Office	71% --	69% --	81% 100%	68% 80%	80% 100%	80% 100%

Notes: 1) 2010 Preliminary Comparative Results are based on data from 470 Medical Offices; 2) Respondents who selected "Other" and missing are not shown; 3) "R" = a negatively worded item; 4) Data are not only displayed for staff positions where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

Item Level Average % Positive Response by Respondent Staff Position (Page 6 of 7) -- Sample Medical Office

Item	Survey Items by Composite	Dataset	Staff Position					Other clinical staff or clinical support staff
			Physician (MD or DO)	PA, NP, CNS, N. Midwife, APN	Mgmt	Admin or clerical staff	RN/LVN/ LPN	
	Database: # Respondents	6,425	1,251	61	159	2,265	1,132	1,557
	Your Medical Office: # Respondents	71	3	0	7	27	9	25
10. Office Processes and Standardization								
C8 R	1. This office is more disorganized than it should be.	Database	54%	51%	60%	53%	52%	55%
		Your Office	--	--	57%	70%	44%	88%
C9	2. We have good procedures for checking that work in this office was done correctly.	Database	56%	51%	60%	56%	51%	58%
		Your Office	--	--	86%	63%	33%	75%
C12 R	3. We have problems with workflow in this office.	Database	37%	35%	42%	44%	40%	43%
		Your Office	--	--	86%	76%	56%	72%
C15	4. Staff in this office follow standardized processes to get tasks done.	Database	71%	59%	71%	70%	70%	72%
		Your Office	--	--	86%	89%	67%	80%
11. Information Exchange With Other Settings								
Over the past 12 months, how often has your medical office had problems exchanging accurate, complete, and timely information with:								
B1	1. Outside labs/imaging centers?	Database	43%	37%	41%	55%	57%	60%
		Your Office	--	--	50%	70%	50%	57%
B2	2. Other medical offices/Outside physicians?	Database	34%	38%	35%	53%	52%	56%
		Your Office	--	--	50%	67%	71%	64%
B3	3. Pharmacies?	Database	50%	46%	42%	42%	55%	56%
		Your Office	--	--	75%	80%	100%	67%
B4	4. Hospitals?	Database	45%	36%	41%	59%	62%	63%
		Your Office	--	--	50%	73%	40%	75%
B5	5. Other?	Database	77%	--	--	73%	81%	74%
		Your Office	--	--	--	--	--	100%

Notes: 1) 2010 Preliminary Comparative Results are based on data from 470 Medical Offices; 2) Respondents who selected "Other" and missing are not shown; 3) "R" = a negatively worded item; 4) Data are not only displayed for staff positions where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

Item Level Average % Positive Response by Respondent Staff Position (Page 7 of 7) -- Sample Medical Office

Item	Survey Items by Composite	Staff Position						
		Dataset	Physician (MD or DO)	PA, NP, CNS, N. Midwife, APN	Mgmt	Admin or clerical staff	RN/LVN/ LPN	Other clinical staff or clinical support staff
	<i>Database: # Respondents</i>	6,425	1,251	61	159	2,265	1,132	1,557
	<i>Your Medical Office: # Respondents</i>	71	3	0	7	27	9	25
12.	Work Pressure and Pace							
C3 R	1. In this office, we often feel rushed when taking care of patients.	<i>Database</i> <i>Your Office</i>	19% --	11% --	20% 71%	26% 74%	19% 67%	28% 56%
C6 R	2. We have too many patients for the number of providers in this office.	<i>Database</i> <i>Your Office</i>	48% --	37% --	40% 80%	38% 45%	31% 33%	38% 57%
C11	3. We have enough staff to handle our patient load.	<i>Database</i> <i>Your Office</i>	52% --	47% --	44% 100%	42% 63%	36% 78%	45% 76%
C14 R	4. This office has too many patients to be able to handle everything effectively.	<i>Database</i> <i>Your Office</i>	60% --	56% --	56% 100%	52% 71%	44% 56%	53% 76%

Notes: 1) 2010 Preliminary Comparative Results are based on data from 470 Medical Offices; 2) Respondents who selected "Other" and missing are not shown; 3) "R" = a negatively worded item; 4) Data are not only displayed for staff positions where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

Overall Ratings on Quality Percent Response by Respondent Staff Position (Page 1 of 5) -- Sample Medical Office

	Staff Position						
	Dataset	Physician (MD or DO)	PA, NP, CNS, N. Midwife, APN	Mgmt	Admin or clerical staff	RN/LVN/ LPN	Other clinical staff or clinical support staff
<i>Database: # Respondents</i>	6,425	1,251	61	159	2,265	1,132	1,557
<i>Your Medical Office: # Respondents</i>	71	3	0	7	27	9	25
G1a. Patient Centered							
Is responsive to individual patient preferences, needs, and values.							
Excellent	<i>Database</i>	23%	7%	18%	18%	18%	21%
	<i>Your Office</i>	--	--	14%	8%	0%	20%
Very Good	<i>Database</i>	43%	51%	48%	38%	43%	37%
	<i>Your Office</i>	--	--	29%	46%	44%	28%
Good	<i>Database</i>	25%	34%	28%	34%	32%	35%
	<i>Your Office</i>	--	--	57%	42%	44%	44%
Fair	<i>Database</i>	8%	8%	6%	9%	6%	6%
	<i>Your Office</i>	--	--	0%	4%	11%	8%
Poor	<i>Database</i>	1%	0%	0%	1%	1%	0%
	<i>Your Office</i>	--	--	0%	0%	0%	0%

Notes: 1) 2010 Preliminary Comparative Results are based on data from 470 Medical Offices; 2) Respondents who selected "Other" and missing are not shown; 3) Data are not only displayed for staff positions where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

Overall Ratings on Quality Percent Response by Respondent Staff Position (Page 2 of 5) -- Sample Medical Office

	Staff Position						
	Dataset	Physician (MD or DO)	PA, NP, CNS, N. Midwife, APN	Mgmt	Admin or clerical staff	RN/LVN/ LPN	Other clinical staff or clinical support staff
<i>Database: # Respondents</i>	6,425	1,251	61	159	2,265	1,132	1,557
<i>Your Medical Office: # Respondents</i>	71	3	0	7	27	9	25
G1b. Effective							
Is based on scientific knowledge.							
Excellent	<i>Database</i>	30%	12%	19%	18%	20%	20%
	<i>Your Office</i>	--	--	14%	14%	0%	20%
Very Good	<i>Database</i>	47%	52%	55%	41%	47%	43%
	<i>Your Office</i>	--	--	57%	52%	56%	60%
Good	<i>Database</i>	20%	30%	24%	35%	27%	32%
	<i>Your Office</i>	--	--	29%	24%	44%	20%
Fair	<i>Database</i>	2%	5%	2%	6%	5%	5%
	<i>Your Office</i>	--	--	0%	10%	0%	0%
Poor	<i>Database</i>	0%	2%	0%	1%	0%	0%
	<i>Your Office</i>	--	--	0%	0%	0%	0%

Notes: 1) 2010 Preliminary Comparative Results are based on data from 470 Medical Offices; 2) Respondents who selected "Other" and missing are not shown; 3) Data are not only displayed for staff positions where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

Overall Ratings on Quality Percent Response by Respondent Staff Position (Page 3 of 5) -- Sample Medical Office

	Staff Position						
	Dataset	Physician (MD or DO)	PA, NP, CNS, N. Midwife, APN	Mgmt	Admin or clerical staff	RN/LVN/ LPN	Other clinical staff or clinical support staff
<i>Database: # Respondents</i>	6,425	1,251	61	159	2,265	1,132	1,557
<i>Your Medical Office: # Respondents</i>	71	3	0	7	27	9	25
G1c. Timely							
Minimizes waits and potentially harmful delays.							
Excellent	<i>Database</i>	14%	5%	9%	10%	8%	10%
	<i>Your Office</i>	--	--	14%	15%	33%	12%
Very Good	<i>Database</i>	34%	33%	37%	29%	35%	33%
	<i>Your Office</i>	--	--	43%	27%	11%	60%
Good	<i>Database</i>	31%	35%	37%	35%	34%	34%
	<i>Your Office</i>	--	--	29%	46%	44%	16%
Fair	<i>Database</i>	17%	24%	14%	19%	18%	18%
	<i>Your Office</i>	--	--	14%	12%	11%	0%
Poor	<i>Database</i>	4%	2%	3%	7%	6%	5%
	<i>Your Office</i>	--	--	0%	0%	0%	12%

Notes: 1) 2010 Preliminary Comparative Results are based on data from 470 Medical Offices; 2) Respondents who selected "Other" and missing are not shown; 3) Data are not only displayed for staff positions where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

Overall Ratings on Quality Percent Response by Respondent Staff Position (Page 4 of 5) -- Sample Medical Office

	Staff Position						
	Dataset	Physician (MD or DO)	PA, NP, CNS, N. Midwife, APN	Mgmt	Admin or clerical staff	RN/LVN/ LPN	Other clinical staff or clinical support staff
<i>Database: # Respondents</i>	6,425	1,251	61	159	2,265	1,132	1,557
<i>Your Medical Office: # Respondents</i>	71	3	0	7	27	9	25
G1d. Efficient							
Ensures cost-effective care (avoids waste, overuse, and misuse of services).							
Excellent	<i>Database</i>	13%	12%	9%	13%	9%	13%
	<i>Your Office</i>	--	--	0%	21%	0%	20%
Very Good	<i>Database</i>	36%	29%	41%	33%	38%	34%
	<i>Your Office</i>	--	--	71%	42%	33%	44%
Good	<i>Database</i>	35%	40%	38%	38%	37%	37%
	<i>Your Office</i>	--	--	29%	29%	56%	24%
Fair	<i>Database</i>	13%	13%	10%	13%	13%	12%
	<i>Your Office</i>	--	--	0%	8%	11%	12%
Poor	<i>Database</i>	3%	6%	2%	3%	3%	4%
	<i>Your Office</i>	--	--	0%	0%	0%	0%

Notes: 1) 2010 Preliminary Comparative Results are based on data from 470 Medical Offices; 2) Respondents who selected "Other" and missing are not shown; 3) Data are not only displayed for staff positions where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

Overall Ratings on Quality Percent Response by Respondent Staff Position (Page 5 of 5) -- Sample Medical Office

	Staff Position						
	Dataset	Physician (MD or DO)	PA, NP, CNS, N. Midwife, APN	Mgmt	Admin or clerical staff	RN/LVN/ LPN	Other clinical staff or clinical support staff
<i>Database: # Respondents</i>	6,425	1,251	61	159	2,265	1,132	1,557
<i>Your Medical Office: # Respondents</i>	71	3	0	7	27	9	25
G1e. Equitable							
Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc.							
Excellent	<i>Database</i>	55%	48%	51%	41%	43%	46%
	<i>Your Office</i>	--	--	43%	32%	22%	24%
Very Good	<i>Database</i>	32%	34%	33%	33%	37%	30%
	<i>Your Office</i>	--	--	29%	28%	44%	24%
Good	<i>Database</i>	11%	15%	12%	20%	17%	19%
	<i>Your Office</i>	--	--	29%	32%	33%	36%
Fair	<i>Database</i>	2%	2%	3%	5%	3%	4%
	<i>Your Office</i>	--	--	0%	8%	0%	12%
Poor	<i>Database</i>	0%	2%	1%	2%	1%	2%
	<i>Your Office</i>	--	--	0%	0%	0%	4%

Notes: 1) 2010 Preliminary Comparative Results are based on data from 470 Medical Offices; 2) Respondents who selected "Other" and missing are not shown; 3) Data are not only displayed for staff positions where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

Overall Rating on Patient Safety Comparative Results by Respondent Staff Position -- Sample Medical Office

	Staff Position						
	Dataset	Physician (MD or DO)	PA, NP, CNS, N. Midwife, APN	Mgmt	Admin or clerical staff	RN/LVN/ LPN	Other clinical staff or clinical support staff
<i>Database: # Respondents</i>	6,425	1,251	61	159	2,265	1,132	1,557
<i>Your Medical Office: # Respondents</i>	71	3	0	7	27	9	25
Excellent	<i>Database</i>	16%	14%	14%	17%	16%	19%
	<i>Your Office</i>	--	--	0%	7%	22%	28%
Very Good	<i>Database</i>	42%	34%	52%	41%	44%	41%
	<i>Your Office</i>	--	--	71%	48%	22%	44%
Good	<i>Database</i>	31%	34%	26%	31%	30%	31%
	<i>Your Office</i>	--	--	29%	41%	44%	20%
Fair	<i>Database</i>	9%	10%	7%	10%	9%	8%
	<i>Your Office</i>	--	--	0%	4%	11%	4%
Poor	<i>Database</i>	1%	8%	0%	1%	1%	1%
	<i>Your Office</i>	--	--	0%	0%	0%	4%

Notes: 1) 2010 Preliminary Comparative Results are based on data from 470 Medical Offices; 2) Respondents who selected "Other" and missing are not shown; 3) Data are not only displayed for staff positions where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

Explanation of Calculations

EXPLANATION OF CALCULATIONS

GENERAL NOTES:

The Medical Office Survey on Patient Safety is designed to measure the following:

- 1) Two overall patient safety outcomes:
 - a. Overall Ratings on Quality
 - b. Overall Rating on Patient Safety
- 2) Twelve dimensions of culture related to patient safety

SURVEY RESPONSE SCALES

The Medical Office Survey on Patient Safety asks respondents to answer items using a 5-point or 6-point response scale. Positively and negatively worded items were used.

• Agreement (5-point response scale)

- Strongly Agree & Agree (combined)
- Neither
- Disagree & Strongly Disagree (combined)

OR

• Frequency (5-point response scale)

- Always & Most of the time (combined)
- Sometimes
- Rarely & Never (combined)

OR

• Frequency (6-point response scale)

- Daily & Weekly (combined)
- Monthly & Several times in the past 12 months (combined)
- Once or twice in the past 12 months & Not in the past 12 months (combined)

DEFINITION OF POSITIVE, NEUTRAL & NEGATIVE (5-POINT RESPONSE SCALES)

- 1) **Positive** is the percent of responses that were rated a 4 or 5 (Agree / Strongly agree or Most of the Time / Always) for positively worded questions, or a 1 or 2 (Strongly Disagree / Disagree or Never / Rarely) for reverse worded questions.
- 2) **Neutral** is the percent of responses that were rated a 3 (Neither or Sometimes) for any question.
- 3) **Negative** is the percent of responses that were rated a 1 or 2 (Strongly Disagree / Disagree or Never / Rarely) for positively worded questions, or a 4 or 5 (Agree / Strongly agree or Most of the Time / Always) for reverse worded questions.

DEFINITION OF POSITIVE, NEUTRAL & NEGATIVE (6-POINT RESPONSE SCALES)

- 1) **Positive** is the percent of responses that were rated a 5 or 6 (Once or twice in the past 12 months / Not in the past 12 months) for any question.
- 2) **Neutral** is the percent of responses that were rated a 3 or 4 (Monthly / Several times in the past 12 months) for any question.
- 3) **Negative** is the percent of responses that were rated a 1 or 2 (Daily / Weekly) for any question.

DEFINITION OF COMPOSITE RESULTS

- 1) Composite results or scores measure 12 different areas of patient safety culture. They are calculated for each medical office by averaging the percent positive response on the items within a composite. For example, for a 3-item composite, if the item-level percent positive responses were 50 percent, 55 percent, and 60 percent, the medical office's composite-level percent positive response would be the average of these three percentages or 55% positive.

DEFINITION OF COMPARATIVE RESULTS

- 1) **Item-Level Comparative Results** are the comparison of your medical office results to the Item Level Medical Office Database Comparative Results.
- 2) **Composite Level Comparative Results** are the comparison of your medical office results to the Composite Level Medical Office Database Comparative Results.

INTERPRETING YOUR ITEM AND COMPOSITE-LEVEL RESULTS

SURVEY RESPONSE SCALES

Respondents use a 5-point or 6-point response scale when answering items:

• **Agreement (5-point response scale)**

- Strongly Agree & Agree (combined)
- Neither
- Disagree & Strongly Disagree (combined)

OR

• **Frequency (5-point response scale)**

- Always & Most of the time (combined)
- Sometimes
- Rarely & Never (combined)

OR

• **Frequency (6-point response scale)**

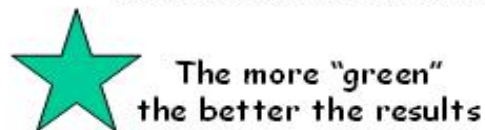
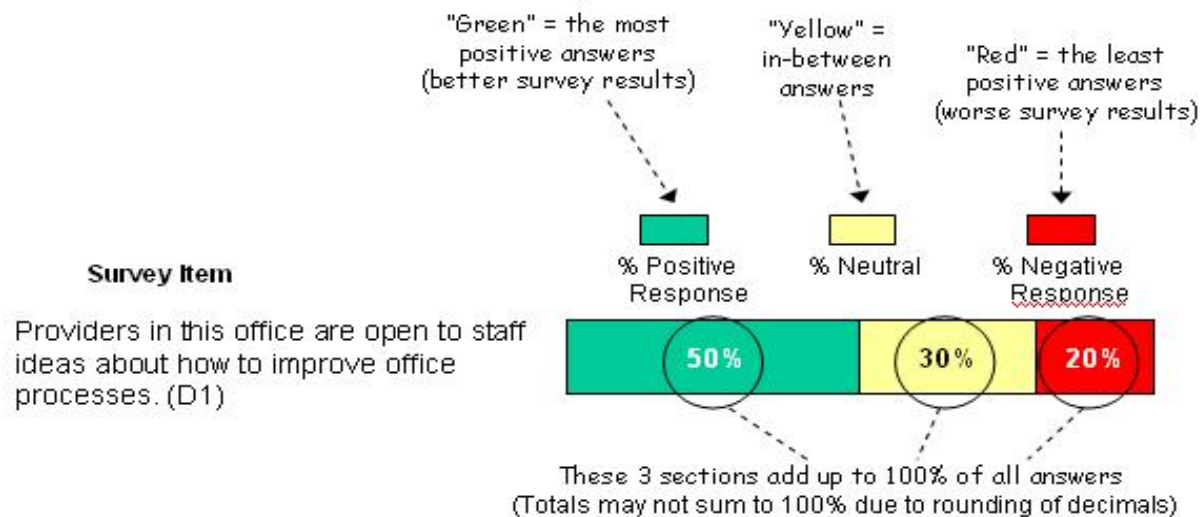
- Daily & Weekly (combined)
- Monthly & Several times in the past 12 months (combined)
- Once or twice in the past 12 months & Not in the past 12 months (combined)

Most of the survey's items include a Does Not Apply/Don't Know response option. Does not apply/Don't Know and missing responses are excluded when displaying percentages of response to the survey items.

Positively and negatively worded items were used.

POSITIVELY WORDED ITEMS

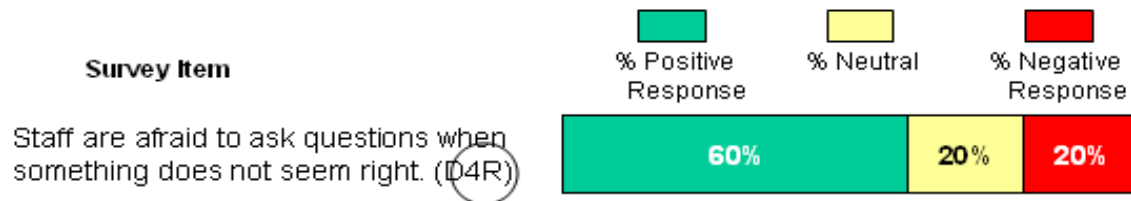
This is an example of a positively worded item. For this item, the percentage who answered "Strongly Agree/Agree" is shown in green (positive response), "Neither" in yellow, and "Strongly Disagree/Disagree" (negative response) in red.



Note: For this item, the percentage who answered "Strongly Agree/Agree" is shown in green (positive response), "Neither" in yellow, and "Strongly Disagree/Disagree" (negative response) in red.

NEGATIVELY WORDED ITEMS

This is an example of a negatively worded item. The percentage who answered “Strongly Disagree/Disagree” is shown in green (positive response), “Neither” in yellow, and “Strongly Agree/Agree” (negative response) in red.



Negatively worded items are identified with the letter R.

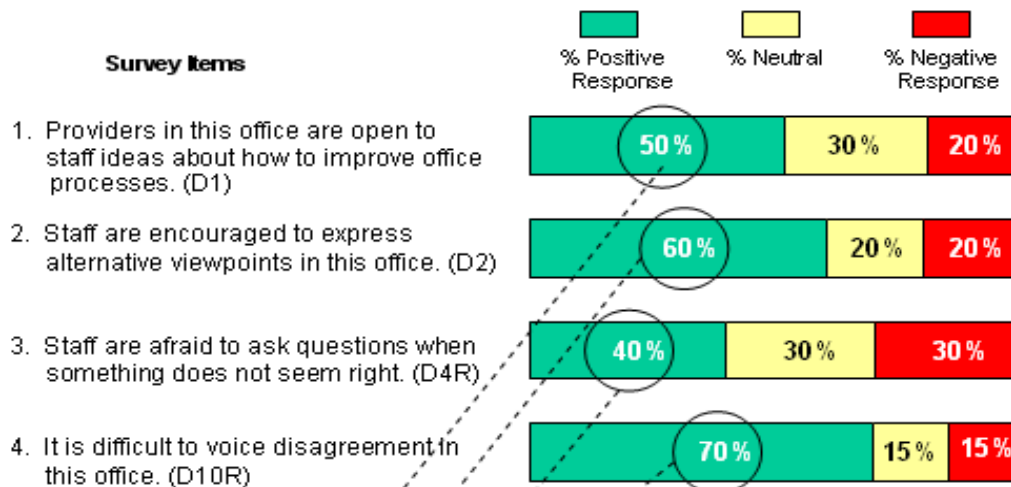


The more “green” the better the results

This item is negatively worded so the percentage who answered “Strongly Disagree/Disagree” is shown in green (positive response), “Neither” in yellow, and “Strongly Agree/Agree” (negative response) in red.

COMPOSITE SCORES

A composite score summarizes how respondents answered *groups of items* that all measure the same thing. To calculate your medical office’s composite score, simply average the percent positive response on each item that is included in the composite. Here is an example of calculating a composite score for Communication Openness:



$$50 + 60 + 40 + 70 = 220$$

$$220 / 4 = 55\%$$

Average of the “green” positive response percentages on all 4 items from “Communication Openness”

AVERAGE % POSITIVE RESPONSE ON THESE ITEMS: 55%

Note: “R” indicates an item that was negatively worded.