

Last updated: November 2022

# **Medical Office Survey on Patient Safety**

Please complete the following survey; it should take no longer than 15 minutes to complete. It will help us learn about patient safety at your organization.

#### SURVEY INSTRUCTIONS

Think about the way things are done in **your** medical office and provide your opinions on issues that affect the overall safety and quality of the care provided to patients in your office.

- In this survey, the term **provider** refers to physicians, physician assistants, and nurse practitioners who diagnose, treat patients, and prescribe medications. The term **staff** refers to all others who work in the office.
  - If a question does not apply to you or you don't know the answer, please check "Does Not Apply or Don't Know."
  - If you work in more than one office or location for your practice, when answering this survey answer only about the office location where you received this survey—do not answer about the entire practice.
  - If your medical office is in a building with other medical offices, answer only about the specific medical office where you work—do not answer about any other medical offices in the building.

This survey is authorized under 42 U.S.C. 299a. This information collection is voluntary and the confidentiality of your responses to this survey is protected by Sections 944(c) and 308(d) of the Public Health Service Act [42 U.S.C. 299c-3(c) and 42 U.S.C. 242m(d)]. Information that could identify you will not be disclosed unless you have consented to that disclosure. Public reporting burden for this collection of information is estimated to average 15 minutes per response, the estimated time required to complete the survey. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The data you provide will help AHRQ's mission to produce evidence to make health care safer, higher quality, more accessible, equitable, and affordable. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: AHRQ Reports Clearance Officer Attention: PRA, Paperwork Reduction Project (0935-xxxx) AHRQ, 5600 Fishers Lane, Room #07W42, Rockville, MD 20857, or by email to the AHRQ MEPS Project Director at MEPSPROJECTDIRECTOR@ahrg.hhs.gov.

### **SECTION A: List of Patient Safety and Quality Issues**

The following items describe things that can happen in medical offices that affect patient safety and quality of care. In your best estimate, how often did the following things happen in your medical office OVER THE PAST 12 MONTHS?

Acc	ess to Care	<b>Daily</b>	Weekly	Monthly	Several times in the past 12 months	Once or twice in the past 12 months	Not in the past 12 months	Does Not Apply or Don't Know
1.	A patient was unable to get an appointment within 48 hours for an acute/serious problem		$\square_2$	Пз	<b>□</b> 4	<b>□</b> 5	$\square_6$	<b>□</b> 9
Pati	ent Identification							
2.	The wrong chart/medical record was used for a patient	$\square_1$	$\square_2$	$\square_3$	$\square_4$	$\square_5$	$\square_6$	<b>□</b> 9
Cha	rts/Medical Records							
3.	A patient's chart/medical record was not available when needed	$\square_1$	$\square_2$	$\square_3$	$\square_4$	<b>□</b> <sub>5</sub>	<b>□</b> <sub>6</sub>	<b>□</b> 9
4.	Medical information was filed, scanned, or entered into the wrong patient's chart/medical record	$\square_1$	$\square_2$	□3	<b>□</b> 4	<b>□</b> 5	$\square_6$	<b>□</b> 9
Med	lical Equipment							
5.	Medical equipment was not working properly or was in need of repair or replacement	$\square_1$	$\square_2$	<b>□</b> <sub>3</sub>	<b>□</b> 4	<b>□</b> 5	$\square_6$	<b>□</b> 9
How	SECTION A: List of			-		•	<u> </u>	?
	•	Daily	Weekly	Monthly	Several times in the past	Once or twice in the past 12	Not in the past 12 months	Does Not
Med	lication				0			
6.	A pharmacy contacted our office to clarify or correct a prescription	$\square_1$	$\square_2$	□3	$\square_4$	$\square_5$	<b>□</b> 6	
7.	A patient's medication list was not updated during his or her visit		$\square_2$	Пз	$\square_4$	$\square_5$	$\square_6$	9
Diag	gnostics & Tests							
8.	The results from a lab or imaging test were not available	$\square_1$	$\square_2$	Пз	$\square_4$	$\square_5$	$\square_6$	 

	when needed								
9.	A critical <b>abnormal</b> result from lab or imaging test was not followed up within 1 business day	a □1	. □2		]3 [	<b>1</b> 4	<b>□</b> <sub>5</sub>	□ <sub>6</sub>	<b>□</b> 9
	SECTION B:	Inform	ation Ex	chang	e With	Other 9	Settings		
	Over the past 12 months, how often has your medical office had <i>problems exchanging accurate, complete</i> , and timely information with:								
		Problems daily	Problems weekly	Probler month	sev tir ns in th	veral nes e past ir	Problems once or twice on the past 2 months	No problems in the past 12 months	Does Not Apply or Don't Know
1.	Outside labs/imaging centers?	П1	$\square_2$		. [	$\Box_4$	<b>□</b> <sub>5</sub>	$\square_6$	<b></b>
2.	Other medical offices/ outside physicians?	$\square_1$	$\square_2$	Пз	. [	$\Box_4$	$\square_5$	$\square_6$	<b></b>
3.	Pharmacies?	$\square_1$	$\square_2$	Пз		$\square_4$	$\square_5$	$\square_6$	<u> </u>
4.	Hospitals?	$\square_1$	$\square_2$	Пз	. [	$\square_4$	$\square_5$	$\square_6$	9
5.	Other ? (Specify):	$\square_1$	$\square_2$	Пз	. [	$\beth_4$	$\square_5$	$\square_6$	
									1
	SECTI	ON C: V	Vorking	in You	r Medio	cal Offi	ce		
	02011		- Torking						
	v much do you agree or disagr owing statements?	ee with th		rongly sagree D	Disagree	Neither Agree nor Disagre		Strongly Agree	Does Not Apply or Don't Know
1.	When someone in this office ge others help out	-	-	□ <sub>1</sub>	$\square_2$	$\square_3$	$\square_4$	$\square_5$	<b></b> 9
2.	In this office, there is a good wo relationship between staff and p			□ <sub>1</sub>	$\square_2$	$\square_3$	$\square_4$	$\square_5$	<b>□</b> 9
3.	In this office, we often feel rush care of patients		-	1	$\square_2$	Пз	<b>□</b> 4	$\square_5$	<b></b> 9
4.	This office trains staff when new put into place			□ <sub>1</sub>	$\square_2$	$\square_3$	<b>□</b> 4	$\square_5$	<b>□</b> 9
5.	In this office, we treat each other	er with res	pect	$\square_1$	$\square_2$	$\square_3$	<b>□</b> 4	$\square_5$	<b></b> 9
6.	We have too many patients for	the numbe	er of	$\square_1$	$\square_2$	$\square_3$	$\square_4$	$\square_5$	<b>□</b> 9

	providers in this office					
7.	This office makes sure staff get the on-the-job training they need $1$	$\square_2$	Пз	<b>□</b> 4	<b>□</b> 5	<b>□</b> 9
8.	This office is more disorganized than it should be	$\square_2$	$\square_3$	$\square_4$	<b>□</b> <sub>5</sub>	<b></b> 9
9.	We have good procedures for checking that work in this office was done correctly	$\square_2$	$\square_3$	<b>□</b> 4	<b>□</b> <sub>5</sub>	<b>□</b> 9
10	Staff in this office are asked to do tasks they haven't been trained to do1	$\square_2$	$\square_3$	$\square_4$	<b>□</b> <sub>5</sub>	<b>□</b> 9
11.	We have enough staff to handle our patient load $\square_1$	$\square_2$	$\square_3$	$\square_4$	<b>□</b> <sub>5</sub>	<b>□</b> 9
12.	We have problems with workflow in this office $\square_1$	$\square_2$	$\square_3$	$\square_4$	<b>□</b> <sub>5</sub>	<b>□</b> 9
13.	This office emphasizes teamwork in taking care of patients	$\square_2$	$\square_3$	<b></b> 4	<b>□</b> 5	<b></b> 9
14.	This office has too many patients to be able to handle everything effectively	$\square_2$	$\square_3$	<b>□</b> 4	<b>□</b> 5	<b>□</b> 9
15.	Staff in this office follow standardized processes to get tasks done $_1$	$\square_2$	$\square_3$	<b>□</b> 4	<b>□</b> 5	<b>□</b> 9
					l	

## **SECTION D: Communication and Followup**

	w often do the following things happen in ur medical office?	Never	Rarely	Some- times	Most of the time	<b>Always</b>	Apply o Don't Know
1.	Providers in this office are open to staff ideas about how to improve office processes	$\square_1$	$\square_2$	<b>□</b> 3	$\square_4$	<b>□</b> <sub>5</sub>	 
2.	Staff are encouraged to express alternative viewpoints in this office	□ <sub>1</sub>	$\square_2$	<b>□</b> <sub>3</sub>	<b>1</b> 4	<b>□</b> <sub>5</sub>	   □9
3.	This office reminds patients when they need to schedule an appointment for preventive or routine care	$\square_1$	$\square_2$	Пз	<b>□</b> 4	<b>□</b> 5	   
4.	Staff are afraid to ask questions when something does not seem right	<u>1</u>	$\square_2$	<b>□</b> 3	<b></b> 4	$\square_5$	   □9

5.	This office documents how well our chronic- care patients follow their treatment plans	<sub>1</sub>	$\square_2$	$\square_3$	<b>1</b> 4	<b>□</b> 5	<b></b> 9
6.	Our office follows up when we do not receive a report we are expecting from an outside provider	□ <sub>1</sub>	$\square_2$	□3	<b>□</b> 4	<b>□</b> <sub>5</sub>	<b>□</b> 9
7.	Staff feel like their mistakes are held against them	□1	$\square_2$	$\square_3$	$\square_4$	<b>□</b> <sub>5</sub>	<b>□</b> 9
8.	Providers and staff talk openly about office problems	□1	$\square_2$	<b>□</b> 3	$\square_4$	<b>□</b> <sub>5</sub>	<b>□</b> 9
9.	This office follows up with patients who need monitoring	□1	$\square_2$	$\square_3$	<b>□</b> <sub>4</sub>	<b>□</b> <sub>5</sub>	<b>□</b> 9
10.	It is difficult to voice disagreement in this office	□1	$\square_2$	Пз	$\square_4$	<b>□</b> <sub>5</sub>	<b></b> 9
11.	In this office, we discuss ways to prevent errors from happening again	1	$\square_2$	<b>□</b> 3	<b>□</b> 4	<b>□</b> 5	<b>□</b> 9
12.	Staff are willing to report mistakes they observe in this office	□1	$\square_2$	<b>□</b> <sub>3</sub>	$\square_4$	<b>□</b> <sub>5</sub>	<b>□</b> 9

		SECTION E. OWNER/Mai	ilagilig F	artifici/L	caacisii	ւր Տևր	port	
		Are you an owner, a managing partner, of the financial decisions for your medical office.		lership po	sition with	ı respor	nsibility for	making
	□1 Y	es → Go to Section F						
	□2 N	No → Continue below						
	the owr	v much do you agree or disagree with following statements about the ners/managing partners/leadership of the medical office?	Strongly Disagree	<b>Disagree</b>	Neither Agree nor Disagree	Agree	Strongly Agree	Does No Apply o Don't Know
		They aren't investing enough resources o improve the quality of care in this office	<u>_</u> 1	$\square_2$	$\square_3$	$\square_4$	$\square_5$	 
		ney overlook patient care mistakes that nappen over and over	<u></u> 1	$\square_2$	Пз	<b>□</b> 4	$\square_5$	
		ney place a high priority on improving patient care processes	□1	$\square_2$	Пз	$\square_4$	<b>□</b> <sub>5</sub>	
	٧	ney make decisions too often based on what is best for the office rather than what s best for patients	1	$\square_2$	Пз	<b>□</b> 4	$\square_5$	   
- <b>-</b> →		SECTION F	: Vour M	Indical C	Office			
		3LC HON I	I Oui iv	ieuicai C	THICE			
		ow much do you agree or disagree with e following statements?	Strongly	Disagree	Neither Agree nor	Agree	Strongly Agree	Does No Apply o Don't Know
	the	ow much do you agree or disagree with	Strongly Disagree	Disagree	Neither Agree nor Disagree	<b>-</b>	Agree	Apply o Don't Know
	<b>the</b> 1.	ow much do you agree or disagree with e following statements?  When there is a problem in our office, we see if we need to change the way	Strongly Disagree	Disagree	Neither Agree nor Disagree		Agree	Apply o Don't Know
	the 1. 2.	ow much do you agree or disagree with e following statements?  When there is a problem in our office, we see if we need to change the way we do things  Our office processes are good at preventing mistakes that could affect	Strongly Disagree	Disagree	Neither Agree nor Disagree		Agree	Apply of Don't Know
	the 1. 2. 3.	w much do you agree or disagree with e following statements?  When there is a problem in our office, we see if we need to change the way we do things  Our office processes are good at preventing mistakes that could affect patients  Mistakes happen more than they should	Strongly Disagree	Disagree  1 2	Neither Agree nor Disagree		Agree	Apply of Don't Know
	1. 2. 3. 4.	w much do you agree or disagree with e following statements?  When there is a problem in our office, we see if we need to change the way we do things	Strongly Disagree  1  1  1  1  1	Disagree  2  2  2	Neither Agree nor Disagree		Agree □ □ 5 □ 5 □ 5 □ 5 □ □ □ 5 □ 5	Apply of Don't Know  Know
	1. 2. 3. 4. 5.	w much do you agree or disagree with e following statements?  When there is a problem in our office, we see if we need to change the way we do things  Our office processes are good at preventing mistakes that could affect patients  Mistakes happen more than they should in this office  It is just by chance that we don't make more mistakes that affect our patients  This office is good at changing office processes to make sure the same	Strongly Disagree	Disagree  2  2  2  2	Neither Agree nor Disagree II		Agree	Apply of Don't Know  Know

### **SECTION G: Overall Ratings**

#### **Overall Ratings on Quality**

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

		Poor ▼	Fair ▼	Good ▼	Very good ▼	Excellent ▼
a. Patient centered	Is responsive to individual patient preferences, needs, and values	$\square_1$	<u>2</u>	□3	<b>□</b> 4	<b>□</b> 5
b. Effective	Is based on scientific knowledge	<u> </u>	····· <u>-</u> 2··	□3	<b>□</b> 4	<b>□</b> 5
c. Timely	Minimizes waits and potentially harmful delays	$\square_1$	<u>2</u>	□3	<b>□</b> 4	<b>□</b> 5
d. Efficient	Ensures cost-effective care (avoids waste, overuse, and misuse of services)	<b>□</b> 1	<b>□</b> 2	Пз	<b>□</b> 4	<b>□</b> 5
e. Equitable	Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc.	<b></b> 1	<b>□</b> 2	□3	<b>□</b> 4	<b>□</b> 5

#### **Overall Rating on Patient Safety**

2. 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?

Poor	Fair	Good	Very good	Excellent
▼	▼	▼	▼	lacktriangledown
$\square_1$	$\square_2$	$\square_3$	$\square_4$	$\square_5$

### **Your Medical Office's Processes Around Diagnosis**

The following items ask about **your medical office's processes around diagnosis**. The processes start when a patient seeks care for a health problem, and include:

- o Gathering, integrating, and interpreting information about the patient (e.g., clinical history, physical exam, test and imaging results, referrals),
- o Making an initial diagnosis,
- o Discussing the diagnosis with the patient, and

2. When this office doesn't receive a patient's test

3. All test results are communicated to patients,

When this office makes a high priority referral, we try to confirm whether the patient went to the

results, staff follow up...... $\square_1$ 

even if the test results are normal.....

appointment.....

o Following up with the patient and revising the diagnosis over time, as needed

	o I ollowing up with the patient and revising the	o diagnosis	over time	, as necuci	4.		
	SECTION A:	Time Av	ailability	/			
	ow much do you agree or disagree with the llowing statements?	Strongly Disagree	<b>Disagree</b>	Neither Agree nor Disagree	Agree	Strongly Agree	Does No Apply o Don't Know
1.	The amount of time for appointments is long enough to fully evaluate the patient's presenting problem(s)	<b>□</b> 1	$\square_2$	<b>□</b> <sub>3</sub>	<b>□</b> 4	<b>□</b> <sub>5</sub>	
2.	Providers in this office have enough time to review the relevant information related to the patient's presenting problem(s)	□1	<b>□</b> 2	Пз	<b>□</b> 4	<b>□</b> 5	   □ <sub>9</sub>
3.	Providers in this office finish their patient notes by the end of their regular workday	1	$\square_2$	<b>□</b> 3	<b></b> 4	<b>□</b> <sub>5</sub>	   □9
	SECTION B: Te	sting and	d Referr	als			
	ow much do you agree or disagree with the llowing statements?	Strongly Disagree	<b>Disagree</b>	Neither Agree nor Disagree	Agree	Strongly Agree	Does No Apply o Don't Know
1.	This office is effective at tracking a patient's test results from labs, imaging, and other diagnostic procedures	□1	$\square_2$	<b>□</b> 3	<b>□</b> 4	$\square_5$	 

 $\square_3$ 

### **SECTION C: Provider and Staff Communication Around Diagnosis**

		w much do you agree or disagree with the lowing statements?	Strongly Disagree	<b>Disagree</b>	Neither Agree nor Disagree	Agree	Strongly   Agree	Does Not Apply or Don't Know
	1.	Providers in this office encourage staff to share their concerns about a patient's health condition.	$\square_1$	$\square_2$	Пз	$\square_4$	<b>□</b> 5	<b>□</b> 9
	2.	Providers document differential diagnoses when they have <b>not</b> ruled out other diagnoses	⊡1	$\square_2$	<b>□</b> <sub>3</sub>	$\square_4$	<b>□</b> 5	<b>□</b> 9
	3.	When a provider thinks another provider in this office/system may have missed a diagnosis, they inform that provider	$\square_1$	<b>□</b> 2	<b>□</b> 3	<b>□</b> 4	<b>□</b> 5	<b>□</b> 9
	4.	When a missed, wrong, or delayed diagnosis happens in this office, we are informed about it	. 🔲 1	<b>□</b> 2	Пз	<b>□</b> 4	<b>□</b> 5	<b>П</b> 9
	5.	Providers in this office talk directly with specialists/radiologists/pathologists when something needs clarification	□ <sub>1</sub>	$\square_2$	Пз	<b>□</b> 4	<b>□</b> ₅	<b>□</b> 9
		Backgrou	ınd Oue	etione			'	
		Backgrou	and Que	3110113				
1.	Но	w long have you worked in this medical office	location?					
		$\square$ a. Less than 2 months $\square$ d. 3	years to le	ss than 6	years			
		$\Box$ b. 2 months to less than 1 year $\Box$ e. 6	years to le	ss than 11	L years			
		$\square$ c. 1 year to less than 3 years $\square$ f. 11	years or n	nore				
2.	ا	b. 5 to 16 hours per week	k in this m to 32 hou to 40 hou hours per	rs per weers rs per wee	ek ek	on?		

## 3. What is your position in this office? Check ONE category that best applies to your job. ☐a. Physician (MD or DO) ☐b. Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Nurse Midwife, Advanced Practice Nurse, etc. **□c.** Management Practice Manager **Business Manager** Office Manager Nurse Manager Office Administrator Lab Manager Other Manager ☐d. Administrative or clerical staff Insurance Processor Front Desk Billing Staff Receptionist Referral Staff Scheduler (appointments, surgery, etc.) Medical Records Other administrative or clerical staff position ☐e. Nurse (RN), Licensed Vocational Nurse (LVN), Licensed Practical Nurse (LPN) ☐f. Other clinical staff or clinical support staff Medical Assistant Technician (all types) **Nursing Aide** Therapist (all types) Other clinical staff or clinical support staff $\sqcup$ **g.** Other position; please specify: **Your Comments** Please feel free to write any comments you may have about patient safety or quality of care in your medical office.

**Background Questions (continued)** 

THANK YOU FOR COMPLETING THIS SURVEY.