

AHRQ Medical Office Survey on Patient Safety Culture
With Diagnostic Safety and Value and Efficiency
Supplemental Items

Survey Data File Specifications

**AHRQ SOPS Medical Office Survey
With Diagnostic Safety and Value and Efficiency Supplemental Items
Survey Data File Specifications**

Survey Data File Specifications

These specifications are for preparing your respondent-level data from the Medical Office Survey on Patient Safety Culture, Diagnostic Safety Supplemental Items, and Value and Efficiency Supplemental Items. The instructions below tell you how to prepare your Excel data file for submission to the Medical Office Survey on Patient Safety Culture Database with the Diagnostic Safety and/or Value and Efficiency Supplemental Items. If you only administered the Diagnostic Safety Supplemental Items and NOT the Value and Efficiency Supplemental Items or vice versa, please leave the appropriate survey columns blank with the exception of the variable name in the header.

In this document, the “Survey” refers to the Medical Office Survey on Patient Safety Culture as well as the Diagnostic Safety and the Value and Efficiency Supplemental Items which would be added to the end of the core survey after item G2, “Overall Rating on Patient Safety.”

INSTRUCTIONS (Excel File Only):

Step 1: Include a header row with the variable name for each column.

Step 2: Enter individual survey response data using the response values indicated in this document (beginning on page 4).

Step 3: Check your data for the following things before submitting to the SOPS Database:

- **SKIP PATTERNS**

When using the SOPS Medical Office Survey with the Value and Efficiency Supplemental Items added, there are two skip patterns in the survey:

- If a respondent answers 1 = Yes, to question EA, “Are you an owner, a managing partner, or in a leadership position with responsibility for making financial decisions for your medical office?”, then responses to questions E1 – E4 should be blank.
- If a respondent answers 1 = Yes, to question VED, “Are you an owner, a managing partner, or in a leadership position with responsibility for making financial decisions for your medical office?”, then responses to questions VED1 – VED4 should be blank.

- **OUT-OF-RANGE VALUES**

You should clean your data before submitting to the database to ensure that there are no out-of-range values and that the data submitted are free from error. Make sure all response values match the response value for the question.

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- **REVERSE CODED ITEMS**

Do not submit reverse coded data for the survey's negatively worded items. Simply submit each individual's unmodified responses to the survey items.

For example, survey item C3, "In this office, we often feel rushed when taking care of patients" is negatively worded. Regardless, the data should be submitted so that 1=Strongly disagree and 5=Strongly agree, as originally indicated in the survey, as follows:

1=Strongly Disagree
2=Disagree
3=Neither
4=Agree
5=Strongly Agree
9=Does Not Apply or Don't Know

- **STAFF POSITIONS**

If your medical office modified or added a new staff position (BQ3) category, you MUST RECODE your specific staff positions back to the survey's original staff position category. If you added staff positions that do not match any of the survey's original staff positions, re-code your specific staff positions as "OTHER" (BQ3 = "g"), before submitting your data to the database.

- **OTHER, PLEASE SPECIFY TEXT AND COMMENTS**

Do not include Other, Please Specify data (related to questions B5 and BQ3), or comments (Comments). While you may find it useful to review this text, it should not be submitted to the database.

- **SPANISH VERSION OF THE SURVEY**

Please indicate which respondents (if any) completed a Spanish version of the survey, if you have this information available. You should do so by adding an 'S' to the Individual Unique Record ID, e.g. 001S.

- **OTHER LANGUAGE VERSION OF THE SURVEY**

Please indicate which respondents (if any) completed the survey in a language that was not English or Spanish, if you have this information available. You should do so by adding an 'N' to the Individual Unique Record ID (UNIQUEID), e.g. 001N.

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Survey Question	Variable Name	Column Position	Response Values
Record Identifier			
Site ID	SITEID	Column A	5 digits or less
Individual Unique Record ID	UNIQUEID	Column B	4 digits or less

SECTION A: List of Patient Safety and Quality Issues

Survey Question	Variable Name	Column Position	Response Values
1. A patient was unable to get an appointment within 48 hours for an acute/serious problem	A1	Column C	1 = Daily 2 = Weekly 3 = Monthly 4 = Several times in the past 12 months 5 = Once or twice in the past 12 months 6 = Not in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing
2. The wrong chart/medical record was used for a patient	A2	Column D	1 = Daily 2 = Weekly 3 = Monthly 4 = Several times in the past 12 months 5 = Once or twice in the past 12 months 6 = Not in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing
3. A patient's chart/medical record was not available when needed	A3	Column E	1 = Daily 2 = Weekly 3 = Monthly 4 = Several times in the past 12 months 5 = Once or twice in the past 12 months 6 = Not in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing
4. Medical information was filed, scanned, or entered into the wrong patient's chart/medical record	A4	Column F	1 = Daily 2 = Weekly 3 = Monthly 4 = Several times in the past 12 months 5 = Once or twice in the past 12 months 6 = Not in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing

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Survey Question	Variable Name	Column Position	Response Values
5. Medical equipment was not working properly or was in need of repair or replacement	A5	Column G	1 = Daily 2 = Weekly 3 = Monthly 4 = Several times in the past 12 months 5 = Once or twice in the past 12 months 6 = Not in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing
6. A pharmacy contacted our office to clarify or correct a prescription	A6	Column H	1 = Daily 2 = Weekly 3 = Monthly 4 = Several times in the past 12 months 5 = Once or twice in the past 12 months 6 = Not in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing
7. A patient's medication list was not updated during his or her visit	A7	Column I	1 = Daily 2 = Weekly 3 = Monthly 4 = Several times in the past 12 months 5 = Once or twice in the past 12 months 6 = Not in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing
8. The results from a lab or imaging test were not available when needed	A8	Column J	1 = Daily 2 = Weekly 3 = Monthly 4 = Several times in the past 12 months 5 = Once or twice in the past 12 months 6 = Not in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing
9. A critical abnormal result from a lab or imaging test was not followed up within 1 business day	A9	Column K	1 = Daily 2 = Weekly 3 = Monthly 4 = Several times in the past 12 months 5 = Once or twice in the past 12 months 6 = Not in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing

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SECTION B: Information Exchange With Other Settings

Survey Question	Variable Name	Column Position	Response Values
1. Outside lab/imaging centers?	B1	Column L	1 = Problems daily 2 = Problems weekly 3 = Problems monthly 4 = Problems several times in the past 12 months 5 = Problems once or twice in the past 12 months 6 = No problems in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing
2. Other medical offices/ outside physicians?	B2	Column M	1 = Problems daily 2 = Problems weekly 3 = Problems monthly 4 = Problems several times in the past 12 months 5 = Problems once or twice in the past 12 months 6 = No problems in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing
3. Pharmacies?	B3	Column N	1 = Problems daily 2 = Problems weekly 3 = Problems monthly 4 = Problems several times in the past 12 months 5 = Problems once or twice in the past 12 months 6 = No problems in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing
4. Hospitals?	B4	Column O	1 = Problems daily 2 = Problems weekly 3 = Problems monthly 4 = Problems several times in the past 12 months 5 = Problems once or twice in the past 12 months 6 = No problems in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing
5. Other? (Specify):	B5	Column P	1 = Problems daily 2 = Problems weekly 3 = Problems monthly 4 = Problems several times in the past 12 months 5 = Problems once or twice in the past 12 months 6 = No problems in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing

TEXT FOR OTHER, SPECIFY [B5_os] – DO NOT SUBMIT TO DATABASE

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SECTION C: Working in Your Medical Office

Survey Question	Variable Name	Column Position	Response Values
1. When someone in this office gets really busy, others help out	C1	Column Q	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
2. In this office, there is a good working relationship between staff and providers	C2	Column R	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
3. In this office, we often feel rushed when taking care of patients	C3	Column S	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
4. This office trains staff when new processes are put into place	C4	Column T	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
5. In this office, we treat each other with respect	C5	Column U	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
6. We have too many patients for the number of providers in this office	C6	Column V	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing

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Survey Question	Variable Name	Column Position	Response Values
7. This office makes sure staff get the on-the-job training they need	C7	Column W	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
8. This office is more disorganized than it should be	C8	Column X	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
9. We have good procedures for checking that work in this office was done correctly	C9	Column Y	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
10. Staff in this office are asked to do tasks they haven't been trained to do	C10	Column Z	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
11. We have enough staff to handle our patient load	C11	Column AA	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
12. We have problems with workflow in this office	C12	Column AB	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing

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Survey Question	Variable Name	Column Position	Response Values
13. This office emphasizes teamwork in taking care of patients	C13	Column AC	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
14. This office has too many patients to be able to handle everything effectively	C14	Column AD	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
15. Staff in this office follow standardized processes to get tasks done	C15	Column AE	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing

SECTION D: Communication and Follow-up

Survey Question	Variable Name	Column Position	Response Values
1. Providers in this office are open to staff ideas about how to improve office processes	D1	Column AF	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing
2. Staff are encouraged to express alternative viewpoints in this office	D2	Column AG	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing
3. This office reminds patients when they need to schedule an appointment for preventive or routine care	D3	Column AH	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing

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Survey Question	Variable Name	Column Position	Response Values
4. Staff are afraid to ask questions when something does not seem right	D4	Column AI	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing
5. This office documents how well our chronic- care patients follow their treatment plans	D5	Column AJ	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing
6. Our office follows up when we do not receive a report we are expecting from an outside provider	D6	Column AK	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing
7. Staff feel like their mistakes are held against them.	D7	Column AL	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing
8. Providers and staff talk openly about office problems.	D8	Column AM	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing
9. This office follows up with patients who need monitoring	D9	Column AN	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing

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Survey Question	Variable Name	Column Position	Response Values
10. It is difficult to voice disagreement in this office	D10	Column AO	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing
11. In this office, we discuss ways to prevent errors from happening again	D11	Column AP	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing
12. Staff are willing to report mistakes they observe in this office	D12	Column AQ	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing

SECTION E: Owner/Managing Partner/Leadership Support

Survey Question	Variable Name	Column Position	Response Values
A. Are you an owner, a managing partner, or in a leadership position with responsibility for making financial decisions for your medical office?	EA	Column AR	1 = Yes 2 = No blank = Missing
If question EA (Column AR) = 1 (Yes) then skip to section F.			
1. They aren't investing enough resources to improve the quality of care in this office	E1	Column AS	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing or properly skipped

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Survey Question	Variable Name	Column Position	Response Values
2. They overlook patient care mistakes that happen over and over	E2	Column AT	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing or properly skipped
3. They place a high priority on improving patient care processes	E3	Column AU	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing or properly skipped
4. They make decisions too often based on what is best for the office rather than what is best for patients	E4	Column AV	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing or properly skipped

SECTION E: Your Medical Office

Survey Question	Variable Name	Column Position	Response Values
1. When there is a problem in our office, we see if we need to change the way we do things	F1	Column AW	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
2. Our office processes are good at preventing mistakes that could affect patients	F2	Column AX	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
3. Mistakes happen more than they should in this office	F3	Column AY	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing

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Survey Question	Variable Name	Column Position	Response Values
4. It is just by chance that we don't make more mistakes that affect our patients	F4	Column AZ	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
5. This office is good at changing office processes to make sure the same problems don't happen again	F5	Column BA	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
6. In this office, getting more work done is more important than quality of care	F6	Column BB	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
7. After this office makes changes to improve the patient care process, we check to see if the changes worked	F7	Column BC	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing

SECTION G: Overall Ratings

Survey Question	Variable Name	Column Position	Response Values
1a. Is responsive to individual patient preferences, needs, and values	G1a	Column BD	1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent blank = Missing
1b. Is based on scientific knowledge	G1b	Column BE	1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent blank = Missing

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Survey Question	Variable Name	Column Position	Response Values
1c. Minimizes waits and potentially harmful delays	G1c	Column BF	1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent blank = Missing
1d. Ensures cost-effective care (avoids waste, overuse, and misuse of services)	G1d	Column BG	1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent blank = Missing
1e. Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc.	G1e	Column BH	1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent blank = Missing
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?	G2	Column BI	1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent blank = Missing

Diagnostic Safety (DX) Supplemental Items: Time Availability

Survey Question	Variable Name	Column Position	Response Values
1. The amount of time for appointments is long enough to fully evaluate the patient's presenting problem(s)	DXA1	Column BJ	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
2. Providers in this office have enough time to review the relevant information related to the patient's presenting problem(s)	DXA2	Column BK	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing

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Survey Question	Variable Name	Column Position	Response Values
3. Providers in this office finish their patient notes by the end of their regular workday	DXA3	Column BL	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing

Diagnostic Safety (DX) Supplemental Items: Testing and Referrals

Survey Question	Variable Name	Column Position	Response Values
1. This office is effective at tracking a patient's test results from labs, imaging, and other diagnostic procedures	DXB1	Column BM	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
2. When this office doesn't receive a patient's test results, staff follow up	DXB2	Column BN	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
3. All test results are communicated to patients, even if the test results are normal	DXB3	Column BO	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
4. When this office makes a high priority referral, we try to confirm whether the patient went to the appointment	DXB4	Column BP	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing

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Diagnostic Safety (DX) Supplemental Items: Provider and Staff Communication Around Diagnosis

Survey Question	Variable Name	Column Position	Response Values
1. Providers in this office encourage staff to share their concerns about a patient's health condition	DXC1	Column BQ	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
2. Providers document differential diagnoses when they have not ruled out other diagnoses	DXC2	Column BR	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
3. When a provider thinks another provider in this office/system may have missed a diagnosis, they inform that provider	DXC3	Column BS	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
4. When a missed, wrong, or delayed diagnosis happens in this office, we are informed about it	DXC4	Column BT	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
5. Providers in this office talk directly with specialists/radiologists/pathologists when something needs clarification	DXC5	Column BU	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing

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Value and Efficiency (VE) Supplemental Items: Empowerment to Improve Efficiency

Survey Question	Variable Name	Column Position	Response Values
1. We are encouraged to come up with ideas for more efficient ways to do our work	VEA1	Column BV	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
2. We are involved in making decisions about changes to our work processes	VEA2	Column BW	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
3. We are given opportunities to try out solutions to workflow problems	VEA3	Column BX	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing

VE Supplemental Items: Efficiency and Waste Reduction

Survey Question	Variable Name	Column Position	Response Values
1. We try to find ways to reduce waste (such as wasted time, materials, steps, etc.) in how we do our work	VEB1	Column BY	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing
2. In our office, we are working to improve patient flow	VEB2	Column BZ	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing

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Survey Question	Variable Name	Column Position	Response Values
3. We focus on eliminating unnecessary tests and procedures for patients	VEB3	Column CA	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing

VE Supplemental Items: Patient Centeredness and Efficiency

Survey Question	Variable Name	Column Position	Response Values
1. We take steps to reduce patient wait time	VEC1	Column CB	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
2. We ask for patient or family member input on ways to make patient visits more efficient	VEC2	Column CC	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
3. Patient and family member preferences have led to changes in our workflow	VEC3	Column CD	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing

VE Supplemental Items: Owner, Managing Partner, Leadership Support for Improving Efficiency and Reducing Waste

Survey Question	Variable Name	Column Position	Response Values
A. Are you an owner, a managing partner, or in a leadership position with responsibility for making financial decisions for your medical office?	VED	Column CE	1 = Yes 2 = No blank = Missing

If question VED (Column CE) = 1 (Yes) then skip to VE Supplemental Items: Experience With Activities To Improve Efficiency.

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Survey Question	Variable Name	Column Position	Response Values
1. Recognize us for our ideas to improve efficiency	VED1	Column CF	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing or properly skipped
2. Provide us with reports on our office performance	VED2	Column CG	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing or properly skipped
3. Take action to address workflow problems that are brought to their attention	VED3	Column CH	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing or properly skipped
4. Place a high priority on doing work efficiently without compromising patient care	VED4	Column CI	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing or properly skipped

VE Supplemental Items: Experience With Activities to Improve Efficiency

Survey Question	Variable Name	Column Position	Response Values
1. I received training on how to identify waste and inefficiencies in my work	VEE1	Column CJ	1 = Yes 2 = No blank = Missing
2. I helped to map a workflow process to identify wasted time, materials, steps in a process, etc.	VEE2	Column CK	1 = Yes 2 = No blank = Missing
3. I shadowed/followed patients in this office to identify ways to improve their care experience	VEE3	Column CL	1 = Yes 2 = No blank = Missing

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4. I looked at visual displays or graphs to see how well my office was performing	VEE4	Column CM	1 = Yes 2 = No blank = Missing
5. I made a suggestion to management about improving an inefficient work process	VEE5	Column CN	1 = Yes 2 = No blank = Missing
6. I made a suggestion to management about improving patients' care experiences	VEE6	Column CO	1 = Yes 2 = No blank = Missing
7. I served on a team or committee to make a work process more efficient.	VEE7	Column CP	1 = Yes 2 = No blank = Missing
8. I monitored data to figure out how well an activity to improve efficiency was working	VEE8	Column CQ	1 = Yes 2 = No blank = Missing

Background Questions

Survey Question	Variable Name	Column Position	Response Values
1. How long have you worked in this medical office location?	BQ1	Column CR	a = Less than 2 months b = 2 months to less than 1 year c = 1 year to less than 3 years d = 3 years to less than 6 years e = 6 years to less than 11 years f = 11 years or more blank = Missing
2. Typically, how many hours per week do you work in this medical office location?	BQ2	Column CS	a = 1 to 4 hours per week b = 5 to 16 hours per week c = 17 to 24 hours per week d = 25 to 32 hours per week e = 33 to 40 hours per week f = 41 hours per week or more blank = Missing

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Survey Question	Variable Name	Column Position	Response Values
3. What is your position in this office? Check ONE category that best applies to your job.	BQ3	Column CT	a = Physician (MD or DO) b = Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Nurse Midwife, Advanced Practice Nurse, etc. c = Management d = Administrative or clerical staff e = Nurse (RN), Licensed Vocational Nurse (LVN), Licensed Practical Nurse (LPN) f = Other clinical staff or clinical support staff g = Other position blank = Missing
TEXT FOR OTHER, SPECIFY [BQgos] – DO NOT SUBMIT TO DATABASE			
TEXT FOR “YOUR COMMENTS” – DO NOT SUBMIT TO DATABASE			

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Two examples of **SECTION E: Owner/Managing Partner/Leadership Support** questions are displayed below. Columns C - AQ are omitted for display purposes.

Example 1: Are you an owner, a managing partner, or in a leadership position with responsibility for making financial decisions for your medical office?

1=Yes
2=No

A	B		AR	AS	AT	AU	AV	AW
SiteID	UniqueID	...	EA	E1	E2	E3	E4	F1
1	0001	...	1					2

Variables E1 through E4 are left blank because EA is **1 (Yes)**.

Example 2: Are you an owner, a managing partner, or in a leadership position with responsibility for making financial decisions for your medical office?

1=Yes
2=No

A	B		AR	AS	AT	AU	AV	AW
SiteID	UniqueID	...	EA	E1	E2	E3	E4	F1
2	0002	...	2	3	4	5	2	3

Variables E1 through E4 are filled in because EA was **2 (No)**.

Two examples from the **Value and Efficiency Supplemental Items: Owner, Managing Partner, Leadership Support for Improving Efficiency and Reducing Waste** questions are displayed below. Columns C - CD are omitted for display purposes.

Example 1: Are you an owner, a managing partner, or in a leadership position with responsibility for making financial decisions for your medical office?

1=Yes
2=No

A	B		CE	CF	CG	CH	CI
SiteID	UniqueID	...	VED	VED1	VED2	VED3	VED4
1	0001	...	1				

Variables VED1 through VED4 are left blank because VED was **1 (Yes)**.

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Example 2: Are you an owner, a managing partner, or in a leadership position with responsibility for making financial decisions for your medical office?

1=Yes

2=No

A	B		CE	CF	CG	CH	CI
SiteID	UniqueID	...	VED	VED1	VED2	VED3	VED4
1	0001	...	2	4	3	4	5

Variables VED1 through VED4 are filled in because VED was **2 (No)**.