Development of the AHRQ Medical Office Survey on Patient Safety Culture

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Objectives

• Describe the development of the AHRQ Medical Office Survey on Patient Safety Culture (Medical Office SOPS)

• Discuss the pilot test of the survey with staff and providers in outpatient medical offices in the U.S.
Background

- Hospital Survey on Patient Safety Culture (HSOPS) released November 2004
  [www.ahrq.gov/qual/patientsafetyculture/](http://www.ahrq.gov/qual/patientsafetyculture/)

- Developed by Westat, funded by AHRQ

- Medical office survey released January 2009
  - Developed in response to need for a patient safety culture survey for outpatient medical offices
Medical Office SOPS

• Same development steps as the hospital survey
  o Reviewed literature & existing surveys
  o Conducted background interviews with medical office providers and staff
    • Staff less familiar with term “patient safety”
  o Identified key areas of safety culture in the medical office setting
  o Developed survey items
  o Conducted cognitive testing of survey items
  o Obtained input from over two dozen researchers & stakeholders
  o Pilot tested the survey, analyzed data & finalized the survey
Goals of the Survey

To enable medical offices to:
• Raise staff awareness about patient safety
• Assess the current status of patient safety culture
• Use for internal patient safety and quality improvement
• Evaluate the impact of patient safety and quality improvement initiatives
• Track patient safety culture change over time
Hospital SOPS Dimensions

• 42 items assess 12 dimensions of patient safety culture

1. Communication openness
2. Feedback & communication about error
3. Frequency of event reporting
4. Handoffs & transitions
5. Management support for patient safety
6. Nonpunitive response to error
7. Organizational learning--continuous improvement
8. Overall perceptions of patient safety
9. Staffing
10. Supervisor/manager expectations & actions promoting patient safety
11. Teamwork across units
12. Teamwork within units

• Patient safety “grade” (Excellent to Poor)
• Number of events reported in past 12 months
Medical Office SOPS Dimensions

• Different from the hospital survey—dimensions specific to medical offices
  1. Patient safety and quality issues
     • Access to care
     • Charts/medical records
     • Medical equipment
     • Medication
     • Diagnostics & Tests
  2. Information exchange with other settings
  3. Office processes and standardization
  4. Work pressure and pace
  5. Patient care tracking/follow-up
  6. Staff training
Medical Office SOPS Dimensions

- Dimensions similar to the hospital survey—

  7. Teamwork
  8. Organizational learning
  9. Overall perceptions of patient safety & quality
  10. Owner/managing partner/leadership support for patient safety
  11. Communication about error
  12. Communication openness
Medical Office Pilot Test

- Pilot tested in 182 medical offices with 4,174 provider & staff respondents

- Worked with partners:
  - John Hickner, MD—Cleveland Clinic
  - AAFP National Research Network
  - AAP Pediatric Research in Office Settings
  - MGMA
  - Allina Hospitals and Clinics
  - Baylor Health Care System—HealthTexas Provider Network
  - Cleveland Clinic
  - Michigan State University Health Team
  - Other health system
Pilot Test Medical Office Characteristics

• 63% single specialty / 37% multispecialty

• 37% family practice/family medicine
  27% pediatrics
  23% internal medicine
  10% OB/GYN or GYN

• Office Sizes (# of providers & staff)
  o 3 to 10  15%
  o 11 to 20  30%
  o 21 to 30  20%
  o 31 or more  35%
Pilot Test Medical Office Characteristics

• 69% had only one office location

• Ownership
  59% - a hospital or health care system
  25% - physicians or providers, or both
  14% - a university, or academic medical institute

• Use of electronic tools
  21% fully implemented electronic ordering of meds
    • 45% in the process of implementing
  32% fully implemented electronic medical records
    • 37% in the process of implementing
Pilot Test Survey Administration

- Administered to all providers and staff
- 71% used paper surveys; 29% used Web surveys
  - One health system had experience with web-based employee surveys
  - *Recommend paper survey administration for high response rate (unless office has previous positive experience with web surveys)*
**Pilot Test Response Rates and Number of Respondents**

- Overall response rate = 70% (4,174 / 5,931)
- Paper response rate = 78% vs. Web = 65%

- Average number of respondents per office = 23 (range: 5 to 92)
- Average office response rate = 74% (range: 33% to 100%)
Staff Positions of Respondents

- Administrative or clerical: 28%
- Physician (MD or DO): 20%
- Other clinical staff: 18%
- RN/LVN/LPN: 16%
- Management: 8%
- Other position: 4%
- PA/NP (2% Missing)
Statistical Analysis of Pilot Results

- Pilot data used to conduct psychometric analyses
  - Examined factor structure of survey dimensions
  - Calculated reliabilities (Cronbach’s alpha ranged from .75 to .86)

- Poor-performing items were dropped
- Survey was finalized and released by AHRQ in 2009
- A Spanish version will be released in Summer 2011