



Surveys on Patient Safety Culture®

Findings from the 2026 Surveys on Patient Safety Culture® (SOPS®) Medical Office Survey Database

The SOPS Medical Office Survey assesses provider and staff perceptions of their organization's patient safety culture. The 2026 SOPS Medical Office Survey Database includes data from:



2,081

Participating Medical Offices



25,040

Provider and Staff Respondents



60%

Average Medical Office Response Rate

Highest Scoring Composite Measures



**Patient Care Tracking/
Followup**

87%

of respondents reported their medical office "always" or "most of the time" reminds patients about appointments, documents how well patients follow treatment plans, and follows up with patients and outside providers.



Teamwork

86%

of respondents "strongly agree" or "agree" their medical office has a culture of teamwork, mutual respect, and close working relationships among providers and staff.

Lowest Scoring Composite Measure



**Work Pressure and
Pace**

41%

of respondents "strongly agree" or "agree" that there are enough providers and staff to handle the patient load, and the office work pace is not hectic.

OTHER FINDINGS

Overall Ratings on Quality

Highest Rated

Equitable 82%

of respondents reported that their medical office is "Excellent" or "Very Good" at providing the same quality of care to all individuals.



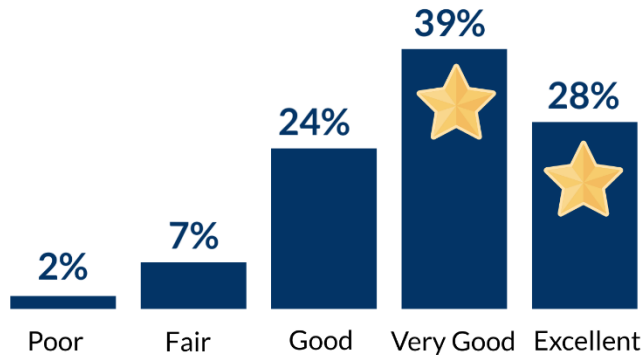
Lowest Rated

Timely 58%

of respondents reported that their medical office is "Excellent" or "Very Good" at minimizing waits and potentially harmful delays.



Overall Rating on Patient Safety



What's Next? Action Planning for Patient Safety Improvement

The *Action Planning Tool for the AHRQ Surveys on Patient Safety Culture* provides step-by-step guidance on how to develop an action plan to improve patient safety culture, available at www.ahrq.gov/sops/resources/planning-tool/index.html

To view the full report: <https://www.ahrq.gov/sops/databases/medical-office/index.html>

For more information on SOPS Medical Office Database submission:
<https://www.ahrq.gov/sops/databases/medical-office/submission.html>