



2026 Surveys on Patient Safety Culture®

Medical Office Database Report

Part II: Appendixes



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Overview of Appendixes

Appendixes A and B present average percent positive scores and margin of error for the survey composite measures and items across database medical offices shown by the following medical office and respondent characteristics.

Appendix A: Results by Medical Office Characteristics

- A1. Number of Providers
- A2. Single-Specialty vs. Multispecialty
- A3. Specialty
- A4. Ownership
- A5. Geographic Region

Appendix B: Results by Respondent Characteristics

- B1. Staff Position
- B2. Tenure in Medical Office

You can compare your medical office's percent positive scores with the averages shown in Appendix A based on the characteristics of your medical office (number of providers, specialty, ownership, and geographic region).

To compare your medical office's results with the averages in Appendix B, your medical office will need to compute percent positive scores on the SOPS medical office composite measures and items by staff position and tenure in medical office.

When comparing your medical office's results with the database results, note that the database only provides *relative* comparisons. Although your medical office's survey results may have higher percent positive scores, there may still be room for improvement within your medical office in an *absolute* sense.

Highlights From Appendix A

Number of Providers (Table A1-1 and Table A1-2)

- **Overall Finding:** Medical offices with fewer providers (*1 to 5 providers*) had more positive perceptions of patient safety culture than medical offices with more providers (*6 or more providers*) on all 10 composite measures.
- **Largest Composite Measure Difference** (14 percentage points): Smaller medical offices with *1 provider* reported better perceptions of Office Processes and Standardization than larger medical offices with *20 or more providers* (75 percent positive versus 61 percent positive, respectively).
- **Largest Item Difference** (21 percentage points): More respondents from smaller medical offices with *1 provider* indicated that there were enough staff to handle the patient load (58 percent) compared with larger medical offices with *11 to 19 providers* (37 percent) (Item C11 from Work Pressure and Pace).

Single-Specialty vs. Multispecialty (Table A2-1, Table A2-3, Table A2-5)

- **Overall Finding:** *Single-specialty* medical offices had more positive perceptions of patient safety culture than *multispecialty* medical offices on all 10 composite measures.
- **Largest Composite Measure Difference** (7 percentage points): *Single-specialty* medical offices reported better perceptions than *multispecialty* medical offices on:
 - Overall Perceptions of Patient Safety and Quality (78 percent positive versus 71 percent positive, respectively).
 - Communication Openness (72 percent positive versus 65 percent positive, respectively).
- **Largest Item Differences** (12 percentage points): *Single-specialty* medical offices had more positive perceptions than *multispecialty* medical offices on the following measures:
 - *Single-specialty* medical offices (80 percent) reported fewer occurrences of a patient's medication list **not** being updated during their visit compared with *multispecialty* medical offices (68 percent) (Item A7 from List of Patient Safety and Quality Issues).
 - *Single-specialty* medical offices (72 percent) rated Patient Centered care as "Excellent" or "Very Good" compared with *multispecialty* medical offices (60 percent) (Item G1A from Overall Ratings on Quality and Patient Safety – Patient Centered).
 - *Single-specialty* medical offices (63 percent) rated Efficient care as "Excellent" or "Very Good" compared with *multispecialty* medical offices (51 percent) (Item G1D from Overall Ratings on Quality and Patient Safety – Efficient care).

Specialty (Table A3-1 and Table A3-2)

- **Overall Finding:** *Dermatology* medical offices had lower perceptions of patient safety culture than other specialty medical offices on 7 of the 10 composite measures.
- **Largest Composite Measure Difference** (24 percentage points): *Surgery/General Surgery* medical offices reported better perceptions of Work Pressure and Pace than *Dermatology* medical offices (55 percent positive versus 31 percent positive, respectively).
- **Largest Item Difference** (43 percentage points): More respondents from *Physical Medicine/Rehabilitation* medical offices indicated that their office does **not** have too many patients to handle everything effectively (57 percent), compared with respondents from *Dermatology* medical offices (14 percent) (Item C14 from Work Pressure and Pace).

Ownership (Table A4-1 and Table A4-4)

- **Overall Findings:** *Hospital or health system*-owned medical offices had more positive perceptions of patient safety culture than medical offices with other ownerships on 9 of the 10 composite measures.
- **Largest Composite Measure Differences** (18 percentage points): *Hospital or health system*-owned medical offices reported better perceptions than *university/medical school/academic medical institution*-owned medical offices, on the following measures:
 - Organizational Learning (77 percent positive versus 59 percent positive, respectively).
 - Staff Training (73 percent positive versus 55 percent positive, respectively).
 - Communication Openness (72 percent positive versus 54 percent positive, respectively).
 - Work Pressure and Pace (42 percent positive versus 24 percent positive, respectively).
- **Largest Item Difference** (30 percentage points): *Hospital or health system*-owned medical offices reported fewer problems exchanging information with hospitals (85 percent) than *university/medical school/academic medical institution*-owned medical offices (55 percent) (Item B4 from Information Exchange with Other Settings).

Geographic Region (Table A5-1 and Table A5-5)

- **Overall Findings:** *Pacific* medical offices had lower perceptions of patient safety culture than medical offices in other geographic regions on 9 of the 10 composite measures.
- **Largest Composite Measure Difference** (22 percentage points): *East South Central* medical offices reported better perceptions of Organizational Learning than *Pacific* medical offices (81 percent positive versus 59 percent positive, respectively).
- **Largest Item Difference** (40 percentage points): More respondents from *New England* medical offices rated Effective care as “Excellent” or “Very Good” (80 percent) than *Mountain* medical offices (40 percent) (Item G1B from Overall Ratings on Quality and Patient Safety – Effective care).

Highlights From Appendix B

Staff Position (Table B1-1 and Table B1-2)

- **Overall Findings:** *Management* had more positive perceptions of patient safety culture than all other staff positions on 9 of the 10 composite measures.
- **Largest Composite Measure Difference** (25 percentage points): *Management* reported better perceptions of Staff Training than *administrative or clerical staff* (92 percent positive versus 67 percent positive, respectively).
- **Largest Item Differences** (26 percentage points):
 - More *management* respondents (92 percent) indicated their medical office reviews process changes to see if the changes worked versus *physician assistants/nurse practitioners/etc.* (66 percent) (Item F7 from Organizational Learning).
 - More *management* respondents (87 percent) indicated that staff are **not** asked to do tasks they haven't been trained to do compared with *administrative or clerical staff* (61 percent) (Item C10 from Staff Training).

Tenure in Medical Office (Table B2-1 and Table B2-2)

- **Overall Findings:** Providers and staff who worked *less than 1 year* had more positive perceptions of patient safety culture than those with more tenure on 7 of the 10 composite measures.
- **Largest Composite Measure Differences** (10 percentage points): Providers and staff who worked *less than 1 year* reported better perceptions of:
 - Owner/Managing Partner/Leadership Support for Patient Safety than those who worked *3 years to less than 11 years* (70 percent positive versus 60 percent positive, respectively).
 - Work Pressure and Pace than those who worked *6 years to less than 11 years* (47 percent positive versus 37 percent positive, respectively).
- **Largest Item Difference** (14 percentage points): More providers and staff who worked *less than 1 year* did **not** feel rushed when taking care of patients (49 percent), compared with those who worked *6 years to less than 11 years* (35 percent) (Item C3 from Work Pressure and Pace, respectively).



Appendix A: Results by Medical Office Characteristics

Table A-1 presents information about the characteristics of medical offices included in the 2026 SOPS Medical Office Survey Database. The geographic distribution of medical offices from the 2026 SOPS Medical Office Survey Database is compared with the medical offices in the U.S. Census Bureau dataset in Table A-1. Table A-2 presents the medical office specialties for single-specialty offices.

Table A-1. Medical Office Characteristics

Medical Office Characteristics	Medical Offices		Respondents	
	Number	Percent	Number	Percent
Number of Providers				
1	191	9%	1,653	7%
2	268	13%	1,792	7%
3 to 5	724	35%	6,152	25%
6 to 10	501	24%	6,652	27%
11 to 19	253	12%	4,503	18%
20 or more	144	7%	4,288	17%
Single-Specialty vs. Multispecialty	Number	Percent	Number	Percent
Single-specialty	1,803	87%	19,246	77%
Multispecialty	278	13%	5,794	23%
Ownership	Number	Percent	Number	Percent
Community health center	53	3%	1,425	6%
Hospital or health system	1,883	90%	22,039	88%
Providers and/or physicians	102	5%	945	4%
University or academic medical center	41	2%	575	2%
Other	1	<1%	18	<1%

Table A-1. Medical Office Characteristics (continued)

Medical Office Characteristics	AHRQ SOPS Medical Office Survey Database Medical Offices (N=2,081)		U.S. Census Economic Surveys, Offices of Physicians (2023) ¹ (N=221,932)	
	Number	Percent	Number	Percent
New England	42	2%	7,776	4%
Mid-Atlantic	29	1%	29,399	13%
South Atlantic/Associated Territories	497	24%	51,991	23%
East North Central	284	14%	26,922	12%
East South Central	232	11%	11,601	5%
West North Central	611	29%	8,908	4%
West South Central	344	17%	30,240	14%
Mountain	23	1%	16,512	7%
Pacific/Associated Territories	19	1%	38,583	17%

Note: Percentages may not add to 100 due to rounding. States are categorized into regions as follows:

- New England: CT, MA, ME, NH, RI, VT
- Mid-Atlantic: NJ, NY, PA
- South Atlantic/Associated Territories: DC, DE, FL, GA, MD, NC, PR, SC, VA, VI, WV
- East North Central: IL, IN, MI, OH, WI
- East South Central: AL, KY, MS, TN
- West North Central: IA, KS, MN, MO, ND, NE, SD
- West South Central: AR, LA, OK, TX
- Mountain: AZ, CO, ID, MT, NM, NV, UT, WY
- Pacific/Associated Territories: AK, AS, CA, GU, HI, MH, MP, OR, WA

¹ U.S. Census Bureau, 2023 County Business Patterns, Economic Surveys. NAICS code 62111: Offices of physicians. <https://data.census.gov/cedsci/profile?n=62111&g=0100000US>. Accessed November 24, 2025.

Table A-2. Single-Specialty Offices

Specialty	Number of Medical Offices	Percent
Allergy/Immunology	5	<1%
Anesthesiology	1	<1%
Cardiology	97	5%
Child and Adolescent Psychiatry	7	<1%
Dermatology	76	4%
Emergency Medicine	26	1%
Endocrinology/Metabolism	28	2%
Family Practice/Family Medicine	557	31%
Forensic Pathology	3	<1%
Gastroenterology	49	3%
General Practice	66	4%
General Surgery	23	1%
Geriatrics	4	1%
Hematology/Oncology	47	3%
Internal Medicine	66	4%
Nephrology	7	<1%
Neurology	39	2%
Nuclear Medicine	2	<1%
OB/GYN or GYN	97	5%
Ophthalmology	15	1%
Orthopedics	59	3%
Otolaryngology	19	1%
Pathology - Anatomic/Clinical	4	<1%
Pediatrics	83	5%
Physical Medicine and Rehabilitation	32	2%
Psychiatry	49	3%
Pulmonary Medicine	36	2%
Radiology	2	<1%
Rheumatology	14	1%
Surgery (All)	85	5%
Urology	26	1%
Vascular Medicine	7	<1%
Other Specialty	172	10%

Note: Specific specialty is presented only for single-specialty medical offices. Percentages may not add to 100 due to rounding.

A1: Results by the Number of Providers

Note 1: The number of medical offices and respondents by number of providers is shown in each table. A medical office was included if they had at least three respondents answer a specific survey item. The number of medical offices and respondents corresponding to each table and data cell will vary because of the omission of a specific survey item and individual nonresponse/missing data.

Note 2: The margin of error is displayed below the percent positive response and represents the range within which the true percent positive estimate for each category is likely to fall 95 percent of the time. See the Explanation of Calculations in the main report for more information.

Table A1-1. Composite Measure Average Percent Positive Response and Margin of Error by Number of Providers

SOPS Composite Measures	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
<i># Medical Offices</i>	191	268	724	501	253	144
<i># Respondents</i>	1,653	1,792	6,152	6,652	4,503	4,288
1. Patient Care Tracking/Followup	89% ± 1.9%	89% ± 1.6%	89% ± 0.9%	86% ± 1.1%	84% ± 1.5%	83% ± 2.0%
2. Teamwork	90% ± 1.8%	90% ± 1.5%	85% ± 1.1%	84% ± 1.2%	84% ± 1.6%	85% ± 1.4%
3. Overall Perceptions of Patient Safety and Quality	81% ± 2.3%	81% ± 1.8%	78% ± 1.2%	75% ± 1.4%	72% ± 2.0%	69% ± 2.7%
4. Organizational Learning	80% ± 2.6%	82% ± 2.1%	77% ± 1.4%	75% ± 1.6%	73% ± 2.0%	71% ± 2.3%
5. Communication About Error	77% ± 2.3%	79% ± 1.9%	75% ± 1.2%	72% ± 1.3%	70% ± 1.7%	67% ± 2.1%
6. Staff Training	76% ± 2.7%	76% ± 2.2%	72% ± 1.6%	70% ± 1.7%	68% ± 2.1%	66% ± 2.5%
7. Communication Openness	74% ± 2.7%	74% ± 2.2%	73% ± 1.4%	70% ± 1.5%	67% ± 2.0%	63% ± 2.6%
8. Office Processes and Standardization	75% ± 2.7%	74% ± 2.2%	69% ± 1.4%	66% ± 1.6%	62% ± 2.1%	61% ± 2.3%
9. Owner/Managing Partner/Leadership Support for Patient Safety	66% ± 3.1%	65% ± 2.3%	63% ± 1.5%	61% ± 1.6%	59% ± 2.1%	57% ± 2.4%
10. Work Pressure and Pace	47% ± 3.3%	43% ± 2.6%	43% ± 1.6%	39% ± 1.7%	37% ± 2.1%	37% ± 2.6%
Composite Measure Average	77% ± 2.3%	76% ± 1.6%	72% ± 1.1%	70% ± 1.2%	67% ± 1.6%	66% ± 1.6%

Note: The margin of error is displayed below the percent positive response.

Table A1-2. Item Average Percent Positive Response and Margin of Error by Number of Providers (Page 1 of 6)

Survey Items by SOPS Composite Measure	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
<i># Medical Offices</i>	191	268	724	501	253	144
<i># Respondents</i>	1,653	1,792	6,152	6,652	4,503	4,288
1. Patient Care Tracking/Followup	% Always/Most of the time					
This office reminds patients when they need to schedule an appointment for preventive or routine care. (Item D3)	91% ± 2.5%	91% ± 2.0%	91% ± 1.1%	89% ± 1.2%	87% ± 1.7%	86% ± 2.3%
This office documents how well our chronic-care patients follow their treatment plans. (Item D5)	81% ± 3.7%	86% ± 2.9%	84% ± 1.6%	81% ± 1.8%	79% ± 2.3%	76% ± 3.1%
Our office follows up when we do not receive a report we are expecting from an outside provider. (Item D6)	90% ± 2.6%	88% ± 2.3%	86% ± 1.3%	84% ± 1.5%	83% ± 1.9%	81% ± 2.4%
This office follows up with patients who need monitoring. (Item D9)	92% ± 2.0%	92% ± 1.8%	92% ± 1.0%	91% ± 1.2%	88% ± 1.7%	88% ± 2.0%
2. Teamwork	% Strongly Agree/Agree					
When someone in this office gets really busy, others help out. (Item C1)	89% ± 2.3%	90% ± 1.9%	84% ± 1.4%	83% ± 1.5%	82% ± 1.9%	83% ± 1.7%
In this office, there is a good working relationship between staff and providers. (Item C2)	90% ± 2.6%	91% ± 1.7%	89% ± 1.2%	88% ± 1.2%	88% ± 1.6%	88% ± 1.8%
In this office, we treat each other with respect. (Item C5)	89% ± 2.4%	89% ± 1.9%	84% ± 1.4%	83% ± 1.5%	82% ± 2.0%	84% ± 2.0%
This office emphasizes teamwork in taking care of patients. (Item C13)	91% ± 2.0%	89% ± 1.9%	84% ± 1.4%	83% ± 1.5%	82% ± 1.8%	84% ± 1.8%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A1-2. Item Average Percent Positive Response and Margin of Error by Number of Providers (Page 2 of 6)

Survey Items by SOPS Composite Measure	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
<i># Medical Offices</i>	191	268	724	501	253	144
<i># Respondents</i>	1,653	1,792	6,152	6,652	4,503	4,288
3. Overall Perceptions of Patient Safety and Quality	% Strongly Agree/Agree					
Our office processes are good at preventing mistakes that could affect patients. (Item F2)	88% ± 2.5%	89% ± 1.8%	86% ± 1.3%	83% ± 1.5%	81% ± 1.9%	81% ± 2.4%
Mistakes happen more than they should in this office. (Item F3*)	84% ± 2.9%	83% ± 2.4%	79% ± 1.6%	77% ± 1.8%	73% ± 2.6%	67% ± 3.7%
It is just by chance that we don't make more mistakes that affect our patients. (Item F4*)	81% ± 2.8%	79% ± 2.5%	78% ± 1.5%	75% ± 1.8%	72% ± 2.4%	69% ± 3.6%
In this office, getting more work done is more important than quality of care. (Item F6*)	73% ± 3.3%	74% ± 2.8%	71% ± 1.6%	66% ± 1.8%	64% ± 2.6%	61% ± 3.1%
4. Organizational Learning	% Strongly Agree/Agree					
When there is a problem in our office, we see if we need to change the way we do things. (Item F1)	84% ± 2.7%	85% ± 2.2%	80% ± 1.5%	78% ± 1.7%	77% ± 2.0%	74% ± 2.4%
This office is good at changing office processes to make sure the same problems don't happen again. (Item F5)	82% ± 3.2%	82% ± 2.5%	78% ± 1.6%	76% ± 1.8%	73% ± 2.3%	73% ± 2.6%
After this office makes changes to improve the patient care process, we check to see if the changes worked. (Item F7)	76% ± 3.2%	78% ± 2.7%	72% ± 1.7%	71% ± 1.9%	68% ± 2.4%	65% ± 3.0%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A1-2. Item Average Percent Positive Response and Margin of Error by Number of Providers (Page 3 of 6)

Survey Items by SOPS Composite Measure	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
<i># Medical Offices</i>	191	268	724	501	253	144
<i># Respondents</i>	1,653	1,792	6,152	6,652	4,503	4,288
5. Communication About Error	% Always/Most of the time					
Providers and staff talk openly about office problems. (Item D8)	66% ± 3.5%	70% ± 2.9%	67% ± 1.7%	62% ± 1.8%	59% ± 2.3%	57% ± 2.7%
In this office, we discuss ways to prevent errors from happening again. (Item D11)	86% ± 2.4%	87% ± 2.0%	83% ± 1.4%	81% ± 1.6%	80% ± 1.8%	80% ± 2.2%
Staff are willing to report mistakes they observe in this office. (Item D12)	82% ± 2.7%	85% ± 2.1%	82% ± 1.3%	79% ± 1.4%	76% ± 2.0%	75% ± 2.8%
	% Never/Rarely					
Staff feel like their mistakes are held against them. (Item D7*)	72% ± 3.8%	72% ± 3.1%	70% ± 1.8%	68% ± 2.0%	66% ± 2.5%	58% ± 3.6%
6. Staff Training	% Strongly Agree/Agree					
This office trains staff when new processes are put into place. (Item C4)	77% ± 3.4%	77% ± 2.6%	74% ± 1.7%	71% ± 1.9%	71% ± 2.3%	68% ± 2.7%
This office makes sure staff get the on-the-job training they need. (Item C7)	80% ± 3.0%	78% ± 2.6%	73% ± 1.8%	72% ± 1.9%	70% ± 2.3%	72% ± 2.6%
	% Strongly Disagree/Disagree					
Staff in this office are asked to do tasks they haven't been trained to do. (Item C10*)	70% ± 3.2%	73% ± 2.7%	68% ± 1.7%	67% ± 1.9%	62% ± 2.5%	60% ± 3.7%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A1-2. Item Average Percent Positive Response and Margin of Error by Number of Providers (Page 4 of 6)

Survey Items by SOPS Composite Measure	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
# Medical Offices	191	268	724	501	253	144
# Respondents	1,653	1,792	6,152	6,652	4,503	4,288
7. Communication Openness	% Always/Most of the time					
Providers in this office are open to staff ideas about how to improve office processes. (Item D1)	78% ± 3.4%	78% ± 2.8%	78% ± 1.5%	74% ± 1.8%	71% ± 2.4%	68% ± 2.7%
Staff are encouraged to express alternative viewpoints in this office. (Item D2)	79% ± 3.2%	78% ± 2.6%	75% ± 1.6%	72% ± 1.8%	70% ± 2.2%	67% ± 2.7%
	% Never/Rarely					
Staff are afraid to ask questions when something does not seem right. (Item D4*)	76% ± 3.5%	71% ± 3.9%	74% ± 1.8%	72% ± 2.1%	69% ± 2.9%	65% ± 4.0%
It is difficult to voice disagreement in this office. (Item D10*)	67% ± 3.7%	69% ± 3.0%	63% ± 1.9%	60% ± 2.0%	59% ± 2.6%	54% ± 3.3%
8. Office Processes and Standardization	% Strongly Agree/Agree					
We have good procedures for checking that work in this office was done correctly. (Item C9)	78% ± 3.1%	78% ± 2.6%	71% ± 1.7%	68% ± 1.8%	64% ± 2.4%	64% ± 2.7%
Staff in this office follow standardized processes to get tasks done. (Item C15)	88% ± 2.4%	86% ± 2.0%	82% ± 1.4%	79% ± 1.5%	77% ± 2.0%	78% ± 2.2%
	% Strongly Disagree/Disagree					
This office is more disorganized than it should be. (Item C8*)	74% ± 3.5%	73% ± 2.8%	67% ± 1.9%	64% ± 2.1%	59% ± 2.7%	56% ± 3.3%
We have problems with workflow in this office. (Item C12*)	62% ± 3.9%	60% ± 3.2%	55% ± 1.9%	52% ± 2.1%	47% ± 2.7%	47% ± 3.3%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A1-2. Item Average Percent Positive Response and Margin of Error by Number of Providers (Page 5 of 6)

Survey Items by SOPS Composite Measure	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
# Medical Offices	191	268	724	501	253	144
# Respondents	1,653	1,792	6,152	6,652	4,503	4,288
9. Owner/Managing Partner/Leadership Support for Patient Safety	% Strongly Agree/Agree					
They place a high priority on improving patient care processes. (Item E3)	76% ± 3.4%	74% ± 2.9%	74% ± 1.8%	73% ± 1.9%	72% ± 2.4%	73% ± 2.6%
	% Strongly Disagree/Disagree					
They aren't investing enough resources to improve the quality of care in this office. (Item E1*)	51% ± 4.5%	45% ± 3.4%	44% ± 2.0%	42% ± 2.1%	39% ± 2.6%	38% ± 2.7%
They overlook patient care mistakes that happen over and over. (Item E2*)	82% ± 3.2%	81% ± 2.5%	78% ± 1.6%	75% ± 1.9%	72% ± 2.7%	67% ± 3.9%
They make decisions too often based on what is best for the office rather than what is best for patients. (Item E4*)	57% ± 4.0%	59% ± 3.3%	57% ± 1.9%	54% ± 2.1%	54% ± 2.5%	49% ± 3.1%

Note: The item's survey location is shown in parentheses after the item text. **Note:** The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response. Owner/Managing Partner/Leadership Support for Patient Safety results only include those respondents who answered "No" to being an owner, a managing partner, or in a leadership position with responsibility for making financial decisions in the medical office.

Table A1-2. Item Average Percent Positive Response and Margin of Error by Number of Providers (Page 6 of 6)

Survey Items by SOPS Composite Measure	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
<i># Medical Offices</i>	191	268	724	501	253	144
<i># Respondents</i>	1,653	1,792	6,152	6,652	4,503	4,288
10. Work Pressure and Pace	% Strongly Agree/Agree					
We have enough staff to handle our patient load. (Item C11)	58% ± 4.3%	48% ± 3.8%	47% ± 2.2%	40% ± 2.4%	37% ± 2.6%	42% ± 3.4%
	% Strongly Disagree/Disagree					
In this office, we often feel rushed when taking care of patients. (Item C3*)	48% ± 4.1%	44% ± 3.1%	43% ± 1.9%	39% ± 2.0%	38% ± 2.5%	36% ± 3.1%
We have too many patients for the number of providers in this office. (Item C6*)	48% ± 4.6%	45% ± 3.6%	43% ± 2.1%	37% ± 2.2%	34% ± 2.8%	32% ± 3.4%
This office has too many patients to be able to handle everything effectively. (Item C14*)	35% ± 5.1%	35% ± 4.0%	38% ± 2.4%	40% ± 2.5%	39% ± 3.0%	38% ± 4.0%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A1-3. Item Average Percent Positive Response and Margin of Error for Patient Safety and Quality Issues by Number of Providers

Patient Safety and Quality Issues Survey Items	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
<i># Medical Offices</i>	190	268	724	501	253	144
<i># Respondents</i>	1,509	1,696	5,869	6,254	4,214	3,996
Access to Care						
A patient was unable to get an appointment within 48 hours for an acute/serious problem. (Item A1*)	75% ± 4.4%	72% ± 3.8%	69% ± 2.0%	64% ± 2.3%	62% ± 3.2%	59% ± 3.6%
Patient Identification						
The wrong chart/medical record was used for a patient. (Item A2*)	98% ± 1.2%	98% ± 0.9%	98% ± 0.5%	97% ± 0.7%	97% ± 0.8%	96% ± 1.2%
Charts/Medical Records						
A patient's chart/medical record was not available when needed. (Item A3*)	95% ± 1.9%	93% ± 1.7%	93% ± 0.9%	92% ± 1.1%	92% ± 1.3%	91% ± 1.5%
Medical information was filed, scanned, or entered into the wrong patient's chart/medical record. (Item A4*)	97% ± 1.2%	98% ± 0.8%	97% ± 0.6%	96% ± 0.7%	96% ± 1.0%	97% ± 1.0%
Medical Equipment						
Medical equipment was not working properly or was in need of repair or replacement. (Item A5*)	90% ± 2.6%	89% ± 2.0%	88% ± 1.3%	87% ± 1.4%	84% ± 1.8%	82% ± 2.4%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in section A, the percent positive response is the percentage of respondents who answered, "Not in the past 12 months," "Once or twice in the past 12 months," or "Several times in the past 12 months." The margin of error is displayed below the percent positive response.

Table A1-3. Item Average Percent Positive Response and Margin of Error for Patient Safety and Quality Issues by Number of Providers (continued)

Patient Safety and Quality Issues Survey Items	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
<i># Medical Offices</i>	190	268	724	501	253	144
<i># Respondents</i>	1,509	1,696	5,869	6,254	4,214	3,996
Medication						
A pharmacy contacted our office to clarify or correct a prescription. (Item A6*)	75% ± 4.4%	68% ± 3.3%	65% ± 1.9%	60% ± 2.2%	57% ± 2.8%	61% ± 3.6%
A patient's medication list was not updated during his or her visit. (Item A7*)	86% ± 3.2%	84% ± 2.7%	81% ± 1.6%	77% ± 1.8%	71% ± 2.8%	69% ± 3.3%
Diagnostics & Tests						
The results from a lab or imaging test were not available when needed. (Item A8*)	85% ± 3.4%	81% ± 3.0%	80% ± 1.6%	75% ± 1.8%	72% ± 2.5%	71% ± 2.8%
A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (Item A9*)	95% ± 2.3%	95% ± 1.8%	95% ± 0.8%	93% ± 1.2%	91% ± 1.5%	89% ± 2.1%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in section A, the percent positive response is the percentage of respondents who answered, "Not in the past 12 months," "Once or twice in the past 12 months," or "Several times in the past 12 months." The margin of error is displayed below the percent positive response.

Table A1-4. Item Average Percent Positive Response and Margin of Error for Information Exchange With Other Settings by Number of Providers

Information Exchange With Other Settings Survey Items	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
# Medical Offices	188	266	724	501	253	144
# Respondents	1,140	1,437	5,103	5,254	3,451	3,110
Over the past 12 months, how often has your medical office had problems exchanging accurate, complete, and timely information with:						
Outside labs/imaging centers? (Item B1*)	77% ± 4.0%	79% ± 2.9%	76% ± 1.7%	73% ± 1.9%	70% ± 2.3%	70% ± 2.9%
Other medical offices/Outside physicians? (Item B2*)	81% ± 3.4%	80% ± 2.9%	79% ± 1.6%	74% ± 1.8%	72% ± 2.3%	71% ± 2.7%
Pharmacies? (Item B3*)	84% ± 3.6%	83% ± 2.8%	79% ± 1.7%	76% ± 1.8%	74% ± 2.6%	75% ± 3.2%
Hospitals? (Item B4*)	88% ± 3.0%	86% ± 2.4%	85% ± 1.5%	81% ± 1.8%	80% ± 2.2%	79% ± 2.4%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in section B, the percent positive response is the percentage of respondents who answered, “No problems in the past 12 months,” “Problems once or twice in the past 12 months,” or “Problems several times in the past 12 months.” The margin of error is displayed below the percent positive response.

Table A1-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Number of Providers (Page 1 of 5)

Overall Ratings on Quality Survey Items	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
<i># Medical Offices</i>	191	268	724	501	253	144
<i># Respondents</i>	1,523	1,678	5,792	6,198	4,236	4,069
Patient Centered - Is responsive to individual patient preferences, needs, and values. (Item G1A)						
Excellent or Very Good	77% ± 3.2%	76% ± 2.5%	73% ± 1.7%	67% ± 1.9%	64% ± 2.5%	61% ± 3.2%
Excellent	40% ± 3.9%	41% ± 3.1%	37% ± 1.8%	32% ± 1.9%	29% ± 2.3%	26% ± 2.7%
Very Good	36% ± 3.3%	36% ± 2.7%	36% ± 1.5%	35% ± 1.5%	35% ± 2.0%	35% ± 2.4%
Good	19% ± 2.5%	19% ± 2.3%	21% ± 1.4%	25% ± 1.5%	26% ± 1.7%	28% ± 2.4%
Fair	4% ± 1.4%	4% ± 1.1%	5% ± 0.7%	7% ± 0.9%	8% ± 1.3%	9% ± 1.8%
Poor	1% ± 0.5%	0% ± 0.3%	1% ± 0.3%	1% ± 0.4%	1% ± 0.5%	1% ± 0.5%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A1-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Number of Providers (Page 2 of 5)

Overall Ratings on Quality Survey Items	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
<i># Medical Offices</i>	191	268	724	501	253	144
<i># Respondents</i>	1,523	1,678	5,792	6,198	4,236	4,069
Effective - Is based on scientific knowledge. (Item G1B)						
Excellent or Very Good	73% ± 2.9%	75% ± 2.6%	73% ± 1.6%	68% ± 1.8%	66% ± 2.5%	63% ± 3.0%
Excellent	36% ± 3.5%	37% ± 3.0%	35% ± 1.7%	31% ± 1.8%	29% ± 2.2%	27% ± 2.6%
Very Good	37% ± 3.3%	38% ± 2.7%	37% ± 1.5%	37% ± 1.5%	36% ± 1.8%	36% ± 2.2%
Good	23% ± 2.5%	21% ± 2.4%	22% ± 1.4%	26% ± 1.5%	27% ± 1.9%	30% ± 2.2%
Fair	3% ± 1.2%	4% ± 1.0%	4% ± 0.7%	5% ± 0.8%	6% ± 1.2%	6% ± 1.4%
Poor	1% ± 0.4%	0% ± 0.2%	1% ± 0.2%	1% ± 0.3%	1% ± 0.4%	1% ± 0.4%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A1-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Number of Providers (Page 3 of 5)

Overall Ratings on Quality Survey Items	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
<i># Medical Offices</i>	191	268	724	501	253	144
<i># Respondents</i>	1,523	1,678	5,792	6,198	4,236	4,069
Timely - Minimizes waits and potentially harmful delays. (Item G1C)						
Excellent or Very Good	65% ± 3.9%	66% ± 3.1%	60% ± 2.0%	54% ± 2.2%	51% ± 2.8%	49% ± 3.3%
Excellent	33% ± 3.8%	31% ± 3.0%	26% ± 1.6%	22% ± 1.7%	19% ± 2.1%	19% ± 2.5%
Very Good	32% ± 3.1%	34% ± 2.9%	34% ± 1.6%	32% ± 1.6%	32% ± 2.0%	31% ± 2.6%
Good	23% ± 2.8%	24% ± 2.5%	25% ± 1.4%	28% ± 1.5%	30% ± 1.9%	30% ± 2.2%
Fair	9% ± 1.8%	7% ± 1.5%	11% ± 1.1%	13% ± 1.3%	15% ± 1.8%	15% ± 1.8%
Poor	3% ± 1.4%	3% ± 0.8%	4% ± 0.7%	5% ± 0.8%	5% ± 1.0%	6% ± 1.3%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A1-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Number of Providers (Page 4 of 5)

Overall Ratings on Quality Survey Items	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
<i># Medical Offices</i>	191	268	724	501	253	144
<i># Respondents</i>	1,523	1,678	5,792	6,198	4,236	4,069
Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (Item G1D)						
Excellent or Very Good	66% ± 3.5%	68% ± 2.7%	66% ± 1.8%	58% ± 1.9%	53% ± 2.6%	50% ± 3.1%
Excellent	30% ± 3.7%	34% ± 2.9%	29% ± 1.6%	25% ± 1.7%	21% ± 2.1%	21% ± 2.5%
Very Good	35% ± 3.3%	35% ± 2.5%	36% ± 1.6%	34% ± 1.5%	32% ± 1.7%	30% ± 2.1%
Good	25% ± 2.7%	24% ± 2.3%	25% ± 1.4%	29% ± 1.5%	33% ± 2.0%	33% ± 2.4%
Fair	7% ± 1.7%	6% ± 1.4%	7% ± 0.9%	10% ± 1.1%	11% ± 1.4%	13% ± 1.8%
Poor	2% ± 1.1%	2% ± 0.7%	2% ± 0.4%	3% ± 0.5%	3% ± 0.7%	4% ± 0.9%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A1-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Number of Providers (Page 5 of 5)

Overall Ratings on Quality Survey Items	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
<i># Medical Offices</i>	191	268	724	501	253	144
<i># Respondents</i>	1,523	1,678	5,792	6,198	4,236	4,069
Equitable - Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc. (Item G1E)						
Excellent or Very Good	83% ± 2.5%	85% ± 2.3%	83% ± 1.3%	81% ± 1.5%	78% ± 1.9%	77% ± 2.5%
Excellent	57% ± 3.5%	60% ± 3.2%	56% ± 1.8%	52% ± 2.0%	49% ± 2.5%	46% ± 3.0%
Very Good	26% ± 2.7%	25% ± 2.6%	27% ± 1.4%	29% ± 1.6%	29% ± 1.8%	31% ± 2.2%
Good	13% ± 2.2%	12% ± 1.9%	13% ± 1.1%	14% ± 1.2%	17% ± 1.5%	18% ± 2.1%
Fair	3% ± 1.0%	3% ± 1.0%	3% ± 0.5%	4% ± 0.7%	4% ± 0.8%	4% ± 1.0%
Poor	1% ± 0.5%	1% ± 0.4%	1% ± 0.3%	1% ± 0.3%	1% ± 0.4%	1% ± 0.4%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A1-6. Item Average Percent Response and Margin of Error for Overall Rating on Patient Safety by Number of Providers

Overall Rating on Patient Safety	Number of Providers					
	1	2	3 to 5	6 to 10	11 to 19	20 or More
<i># Medical Offices</i>	191	268	724	501	253	144
<i># Respondents</i>	1,523	1,682	5,787	6,193	4,241	4,079
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? (Item G2)						
Excellent or Very Good	71% ± 3.2%	72% ± 2.8%	69% ± 1.7%	66% ± 1.9%	62% ± 2.6%	60% ± 3.1%
Excellent	32% ± 3.6%	32% ± 2.8%	30% ± 1.6%	27% ± 1.7%	24% ± 2.1%	23% ± 2.4%
Very Good	38% ± 3.2%	40% ± 2.6%	39% ± 1.5%	39% ± 1.6%	38% ± 2.1%	37% ± 2.2%
Good	24% ± 2.8%	22% ± 2.5%	23% ± 1.3%	25% ± 1.5%	27% ± 2.0%	29% ± 2.5%
Fair	5% ± 1.5%	5% ± 1.2%	6% ± 0.8%	8% ± 1.0%	9% ± 1.2%	9% ± 1.6%
Poor	1% ± 0.5%	1% ± 0.6%	2% ± 0.4%	2% ± 0.4%	2% ± 0.6%	2% ± 0.6%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

A2: Results by Single-specialty vs. Multispecialty Medical Offices

Note 1: The number of medical offices and respondents by single-specialty vs. multispecialty is shown in each table. A medical office was included if they had at least three respondents answer a specific survey item. The number of medical offices and respondents corresponding to each table and data cell will vary because of the omission of a specific survey item and individual nonresponse/missing data.

Note 2: The margin of error is displayed below the percent positive response and represents the range within which the true percent positive estimate for each category is likely to fall 95 percent of the time. See the Explanation of Calculations in the main report for more information.

Note 3: The majority of medical offices are single-specialty medical offices (87%).

Table A2-1. Composite Measure Average Percent Positive Response and Margin of Error by Single-Specialty vs. Multispecialty

SOPS Composite Measures		Single-specialty vs. Multispecialty	
		Single-specialty	Multispecialty
	<i># Medical Offices</i>	1,803	278
	<i># Respondents</i>	19,246	5,794
1. Patient Care Tracking/Followup		88% ± 0.6%	83% ± 1.5%
2. Teamwork		86% ± 0.7%	85% ± 1.4%
3. Overall Perceptions of Patient Safety and Quality		78% ± 0.8%	71% ± 2.1%
4. Organizational Learning		77% ± 0.9%	73% ± 1.9%
5. Communication About Error		75% ± 0.7%	70% ± 1.7%
6. Staff Training		72% ± 0.9%	67% ± 2.1%
7. Communication Openness		72% ± 0.8%	65% ± 1.9%
8. Office Processes and Standardization		69% ± 0.9%	63% ± 1.9%
9. Owner/Managing Partner/Leadership Support for Patient Safety		63% ± 0.9%	57% ± 2.0%
10. Work Pressure and Pace		41% ± 1.0%	40% ± 2.1%
	Composite Measure Average	72% ± 0.7%	67% ± 1.4%

Note: The margin of error is displayed below the percent positive response.

Table A2-2. Item Average Percent Positive Response and Margin of Error by Single-Specialty vs. Multispecialty (Page 1 of 6)

Survey Items by SOPS Composite Measure	Single-specialty vs. Multispecialty	
	Single-specialty	Multispecialty
# Medical Offices	1,803	278
# Respondents	19,246	5,794
1. Patient Care Tracking/Followup	% Always/Most of the time	
This office reminds patients when they need to schedule an appointment for preventive or routine care. (Item D3)	90% ± 0.7%	87% ± 1.6%
This office documents how well our chronic-care patients follow their treatment plans. (Item D5)	83% ± 1.0%	75% ± 2.5%
Our office follows up when we do not receive a report we are expecting from an outside provider. (Item D6)	86% ± 0.8%	81% ± 2.0%
This office follows up with patients who need monitoring. (Item D9)	91% ± 0.6%	88% ± 1.6%
2. Teamwork	% Strongly Agree/Agree	
When someone in this office gets really busy, others help out. (Item C1)	85% ± 0.8%	82% ± 1.8%
In this office, there is a good working relationship between staff and providers. (Item C2)	89% ± 0.7%	88% ± 1.5%
In this office, we treat each other with respect. (Item C5)	84% ± 0.8%	86% ± 1.6%
This office emphasizes teamwork in taking care of patients. (Item C13)	85% ± 0.8%	84% ± 1.8%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A2-2. Item Average Percent Positive Response and Margin of Error by Single-Specialty vs. Multispecialty (Page 2 of 6)

Survey Items by SOPS Composite Measure	Single-specialty vs. Multispecialty	
	Single-specialty	Multispecialty
<i># Medical Offices</i>	1,803	278
<i># Respondents</i>	19,246	5,794
3. Overall Perceptions of Patient Safety and Quality	% Strongly Agree/Agree	
Our office processes are good at preventing mistakes that could affect patients. (Item F2)	85% ± 0.8%	82% ± 1.7%
	% Strongly Disagree/Disagree	
Mistakes happen more than they should in this office. (Item F3*)	79% ± 1.0%	70% ± 2.8%
It is just by chance that we don't make more mistakes that affect our patients. (Item F4*)	77% ± 0.9%	70% ± 2.9%
In this office, getting more work done is more important than quality of care. (Item F6*)	70% ± 1.0%	61% ± 2.6%
4. Organizational Learning	% Strongly Agree/Agree	
When there is a problem in our office, we see if we need to change the way we do things. (Item F1)	80% ± 0.9%	77% ± 2.0%
This office is good at changing office processes to make sure the same problems don't happen again. (Item F5)	78% ± 1.0%	74% ± 2.1%
After this office makes changes to improve the patient care process, we check to see if the changes worked. (Item F7)	73% ± 1.0%	68% ± 2.4%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A2-2. Item Average Percent Positive Response and Margin of Error by Single-Specialty vs. Multispecialty (Page 3 of 6)

Survey Items by SOPS Composite Measure	Single-specialty vs. Multispecialty	
	Single-specialty	Multispecialty
# Medical Offices	1,803	278
# Respondents	19,246	5,794
5. Communication About Error	% Always/Most of the time	
Providers and staff talk openly about office problems. (Item D8)	65% ± 1.0%	59% ± 2.2%
In this office, we discuss ways to prevent errors from happening again. (Item D11)	83% ± 0.8%	81% ± 1.8%
Staff are willing to report mistakes they observe in this office. (Item D12)	81% ± 0.8%	77% ± 2.0%
	% Never/Rarely	
Staff feel like their mistakes are held against them. (Item D7*)	70% ± 1.1%	61% ± 2.9%
6. Staff Training	% Strongly Agree/Agree	
This office trains staff when new processes are put into place. (Item C4)	74% ± 1.0%	69% ± 2.3%
This office makes sure staff get the on-the-job training they need. (Item C7)	74% ± 1.0%	71% ± 2.3%
	% Strongly Disagree/Disagree	
Staff in this office are asked to do tasks they haven't been trained to do. (Item C10*)	68% ± 1.0%	61% ± 2.7%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A2-2. Item Average Percent Positive Response and Margin of Error by Single-Specialty vs. Multispecialty (Page 4 of 6)

Survey Items by SOPS Composite Measure	Single-specialty vs. Multispecialty	
	Single-specialty	Multispecialty
# Medical Offices	1,803	278
# Respondents	19,246	5,794
7. Communication Openness	% Always/Most of the time	
Providers in this office are open to staff ideas about how to improve office processes. (Item D1)	76% ± 1.0%	69% ± 2.2%
Staff are encouraged to express alternative viewpoints in this office. (Item D2)	75% ± 1.0%	68% ± 2.1%
	% Never/Rarely	
Staff are afraid to ask questions when something does not seem right. (Item D4*)	73% ± 1.2%	67% ± 2.9%
It is difficult to voice disagreement in this office. (Item D10*)	63% ± 1.1%	55% ± 2.7%
8. Office Processes and Standardization	% Strongly Agree/Agree	
We have good procedures for checking that work in this office was done correctly. (Item C9)	71% ± 1.0%	66% ± 2.2%
Staff in this office follow standardized processes to get tasks done. (Item C15)	82% ± 0.9%	79% ± 1.8%
	% Strongly Disagree/Disagree	
This office is more disorganized than it should be. (Item C8*)	67% ± 1.1%	60% ± 2.8%
We have problems with workflow in this office. (Item C12*)	55% ± 1.2%	48% ± 2.7%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A2-2. Item Average Percent Positive Response and Margin of Error by Single-Specialty vs. Multispecialty (Page 5 of 6)

Survey Items by SOPS Composite Measure	Single-specialty vs. Multispecialty	
	Single-specialty	Multispecialty
# Medical Offices	1,803	278
# Respondents	19,246	5,794
9. Owner/Managing Partner/Leadership Support for Patient Safety	% Strongly Agree/Agree	
They place a high priority on improving patient care processes. (Item E3)	74% ± 1.1%	72% ± 2.2%
	% Strongly Disagree/Disagree	
They aren't investing enough resources to improve the quality of care in this office. (Item E1*)	44% ± 1.2%	39% ± 2.5%
They overlook patient care mistakes that happen over and over. (Item E2*)	78% ± 1.0%	67% ± 3.1%
They make decisions too often based on what is best for the office rather than what is best for patients. (Item E4*)	56% ± 1.2%	50% ± 2.5%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response. Owner/Managing Partner/Leadership Support for Patient Safety results only include those respondents who answered "No" to being an owner, a managing partner, or in a leadership position with responsibility for making financial decisions in the medical office.

Table A2-2. Item Average Percent Positive Response and Margin of Error by Single-Specialty vs. Multispecialty (Page 6 of 6)

Survey Items by SOPS Composite Measure	Single-specialty vs. Multispecialty	
	Single-specialty	Multispecialty
<i># Medical Offices</i>	1,803	278
<i># Respondents</i>	19,246	5,794
10. Work Pressure and Pace	% Strongly Agree/Agree	
We have enough staff to handle our patient load. (Item C11)	45% ± 1.3%	42% ± 2.6%
	% Strongly Disagree/Disagree	
In this office, we often feel rushed when taking care of patients. (Item C3*)	42% ± 1.2%	36% ± 2.4%
We have too many patients for the number of providers in this office. (Item C6*)	41% ± 1.3%	35% ± 2.6%
This office has too many patients to be able to handle everything effectively. (Item C14*)	37% ± 1.5%	47% ± 2.9%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A2-3. Item Average Percent Positive Response and Margin of Error for Patient Safety and Quality Issues by Single-Specialty vs. Multispecialty

Patient Safety and Quality Issues Survey Items	Single-specialty vs. Multispecialty	
	Single-specialty	Multispecialty
<i># Medical Offices</i>	1,802	278
<i># Respondents</i>	18,198	5,340
Access to Care		
A patient was unable to get an appointment within 48 hours for an acute/serious problem. (Item A1*)	68% ± 1.3%	62% ± 3.1%
Patient Identification		
The wrong chart/medical record was used for a patient. (Item A2*)	98% ± 0.3%	96% ± 0.8%
Charts/Medical Records		
A patient's chart/medical record was not available when needed. (Item A3*)	93% ± 0.6%	91% ± 1.4%
Medical information was filed, scanned, or entered into the wrong patient's chart/medical record. (Item A4*)	97% ± 0.4%	96% ± 0.9%
Medical Equipment		
Medical equipment was not working properly or was in need of repair or replacement. (Item A5*)	88% ± 0.8%	82% ± 2.0%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in section A, the percent positive response is the percentage of respondents who answered, "Not in the past 12 months," "Once or twice in the past 12 months," or "Several times in the past 12 months." The margin of error is displayed below the percent positive response.

Table A2-3. Item Average Percent Positive Response and Margin of Error for Patient Safety and Quality Issues by Single-Specialty vs. Multispecialty (continued)

Patient Safety and Quality Issues Survey Items	Single-specialty vs. Multispecialty	
	Single-specialty	Multispecialty
<i># Medical Offices</i>	1,802	278
<i># Respondents</i>	18,198	5,340
Medication		
A pharmacy contacted our office to clarify or correct a prescription. (Item A6*)	64% ± 1.2%	57% ± 3.1%
A patient’s medication list was not updated during his or her visit. (Item A7*)	80% ± 1.0%	68% ± 2.7%
Diagnostics & Tests		
The results from a lab or imaging test were not available when needed. (Item A8*)	79% ± 1.0%	70% ± 2.5%
A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (Item A9*)	94% ± 0.6%	91% ± 1.6%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in section A, the percent positive response is the percentage of respondents who answered, “Not in the past 12 months,” “Once or twice in the past 12 months,” or “Several times in the past 12 months.” The margin of error is displayed below the percent positive response.

Table A2-4. Item Average Percent Positive Response and Margin of Error for Information Exchange With Other Settings by Single-Specialty vs. Multispecialty

Information Exchange With Other Settings		Single-specialty vs. Multispecialty	
		Single-specialty	Multispecialty
	<i># Medical Offices</i>	1,798	278
	<i># Respondents</i>	15,268	4,227
Over the past 12 months, how often has your medical office had <i>problems exchanging accurate, complete, and timely information</i> with:			
Outside labs/imaging centers? (Item B1*)		75% ± 1.1%	71% ± 2.4%
Other medical offices/Outside physicians? (Item B2*)		78% ± 1.0%	72% ± 2.4%
Pharmacies? (Item B3*)		78% ± 1.0%	77% ± 2.5%
Hospitals? (Item B4*)		84% ± 0.9%	78% ± 2.4%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in section B, the percent positive response is the percentage of respondents who answered, “No problems in the past 12 months,” “Problems once or twice in the past 12 months,” or “Problems several times in the past 12 months.” The margin of error is displayed below the percent positive response.

Table A2-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Single-Specialty vs. Multispecialty (Page 1 of 5)

Overall Ratings on Quality Survey Items	Single-specialty vs. Multispecialty	
	Single-specialty	Multispecialty
<i># Medical Offices</i>	1,803	278
<i># Respondents</i>	18,059	5,437
Patient Centered - Is responsive to individual patient preferences, needs, and values. (Item G1A)		
Excellent or Very Good	72% ± 1.0%	60% ± 2.7%
Excellent	36% ± 1.1%	26% ± 2.3%
Very Good	36% ± 0.9%	34% ± 1.9%
Good	22% ± 0.8%	30% ± 1.9%
Fair	5% ± 0.5%	9% ± 1.5%
Poor	1% ± 0.2%	1% ± 0.4%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A2-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Single-Specialty vs. Multispecialty (Page 2 of 5)

Overall Ratings on Quality Survey Items		Single-specialty vs. Multispecialty	
		Single-specialty	Multispecialty
	<i># Medical Offices</i>	1,803	278
	<i># Respondents</i>	18,059	5,437
Effective - Is based on scientific knowledge. (Item G1B)			
Excellent or Very Good		72% ± 1.0%	63% ± 2.6%
Excellent		35% ± 1.0%	25% ± 2.1%
Very Good		37% ± 0.9%	37% ± 1.8%
Good		24% ± 0.8%	29% ± 1.9%
Fair		4% ± 0.4%	7% ± 1.4%
Poor		1% ± 0.1%	1% ± 0.4%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A2-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Single-Specialty vs. Multispecialty (Page 3 of 5)

Overall Ratings on Quality Survey Items		Single-specialty vs. Multispecialty	
		Single-specialty	Multispecialty
	<i># Medical Offices</i>	1,803	278
	<i># Respondents</i>	18,059	5,437
Timely - Minimizes waits and potentially harmful delays. (Item G1C)			
Excellent or Very Good		59% ± 1.2%	49% ± 2.9%
Excellent		26% ± 1.0%	18% ± 2.0%
Very Good		33% ± 0.9%	31% ± 2.2%
Good		26% ± 0.9%	30% ± 2.0%
Fair		11% ± 0.7%	16% ± 1.7%
Poor		4% ± 0.4%	5% ± 1.0%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A2-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Single-Specialty vs. Multispecialty (Page 4 of 5)

Overall Ratings on Quality Survey Items	Single-specialty vs. Multispecialty	
	Single-specialty	Multispecialty
<i># Medical Offices</i>	1,803	278
<i># Respondents</i>	18,059	5,437
Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (Item G1D)		
Excellent or Very Good	63% ± 1.1%	51% ± 2.7%
Excellent	29% ± 1.0%	19% ± 2.0%
Very Good	35% ± 0.9%	32% ± 1.9%
Good	26% ± 0.9%	32% ± 2.0%
Fair	8% ± 0.5%	13% ± 1.5%
Poor	2% ± 0.3%	4% ± 0.8%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A2-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Single-Specialty vs. Multispecialty (Page 5 of 5)

Overall Ratings on Quality Survey Items		Single-specialty vs. Multispecialty	
		Single-specialty	Multispecialty
	<i># Medical Offices</i>	1,803	278
	<i># Respondents</i>	18,059	5,437
Equitable - Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc. (Item G1E)			
Excellent or Very Good		83% ± 0.8%	76% ± 2.2%
Excellent		56% ± 1.1%	43% ± 2.7%
Very Good		27% ± 0.9%	33% ± 2.0%
Good		13% ± 0.7%	18% ± 1.6%
Fair		3% ± 0.3%	5% ± 1.0%
Poor		1% ± 0.2%	1% ± 0.4%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A2-6. Item Average Percent Response and Margin of Error for Overall Rating on Patient Safety by Single-Specialty vs. Multispecialty

Overall Rating on Patient Safety		Single-specialty vs. Multispecialty	
		Single-specialty	Multispecialty
	<i># Medical Offices</i>	1,803	278
	<i># Respondents</i>	18,053	5,452
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? (Item G2)			
Excellent or Very Good		69% ± 1.1%	60% ± 2.5%
Excellent		29% ± 1.0%	22% ± 2.0%
Very Good		39% ± 0.9%	38% ± 2.0%
Good		23% ± 0.8%	30% ± 2.0%
Fair		7% ± 0.5%	8% ± 1.1%
Poor		2% ± 0.2%	2% ± 0.5%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

A3: Results by Specialty

Note 1: The number of medical offices and respondents by specialty rooms is shown in each table. A medical office was included if they had at least three respondents answer a specific survey item. The number of medical offices and respondents corresponding to each table and data cell will vary because of the omission of a specific survey item and individual nonresponse/missing data.

Note 2: The margin of error is displayed below the percent positive response and represents the range within which the true percent positive estimate for each category is likely to fall 95 percent of the time. See the Explanation of Calculations in the main report for more information.

Note 3: Results for single specialties with at least 20 medical offices in the database are provided. Results include data for:

- **Primary Care Specialties**
 - Family Practice/Family Medicine
 - General Practice
 - Internal Medicine
 - OB/GYN
 - Pediatrics
- **Internal Medicine Specialties**
 - Cardiology
 - Endocrinology
 - Gastroenterology
 - Hematology/Oncology
 - Pulmonary
- **Additional Specialties**
 - Dermatology
 - Emergency Medicine
 - Neurology
 - Orthopedics
 - Physical Medicine/Rehabilitation
 - Psychiatry
 - Surgery/General Surgery
 - Urology

Table A3-1. Composite Measure Average Percent Positive Response and Margin of Error by Specialty

SOPS Composite Measures	Primary Care Specialty					Internal Medicine Specialty				
	Family Practice/ Family Medicine	General Practice	Internal Medicine	OB/GYN	Pediatrics	Cardiology	Endocrinology	Gastroenterology	Hematology/ Oncology	Pulmonary
# Medical Offices	557	66	66	97	83	97	28	49	47	36
# Respondents	6,475	826	742	1,063	854	1,370	273	527	469	332
1. Patient Care Tracking/Followup	88% ± 0.9%	86% ± 2.9%	89% ± 2.6%	87% ± 2.7%	85% ± 2.9%	90% ± 2.1%	90% ± 3.7%	85% ± 4.7%	92% ± 2.6%	84% ± 5.3%
2. Teamwork	86% ± 1.1%	89% ± 2.7%	87% ± 3.5%	84% ± 2.9%	87% ± 2.8%	85% ± 3.0%	89% ± 3.6%	81% ± 4.1%	86% ± 3.8%	82% ± 6.2%
3. Overall Perceptions of Patient Safety and Quality	78% ± 1.3%	79% ± 2.8%	78% ± 3.9%	75% ± 3.1%	79% ± 3.5%	77% ± 3.0%	80% ± 5.0%	72% ± 5.4%	77% ± 4.8%	73% ± 7.1%
4. Organizational Learning	78% ± 1.5%	77% ± 4.1%	78% ± 4.7%	75% ± 3.3%	77% ± 3.8%	78% ± 3.6%	78% ± 5.2%	72% ± 6.2%	74% ± 4.8%	72% ± 7.7%
5. Communication About Error	76% ± 1.2%	77% ± 3.1%	73% ± 4.2%	73% ± 2.9%	75% ± 3.6%	73% ± 3.1%	78% ± 5.0%	69% ± 4.7%	75% ± 4.3%	71% ± 6.0%
6. Staff Training	73% ± 1.5%	77% ± 3.3%	74% ± 4.6%	70% ± 3.5%	73% ± 4.2%	72% ± 3.9%	72% ± 7.9%	64% ± 5.7%	71% ± 5.3%	66% ± 8.0%
7. Communication Openness	73% ± 1.4%	76% ± 3.6%	72% ± 4.6%	67% ± 3.3%	73% ± 3.5%	69% ± 3.8%	81% ± 5.5%	67% ± 5.3%	72% ± 5.3%	67% ± 6.9%
8. Office Processes and Standardization	70% ± 1.6%	73% ± 3.7%	71% ± 4.6%	66% ± 3.3%	68% ± 3.9%	69% ± 3.8%	69% ± 6.3%	59% ± 6.0%	64% ± 5.3%	64% ± 7.7%
9. Owner/Managing Partner/Leadership Support for Patient Safety	64% ± 1.5%	62% ± 4.0%	61% ± 4.7%	61% ± 3.7%	62% ± 4.2%	65% ± 3.4%	60% ± 6.7%	61% ± 3.9%	60% ± 5.1%	60% ± 7.0%
10. Work Pressure and Pace	42% ± 1.7%	41% ± 4.5%	41% ± 5.3%	33% ± 3.4%	42% ± 4.9%	41% ± 3.6%	32% ± 6.7%	38% ± 5.9%	40% ± 6.5%	38% ± 6.6%
Composite Measure Average	73% ± 1.1%	73% ± 2.7%	71% ± 3.5%	69% ± 2.5%	73% ± 2.9%	71% ± 2.8%	74% ± 4.3%	68% ± 4.1%	71% ± 3.8%	69% ± 6.2%

Note: The margin of error is displayed below the percent positive response.

Table A3-1. Composite Measure Average Percent Positive Response and Margin of Error by Specialty (continued)

SOPS Composite Measures	Additional Specialty							
	Dermatology	Emergency Med.	Neurology	Orthopedics	Phys. Med./ Rehab.	Psychiatry	Surgery/ Gen. Surg.	Urology
<i># Medical Offices</i>	76	26	39	59	32	49	108	26
<i># Respondents</i>	632	232	426	648	203	675	992	297
1. Patient Care Tracking/Followup	89% ± 3.3%	79% ± 10.3%	86% ± 5.1%	90% ± 2.8%	87% ± 5.0%	86% ± 3.2%	91% ± 2.0%	91% ± 3.6%
2. Teamwork	80% ± 5.0%	85% ± 4.7%	85% ± 3.7%	87% ± 2.8%	92% ± 4.1%	92% ± 2.2%	86% ± 2.9%	85% ± 5.5%
3. Overall Perceptions of Patient Safety and Quality	72% ± 5.0%	77% ± 6.1%	78% ± 5.8%	79% ± 3.4%	85% ± 4.6%	83% ± 4.0%	84% ± 2.6%	78% ± 6.1%
4. Organizational Learning	69% ± 6.0%	76% ± 6.8%	74% ± 6.3%	75% ± 4.3%	80% ± 6.2%	81% ± 4.1%	82% ± 3.3%	75% ± 8.6%
5. Communication About Error	68% ± 4.6%	76% ± 7.1%	75% ± 5.1%	74% ± 3.4%	82% ± 5.3%	78% ± 3.9%	78% ± 2.8%	76% ± 5.8%
6. Staff Training	60% ± 6.3%	76% ± 7.0%	71% ± 6.7%	72% ± 4.6%	79% ± 6.9%	75% ± 5.1%	76% ± 3.6%	77% ± 7.9%
7. Communication Openness	64% ± 5.4%	73% ± 7.1%	75% ± 5.5%	71% ± 3.5%	78% ± 6.2%	79% ± 5.0%	74% ± 3.5%	73% ± 6.0%
8. Office Processes and Standardization	63% ± 5.6%	72% ± 6.5%	68% ± 6.8%	72% ± 4.1%	76% ± 7.5%	74% ± 4.5%	73% ± 3.5%	67% ± 8.8%
9. Owner/Managing Partner/Leadership Support for Patient Safety	54% ± 6.2%	63% ± 6.4%	64% ± 7.5%	66% ± 5.2%	59% ± 8.1%	65% ± 5.0%	71% ± 3.4%	64% ± 7.2%
10. Work Pressure and Pace	31% ± 4.0%	42% ± 8.4%	42% ± 7.3%	45% ± 5.0%	49% ± 7.8%	51% ± 5.9%	55% ± 4.3%	33% ± 7.2%
Composite Measure Average	63% ± 4.7%	72% ± 6.7%	72% ± 5.3%	74% ± 3.4%	77% ± 4.6%	77% ± 3.4%	77% ± 2.6%	70% ± 6.2%

Note: The margin of error is displayed below the percent positive response.

Table A3-2. Item Average Percent Positive Response and Margin of Error by Specialty (Page 1 of 18)

Survey Items by SOPS Composite Measure	Primary Care Specialty					Internal Medicine Specialty				
	Family Practice/ Family Medicine	General Practice	Internal Medicine	OB/GYN	Pediatrics	Cardiology	Endocrinology	Gastroenterology	Hematology/ Oncology	Pulmonary
# Medical Offices	557	66	66	97	83	97	28	49	47	36
# Respondents	6,475	826	742	1,063	854	1,370	273	527	469	332
1. Patient Care Tracking/Followup	% Always/Most of the time									
This office reminds patients when they need to schedule an appointment for preventive or routine care. (Item D3)	92% ± 1.0%	89% ± 4.1%	91% ± 3.2%	87% ± 3.5%	91% ± 3.0%	91% ± 2.6%	93% ± 3.6%	89% ± 5.2%	92% ± 3.4%	86% ± 5.6%
This office documents how well our chronic-care patients follow their treatment plans. (Item D5)	84% ± 1.6%	83% ± 5.5%	84% ± 4.3%	80% ± 5.2%	75% ± 5.3%	86% ± 3.8%	89% ± 4.2%	78% ± 7.9%	90% ± 5.1%	80% ± 7.4%
Our office follows up when we do not receive a report we are expecting from an outside provider. (Item D6)	84% ± 1.4%	80% ± 4.3%	89% ± 3.1%	85% ± 3.8%	83% ± 4.3%	86% ± 3.0%	87% ± 6.4%	86% ± 4.8%	93% ± 3.8%	85% ± 6.7%
This office follows up with patients who need monitoring. (Item D9)	91% ± 1.0%	91% ± 3.1%	92% ± 3.2%	95% ± 1.7%	91% ± 2.9%	94% ± 1.9%	92% ± 4.2%	88% ± 4.4%	94% ± 3.2%	88% ± 5.3%
2. Teamwork	% Strongly Agree/Agree									
When someone in this office gets really busy, others help out. (Item C1)	85% ± 1.4%	87% ± 3.8%	84% ± 4.3%	83% ± 3.2%	87% ± 3.5%	84% ± 3.5%	86% ± 6.0%	80% ± 5.2%	85% ± 4.6%	83% ± 7.1%
In this office, there is a good working relationship between staff and providers. (Item C2)	90% ± 1.1%	93% ± 2.5%	90% ± 3.8%	86% ± 3.8%	91% ± 2.8%	88% ± 3.0%	92% ± 4.7%	86% ± 4.8%	90% ± 4.5%	87% ± 5.9%
In this office, we treat each other with respect. (Item C5)	85% ± 1.4%	88% ± 3.7%	86% ± 4.2%	82% ± 3.5%	86% ± 3.7%	83% ± 3.5%	89% ± 5.1%	80% ± 5.4%	82% ± 5.0%	78% ± 7.1%
This office emphasizes teamwork in taking care of patients. (Item C13)	85% ± 1.4%	88% ± 3.3%	86% ± 3.9%	83% ± 3.6%	85% ± 3.5%	84% ± 3.4%	88% ± 5.4%	80% ± 5.1%	87% ± 4.6%	79% ± 7.9%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A3-2. Item Average Percent Positive Response and Margin of Error by Specialty (Page 2 of 18)

Survey Items by SOPS Composite Measure	Additional Specialty							
	Dermatology	Emergency Med.	Neurology	Orthopedics	Phys. Med./ Rehab.	Psychiatry	Surgery/ Gen. Surg.	Urology
# Medical Offices	76	26	39	59	32	49	108	26
# Respondents	632	232	426	648	203	675	992	297
1. Patient Care Tracking/Followup	% Always/Always							
This office reminds patients when they need to schedule an appointment for preventive or routine care. (Item D3)	94% ± 2.8%	85% ± 9.9%	88% ± 4.8%	91% ± 3.0%	86% ± 7.7%	88% ± 3.8%	92% ± 2.5%	91% ± 5.9%
This office documents how well our chronic-care patients follow their treatment plans. (Item D5)	81% ± 5.8%	^	84% ± 7.7%	86% ± 5.2%	80% ± 11.3%	82% ± 5.5%	86% ± 3.7%	85% ± 8.9%
Our office follows up when we do not receive a report we are expecting from an outside provider. (Item D6)	88% ± 4.1%	86% ± 9.0%	83% ± 7.5%	90% ± 3.4%	92% ± 4.8%	83% ± 5.2%	91% ± 2.3%	90% ± 4.6%
This office follows up with patients who need monitoring. (Item D9)	91% ± 3.6%	72% ± 15.4%	89% ± 5.2%	91% ± 3.9%	90% ± 6.6%	90% ± 3.4%	93% ± 2.4%	93% ± 4.3%
2. Teamwork	% Strongly Agree/Agree							
When someone in this office gets really busy, others help out. (Item C1)	76% ± 6.0%	84% ± 5.5%	83% ± 5.3%	84% ± 3.5%	92% ± 4.0%	88% ± 4.1%	86% ± 3.4%	84% ± 7.2%
In this office, there is a good working relationship between staff and providers. (Item C2)	84% ± 4.9%	88% ± 7.4%	88% ± 4.0%	91% ± 3.1%	93% ± 5.1%	95% ± 2.4%	88% ± 2.8%	89% ± 7.1%
In this office, we treat each other with respect. (Item C5)	80% ± 5.4%	82% ± 6.6%	83% ± 5.1%	87% ± 3.8%	93% ± 6.7%	93% ± 2.9%	84% ± 3.9%	82% ± 8.1%
This office emphasizes teamwork in taking care of patients. (Item C13)	81% ± 5.4%	86% ± 5.6%	85% ± 4.5%	87% ± 3.6%	90% ± 4.9%	90% ± 3.2%	85% ± 3.3%	85% ± 7.2%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. A caret (^) is shown when fewer than 10 medical offices had at least three respondents to the item. The margin of error is displayed below the percent positive response.

Table A3-2. Item Average Percent Positive Response and Margin of Error by Specialty (Page 3 of 18)

Survey Items by SOPS Composite Measure	Primary Care Specialty					Internal Medicine Specialty				
	Family Practice/ Family Medicine	General Practice	Internal Medicine	OB/GYN	Pediatrics	Cardiology	Endocrinology	Gastroenterology	Hematology/ Oncology	Pulmonary
# Medical Offices	557	66	66	97	83	97	28	49	47	36
# Respondents	6,475	826	742	1,063	854	1,370	273	527	469	332
3. Overall Perceptions of Patient Safety and Quality	% Strongly Agree/Agree									
Our office processes are good at preventing mistakes that could affect patients. (Item F2)	85% ± 1.3%	88% ± 3.3%	86% ± 4.4%	84% ± 3.7%	87% ± 4.1%	85% ± 3.5%	86% ± 5.4%	82% ± 5.8%	82% ± 5.2%	77% ± 7.9%
% Strongly Disagree/Disagree										
Mistakes happen more than they should in this office. (Item F3*)	79% ± 1.6%	83% ± 4.2%	80% ± 4.7%	79% ± 3.6%	82% ± 3.9%	80% ± 3.9%	83% ± 6.3%	68% ± 7.7%	76% ± 6.3%	74% ± 8.8%
It is just by chance that we don't make more mistakes that affect our patients. (Item F4*)	77% ± 1.6%	78% ± 3.8%	76% ± 4.9%	74% ± 3.8%	78% ± 4.2%	73% ± 3.5%	78% ± 6.7%	72% ± 6.1%	77% ± 5.5%	76% ± 7.2%
In this office, getting more work done is more important than quality of care. (Item F6*)	70% ± 1.8%	65% ± 4.4%	70% ± 4.9%	66% ± 4.3%	72% ± 4.5%	70% ± 3.6%	69% ± 8.6%	64% ± 6.7%	72% ± 6.3%	68% ± 8.0%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A3-2. Item Average Percent Positive Response and Margin of Error by Specialty (Page 4 of 18)

Survey Items by SOPS Composite Measure	Additional Specialty							
	Dermatology	Emergency Med.	Neurology	Orthopedics	Phys. Med./ Rehab.	Psychiatry	Surgery/ Gen. Surg.	Urology
<i># Medical Offices</i>	76	26	39	59	32	49	108	26
<i># Respondents</i>	632	232	426	648	203	675	992	297
3. Overall Perceptions of Patient Safety and Quality	% Strongly Agree/Agree							
Our office processes are good at preventing mistakes that could affect patients. (Item F2)	78% ± 5.5%	88% ± 5.1%	84% ± 5.8%	86% ± 3.4%	89% ± 5.7%	87% ± 4.4%	88% ± 2.6%	86% ± 6.3%
% Strongly Disagree/Disagree								
Mistakes happen more than they should in this office. (Item F3*)	69% ± 6.0%	79% ± 8.3%	78% ± 7.0%	78% ± 4.7%	88% ± 5.6%	83% ± 6.2%	85% ± 3.2%	80% ± 8.0%
It is just by chance that we don't make more mistakes that affect our patients. (Item F4*)	74% ± 5.8%	74% ± 7.1%	76% ± 6.0%	82% ± 4.5%	89% ± 5.3%	86% ± 4.1%	83% ± 3.3%	69% ± 8.0%
In this office, getting more work done is more important than quality of care. (Item F6*)	66% ± 6.1%	68% ± 8.4%	75% ± 7.4%	71% ± 4.6%	74% ± 7.2%	76% ± 5.8%	78% ± 3.9%	74% ± 7.9%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A3-2. Item Average Percent Positive Response and Margin of Error by Specialty (Page 5 of 18)

Survey Items by SOPS Composite Measure	Primary Care Specialty					Internal Medicine Specialty				
	Family Practice/ Family Medicine	General Practice	Internal Medicine	OB/GYN	Pediatrics	Cardiology	Endocrinology	Gastroenterology	Hematology/ Oncology	Pulmonary
# Medical Offices	557	66	66	97	83	97	28	49	47	36
# Respondents	6,475	826	742	1,063	854	1,370	273	527	469	332
4. Organizational Learning	% Strongly Agree/Agree									
When there is a problem in our office, we see if we need to change the way we do things. (Item F1)	81% ± 1.6%	79% ± 4.6%	80% ± 5.1%	79% ± 3.8%	81% ± 3.8%	78% ± 4.0%	80% ± 6.6%	75% ± 6.3%	82% ± 5.2%	75% ± 7.4%
This office is good at changing office processes to make sure the same problems don't happen again. (Item F5)	79% ± 1.7%	80% ± 4.6%	80% ± 5.2%	77% ± 3.8%	79% ± 4.1%	78% ± 3.9%	79% ± 6.5%	71% ± 6.0%	75% ± 6.0%	72% ± 8.2%
After this office makes changes to improve the patient care process, we check to see if the changes worked. (Item F7)	74% ± 1.7%	71% ± 4.5%	73% ± 5.6%	71% ± 3.9%	72% ± 5.1%	76% ± 4.1%	75% ± 6.6%	69% ± 7.3%	66% ± 6.0%	69% ± 9.1%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A3-2. Item Average Percent Positive Response and Margin of Error by Specialty (Page 6 of 18)

Survey Items by SOPS Composite Measure	Additional Specialty							
	Dermatology	Emergency Med.	Neurology	Orthopedics	Phys. Med./ Rehab.	Psychiatry	Surgery/ Gen. Surg.	Urology
<i># Medical Offices</i>	76	26	39	59	32	49	108	26
<i># Respondents</i>	632	232	426	648	203	675	992	297
4. Organizational Learning	% Strongly Agree/Agree							
When there is a problem in our office, we see if we need to change the way we do things. (Item F1)	74% ± 5.8%	78% ± 7.7%	78% ± 6.2%	78% ± 4.6%	84% ± 6.6%	85% ± 4.3%	84% ± 3.4%	80% ± 8.7%
This office is good at changing office processes to make sure the same problems don't happen again. (Item F5)	70% ± 6.7%	80% ± 6.7%	75% ± 7.6%	77% ± 4.2%	81% ± 7.3%	81% ± 5.4%	84% ± 3.8%	75% ± 9.8%
After this office makes changes to improve the patient care process, we check to see if the changes worked. (Item F7)	62% ± 7.1%	69% ± 8.8%	72% ± 7.3%	71% ± 5.9%	78% ± 7.6%	77% ± 5.8%	79% ± 3.9%	68% ± 10.1%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A3-2. Item Average Percent Positive Response and Margin of Error by Specialty (Page 7 of 18)

Survey Items by SOPS Composite Measure	Primary Care Specialty					Internal Medicine Specialty				
	Family Practice/ Family Medicine	General Practice	Internal Medicine	OB/GYN	Pediatrics	Cardiology	Endocrinology	Gastroenterology	Hematology/ Oncology	Pulmonary
# Medical Offices	557	66	66	97	83	97	28	49	47	36
# Respondents	6,475	826	742	1,063	854	1,370	273	527	469	332
5. Communication About Error	% Always/Most of the time									
Providers and staff talk openly about office problems. (Item D8)	66% ± 1.8%	68% ± 5.1%	65% ± 5.3%	65% ± 4.1%	68% ± 4.5%	61% ± 4.3%	74% ± 7.2%	58% ± 6.6%	63% ± 7.3%	66% ± 7.4%
In this office, we discuss ways to prevent errors from happening again. (Item D11)	84% ± 1.4%	85% ± 3.5%	81% ± 4.6%	80% ± 3.8%	82% ± 3.9%	81% ± 3.4%	83% ± 6.8%	78% ± 6.2%	85% ± 4.6%	77% ± 8.0%
Staff are willing to report mistakes they observe in this office. (Item D12)	83% ± 1.3%	82% ± 3.7%	78% ± 5.0%	81% ± 3.2%	80% ± 4.2%	79% ± 3.4%	85% ± 6.1%	76% ± 6.1%	80% ± 5.1%	76% ± 5.6%
	% Never/Rarely									
Staff feel like their mistakes are held against them. (Item D7*)	69% ± 1.9%	72% ± 5.8%	66% ± 5.6%	66% ± 4.1%	70% ± 5.1%	70% ± 4.6%	74% ± 7.5%	62% ± 6.5%	74% ± 5.9%	65% ± 8.6%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A3-2. Item Average Percent Positive Response and Margin of Error by Specialty (Page 8 of 18)

Survey Items by SOPS Composite Measure	Additional Specialty							
	Dermatology	Emergency Med.	Neurology	Orthopedics	Phys. Med./ Rehab.	Psychiatry	Surgery/ Gen. Surg.	Urology
<i># Medical Offices</i>	76	26	39	59	32	49	108	26
<i># Respondents</i>	632	232	426	648	203	675	992	297
5. Communication About Error	% Always/Most of the time							
Providers and staff talk openly about office problems. (Item D8)	59% ± 5.9%	70% ± 9.4%	67% ± 6.4%	62% ± 5.4%	75% ± 7.7%	64% ± 6.3%	66% ± 4.4%	66% ± 8.5%
In this office, we discuss ways to prevent errors from happening again. (Item D11)	81% ± 5.6%	83% ± 7.6%	83% ± 6.2%	84% ± 3.6%	87% ± 6.2%	86% ± 4.1%	86% ± 3.2%	84% ± 5.7%
Staff are willing to report mistakes they observe in this office. (Item D12)	75% ± 5.7%	82% ± 6.9%	81% ± 6.3%	79% ± 4.3%	82% ± 6.0%	82% ± 4.0%	84% ± 3.1%	81% ± 6.6%
	% Never/Rarely							
Staff feel like their mistakes are held against them. (Item D7*)	57% ± 6.8%	70% ± 10.1%	72% ± 6.8%	72% ± 5.0%	82% ± 7.9%	79% ± 5.9%	75% ± 3.6%	72% ± 9.9%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A3-2. Item Average Percent Positive Response and Margin of Error by Specialty (Page 9 of 18)

Survey Items by SOPS Composite Measure	Primary Care Specialty					Internal Medicine Specialty				
	Family Practice/ Family Medicine	General Practice	Internal Medicine	OB/GYN	Pediatrics	Cardiology	Endocrinology	Gastroenterology	Hematology/ Oncology	Pulmonary
# Medical Offices	557	66	66	97	83	97	28	49	47	36
# Respondents	6,475	826	742	1,063	854	1,370	273	527	469	332
6. Staff Training	% Strongly Agree/Agree									
This office trains staff when new processes are put into place. (Item C4)	75% ± 1.7%	78% ± 3.8%	75% ± 4.9%	73% ± 3.8%	76% ± 4.8%	73% ± 4.4%	72% ± 9.4%	68% ± 6.3%	73% ± 5.5%	67% ± 8.6%
This office makes sure staff get the on-the-job training they need. (Item C7)	75% ± 1.7%	81% ± 4.2%	75% ± 5.3%	72% ± 4.6%	76% ± 4.3%	75% ± 4.4%	78% ± 8.6%	69% ± 6.8%	72% ± 6.1%	66% ± 9.1%
	% Strongly Disagree/Disagree									
Staff in this office are asked to do tasks they haven't been trained to do. (Item C10*)	69% ± 1.7%	71% ± 4.3%	71% ± 5.4%	65% ± 3.7%	69% ± 5.2%	68% ± 4.3%	68% ± 8.8%	56% ± 6.5%	65% ± 6.9%	64% ± 8.4%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A3-2. Item Average Percent Positive Response and Margin of Error by Specialty (Page 10 of 18)

Survey Items by SOPS Composite Measure	Additional Specialty							
	Dermatology	Emergency Med.	Neurology	Orthopedics	Phys. Med./ Rehab.	Psychiatry	Surgery/ Gen. Surg.	Urology
# Medical Offices	76	26	39	59	32	49	108	26
# Respondents	632	232	426	648	203	675	992	297
6. Staff Training	% Strongly Agree/Agree							
This office trains staff when new processes are put into place. (Item C4)	61% ± 7.3%	77% ± 9.0%	72% ± 7.4%	73% ± 5.2%	80% ± 8.1%	76% ± 6.0%	79% ± 3.9%	77% ± 9.2%
This office makes sure staff get the on-the-job training they need. (Item C7)	60% ± 6.9%	78% ± 7.0%	73% ± 7.1%	74% ± 5.0%	81% ± 9.3%	79% ± 5.7%	77% ± 4.4%	83% ± 8.6%
	% Strongly Disagree/Disagree							
Staff in this office are asked to do tasks they haven't been trained to do. (Item C10*)	58% ± 6.8%	72% ± 7.9%	67% ± 7.8%	69% ± 5.7%	76% ± 7.3%	71% ± 5.8%	73% ± 3.6%	70% ± 9.6%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A3-2. Item Average Percent Positive Response and Margin of Error by Specialty (Page 11 of 18)

Survey Items by SOPS Composite Measure	Primary Care Specialty					Internal Medicine Specialty				
	Family Practice/ Family Medicine	General Practice	Internal Medicine	OB/GYN	Pediatrics	Cardiology	Endocrinology	Gastroenterology	Hematology/ Oncology	Pulmonary
# Medical Offices	557	66	66	97	83	97	28	49	47	36
# Respondents	6,475	826	742	1,063	854	1,370	273	527	469	332
7. Communication Openness	% Always/Most of the time									
Providers in this office are open to staff ideas about how to improve office processes. (Item D1)	78% ± 1.6%	83% ± 4.1%	76% ± 5.8%	73% ± 3.7%	78% ± 4.4%	71% ± 4.2%	85% ± 6.5%	74% ± 7.4%	77% ± 6.6%	71% ± 9.5%
Staff are encouraged to express alternative viewpoints in this office. (Item D2)	76% ± 1.6%	77% ± 4.7%	74% ± 5.5%	72% ± 3.7%	76% ± 4.1%	72% ± 4.4%	81% ± 6.8%	72% ± 5.8%	74% ± 6.3%	71% ± 8.4%
	% Never/Rarely									
Staff are afraid to ask questions when something does not seem right. (Item D4*)	75% ± 1.9%	77% ± 4.6%	72% ± 5.2%	64% ± 6.0%	76% ± 5.1%	73% ± 4.7%	83% ± 8.6%	66% ± 7.4%	78% ± 6.7%	71% ± 6.7%
It is difficult to voice disagreement in this office. (Item D10*)	64% ± 2.0%	67% ± 5.0%	63% ± 5.7%	60% ± 4.6%	62% ± 4.8%	62% ± 4.5%	75% ± 8.6%	56% ± 6.8%	64% ± 6.7%	55% ± 9.0%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A3-2. Item Average Percent Positive Response and Margin of Error by Specialty (Page 12 of 18)

Survey Items by SOPS Composite Measure	Additional Specialty							
	Dermatology	Emergency Med.	Neurology	Orthopedics	Phys. Med./ Rehab.	Psychiatry	Surgery/ Gen. Surg.	Urology
# Medical Offices	76	26	39	59	32	49	108	26
# Respondents	632	232	426	648	203	675	992	297
7. Communication Openness	% Always/Most of the time							
Providers in this office are open to staff ideas about how to improve office processes. (Item D1)	68% ± 6.4%	82% ± 8.0%	75% ± 6.2%	73% ± 4.8%	85% ± 6.1%	84% ± 4.2%	76% ± 4.4%	73% ± 9.0%
Staff are encouraged to express alternative viewpoints in this office. (Item D2)	62% ± 6.0%	75% ± 8.8%	76% ± 7.1%	71% ± 5.0%	84% ± 5.7%	81% ± 5.6%	78% ± 4.0%	79% ± 6.8%
	% Never/Rarely							
Staff are afraid to ask questions when something does not seem right. (Item D4*)	70% ± 6.1%	74% ± 10.1%	79% ± 6.7%	78% ± 4.2%	70% ± 11.0%	79% ± 7.1%	78% ± 4.6%	74% ± 7.4%
It is difficult to voice disagreement in this office. (Item D10*)	54% ± 6.8%	62% ± 10.5%	69% ± 7.4%	63% ± 5.1%	71% ± 8.8%	72% ± 6.1%	66% ± 5.1%	63% ± 9.5%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A3-2. Item Average Percent Positive Response and Margin of Error by Specialty (Page 13 of 18)

Survey Items by SOPS Composite Measure	Primary Care Specialty					Internal Medicine Specialty				
	Family Practice/ Family Medicine	General Practice	Internal Medicine	OB/GYN	Pediatrics	Cardiology	Endocrinology	Gastroenterology	Hematology/ Oncology	Pulmonary
# Medical Offices	557	66	66	97	83	97	28	49	47	36
# Respondents	6,475	826	742	1,063	854	1,370	273	527	469	332
8. Office Processes and Standardization	% Strongly Agree/Agree									
We have good procedures for checking that work in this office was done correctly. (Item C9)	72% ± 1.8%	75% ± 4.4%	72% ± 5.1%	71% ± 3.9%	73% ± 4.8%	72% ± 4.3%	67% ± 8.1%	61% ± 7.0%	68% ± 6.4%	65% ± 9.4%
Staff in this office follow standardized processes to get tasks done. (Item C15)	83% ± 1.4%	86% ± 3.2%	82% ± 3.9%	82% ± 3.7%	82% ± 3.4%	81% ± 3.7%	87% ± 6.2%	75% ± 6.6%	78% ± 6.4%	80% ± 7.5%
	% Strongly Disagree/Disagree									
This office is more disorganized than it should be. (Item C8*)	68% ± 2.0%	70% ± 5.0%	71% ± 6.1%	62% ± 4.6%	66% ± 5.0%	66% ± 4.8%	70% ± 8.7%	55% ± 6.4%	60% ± 6.6%	61% ± 8.4%
We have problems with workflow in this office. (Item C12*)	56% ± 2.1%	62% ± 5.5%	58% ± 6.1%	49% ± 4.6%	51% ± 5.7%	56% ± 4.9%	50% ± 8.9%	45% ± 6.9%	48% ± 6.9%	50% ± 9.6%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A3-2. Item Average Percent Positive Response and Margin of Error by Specialty (Page 14 of 18)

Survey Items by SOPS Composite Measure	Additional Specialty							
	Dermatology	Emergency Med.	Neurology	Orthopedics	Phys. Med./ Rehab.	Psychiatry	Surgery/ Gen. Surg.	Urology
# Medical Offices	76	26	39	59	32	49	108	26
# Respondents	632	232	426	648	203	675	992	297
8. Office Processes and Standardization	% Strongly Agree/Agree							
We have good procedures for checking that work in this office was done correctly. (Item C9)	67% ± 6.7%	74% ± 6.3%	69% ± 7.9%	73% ± 4.8%	76% ± 8.8%	73% ± 5.1%	74% ± 4.1%	68% ± 9.6%
Staff in this office follow standardized processes to get tasks done. (Item C15)	77% ± 5.6%	82% ± 6.1%	81% ± 6.1%	86% ± 3.6%	85% ± 7.6%	85% ± 5.1%	82% ± 3.7%	80% ± 8.1%
	% Strongly Disagree/Disagree							
This office is more disorganized than it should be. (Item C8*)	58% ± 6.7%	70% ± 9.5%	68% ± 7.9%	68% ± 5.5%	76% ± 9.5%	78% ± 5.2%	73% ± 4.3%	65% ± 11.2%
We have problems with workflow in this office. (Item C12*)	51% ± 6.8%	61% ± 8.5%	53% ± 8.6%	61% ± 5.3%	69% ± 9.4%	61% ± 6.5%	64% ± 4.6%	55% ± 10.4%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A3-2. Item Average Percent Positive Response and Margin of Error by Specialty (Page 15 of 18)

Survey Items by SOPS Composite Measure	Primary Care Specialty					Internal Medicine Specialty				
	Family Practice/ Family Medicine	General Practice	Internal Medicine	OB/GYN	Pediatrics	Cardiology	Endocrinology	Gastroenterology	Hematology/ Oncology	Pulmonary
# Medical Offices	557	66	66	97	83	97	28	49	47	36
# Respondents	6,475	826	742	1,063	854	1,370	273	527	469	332
9. Owner/Managing Partner/Leadership Support for Patient Safety	% Strongly Agree/Agree									
They place a high priority on improving patient care processes. (Item E3)	75% ± 1.8%	73% ± 5.0%	73% ± 5.5%	74% ± 4.5%	74% ± 5.5%	77% ± 3.9%	68% ± 7.9%	73% ± 6.9%	74% ± 6.6%	71% ± 8.0%
	% Strongly Disagree/Disagree									
They aren't investing enough resources to improve the quality of care in this office. (Item E1*)	45% ± 2.2%	43% ± 5.5%	42% ± 6.5%	39% ± 4.7%	42% ± 5.2%	47% ± 5.0%	49% ± 10.9%	40% ± 6.7%	40% ± 6.6%	39% ± 7.8%
They overlook patient care mistakes that happen over and over. (Item E2*)	79% ± 1.6%	77% ± 5.1%	75% ± 6.0%	75% ± 4.7%	79% ± 4.6%	77% ± 4.0%	73% ± 8.0%	76% ± 4.9%	74% ± 6.3%	77% ± 7.9%
They make decisions too often based on what is best for the office rather than what is best for patients. (Item E4*)	57% ± 2.0%	51% ± 5.7%	54% ± 5.5%	57% ± 4.6%	53% ± 5.8%	59% ± 4.4%	52% ± 10.3%	53% ± 6.7%	53% ± 6.7%	54% ± 9.0%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response. Owner/Managing Partner/Leadership Support for Patient Safety results only include those respondents who answered "No" to being an owner, a managing partner, or in a leadership position with responsibility for making financial decisions in the medical office.

Table A3-2. Item Average Percent Positive Response and Margin of Error by Specialty (Page 16 of 18)

Survey Items by SOPS Composite Measure	Additional Specialty							
	Dermatology	Emergency Med.	Neurology	Orthopedics	Phys. Med./ Rehab.	Psychiatry	Surgery/ Gen. Surg.	Urology
# Medical Offices	76	26	39	59	32	49	108	26
# Respondents	632	232	426	648	203	675	992	297
9. Owner/Managing Partner/Leadership Support for Patient Safety	% Strongly Agree/Agree							
They place a high priority on improving patient care processes. (Item E3)	61% ± 7.2%	81% ± 7.7%	72% ± 8.9%	76% ± 5.5%	65% ± 11.0%	76% ± 5.9%	81% ± 3.6%	75% ± 7.9%
	% Strongly Disagree/Disagree							
They aren't investing enough resources to improve the quality of care in this office. (Item E1*)	36% ± 7.9%	42% ± 6.8%	45% ± 8.3%	46% ± 6.8%	38% ± 8.9%	46% ± 7.3%	52% ± 5.0%	48% ± 8.6%
They overlook patient care mistakes that happen over and over. (Item E2*)	69% ± 6.9%	75% ± 8.1%	75% ± 8.2%	78% ± 4.6%	82% ± 8.7%	83% ± 5.0%	83% ± 3.7%	72% ± 8.8%
They make decisions too often based on what is best for the office rather than what is best for patients. (Item E4*)	49% ± 7.0%	53% ± 10.0%	60% ± 8.1%	65% ± 6.9%	52% ± 10.8%	60% ± 6.1%	67% ± 4.7%	57% ± 10.7%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response. Owner/Managing Partner/Leadership Support for Patient Safety results only include those respondents who answered "No" to being an owner, a managing partner, or in a leadership position with responsibility for making financial decisions in the medical office.

Table A3-2. Item Average Percent Positive Response and Margin of Error by Specialty (Page 17 of 18)

Survey Items by SOPS Composite Measure	Primary Care Specialty					Internal Medicine Specialty				
	Family Practice/ Family Medicine	General Practice	Internal Medicine	OB/GYN	Pediatrics	Cardiology	Endocrinology	Gastroenterology	Hematology/ Oncology	Pulmonary
# Medical Offices	557	66	66	97	83	97	28	49	47	36
# Respondents	6,475	826	742	1,063	854	1,370	273	527	469	332
10. Work Pressure and Pace	% Strongly Agree/Agree									
We have enough staff to handle our patient load. (Item C11)	47% ± 2.4%	48% ± 5.6%	44% ± 7.1%	35% ± 5.3%	46% ± 6.7%	46% ± 5.3%	40% ± 10.4%	34% ± 7.4%	44% ± 8.3%	37% ± 9.4%
	% Strongly Disagree/Disagree									
In this office, we often feel rushed when taking care of patients. (Item C3*)	42% ± 1.9%	41% ± 5.8%	41% ± 6.3%	33% ± 4.1%	39% ± 5.4%	50% ± 4.4%	40% ± 10.3%	41% ± 7.3%	41% ± 7.6%	45% ± 10.3%
We have too many patients for the number of providers in this office. (Item C6*)	45% ± 2.3%	39% ± 6.3%	39% ± 7.1%	28% ± 5.0%	44% ± 6.4%	41% ± 5.4%	22% ± 9.5%	37% ± 7.5%	35% ± 8.9%	38% ± 9.1%
This office has too many patients to be able to handle everything effectively. (Item C14*)	35% ± 2.7%	37% ± 7.5%	40% ± 7.3%	34% ± 5.2%	39% ± 7.1%	24% ± 5.6%	27% ± 10.2%	40% ± 8.4%	39% ± 8.3%	31% ± 9.3%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A3-2. Item Average Percent Positive Response and Margin of Error by Specialty (Page 18 of 18)

Survey Items by SOPS Composite Measure	Additional Specialty							
	Dermatology	Emergency Med.	Neurology	Orthopedics	Phys. Med./ Rehab.	Psychiatry	Surgery/ Gen. Surg.	Urology
# Medical Offices	76	26	39	59	32	49	108	26
# Respondents	632	232	426	648	203	675	992	297
10. Work Pressure and Pace	% Strongly Agree/Agree							
We have enough staff to handle our patient load. (Item C11)	34% ± 7.1%	51% ± 9.9%	45% ± 10.5%	52% ± 7.7%	50% ± 11.3%	54% ± 8.1%	55% ± 5.3%	31% ± 10.9%
	% Strongly Disagree/Disagree							
In this office, we often feel rushed when taking care of patients. (Item C3*)	36% ± 6.2%	43% ± 10.3%	49% ± 8.2%	44% ± 6.2%	40% ± 8.1%	50% ± 6.0%	55% ± 5.3%	42% ± 10.1%
We have too many patients for the number of providers in this office. (Item C6*)	39% ± 6.6%	34% ± 11.3%	35% ± 8.6%	46% ± 6.9%	47% ± 10.1%	47% ± 7.2%	57% ± 5.6%	28% ± 10.5%
This office has too many patients to be able to handle everything effectively. (Item C14*)	14% ± 4.6%	42% ± 13.0%	37% ± 10.6%	39% ± 7.9%	57% ± 10.0%	54% ± 8.5%	51% ± 6.4%	33% ± 10.8%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A3-3. Item Average Percent Positive Response and Margin of Error for Patient Safety and Quality Issues by Specialty (Page 1 of 4)

Patient Safety and Quality Issues Survey Items	Primary Care Specialty					Internal Medicine Specialty				
	Family Practice/ Family Medicine	General Practice	Internal Medicine	OB/GYN	Pediatrics	Cardiology	Endocrinology	Gastroenterology	Hematology/ Oncology	Pulmonary
# Medical Offices	557	66	66	97	83	97	28	49	47	36
# Respondents	6,173	800	713	1,010	805	1,273	264	490	436	313
Access to Care										
A patient was unable to get an appointment within 48 hours for an acute/serious problem. (Item A1*)	66% ± 2.2%	70% ± 6.2%	62% ± 6.9%	63% ± 5.1%	74% ± 5.0%	65% ± 5.0%	58% ± 13.1%	58% ± 8.2%	79% ± 6.2%	54% ± 9.3%
Patient Identification										
The wrong chart/medical record was used for a patient. (Item A2*)	98% ± 0.6%	98% ± 1.2%	96% ± 2.1%	98% ± 1.3%	96% ± 2.5%	98% ± 1.1%	97% ± 4.7%	97% ± 2.6%	98% ± 2.4%	97% ± 2.8%
Charts/Medical Records										
A patient's chart/medical record was not available when needed. (Item A3*)	94% ± 0.9%	95% ± 2.2%	93% ± 3.1%	93% ± 2.4%	92% ± 3.1%	91% ± 2.5%	92% ± 5.7%	91% ± 3.5%	94% ± 2.7%	91% ± 4.3%
Medical information was filed, scanned, or entered into the wrong patient's chart/medical record. (Item A4*)	97% ± 0.7%	98% ± 1.3%	96% ± 2.1%	97% ± 1.4%	97% ± 2.1%	97% ± 1.5%	95% ± 4.3%	95% ± 3.0%	98% ± 1.6%	99% ± 1.2%
Medical Equipment										
Medical equipment was not working properly or was in need of repair or replacement. (Item A5*)	90% ± 1.1%	84% ± 4.4%	88% ± 4.1%	85% ± 4.0%	84% ± 4.3%	86% ± 3.7%	93% ± 5.6%	90% ± 3.6%	86% ± 6.1%	89% ± 4.2%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in section A, the percent positive response is the percentage of respondents who answered, "Not in the past 12 months," "Once or twice in the past 12 months," or "Several times in the past 12 months." The margin of error is displayed below the percent positive response.

Table A3-3. Item Average Percent Positive Response and Margin of Error for Patient Safety and Quality Issues by Specialty (Page 2 of 4)

Patient Safety and Quality Issues Survey Items	Additional Specialty							
	Dermatology	Emergency Med.	Neurology	Orthopedics	Phys. Med./ Rehab.	Psychiatry	Surgery/ Gen. Surg.	Urology
# Medical Offices	76	26	39	59	32	49	108	26
# Respondents	602	229	401	607	191	625	932	278
Access to Care								
A patient was unable to get an appointment within 48 hours for an acute/serious problem. (Item A1*)	65% ± 7.3%	^	62% ± 9.1%	76% ± 6.4%	65% ± 12.8%	67% ± 6.9%	81% ± 4.6%	70% ± 8.5%
Patient Identification								
The wrong chart/medical record was used for a patient. (Item A2*)	96% ± 2.7%	96% ± 3.5%	99% ± 1.3%	98% ± 1.5%	100% ± 0.6%	98% ± 1.5%	99% ± 0.7%	99% ± 1.8%
Charts/Medical Records								
A patient's chart/medical record was not available when needed. (Item A3*)	90% ± 5.2%	96% ± 3.0%	95% ± 3.5%	92% ± 2.9%	99% ± 1.3%	97% ± 1.7%	95% ± 1.8%	86% ± 5.6%
Medical information was filed, scanned, or entered into the wrong patient's chart/medical record. (Item A4*)	95% ± 2.2%	98% ± 2.4%	99% ± 1.2%	97% ± 2.1%	100% ± 0.0%	99% ± 1.3%	99% ± 0.9%	98% ± 3.1%
Medical Equipment								
Medical equipment was not working properly or was in need of repair or replacement. (Item A5*)	84% ± 5.3%	86% ± 5.4%	93% ± 3.7%	90% ± 3.1%	97% ± 3.1%	94% ± 3.7%	93% ± 2.1%	86% ± 8.3%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in section A, the percent positive response is the percentage of respondents who answered, "Not in the past 12 months," "Once or twice in the past 12 months," or "Several times in the past 12 months." A caret (^) is shown when fewer than 10 medical offices had at least three respondents to the item. The margin of error is displayed below the percent positive response.

Table A3-3. Item Average Percent Positive Response and Margin of Error for Patient Safety and Quality Issues by Specialty (Page 3 of 4)

Patient Safety and Quality Issues Survey Items	Primary Care Specialty					Internal Medicine Specialty				
	Family Practice/ Family Medicine	General Practice	Internal Medicine	OB/GYN	Pediatrics	Cardiology	Endocrinology	Gastroenterology	Hematology/ Oncology	Pulmonary
# Medical Offices	557	66	66	97	83	97	28	49	47	36
# Respondents	6,173	800	713	1,010	805	1,273	264	490	436	313
Medication										
A pharmacy contacted our office to clarify or correct a prescription. (Item A6*)	58% ± 2.0%	66% ± 5.3%	55% ± 5.2%	64% ± 4.5%	68% ± 5.5%	68% ± 4.3%	45% ± 10.5%	64% ± 6.2%	71% ± 7.5%	59% ± 7.6%
A patient's medication list was not updated during his or her visit. (Item A7*)	79% ± 1.7%	82% ± 4.1%	74% ± 5.7%	80% ± 4.3%	82% ± 4.9%	79% ± 4.0%	78% ± 9.4%	80% ± 5.8%	86% ± 5.2%	83% ± 6.4%
Diagnostics & Tests										
The results from a lab or imaging test were not available when needed. (Item A8*)	79% ± 1.7%	78% ± 5.2%	77% ± 5.3%	77% ± 4.2%	79% ± 4.5%	79% ± 3.9%	69% ± 9.4%	76% ± 6.5%	74% ± 6.5%	73% ± 8.2%
A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (Item A9*)	93% ± 1.0%	93% ± 2.8%	91% ± 4.1%	92% ± 2.9%	94% ± 3.4%	92% ± 2.9%	90% ± 6.2%	93% ± 3.6%	95% ± 3.0%	91% ± 5.4%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in section A, the percent positive response is the percentage of respondents who answered, "Not in the past 12 months," "Once or twice in the past 12 months," or "Several times in the past 12 months." The margin of error is displayed below the percent positive response.

Table A3-3. Item Average Percent Positive Response and Margin of Error for Patient Safety and Quality Issues by Specialty (Page 4 of 4)

Patient Safety and Quality Issues Survey Items	Additional Specialty							
	Dermatology	Emergency Med.	Neurology	Orthopedics	Phys. Med./ Rehab.	Psychiatry	Surgery/ Gen. Surg.	Urology
<i># Medical Offices</i>	76	26	39	59	32	49	108	26
<i># Respondents</i>	602	229	401	607	191	625	932	278
Medication								
A pharmacy contacted our office to clarify or correct a prescription. (Item A6*)	56% ± 5.4%	56% ± 8.7%	69% ± 7.5%	85% ± 4.9%	^	64% ± 7.3%	83% ± 4.1%	73% ± 8.7%
A patient's medication list was not updated during his or her visit. (Item A7*)	67% ± 6.7%	76% ± 8.0%	83% ± 6.0%	87% ± 6.0%	^	79% ± 5.7%	87% ± 3.4%	80% ± 6.5%
Diagnostics & Tests								
The results from a lab or imaging test were not available when needed. (Item A8*)	69% ± 6.7%	82% ± 7.6%	81% ± 6.0%	86% ± 4.6%	87% ± 12.4%	84% ± 6.2%	85% ± 3.6%	73% ± 9.1%
A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (Item A9*)	92% ± 4.0%	95% ± 5.3%	96% ± 3.2%	98% ± 1.6%	^	96% ± 3.4%	98% ± 1.4%	92% ± 3.8%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in section A, the percent positive response is the percentage of respondents who answered, "Not in the past 12 months," "Once or twice in the past 12 months," or "Several times in the past 12 months." A caret (^) is shown when fewer than 10 medical offices had at least three respondents to the item. The margin of error is displayed below the percent positive response.

Table A3-4. Item Average Percent Positive Response and Margin of Error for Information Exchange With Other Settings by Specialty

Information Exchange With Other Settings Survey Items	Primary Care Specialty					Internal Medicine Specialty				
	Family Practice/ Family Medicine	General Practice	Internal Medicine	OB/GYN	Pediatrics	Cardiology	Endocrinology	Gastroenterology	Hematology/ Oncology	Pulmonary
# Medical Offices	557	66	66	97	83	96	28	49	47	36
# Respondents	5,178	753	612	824	673	1,008	223	423	397	262
Over the past 12 months, how often has your medical office had problems exchanging accurate, complete, and timely information with:										
Outside labs/imaging centers? (Item B1*)	75% ± 1.8%	75% ± 5.5%	72% ± 5.6%	74% ± 4.8%	78% ± 5.0%	79% ± 4.2%	65% ± 8.6%	75% ± 5.9%	71% ± 7.6%	70% ± 8.4%
Other medical offices/Outside physicians? (Item B2*)	76% ± 1.7%	83% ± 4.7%	76% ± 5.3%	81% ± 4.3%	82% ± 4.2%	75% ± 3.9%	70% ± 8.2%	78% ± 5.5%	78% ± 7.2%	76% ± 8.4%
Pharmacies? (Item B3*)	75% ± 1.8%	84% ± 3.3%	73% ± 5.1%	79% ± 4.4%	83% ± 4.0%	79% ± 4.7%	60% ± 8.6%	78% ± 5.7%	85% ± 5.9%	76% ± 7.5%
Hospitals? (Item B4*)	82% ± 1.6%	89% ± 3.8%	81% ± 5.3%	87% ± 3.8%	84% ± 4.4%	86% ± 2.8%	79% ± 8.6%	86% ± 4.6%	86% ± 5.3%	82% ± 7.8%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in section B, the percent positive response is the percentage of respondents who answered, “No problems in the past 12 months,” “Problems once or twice in the past 12 months,” or “Problems several times in the past 12 months.” The margin of error is displayed below the percent positive response.

Table A3-4. Item Average Percent Positive Response and Margin of Error for Information Exchange With Other Settings by Specialty (continued)

Information Exchange With Other Settings Survey Items	Additional Specialty							
	Dermatology	Emergency Med.	Neurology	Orthopedics	Phys. Med./ Rehab.	Psychiatry	Surgery/ Gen. Surg.	Urology
# Medical Offices	75	26	39	59	32	48	108	26
# Respondents	496	178	361	491	159	434	839	242
Over the past 12 months, how often has your medical office had problems exchanging accurate, complete, and timely information with:								
Outside labs/imaging centers? (Item B1*)	67% ± 6.6%	80% ± 10.2%	73% ± 7.0%	76% ± 5.7%	91% ± 8.5%	78% ± 6.4%	75% ± 4.2%	70% ± 9.1%
Other medical offices/Outside physicians? (Item B2*)	73% ± 6.2%	83% ± 7.7%	73% ± 8.0%	80% ± 5.0%	90% ± 5.2%	83% ± 4.8%	81% ± 3.8%	72% ± 8.5%
Pharmacies? (Item B3*)	67% ± 6.4%	71% ± 7.4%	75% ± 8.3%	89% ± 4.5%	^	80% ± 5.5%	89% ± 3.4%	82% ± 7.7%
Hospitals? (Item B4*)	82% ± 5.2%	94% ± 5.3%	83% ± 6.5%	85% ± 5.3%	91% ± 8.2%	85% ± 5.0%	89% ± 2.9%	80% ± 7.7%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in section B, the percent positive response is the percentage of respondents who answered, “No problems in the past 12 months,” “Problems once or twice in the past 12 months,” or “Problems several times in the past 12 months.” A caret (^) is shown when fewer than 10 medical offices had at least three respondents to the item. The margin of error is displayed below the percent positive response.

Table A3-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Specialty (Page 1 of 10)

Overall Ratings on Quality Survey Items	Primary Care Specialty					Internal Medicine Specialty				
	Family Practice/ Family Medicine	General Practice	Internal Medicine	OB/GYN	Pediatrics	Cardiology	Endocrinology	Gastroenterology	Hematology/ Oncology	Pulmonary
# Medical Offices	557	66	66	97	83	97	28	49	47	36
# Respondents	6,078	772	694	992	796	1,295	257	502	437	318
Patient Centered - Is responsive to individual patient preferences, needs, and values. (Item G1A)										
Excellent or Very Good	71% ± 1.7%	72% ± 4.8%	73% ± 5.3%	66% ± 4.7%	72% ± 5.2%	73% ± 4.1%	74% ± 8.4%	64% ± 6.5%	74% ± 5.6%	65% ± 8.5%
Excellent	34% ± 1.9%	37% ± 4.9%	36% ± 5.9%	32% ± 4.3%	37% ± 5.3%	38% ± 4.5%	41% ± 10.5%	33% ± 5.9%	38% ± 7.2%	35% ± 8.2%
Very Good	38% ± 1.6%	35% ± 4.4%	38% ± 5.0%	34% ± 3.5%	35% ± 4.6%	35% ± 3.7%	32% ± 8.9%	31% ± 5.2%	36% ± 6.2%	30% ± 5.4%
Good	23% ± 1.4%	22% ± 4.3%	20% ± 4.1%	27% ± 3.7%	21% ± 3.7%	21% ± 3.4%	21% ± 7.1%	26% ± 5.9%	19% ± 4.1%	24% ± 6.1%
Fair	5% ± 0.7%	6% ± 2.3%	6% ± 2.0%	6% ± 1.9%	5% ± 2.4%	5% ± 1.6%	4% ± 2.8%	8% ± 3.5%	7% ± 3.5%	8% ± 4.3%
Poor	1% ± 0.3%	0% ± 0.2%	1% ± 0.9%	1% ± 0.8%	1% ± 0.9%	1% ± 0.9%	1% ± 1.1%	2% ± 1.5%	1% ± 1.1%	3% ± 3.2%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A3-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Specialty (Page 2 of 10)

Overall Ratings on Quality Survey Items	Additional Specialty							
	Dermatology	Emergency Med.	Neurology	Orthopedics	Phys. Med./ Rehab.	Psychiatry	Surgery/ Gen. Surg.	Urology
<i># Medical Offices</i>	76	26	39	59	32	49	108	26
<i># Respondents</i>	562	219	411	622	193	594	951	277
Patient Centered - Is responsive to individual patient preferences, needs, and values. (Item G1A)								
Excellent or Very Good	67% ± 6.4%	75% ± 9.1%	75% ± 6.4%	72% ± 4.9%	81% ± 6.7%	79% ± 5.3%	80% ± 3.6%	73% ± 7.9%
Excellent	37% ± 5.8%	37% ± 10.4%	42% ± 9.0%	39% ± 6.3%	46% ± 8.2%	39% ± 5.6%	45% ± 4.9%	32% ± 8.7%
Very Good	30% ± 4.4%	38% ± 9.3%	33% ± 5.8%	33% ± 4.9%	35% ± 8.6%	40% ± 4.8%	35% ± 3.9%	40% ± 8.6%
Good	25% ± 5.0%	20% ± 7.4%	18% ± 4.4%	22% ± 4.1%	17% ± 6.4%	17% ± 4.6%	16% ± 3.1%	20% ± 7.4%
Fair	7% ± 2.7%	5% ± 3.7%	6% ± 2.8%	5% ± 2.7%	2% ± 1.7%	4% ± 2.1%	4% ± 1.5%	6% ± 3.4%
Poor	2% ± 1.5%	0% ± 0.5%	1% ± 1.0%	0% ± 0.3%	1% ± 1.1%	1% ± 0.9%	0% ± 0.2%	1% ± 1.9%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A3-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Specialty (Page 3 of 10)

Overall Ratings on Quality Survey Items	Primary Care Specialty					Internal Medicine Specialty				
	Family Practice/ Family Medicine	General Practice	Internal Medicine	OB/GYN	Pediatrics	Cardiology	Endocrinology	Gastroenterology	Hematology/ Oncology	Pulmonary
# Medical Offices	557	66	66	97	83	97	28	49	47	36
# Respondents	6,078	772	694	992	796	1,295	257	502	437	318
Effective - Is based on scientific knowledge. (Item G1B)										
Excellent or Very Good	70% ± 1.7%	72% ± 4.4%	73% ± 4.8%	67% ± 4.4%	74% ± 4.5%	70% ± 3.9%	79% ± 7.8%	66% ± 6.5%	78% ± 5.3%	66% ± 8.1%
Excellent	31% ± 1.8%	35% ± 4.5%	34% ± 6.0%	33% ± 4.4%	38% ± 4.5%	35% ± 3.8%	42% ± 8.8%	32% ± 5.6%	39% ± 8.0%	31% ± 6.9%
Very Good	39% ± 1.7%	36% ± 4.8%	39% ± 4.6%	35% ± 3.6%	36% ± 4.0%	35% ± 3.6%	36% ± 7.5%	33% ± 5.5%	39% ± 7.0%	34% ± 5.1%
Good	25% ± 1.4%	23% ± 3.9%	22% ± 4.0%	27% ± 3.8%	22% ± 3.7%	26% ± 3.6%	19% ± 7.1%	28% ± 5.7%	18% ± 4.1%	27% ± 7.3%
Fair	4% ± 0.6%	5% ± 2.0%	4% ± 1.8%	5% ± 1.8%	4% ± 1.9%	3% ± 1.3%	3% ± 2.0%	5% ± 2.4%	4% ± 3.4%	6% ± 3.8%
Poor	1% ± 0.3%	0% ± 0.5%	1% ± 0.7%	1% ± 0.7%	1% ± 0.6%	1% ± 0.7%	0% ± 0.0%	1% ± 1.2%	0% ± 0.3%	1% ± 1.4%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A3-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Specialty (Page 4 of 10)

Overall Ratings on Quality Survey Items	Additional Specialty							
	Dermatology	Emergency Med.	Neurology	Orthopedics	Phys. Med./ Rehab.	Psychiatry	Surgery/ Gen. Surg.	Urology
<i># Medical Offices</i>	76	26	39	59	32	49	108	26
<i># Respondents</i>	562	219	411	622	193	594	951	277
Effective - Is based on scientific knowledge. (Item G1B)								
Excellent or Very Good	70% ± 5.6%	76% ± 8.5%	73% ± 6.8%	71% ± 5.0%	79% ± 6.7%	75% ± 4.8%	80% ± 3.4%	72% ± 7.2%
Excellent	38% ± 5.7%	35% ± 10.0%	40% ± 8.8%	37% ± 6.0%	40% ± 8.4%	37% ± 4.9%	41% ± 4.7%	32% ± 7.5%
Very Good	31% ± 4.8%	40% ± 8.0%	33% ± 5.4%	34% ± 5.0%	39% ± 7.2%	38% ± 5.3%	40% ± 4.0%	40% ± 8.8%
Good	24% ± 4.7%	20% ± 7.5%	21% ± 5.7%	24% ± 4.4%	18% ± 6.8%	21% ± 4.3%	17% ± 2.9%	21% ± 5.5%
Fair	5% ± 2.7%	3% ± 2.1%	6% ± 3.4%	4% ± 2.6%	2% ± 1.7%	4% ± 2.2%	3% ± 1.2%	6% ± 3.5%
Poor	1% ± 0.8%	1% ± 1.2%	0% ± 0.3%	0% ± 0.3%	1% ± 1.3%	1% ± 0.7%	0% ± 0.4%	1% ± 0.9%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A3-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Specialty (Page 5 of 10)

Overall Ratings on Quality Survey Items	Primary Care Specialty					Internal Medicine Specialty				
	Family Practice/ Family Medicine	General Practice	Internal Medicine	OB/GYN	Pediatrics	Cardiology	Endocrinology	Gastroenterology	Hematology/ Oncology	Pulmonary
# Medical Offices	557	66	66	97	83	97	28	49	47	36
# Respondents	6,078	772	694	992	796	1,295	257	502	437	318
Timely - Minimizes waits and potentially harmful delays. (Item G1C)										
Excellent or Very Good	61% ± 2.0%	60% ± 5.0%	63% ± 6.3%	46% ± 5.3%	59% ± 5.7%	61% ± 5.4%	62% ± 8.0%	55% ± 7.5%	58% ± 7.8%	53% ± 10.2%
Excellent	26% ± 1.8%	29% ± 4.8%	28% ± 6.1%	18% ± 3.8%	26% ± 5.0%	28% ± 4.3%	25% ± 7.4%	21% ± 5.7%	24% ± 6.2%	27% ± 9.0%
Very Good	35% ± 1.7%	32% ± 4.2%	35% ± 4.7%	28% ± 3.9%	33% ± 4.1%	32% ± 4.1%	37% ± 6.1%	33% ± 6.0%	34% ± 6.1%	26% ± 6.4%
Good	26% ± 1.5%	29% ± 4.0%	23% ± 4.5%	33% ± 4.1%	25% ± 4.0%	24% ± 3.4%	23% ± 4.9%	25% ± 4.4%	28% ± 5.5%	29% ± 7.9%
Fair	10% ± 1.1%	9% ± 2.7%	9% ± 2.8%	15% ± 3.5%	12% ± 3.4%	12% ± 2.6%	9% ± 3.8%	15% ± 4.4%	10% ± 4.4%	14% ± 6.2%
Poor	3% ± 0.6%	2% ± 1.6%	5% ± 2.9%	6% ± 2.1%	4% ± 2.3%	3% ± 1.8%	6% ± 4.1%	6% ± 3.5%	4% ± 2.4%	4% ± 3.4%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A3-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Specialty (Page 6 of 10)

Overall Ratings on Quality Survey Items	Additional Specialty							
	Dermatology	Emergency Med.	Neurology	Orthopedics	Phys. Med./ Rehab.	Psychiatry	Surgery/ Gen. Surg.	Urology
<i># Medical Offices</i>	76	26	39	59	32	49	108	26
<i># Respondents</i>	562	219	411	622	193	594	951	277
Timely - Minimizes waits and potentially harmful delays. (Item G1C)								
Excellent or Very Good	55% ± 7.4%	64% ± 10.1%	56% ± 8.3%	58% ± 5.7%	73% ± 8.4%	66% ± 7.1%	67% ± 4.7%	55% ± 9.4%
Excellent	25% ± 5.3%	32% ± 9.5%	27% ± 7.3%	27% ± 5.8%	37% ± 6.6%	29% ± 5.1%	33% ± 4.8%	16% ± 6.7%
Very Good	30% ± 5.4%	32% ± 6.8%	29% ± 6.6%	32% ± 4.9%	35% ± 7.8%	37% ± 5.4%	34% ± 3.7%	39% ± 8.6%
Good	23% ± 4.2%	25% ± 6.5%	29% ± 6.2%	26% ± 4.6%	17% ± 6.3%	20% ± 4.2%	22% ± 3.7%	28% ± 6.1%
Fair	13% ± 4.1%	8% ± 4.4%	10% ± 3.8%	12% ± 4.0%	8% ± 4.9%	10% ± 3.6%	9% ± 2.7%	13% ± 6.5%
Poor	8% ± 3.4%	3% ± 2.5%	5% ± 2.8%	3% ± 1.5%	2% ± 1.8%	4% ± 2.9%	2% ± 1.1%	4% ± 3.0%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A3-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Specialty (Page 7 of 10)

Overall Ratings on Quality Survey Items	Primary Care Specialty					Internal Medicine Specialty				
	Family Practice/ Family Medicine	General Practice	Internal Medicine	OB/GYN	Pediatrics	Cardiology	Endocrinology	Gastroenterology	Hematology/ Oncology	Pulmonary
# Medical Offices	557	66	66	97	83	97	28	49	47	36
# Respondents	6,078	772	694	992	796	1,295	257	502	437	318
Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (Item G1D)										
Excellent or Very Good	64% ± 1.8%	66% ± 5.0%	67% ± 5.5%	57% ± 4.8%	63% ± 5.1%	64% ± 4.7%	69% ± 7.9%	60% ± 6.5%	63% ± 6.5%	57% ± 9.0%
Excellent	27% ± 1.7%	30% ± 5.1%	30% ± 5.7%	23% ± 3.5%	30% ± 4.7%	29% ± 4.0%	30% ± 8.6%	27% ± 5.3%	27% ± 5.7%	31% ± 7.4%
Very Good	37% ± 1.6%	35% ± 5.0%	37% ± 5.0%	34% ± 3.6%	33% ± 3.8%	35% ± 4.2%	39% ± 7.2%	33% ± 5.9%	36% ± 6.3%	26% ± 6.9%
Good	28% ± 1.4%	24% ± 4.1%	23% ± 4.3%	31% ± 3.8%	27% ± 3.7%	26% ± 3.5%	23% ± 6.5%	28% ± 5.8%	27% ± 5.4%	31% ± 6.9%
Fair	7% ± 0.9%	7% ± 2.5%	7% ± 2.6%	9% ± 2.8%	8% ± 2.6%	7% ± 2.1%	7% ± 4.1%	9% ± 4.0%	8% ± 3.6%	8% ± 3.8%
Poor	2% ± 0.4%	2% ± 1.9%	2% ± 1.6%	3% ± 1.4%	1% ± 0.8%	2% ± 1.2%	1% ± 1.3%	2% ± 1.5%	2% ± 1.4%	3% ± 2.9%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A3-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Specialty (Page 8 of 10)

Overall Ratings on Quality Survey Items	Additional Specialty							
	Dermatology	Emergency Med.	Neurology	Orthopedics	Phys. Med./ Rehab.	Psychiatry	Surgery/ Gen. Surg.	Urology
<i># Medical Offices</i>	76	26	39	59	32	49	108	26
<i># Respondents</i>	562	219	411	622	193	594	951	277
Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (Item G1D)								
Excellent or Very Good	60% ± 6.7%	60% ± 9.0%	63% ± 8.0%	62% ± 5.9%	75% ± 7.1%	68% ± 5.8%	71% ± 4.0%	61% ± 8.1%
Excellent	31% ± 5.8%	30% ± 8.6%	34% ± 8.5%	30% ± 5.8%	38% ± 9.0%	29% ± 4.9%	35% ± 4.6%	23% ± 6.2%
Very Good	28% ± 5.0%	30% ± 6.4%	30% ± 5.8%	33% ± 3.6%	37% ± 8.4%	38% ± 5.0%	37% ± 3.8%	38% ± 8.8%
Good	27% ± 5.2%	28% ± 7.2%	26% ± 6.1%	26% ± 4.9%	19% ± 6.3%	25% ± 5.4%	22% ± 3.3%	28% ± 7.9%
Fair	9% ± 3.4%	10% ± 4.4%	8% ± 3.8%	11% ± 3.6%	5% ± 3.5%	6% ± 2.7%	6% ± 2.0%	10% ± 6.1%
Poor	4% ± 2.2%	2% ± 1.9%	2% ± 1.7%	1% ± 1.0%	1% ± 1.9%	1% ± 0.8%	1% ± 1.0%	1% ± 1.7%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A3-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Specialty (Page 9 of 10)

Overall Ratings on Quality Survey Items	Primary Care Specialty					Internal Medicine Specialty				
	Family Practice/ Family Medicine	General Practice	Internal Medicine	OB/GYN	Pediatrics	Cardiology	Endocrinology	Gastroenterology	Hematology/ Oncology	Pulmonary
# Medical Offices	557	66	66	97	83	97	28	49	47	36
# Respondents	6,078	772	694	992	796	1,295	257	502	437	318
Equitable - Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc. (Item G1E)										
Excellent or Very Good	82% ± 1.4%	84% ± 3.8%	82% ± 4.1%	79% ± 3.9%	84% ± 3.8%	82% ± 3.2%	82% ± 5.8%	83% ± 4.5%	87% ± 4.0%	78% ± 6.9%
Excellent	54% ± 1.9%	57% ± 5.3%	52% ± 5.1%	52% ± 4.9%	59% ± 5.5%	57% ± 4.2%	61% ± 6.8%	53% ± 6.9%	58% ± 6.1%	52% ± 7.6%
Very Good	28% ± 1.5%	27% ± 4.6%	30% ± 4.0%	27% ± 3.5%	25% ± 4.5%	25% ± 3.7%	22% ± 5.6%	29% ± 6.1%	28% ± 5.8%	26% ± 5.1%
Good	14% ± 1.1%	13% ± 3.5%	11% ± 3.0%	16% ± 3.1%	11% ± 2.7%	15% ± 2.9%	16% ± 5.5%	15% ± 4.2%	10% ± 3.8%	17% ± 5.9%
Fair	3% ± 0.5%	2% ± 1.3%	5% ± 1.9%	4% ± 1.7%	5% ± 2.4%	2% ± 1.1%	1% ± 1.5%	2% ± 1.4%	3% ± 1.6%	4% ± 2.3%
Poor	1% ± 0.3%	1% ± 0.7%	2% ± 1.3%	1% ± 0.9%	0% ± 0.5%	1% ± 0.8%	1% ± 0.8%	1% ± 1.0%	1% ± 1.1%	1% ± 1.4%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A3-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Specialty (Page 10 of 10)

Overall Ratings on Quality Survey Items	Additional Specialty							
	Dermatology	Emergency Med.	Neurology	Orthopedics	Phys. Med./ Rehab.	Psychiatry	Surgery/ Gen. Surg.	Urology
<i># Medical Offices</i>	76	26	39	59	32	49	108	26
<i># Respondents</i>	562	219	411	622	193	594	951	277
Equitable - Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc. (Item G1E)								
Excellent or Very Good	82% ± 4.4%	87% ± 5.8%	85% ± 4.8%	80% ± 4.2%	88% ± 5.4%	83% ± 4.5%	89% ± 3.1%	87% ± 5.1%
Excellent	61% ± 6.1%	66% ± 8.9%	61% ± 8.6%	56% ± 5.7%	59% ± 7.9%	56% ± 5.9%	62% ± 4.1%	54% ± 6.8%
Very Good	21% ± 4.2%	22% ± 6.2%	23% ± 6.2%	24% ± 4.0%	29% ± 7.0%	27% ± 4.9%	27% ± 3.6%	33% ± 6.1%
Good	13% ± 3.6%	9% ± 4.1%	12% ± 4.1%	15% ± 3.6%	10% ± 4.4%	13% ± 4.5%	8% ± 2.1%	12% ± 4.9%
Fair	3% ± 1.8%	4% ± 3.2%	2% ± 1.5%	3% ± 1.7%	1% ± 2.1%	4% ± 1.6%	3% ± 1.7%	1% ± 1.2%
Poor	1% ± 1.0%	0% ± 0.0%	1% ± 0.9%	2% ± 1.4%	1% ± 1.1%	1% ± 0.8%	0% ± 0.2%	0% ± 0.8%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A3-6. Item Average Percent Response and Margin of Error for Overall Rating on Patient Safety by Specialty

Overall Rating on Patient Safety	Primary Care Specialty					Internal Medicine Specialty				
	Family Practice/ Family Medicine	General Practice	Internal Medicine	OB/GYN	Pediatrics	Cardiology	Endocrinology	Gastroenterology	Hematology/ Oncology	Pulmonary
# Medical Offices	557	66	66	97	83	97	28	49	47	36
# Respondents	6,068	781	696	993	792	1,294	257	505	438	317
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? (Item G2)										
Excellent or Very Good	69% ± 1.8%	68% ± 4.2%	68% ± 6.0%	64% ± 4.9%	69% ± 5.1%	68% ± 4.2%	70% ± 9.3%	63% ± 6.6%	69% ± 6.3%	63% ± 8.1%
Excellent	28% ± 1.7%	29% ± 4.2%	28% ± 4.7%	27% ± 3.9%	32% ± 4.5%	29% ± 3.7%	30% ± 7.5%	27% ± 5.3%	30% ± 5.2%	26% ± 7.2%
Very Good	41% ± 1.6%	38% ± 4.3%	40% ± 4.6%	37% ± 4.5%	38% ± 4.3%	39% ± 3.7%	41% ± 7.2%	36% ± 5.2%	40% ± 6.5%	38% ± 6.0%
Good	23% ± 1.4%	27% ± 4.0%	24% ± 4.5%	27% ± 4.3%	23% ± 3.6%	23% ± 3.1%	24% ± 7.4%	28% ± 5.8%	22% ± 4.8%	24% ± 6.5%
Fair	6% ± 0.8%	5% ± 2.0%	7% ± 2.6%	7% ± 2.8%	6% ± 2.5%	8% ± 2.1%	5% ± 3.4%	7% ± 2.9%	7% ± 3.0%	10% ± 4.4%
Poor	1% ± 0.3%	1% ± 0.4%	2% ± 1.2%	1% ± 1.0%	2% ± 1.4%	1% ± 0.8%	1% ± 1.4%	2% ± 1.4%	1% ± 1.6%	3% ± 2.1%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A3-6. Item Average Percent Response and Margin of Error for Overall Rating on Patient Safety by Specialty (continued)

Overall Rating on Patient Safety	Additional Specialty							
	Dermatology	Emergency Med.	Neurology	Orthopedics	Phys. Med./ Rehab.	Psychiatry	Surgery/ Gen. Surg.	Urology
<i># Medical Offices</i>	76	26	39	59	32	49	108	26
<i># Respondents</i>	556	220	413	621	196	594	949	277
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? (Item G2)								
Excellent or Very Good	58% ± 6.4%	71% ± 9.7%	69% ± 7.3%	69% ± 4.7%	78% ± 7.8%	74% ± 5.0%	77% ± 4.0%	69% ± 8.2%
Excellent	23% ± 5.1%	31% ± 7.8%	31% ± 7.6%	32% ± 5.5%	36% ± 7.8%	33% ± 5.6%	39% ± 5.1%	25% ± 6.2%
Very Good	35% ± 4.7%	40% ± 8.7%	38% ± 5.1%	37% ± 4.9%	41% ± 7.7%	41% ± 5.0%	38% ± 4.3%	44% ± 6.6%
Good	29% ± 4.6%	20% ± 7.8%	24% ± 5.8%	24% ± 3.9%	17% ± 7.0%	17% ± 4.1%	17% ± 3.3%	24% ± 6.7%
Fair	10% ± 3.2%	8% ± 4.6%	5% ± 2.7%	6% ± 1.8%	5% ± 4.7%	8% ± 3.1%	4% ± 1.4%	5% ± 3.3%
Poor	3% ± 2.3%	0% ± 0.7%	3% ± 1.9%	1% ± 1.2%	1% ± 1.1%	2% ± 1.3%	2% ± 1.1%	2% ± 2.4%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

A4: Results by Ownership

Note 1: The number of medical offices and respondents by ownership is shown in each table. A medical office was included if they had at least three respondents answer a specific survey item. The number of medical offices and respondents corresponding to each table and data cell will vary because of the omission of a specific survey item and individual nonresponse/missing data.

Note 2: The margin of error is displayed below the percent positive response and represents the range within which the true percent positive estimate for each category is likely to fall 95 percent of the time. See the Explanation of Calculations in the main report for more information.

Note 3: The majority of medical offices are owned by a hospital or health system (90%).

Table A4-1. Composite Measure Average Percent Positive Response and Margin of Error by Ownership

SOPS Composite Measures	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	53	1,883	102	41
<i># Respondents</i>	1,425	22,039	945	575
1. Patient Care Tracking/Followup	82% ± 3.1%	88% ± 0.6%	85% ± 3.2%	75% ± 5.5%
2. Teamwork	86% ± 2.6%	86% ± 0.6%	82% ± 4.0%	73% ± 5.3%
3. Overall Perceptions of Patient Safety and Quality	70% ± 3.7%	78% ± 0.7%	61% ± 5.1%	65% ± 6.5%
4. Organizational Learning	72% ± 4.8%	77% ± 0.8%	69% ± 4.9%	59% ± 6.5%
5. Communication About Error	70% ± 3.6%	75% ± 0.7%	63% ± 3.8%	60% ± 5.1%
6. Staff Training	64% ± 4.7%	73% ± 0.8%	59% ± 5.1%	55% ± 6.1%
7. Communication Openness	66% ± 3.9%	72% ± 0.8%	57% ± 4.6%	54% ± 5.3%
8. Office Processes and Standardization	66% ± 3.8%	69% ± 0.8%	60% ± 4.4%	52% ± 6.4%
9. Owner/Managing Partner/Leadership Support for Patient Safety	56% ± 4.1%	63% ± 0.8%	50% ± 4.8%	51% ± 7.1%
10. Work Pressure and Pace	37% ± 4.8%	42% ± 0.9%	34% ± 3.3%	24% ± 6.1%
Composite Measure Average	67% ± 3.1%	72% ± 0.6%	61% ± 3.7%	57% ± 5.0%

Note: The margin of error is displayed below the percent positive response.

Table A4-2. Item Average Percent Positive Response and Margin of Error by Ownership (Page 1 of 7)

Survey Items by SOPS Composite Measure	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	53	1,883	102	41
<i># Respondents</i>	1,425	22,039	945	575
1. Patient Care Tracking/Followup	% Always/Most of the time			
This office reminds patients when they need to schedule an appointment for preventive or routine care. (Item D3)	91% ± 2.6%	90% ± 0.7%	89% ± 3.1%	78% ± 7.1%
This office documents how well our chronic-care patients follow their treatment plans. (Item D5)	74% ± 5.2%	83% ± 1.0%	80% ± 4.9%	67% ± 7.8%
Our office follows up when we do not receive a report we are expecting from an outside provider. (Item D6)	77% ± 4.4%	86% ± 0.8%	83% ± 4.1%	75% ± 7.0%
This office follows up with patients who need monitoring. (Item D9)	88% ± 3.3%	91% ± 0.6%	87% ± 3.5%	81% ± 6.1%
2. Teamwork	% Strongly Agree/Agree			
When someone in this office gets really busy, others help out. (Item C1)	82% ± 3.4%	85% ± 0.7%	78% ± 4.7%	72% ± 6.0%
In this office, there is a good working relationship between staff and providers. (Item C2)	89% ± 3.0%	90% ± 0.6%	84% ± 4.1%	77% ± 6.1%
In this office, we treat each other with respect. (Item C5)	86% ± 3.5%	85% ± 0.8%	83% ± 4.3%	70% ± 6.7%
This office emphasizes teamwork in taking care of patients. (Item C13)	87% ± 3.2%	85% ± 0.8%	82% ± 4.2%	72% ± 7.0%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A4-2. Item Average Percent Positive Response and Margin of Error by Ownership (Page 2 of 7)

Survey Items by SOPS Composite Measure	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	53	1,883	102	41
<i># Respondents</i>	1,425	22,039	945	575
3. Overall Perceptions of Patient Safety and Quality	% Strongly Agree/Agree			
Our office processes are good at preventing mistakes that could affect patients. (Item F2)	80% ± 4.3%	86% ± 0.7%	78% ± 4.6%	65% ± 6.4%
	% Strongly Disagree/Disagree			
Mistakes happen more than they should in this office. (Item F3*)	70% ± 4.9%	79% ± 0.9%	55% ± 6.4%	67% ± 7.9%
It is just by chance that we don't make more mistakes that affect our patients. (Item F4*)	71% ± 4.7%	77% ± 0.9%	58% ± 7.0%	68% ± 7.5%
In this office, getting more work done is more important than quality of care. (Item F6*)	59% ± 4.6%	70% ± 1.0%	55% ± 6.3%	59% ± 6.9%
4. Organizational Learning	% Strongly Agree/Agree			
When there is a problem in our office, we see if we need to change the way we do things. (Item F1)	78% ± 4.8%	80% ± 0.9%	73% ± 4.7%	66% ± 6.0%
This office is good at changing office processes to make sure the same problems don't happen again. (Item F5)	72% ± 5.3%	78% ± 0.9%	69% ± 5.6%	60% ± 7.5%
After this office makes changes to improve the patient care process, we check to see if the changes worked. (Item F7)	67% ± 5.9%	73% ± 1.0%	64% ± 5.8%	51% ± 8.3%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A4-2. Item Average Percent Positive Response and Margin of Error by Ownership (Page 3 of 7)

Survey Items by SOPS Composite Measure	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	53	1,883	102	41
<i># Respondents</i>	1,425	22,039	945	575
5. Communication About Error	% Always/Most of the time			
Providers and staff talk openly about office problems. (Item D8)	62% ± 5.3%	65% ± 1.0%	56% ± 4.8%	53% ± 7.0%
In this office, we discuss ways to prevent errors from happening again. (Item D11)	83% ± 3.3%	83% ± 0.8%	77% ± 4.6%	62% ± 7.3%
Staff are willing to report mistakes they observe in this office. (Item D12)	73% ± 5.2%	81% ± 0.8%	73% ± 4.7%	67% ± 5.8%
	% Never/Rarely			
Staff feel like their mistakes are held against them. (Item D7*)	62% ± 4.9%	70% ± 1.0%	45% ± 6.4%	58% ± 7.1%
6. Staff Training	% Strongly Agree/Agree			
This office trains staff when new processes are put into place. (Item C4)	66% ± 5.7%	74% ± 0.9%	64% ± 6.0%	54% ± 7.0%
This office makes sure staff get the on-the-job training they need. (Item C7)	69% ± 4.9%	75% ± 1.0%	64% ± 5.7%	54% ± 7.4%
	% Strongly Disagree/Disagree			
Staff in this office are asked to do tasks they haven't been trained to do. (Item C10*)	56% ± 5.3%	69% ± 1.0%	49% ± 6.3%	57% ± 7.5%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A4-2. Item Average Percent Positive Response and Margin of Error by Ownership (Page 4 of 7)

Survey Items by SOPS Composite Measure	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	53	1,883	102	41
<i># Respondents</i>	1,425	22,039	945	575
7. Communication Openness	% Always/Most of the time			
Providers in this office are open to staff ideas about how to improve office processes. (Item D1)	72% ± 3.9%	77% ± 0.9%	65% ± 5.1%	56% ± 6.6%
Staff are encouraged to express alternative viewpoints in this office. (Item D2)	69% ± 5.1%	75% ± 0.9%	62% ± 4.9%	54% ± 7.6%
	% Never/Rarely			
Staff are afraid to ask questions when something does not seem right. (Item D4*)	67% ± 4.4%	74% ± 1.1%	54% ± 6.9%	58% ± 7.6%
It is difficult to voice disagreement in this office. (Item D10*)	57% ± 5.0%	64% ± 1.1%	45% ± 6.2%	48% ± 6.2%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A4-2. Item Average Percent Positive Response and Margin of Error by Ownership (Page 5 of 7)

Survey Items by SOPS Composite Measure	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	53	1,883	102	41
<i># Respondents</i>	1,425	22,039	945	575
8. Office Processes and Standardization	% Strongly Agree/Agree			
We have good procedures for checking that work in this office was done correctly. (Item C9)	69% ± 4.8%	71% ± 1.0%	66% ± 5.3%	51% ± 7.6%
Staff in this office follow standardized processes to get tasks done. (Item C15)	81% ± 3.9%	82% ± 0.8%	77% ± 4.5%	68% ± 6.0%
	% Strongly Disagree/Disagree			
This office is more disorganized than it should be. (Item C8*)	64% ± 4.7%	67% ± 1.1%	51% ± 6.3%	49% ± 8.2%
We have problems with workflow in this office. (Item C12*)	49% ± 5.3%	55% ± 1.1%	45% ± 5.6%	38% ± 7.4%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A4-2. Item Average Percent Positive Response and Margin of Error by Ownership (Page 6 of 7)

Survey Items by SOPS Composite Measure	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	53	1,883	102	41
<i># Respondents</i>	1,425	22,039	945	575
9. Owner/Managing Partner/Leadership Support for Patient Safety	% Strongly Agree/Agree			
They place a high priority on improving patient care processes. (Item E3)	72% ± 5.5%	75% ± 1.0%	64% ± 5.5%	57% ± 7.7%
	% Strongly Disagree/Disagree			
They aren't investing enough resources to improve the quality of care in this office. (Item E1*)	41% ± 5.5%	44% ± 1.2%	38% ± 5.9%	35% ± 8.1%
They overlook patient care mistakes that happen over and over. (Item E2*)	65% ± 5.7%	78% ± 0.9%	53% ± 7.5%	59% ± 8.2%
They make decisions too often based on what is best for the office rather than what is best for patients. (Item E4*)	48% ± 5.3%	56% ± 1.1%	45% ± 5.7%	53% ± 8.5%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response. Owner/Managing Partner/Leadership Support for Patient Safety results only include those respondents who answered "No" to being an owner, a managing partner, or in a leadership position with responsibility for making financial decisions in the medical office.

Table A4-2. Item Average Percent Positive Response and Margin of Error by Ownership (Page 7 of 7)

Survey Items by SOPS Composite Measure	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	53	1,883	102	41
<i># Respondents</i>	1,425	22,039	945	575
10. Work Pressure and Pace	% Strongly Agree/Agree			
We have enough staff to handle our patient load. (Item C11)	41% ± 6.1%	46% ± 1.3%	37% ± 5.9%	19% ± 6.4%
	% Strongly Disagree/Disagree			
In this office, we often feel rushed when taking care of patients. (Item C3*)	30% ± 4.6%	42% ± 1.1%	39% ± 5.2%	25% ± 6.3%
We have too many patients for the number of providers in this office. (Item C6*)	31% ± 5.6%	41% ± 1.3%	41% ± 5.3%	23% ± 7.0%
This office has too many patients to be able to handle everything effectively. (Item C14*)	45% ± 5.7%	39% ± 1.4%	20% ± 4.7%	30% ± 8.1%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A4-3. Item Average Percent Positive Response and Margin of Error for Patient Safety and Quality Issues by Ownership

Patient Safety and Quality Issues Survey Items	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	53	1,882	102	41
<i># Respondents</i>	1,247	20,821	905	517
Access to Care				
A patient was unable to get an appointment within 48 hours for an acute/serious problem. (Item A1*)	66% ± 6.5%	67% ± 1.3%	68% ± 5.8%	52% ± 9.4%
Patient Identification				
The wrong chart/medical record was used for a patient. (Item A2*)	95% ± 2.4%	98% ± 0.3%	96% ± 1.9%	90% ± 5.2%
Charts/Medical Records				
A patient's chart/medical record was not available when needed. (Item A3*)	90% ± 2.8%	93% ± 0.5%	90% ± 3.9%	85% ± 5.2%
Medical information was filed, scanned, or entered into the wrong patient's chart/medical record. (Item A4*)	89% ± 4.2%	97% ± 0.3%	95% ± 1.8%	95% ± 3.3%
Medical Equipment				
Medical equipment was not working properly or was in need of repair or replacement. (Item A5*)	83% ± 3.9%	88% ± 0.8%	85% ± 4.2%	82% ± 6.8%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in section A, the percent positive response is the percentage of respondents who answered, "Not in the past 12 months," "Once or twice in the past 12 months," or "Several times in the past 12 months." The margin of error is displayed below the percent positive response.

Table A4-3. Item Average Percent Positive Response and Margin of Error for Patient Safety and Quality Issues by Ownership (continued)

Patient Safety and Quality Issues Survey Items	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	53	1,882	102	41
<i># Respondents</i>	1,247	20,821	905	517
Medication				
A pharmacy contacted our office to clarify or correct a prescription. (Item A6*)	60% ± 5.8%	64% ± 1.2%	61% ± 5.0%	55% ± 9.2%
A patient’s medication list was not updated during his or her visit. (Item A7*)	71% ± 4.6%	80% ± 1.0%	68% ± 5.2%	62% ± 8.2%
Diagnostics & Tests				
The results from a lab or imaging test were not available when needed. (Item A8*)	69% ± 5.1%	79% ± 1.0%	66% ± 5.5%	53% ± 7.0%
A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (Item A9*)	85% ± 4.4%	94% ± 0.5%	91% ± 3.3%	79% ± 7.5%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in section A, the percent positive response is the percentage of respondents who answered, “Not in the past 12 months,” “Once or twice in the past 12 months,” or “Several times in the past 12 months.” The margin of error is displayed below the percent positive response.

Table A4-4. Item Average Percent Positive Response and Margin of Error for Information Exchange With Other Settings by Ownership

Information Exchange With Other Settings Survey Items	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	53	1,880	101	40
<i># Respondents</i>	917	17,396	726	419
Over the past 12 months, how often has your medical office had problems exchanging accurate, complete, and timely information with:				
Outside labs/imaging centers? (Item B1*)	66% ± 5.4%	76% ± 1.0%	68% ± 5.4%	49% ± 9.2%
Other medical offices/Outside physicians? (Item B2*)	68% ± 4.8%	78% ± 0.9%	74% ± 5.0%	51% ± 7.7%
Pharmacies? (Item B3*)	73% ± 5.5%	79% ± 1.0%	72% ± 5.3%	60% ± 8.3%
Hospitals? (Item B4*)	69% ± 5.3%	85% ± 0.8%	79% ± 5.4%	55% ± 7.2%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in section B, the percent positive response is the percentage of respondents who answered, “No problems in the past 12 months,” “Problems once or twice in the past 12 months,” or “Problems several times in the past 12 months.” The margin of error is displayed below the percent positive response.

Table A4-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Ownership (Page 1 of 5)

Overall Ratings on Quality Survey Items	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	53	1,883	102	41
<i># Respondents</i>	1,291	20,696	880	575
Patient Centered - Is responsive to individual patient preferences, needs, and values. (Item G1A)				
Excellent or Very Good	55% ± 6.3%	72% ± 1.0%	64% ± 5.3%	50% ± 7.5%
Excellent	22% ± 6.3%	36% ± 1.1%	33% ± 4.9%	17% ± 4.9%
Very Good	32% ± 4.6%	36% ± 0.9%	31% ± 3.7%	33% ± 7.0%
Good	30% ± 3.9%	22% ± 0.8%	27% ± 4.2%	34% ± 6.5%
Fair	13% ± 4.1%	5% ± 0.4%	7% ± 2.2%	13% ± 3.8%
Poor	2% ± 1.3%	1% ± 0.2%	2% ± 1.2%	3% ± 1.8%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A4-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Ownership (Page 2 of 5)

Overall Ratings on Quality Survey Items		Ownership			
		Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
	<i># Medical Offices</i>	53	1,883	102	41
	<i># Respondents</i>	1,291	20,696	880	575
Effective - Is based on scientific knowledge. (Item G1B)					
Excellent or Very Good		55% ± 6.8%	71% ± 0.9%	67% ± 4.8%	54% ± 7.2%
Excellent		22% ± 5.9%	34% ± 1.0%	36% ± 4.7%	20% ± 5.4%
Very Good		33% ± 4.9%	38% ± 0.9%	31% ± 3.9%	34% ± 5.8%
Good		28% ± 3.8%	24% ± 0.8%	27% ± 4.1%	35% ± 7.0%
Fair		13% ± 4.4%	4% ± 0.4%	5% ± 2.0%	10% ± 3.1%
Poor		3% ± 1.7%	1% ± 0.1%	1% ± 0.7%	1% ± 1.0%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A4-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Ownership (Page 3 of 5)

Overall Ratings on Quality Survey Items	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	53	1,883	102	41
<i># Respondents</i>	1,291	20,696	880	575
Timely - Minimizes waits and potentially harmful delays. (Item G1C)				
Excellent or Very Good	45% ± 7.5%	59% ± 1.2%	53% ± 6.0%	30% ± 7.1%
Excellent	16% ± 5.9%	26% ± 1.0%	23% ± 4.2%	9% ± 3.7%
Very Good	29% ± 5.1%	33% ± 0.9%	30% ± 4.7%	22% ± 5.7%
Good	28% ± 4.3%	26% ± 0.8%	26% ± 3.7%	31% ± 6.3%
Fair	18% ± 4.0%	11% ± 0.6%	14% ± 3.4%	26% ± 6.2%
Poor	9% ± 2.8%	4% ± 0.4%	7% ± 2.6%	13% ± 4.6%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A4-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Ownership (Page 4 of 5)

Overall Ratings on Quality Survey Items	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	53	1,883	102	41
<i># Respondents</i>	1,291	20,696	880	575
Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (Item G1D)				
Excellent or Very Good	48% ± 6.2%	63% ± 1.0%	59% ± 5.5%	41% ± 7.1%
Excellent	16% ± 4.6%	28% ± 1.0%	28% ± 4.7%	11% ± 3.4%
Very Good	32% ± 4.1%	35% ± 0.9%	31% ± 4.1%	30% ± 5.8%
Good	30% ± 3.9%	27% ± 0.8%	28% ± 4.3%	36% ± 6.0%
Fair	16% ± 4.2%	8% ± 0.5%	9% ± 2.6%	18% ± 5.2%
Poor	5% ± 2.0%	2% ± 0.3%	4% ± 1.8%	5% ± 2.5%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A4-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Ownership (Page 5 of 5)

Overall Ratings on Quality Survey Items	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	53	1,883	102	41
<i># Respondents</i>	1,291	20,696	880	575
Equitable - Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc. (Item G1E)				
Excellent or Very Good	72% ± 5.9%	83% ± 0.8%	81% ± 3.5%	66% ± 6.9%
Excellent	38% ± 7.8%	55% ± 1.1%	60% ± 5.0%	33% ± 5.1%
Very Good	34% ± 5.2%	28% ± 0.8%	21% ± 3.5%	33% ± 5.1%
Good	17% ± 3.2%	14% ± 0.6%	15% ± 2.9%	23% ± 5.4%
Fair	9% ± 3.1%	3% ± 0.3%	3% ± 1.4%	8% ± 3.2%
Poor	3% ± 1.2%	1% ± 0.2%	1% ± 0.7%	3% ± 2.2%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A4-6. Item Average Percent Response and Margin of Error for Overall Rating on Patient Safety by Ownership

Overall Ratings on Quality Survey Items	Ownership			
	Community Health Center	Hospital or Health System	Provider(s) and/or Physician(s)	University/ Medical School/ Academic Medical Institution
<i># Medical Offices</i>	53	1,883	102	41
<i># Respondents</i>	1,294	20,710	872	575
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? (Item G2)				
Excellent or Very Good	56% ± 4.9%	69% ± 1.0%	57% ± 5.1%	44% ± 7.8%
Excellent	22% ± 4.1%	30% ± 1.0%	21% ± 4.1%	9% ± 3.5%
Very Good	35% ± 4.0%	39% ± 0.9%	36% ± 3.9%	35% ± 7.4%
Good	31% ± 4.0%	23% ± 0.8%	31% ± 3.9%	32% ± 6.1%
Fair	10% ± 2.2%	6% ± 0.5%	9% ± 2.5%	18% ± 5.4%
Poor	2% ± 1.1%	1% ± 0.2%	3% ± 1.8%	5% ± 2.5%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

A5: Results by Geographic Region

Note 1: The number of medical offices and respondents by geographic region is shown in each table. A medical office was included if they had at least three respondents answer a specific survey item. The number of medical offices and respondents corresponding to each table and data cell will vary because of the omission of a specific survey item and individual nonresponse/missing data.

Note 2: The margin of error is displayed below the percent positive response and represents the range within which the true percent positive estimate for each category is likely to fall 95 percent of the time. See the Explanation of Calculations in the main report for more information.

Note 3: States and territories are categorized into geographic regions as follows:

- New England: CT, MA, ME, NH, RI, VT
- Mid-Atlantic: NJ, NY, PA
- South Atlantic/Associated Territories: DC, DE, FL, GA, MD, NC, PR, SC, VA, VI, WV
- East North Central: IL, IN, MI, OH, WI
- East South Central: AL, KY, MS, TN
- West North Central: IA, KS, MN, MO, ND, NE, SD
- West South Central: AR, LA, OK, TX
- Mountain: AZ, CO, ID, MT, NM, NV, UT, WY
- Pacific/Associated Territories: AK, AS, CA, GU, HI, MH, MP, OR, WA

Table A5-1. Composite Measure Average Percent Positive Response and Margin of Error by Geographic Region

SOPS Composite Measures	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
<i># Medical Offices</i>	42	29	497	284	232	611	344	23	19
<i># Respondents</i>	379	377	5,900	3,811	2,444	7,088	3,869	871	301
1. Patient Care Tracking/Followup	86% ± 3.9%	87% ± 3.2%	86% ± 1.3%	86% ± 1.7%	91% ± 1.5%	86% ± 1.0%	90% ± 1.1%	82% ± 3.8%	79% ± 6.8%
2. Teamwork	89% ± 3.9%	86% ± 3.4%	86% ± 1.1%	83% ± 2.0%	87% ± 1.7%	86% ± 1.1%	87% ± 1.3%	87% ± 2.9%	77% ± 7.6%
3. Overall Perceptions of Patient Safety and Quality	81% ± 3.9%	72% ± 4.8%	74% ± 1.6%	74% ± 2.1%	82% ± 1.9%	77% ± 1.3%	79% ± 1.5%	70% ± 5.4%	67% ± 7.5%
4. Organizational Learning	80% ± 5.4%	78% ± 6.3%	77% ± 1.6%	70% ± 2.5%	81% ± 2.1%	76% ± 1.4%	78% ± 1.8%	70% ± 6.8%	59% ± 8.7%
5. Communication About Error	75% ± 4.1%	75% ± 4.7%	73% ± 1.4%	70% ± 2.1%	78% ± 2.1%	75% ± 1.2%	77% ± 1.5%	70% ± 4.7%	61% ± 6.1%
6. Staff Training	77% ± 5.6%	68% ± 6.5%	73% ± 1.6%	63% ± 2.8%	79% ± 2.2%	70% ± 1.5%	74% ± 1.9%	62% ± 6.6%	60% ± 7.0%
7. Communication Openness	74% ± 5.0%	68% ± 5.5%	67% ± 1.6%	68% ± 2.4%	75% ± 2.3%	72% ± 1.3%	75% ± 1.8%	67% ± 5.1%	57% ± 6.9%
8. Office Processes and Standardization	70% ± 4.9%	69% ± 5.6%	67% ± 1.7%	64% ± 2.5%	74% ± 2.3%	67% ± 1.5%	72% ± 1.9%	63% ± 6.7%	57% ± 7.3%
9. Owner/Managing Partner/Leadership Support for Patient Safety	70% ± 5.3%	56% ± 6.0%	63% ± 1.8%	57% ± 2.4%	67% ± 2.2%	60% ± 1.4%	66% ± 1.9%	54% ± 6.6%	58% ± 6.7%
10. Work Pressure and Pace	39% ± 6.1%	38% ± 8.0%	39% ± 1.7%	38% ± 2.6%	49% ± 2.8%	43% ± 1.7%	41% ± 1.9%	36% ± 9.6%	37% ± 4.9%
Composite Measure Average	74% ± 3.6%	69% ± 3.5%	71% ± 1.3%	67% ± 2.0%	76% ± 1.7%	71% ± 1.1%	74% ± 1.4%	66% ± 4.2%	61% ± 5.0%

Note: The margin of error is displayed below the percent positive response.

Table A5-2. Item Average Percent Positive Response and Margin of Error by Geographic Region (Page 1 of 6)

Survey Items by SOPS Composite Measure	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Medical Offices	42	29	497	284	232	611	344	23	19
# Respondents	379	377	5,900	3,811	2,444	7,088	3,869	871	301
1. Patient Care Tracking/Followup	% Always/Most of the time								
This office reminds patients when they need to schedule an appointment for preventive or routine care. (Item D3)	92% ± 3.8%	92% ± 4.1%	87% ± 1.5%	89% ± 1.7%	90% ± 2.1%	90% ± 1.1%	93% ± 1.3%	88% ± 4.0%	85% ± 7.3%
This office documents how well our chronic-care patients follow their treatment plans. (Item D5)	77% ± 6.9%	81% ± 5.3%	83% ± 1.8%	80% ± 2.7%	87% ± 2.6%	79% ± 1.9%	88% ± 1.8%	71% ± 8.5%	73% ± 10.6%
Our office follows up when we do not receive a report we are expecting from an outside provider. (Item D6)	82% ± 5.9%	83% ± 6.0%	84% ± 1.7%	85% ± 2.1%	90% ± 1.8%	84% ± 1.4%	88% ± 1.5%	79% ± 5.6%	73% ± 9.6%
This office follows up with patients who need monitoring. (Item D9)	91% ± 3.8%	92% ± 4.5%	88% ± 1.3%	90% ± 1.8%	93% ± 1.9%	91% ± 1.0%	94% ± 1.1%	89% ± 3.6%	82% ± 7.8%
2. Teamwork	% Strongly Agree/Agree								
When someone in this office gets really busy, others help out. (Item C1)	90% ± 4.7%	81% ± 4.8%	86% ± 1.4%	81% ± 2.3%	86% ± 2.1%	85% ± 1.4%	86% ± 1.7%	86% ± 3.4%	73% ± 9.4%
In this office, there is a good working relationship between staff and providers. (Item C2)	93% ± 3.7%	87% ± 4.3%	88% ± 1.3%	87% ± 2.1%	91% ± 1.8%	89% ± 1.2%	91% ± 1.4%	91% ± 3.3%	85% ± 6.7%
In this office, we treat each other with respect. (Item C5)	84% ± 5.4%	88% ± 4.3%	85% ± 1.5%	81% ± 2.4%	87% ± 2.2%	85% ± 1.4%	85% ± 1.7%	84% ± 4.3%	79% ± 7.6%
This office emphasizes teamwork in taking care of patients. (Item C13)	87% ± 4.8%	88% ± 4.7%	86% ± 1.4%	82% ± 2.3%	86% ± 2.1%	84% ± 1.4%	86% ± 1.7%	87% ± 3.3%	73% ± 10.6%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A5-2. Item Average Percent Positive Response and Margin of Error by Geographic Region (Page 2 of 6)

Survey Items by SOPS Composite Measure	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Medical Offices	42	29	497	284	232	611	344	23	19
# Respondents	379	377	5,900	3,811	2,444	7,088	3,869	871	301
3. Overall Perceptions of Patient Safety and Quality	% Strongly Agree/Agree								
Our office processes are good at preventing mistakes that could affect patients. (Item F2)	86% ± 4.2%	85% ± 4.6%	84% ± 1.5%	80% ± 2.3%	88% ± 1.8%	85% ± 1.4%	87% ± 1.6%	76% ± 5.2%	70% ± 9.3%
	% Strongly Disagree/Disagree								
Mistakes happen more than they should in this office. (Item F3*)	85% ± 5.1%	71% ± 7.4%	75% ± 2.1%	73% ± 2.8%	83% ± 2.4%	78% ± 1.6%	81% ± 2.0%	72% ± 7.5%	69% ± 9.5%
It is just by chance that we don't make more mistakes that affect our patients. (Item F4*)	81% ± 4.8%	71% ± 6.7%	72% ± 2.0%	76% ± 2.4%	81% ± 2.4%	77% ± 1.6%	76% ± 2.0%	72% ± 8.2%	67% ± 8.8%
In this office, getting more work done is more important than quality of care. (Item F6*)	73% ± 6.1%	59% ± 6.7%	66% ± 2.1%	66% ± 2.8%	77% ± 2.5%	69% ± 1.7%	70% ± 2.3%	61% ± 5.6%	62% ± 8.2%
4. Organizational Learning	% Strongly Agree/Agree								
When there is a problem in our office, we see if we need to change the way we do things. (Item F1)	83% ± 4.9%	84% ± 6.4%	81% ± 1.6%	75% ± 2.5%	82% ± 2.4%	80% ± 1.5%	80% ± 2.0%	74% ± 6.3%	63% ± 10.2%
This office is good at changing office processes to make sure the same problems don't happen again. (Item F5)	78% ± 7.2%	78% ± 5.9%	77% ± 1.8%	72% ± 2.9%	82% ± 2.4%	78% ± 1.6%	80% ± 2.0%	72% ± 7.3%	63% ± 9.2%
After this office makes changes to improve the patient care process, we check to see if the changes worked. (Item F7)	78% ± 5.9%	71% ± 8.1%	74% ± 1.9%	64% ± 3.1%	79% ± 2.4%	70% ± 1.7%	74% ± 2.2%	65% ± 9.2%	52% ± 10.2%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A5-2. Item Average Percent Positive Response and Margin of Error by Geographic Region (Page 3 of 6)

Survey Items by SOPS Composite Measure	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Medical Offices	42	29	497	284	232	611	344	23	19
# Respondents	379	377	5,900	3,811	2,444	7,088	3,869	871	301
5. Communication About Error	% Always/Most of the time								
Providers and staff talk openly about office problems. (Item D8)	73% ± 6.0%	67% ± 8.4%	64% ± 1.9%	60% ± 2.7%	65% ± 3.1%	65% ± 1.8%	66% ± 2.2%	62% ± 6.1%	51% ± 9.6%
In this office, we discuss ways to prevent errors from happening again. (Item D11)	85% ± 4.5%	85% ± 5.5%	82% ± 1.5%	78% ± 2.5%	86% ± 2.1%	83% ± 1.4%	85% ± 1.8%	79% ± 5.0%	76% ± 6.1%
Staff are willing to report mistakes they observe in this office. (Item D12)	73% ± 5.1%	77% ± 6.9%	80% ± 1.6%	76% ± 2.4%	83% ± 2.2%	81% ± 1.3%	84% ± 1.6%	78% ± 7.4%	68% ± 6.7%
	% Never/Rarely								
Staff feel like their mistakes are held against them. (Item D7*)	68% ± 6.2%	69% ± 6.6%	65% ± 2.3%	64% ± 3.1%	75% ± 2.9%	70% ± 1.8%	72% ± 2.3%	61% ± 6.9%	51% ± 11.0%
6. Staff Training	% Strongly Agree/Agree								
This office trains staff when new processes are put into place. (Item C4)	81% ± 5.3%	72% ± 7.7%	76% ± 1.8%	64% ± 3.1%	79% ± 2.5%	72% ± 1.7%	76% ± 2.1%	63% ± 7.7%	64% ± 8.7%
This office makes sure staff get the on-the-job training they need. (Item C7)	75% ± 6.2%	74% ± 6.1%	76% ± 1.8%	64% ± 3.1%	80% ± 2.6%	73% ± 1.7%	77% ± 2.1%	68% ± 6.8%	59% ± 7.9%
	% Strongly Disagree/Disagree								
Staff in this office are asked to do tasks they haven't been trained to do. (Item C10*)	76% ± 7.3%	59% ± 8.0%	65% ± 2.1%	62% ± 3.0%	77% ± 2.5%	66% ± 1.6%	70% ± 2.3%	55% ± 7.8%	57% ± 8.3%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A5-2. Item Average Percent Positive Response and Margin of Error by Geographic Region (Page 4 of 6)

Survey Items by SOPS Composite Measure	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Medical Offices	42	29	497	284	232	611	344	23	19
# Respondents	379	377	5,900	3,811	2,444	7,088	3,869	871	301
7. Communication Openness	% Always/Most of the time								
Providers in this office are open to staff ideas about how to improve office processes. (Item D1)	77% ± 6.2%	74% ± 6.0%	74% ± 1.9%	73% ± 2.8%	78% ± 2.7%	77% ± 1.6%	77% ± 2.1%	72% ± 5.2%	63% ± 8.9%
Staff are encouraged to express alternative viewpoints in this office. (Item D2)	78% ± 5.8%	74% ± 6.2%	74% ± 1.8%	69% ± 2.9%	76% ± 2.6%	74% ± 1.6%	76% ± 2.1%	70% ± 6.3%	56% ± 8.9%
	% Never/Rarely								
Staff are afraid to ask questions when something does not seem right. (Item D4*)	81% ± 4.9%	61% ± 9.8%	60% ± 3.1%	71% ± 2.8%	79% ± 2.6%	76% ± 1.5%	79% ± 1.9%	70% ± 6.8%	64% ± 9.1%
It is difficult to voice disagreement in this office. (Item D10*)	60% ± 7.3%	62% ± 7.7%	61% ± 2.2%	57% ± 3.1%	67% ± 3.1%	62% ± 1.9%	66% ± 2.4%	57% ± 6.9%	43% ± 11.4%
8. Office Processes and Standardization	% Strongly Agree/Agree								
We have good procedures for checking that work in this office was done correctly. (Item C9)	73% ± 5.3%	72% ± 6.1%	72% ± 1.9%	65% ± 2.8%	76% ± 2.6%	68% ± 1.7%	75% ± 2.2%	65% ± 9.8%	59% ± 11.3%
Staff in this office follow standardized processes to get tasks done. (Item C15)	85% ± 4.9%	84% ± 5.3%	82% ± 1.5%	78% ± 2.5%	84% ± 2.2%	80% ± 1.5%	84% ± 1.7%	80% ± 6.0%	69% ± 6.6%
	% Strongly Disagree/Disagree								
This office is more disorganized than it should be. (Item C8*)	67% ± 6.3%	67% ± 6.5%	63% ± 2.3%	61% ± 3.1%	72% ± 2.9%	66% ± 1.9%	71% ± 2.3%	61% ± 8.5%	57% ± 10.2%
We have problems with workflow in this office. (Item C12*)	54% ± 8.1%	50% ± 9.4%	52% ± 2.4%	51% ± 3.1%	61% ± 3.0%	52% ± 2.0%	59% ± 2.6%	47% ± 6.1%	45% ± 8.8%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A5-2. Item Average Percent Positive Response and Margin of Error by Geographic Region (Page 5 of 6)

Survey Items by SOPS Composite Measure	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Medical Offices	42	29	497	284	232	611	344	23	19
# Respondents	379	377	5,900	3,811	2,444	7,088	3,869	871	301
9. Owner/Managing Partner/Leadership Support for Patient Safety	% Strongly Agree/Agree								
They place a high priority on improving patient care processes. (Item E3)	84% ± 5.0%	73% ± 8.4%	76% ± 1.9%	67% ± 2.9%	79% ± 2.7%	71% ± 1.8%	77% ± 2.3%	71% ± 8.3%	62% ± 5.4%
	% Strongly Disagree/Disagree								
They aren't investing enough resources to improve the quality of care in this office. (Item E1*)	51% ± 7.1%	37% ± 9.2%	45% ± 2.4%	37% ± 3.0%	47% ± 3.2%	40% ± 2.0%	49% ± 2.8%	35% ± 7.5%	42% ± 9.8%
They overlook patient care mistakes that happen over and over. (Item E2*)	86% ± 5.9%	62% ± 9.2%	75% ± 2.4%	71% ± 2.8%	82% ± 2.4%	75% ± 1.6%	81% ± 2.1%	64% ± 7.5%	72% ± 9.1%
They make decisions too often based on what is best for the office rather than what is best for patients. (Item E4*)	62% ± 8.5%	52% ± 6.4%	57% ± 2.2%	51% ± 3.0%	63% ± 3.1%	53% ± 1.9%	57% ± 2.5%	48% ± 9.2%	53% ± 10.1%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response. Owner/Managing Partner/Leadership Support for Patient Safety results only include those respondents who answered "No" to being an owner, a managing partner, or in a leadership position with responsibility for making financial decisions in the medical office.

Table A5-2. Item Average Percent Positive Response and Margin of Error by Geographic Region (Page 6 of 6)

Survey Items by SOPS Composite Measure	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Medical Offices	42	29	497	284	232	611	344	23	19
# Respondents	379	377	5,900	3,811	2,444	7,088	3,869	871	301
10. Work Pressure and Pace	% Strongly Agree/Agree								
We have enough staff to handle our patient load. (Item C11)	37% ± 8.3%	39% ± 10.3%	45% ± 2.5%	40% ± 3.5%	48% ± 3.6%	45% ± 2.2%	48% ± 3.0%	39% ± 7.5%	36% ± 14.8%
	% Strongly Disagree/Disagree								
In this office, we often feel rushed when taking care of patients. (Item C3*)	43% ± 7.8%	33% ± 8.3%	46% ± 2.3%	36% ± 2.7%	45% ± 3.2%	37% ± 1.9%	46% ± 2.4%	34% ± 4.9%	24% ± 9.1%
We have too many patients for the number of providers in this office. (Item C6*)	27% ± 7.1%	34% ± 9.4%	40% ± 2.5%	38% ± 3.3%	44% ± 3.4%	39% ± 2.2%	46% ± 3.0%	30% ± 6.9%	34% ± 10.3%
This office has too many patients to be able to handle everything effectively. (Item C14*)	50% ± 7.6%	45% ± 8.7%	24% ± 2.4%	37% ± 3.6%	59% ± 3.3%	49% ± 2.2%	23% ± 3.1%	46% ± 7.1%	52% ± 10.8%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table A5-3. Item Average Percent Positive Response and Margin of Error for Patient Safety and Quality Issues by Geographic Region

Patient Safety and Quality Issues Survey Items	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
<i># Medical Offices</i>	42	29	497	283	232	611	344	23	19
<i># Respondents</i>	358	332	5,538	3,544	2,364	6,667	3,673	778	284
Access to Care									
A patient was unable to get an appointment within 48 hours for an acute/serious problem. (Item A1*)	67% ± 7.8%	68% ± 10.9%	66% ± 2.6%	64% ± 3.4%	69% ± 3.7%	66% ± 2.2%	71% ± 2.7%	59% ± 9.2%	75% ± 9.2%
Patient Identification									
The wrong chart/medical record was used for a patient. (Item A2*)	97% ± 2.2%	96% ± 4.1%	98% ± 0.5%	95% ± 1.3%	98% ± 0.7%	97% ± 0.6%	98% ± 0.6%	96% ± 3.8%	98% ± 2.9%
Charts/Medical Records									
A patient's chart/medical record was not available when needed. (Item A3*)	87% ± 5.7%	91% ± 4.7%	93% ± 1.1%	90% ± 1.8%	95% ± 1.2%	93% ± 0.8%	94% ± 1.2%	83% ± 8.7%	93% ± 4.3%
Medical information was filed, scanned, or entered into the wrong patient's chart/medical record. (Item A4*)	98% ± 2.4%	92% ± 4.1%	97% ± 0.6%	95% ± 1.2%	97% ± 1.0%	97% ± 0.6%	98% ± 0.7%	93% ± 4.8%	98% ± 2.4%
Medical Equipment									
Medical equipment was not working properly or was in need of repair or replacement. (Item A5*)	85% ± 6.3%	87% ± 5.4%	86% ± 1.5%	87% ± 2.0%	92% ± 1.6%	85% ± 1.5%	89% ± 1.6%	81% ± 6.3%	87% ± 8.1%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in section A, the percent positive response is the percentage of respondents who answered, "Not in the past 12 months," "Once or twice in the past 12 months," or "Several times in the past 12 months." The margin of error is displayed below the percent positive response.

Table A5-3. Item Average Percent Positive Response and Margin of Error for Patient Safety and Quality Issues by Geographic Region (continued)

Patient Safety and Quality Issues Survey Items	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Medical Offices	42	29	497	283	232	611	344	23	19
# Respondents	358	332	5,538	3,544	2,364	6,667	3,673	778	284
Medication									
A pharmacy contacted our office to clarify or correct a prescription. (Item A6*)	60% ± 7.6%	60% ± 10.2%	69% ± 2.2%	62% ± 3.0%	66% ± 3.2%	55% ± 2.2%	70% ± 2.4%	62% ± 8.9%	61% ± 11.2%
A patient’s medication list was not updated during his or her visit. (Item A7*)	79% ± 7.3%	75% ± 8.3%	81% ± 1.9%	73% ± 2.9%	85% ± 2.3%	74% ± 2.0%	84% ± 1.8%	67% ± 5.9%	77% ± 10.2%
Diagnostics & Tests									
The results from a lab or imaging test were not available when needed. (Item A8*)	82% ± 5.2%	73% ± 7.8%	79% ± 2.0%	71% ± 3.0%	82% ± 2.6%	74% ± 1.8%	84% ± 1.9%	68% ± 8.2%	74% ± 9.4%
A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (Item A9*)	96% ± 3.1%	87% ± 6.8%	93% ± 1.2%	91% ± 2.0%	95% ± 1.4%	93% ± 1.0%	95% ± 1.0%	87% ± 4.6%	89% ± 7.6%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in section A, the percent positive response is the percentage of respondents who answered, “Not in the past 12 months,” “Once or twice in the past 12 months,” or “Several times in the past 12 months.” The margin of error is displayed below the percent positive response.

Table A5-4. Item Average Percent Positive Response and Margin of Error for Information Exchange With Other Settings by Geographic Region

Information Exchange With Other Settings Survey Items	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Medical Offices	42	29	497	279	232	611	344	23	19
# Respondents	300	260	4,367	2,867	1,946	5,766	3,223	545	221
Over the past 12 months, how often has your medical office had <i>problems exchanging accurate, complete, and timely information</i> with:									
Outside labs/imaging centers? (Item B1*)	76% ± 6.9%	73% ± 8.2%	74% ± 2.1%	64% ± 3.2%	78% ± 3.1%	75% ± 1.6%	81% ± 1.9%	62% ± 9.3%	75% ± 11.4%
Other medical offices/Outside physicians? (Item B2*)	72% ± 6.5%	76% ± 7.2%	77% ± 2.0%	69% ± 2.8%	81% ± 2.6%	77% ± 1.6%	81% ± 1.9%	60% ± 8.3%	76% ± 10.5%
Pharmacies? (Item B3*)	78% ± 7.6%	78% ± 7.8%	80% ± 2.0%	68% ± 3.2%	77% ± 3.0%	79% ± 1.6%	83% ± 1.8%	72% ± 8.9%	77% ± 9.5%
Hospitals? (Item B4*)	78% ± 7.0%	74% ± 7.8%	86% ± 1.7%	75% ± 2.9%	85% ± 2.6%	84% ± 1.4%	88% ± 1.5%	66% ± 8.0%	79% ± 11.8%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in section B, the percent positive response is the percentage of respondents who answered, “No problems in the past 12 months,” “Problems once or twice in the past 12 months,” or “Problems several times in the past 12 months.” The margin of error is displayed below the percent positive response.

Table A5-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Geographic Region (Page 1 of 5)

Overall Ratings on Quality Survey Items	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Medical Offices	42	29	497	284	232	611	344	23	19
# Respondents	377	363	5,541	3,596	2,442	6,585	3,564	734	294
Patient Centered - Is responsive to individual patient preferences, needs, and values. (Item G1A)									
Excellent or Very Good	77% ± 6.4%	68% ± 5.8%	73% ± 1.8%	61% ± 3.2%	74% ± 2.6%	71% ± 1.7%	73% ± 2.1%	44% ± 12.3%	59% ± 10.8%
Excellent	45% ± 7.0%	38% ± 9.4%	40% ± 2.1%	26% ± 2.7%	36% ± 3.1%	32% ± 1.8%	39% ± 2.3%	16% ± 9.7%	25% ± 5.9%
Very Good	32% ± 5.9%	30% ± 6.5%	33% ± 1.6%	35% ± 2.4%	38% ± 2.6%	39% ± 1.6%	33% ± 1.9%	28% ± 5.9%	34% ± 7.9%
Good	21% ± 5.2%	25% ± 5.3%	21% ± 1.5%	26% ± 2.3%	21% ± 2.3%	24% ± 1.4%	22% ± 1.8%	29% ± 6.2%	32% ± 8.3%
Fair	3% ± 2.1%	5% ± 2.3%	6% ± 0.9%	10% ± 1.7%	4% ± 1.0%	5% ± 0.7%	5% ± 0.9%	22% ± 7.7%	9% ± 5.4%
Poor	0% ± 0.0%	1% ± 1.1%	1% ± 0.3%	2% ± 0.8%	0% ± 0.3%	1% ± 0.3%	1% ± 0.4%	5% ± 2.5%	1% ± 1.3%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A5-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Geographic Region (Page 2 of 5)

Overall Ratings on Quality Survey Items	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Medical Offices	42	29	497	284	232	611	344	23	19
# Respondents	377	363	5,541	3,596	2,442	6,585	3,564	734	294
Effective - Is based on scientific knowledge. (Item G1B)									
Excellent or Very Good	80% ± 5.7%	70% ± 6.2%	73% ± 1.7%	62% ± 3.1%	73% ± 2.5%	72% ± 1.6%	71% ± 1.9%	40% ± 11.5%	58% ± 9.6%
Excellent	39% ± 6.2%	34% ± 9.1%	38% ± 1.9%	25% ± 2.6%	36% ± 2.7%	31% ± 1.8%	37% ± 2.1%	13% ± 8.7%	23% ± 9.0%
Very Good	42% ± 5.4%	36% ± 6.5%	35% ± 1.5%	36% ± 2.5%	38% ± 2.3%	41% ± 1.6%	34% ± 2.0%	27% ± 5.9%	36% ± 7.6%
Good	18% ± 4.8%	25% ± 5.1%	23% ± 1.6%	28% ± 2.3%	24% ± 2.2%	24% ± 1.4%	25% ± 1.8%	29% ± 6.2%	32% ± 9.7%
Fair	2% ± 1.7%	4% ± 2.6%	4% ± 0.7%	9% ± 1.7%	3% ± 0.8%	4% ± 0.6%	3% ± 0.7%	24% ± 7.5%	10% ± 4.8%
Poor	0% ± 0.0%	1% ± 0.8%	0% ± 0.2%	1% ± 0.5%	0% ± 0.2%	1% ± 0.2%	1% ± 0.3%	7% ± 3.3%	0% ± 0.7%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A5-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Geographic Region (Page 3 of 5)

Overall Ratings on Quality Survey Items	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Medical Offices	42	29	497	284	232	611	344	23	19
# Respondents	377	363	5,541	3,596	2,442	6,585	3,564	734	294
Timely - Minimizes waits and potentially harmful delays. (Item G1C)									
Excellent or Very Good	61% ± 8.4%	57% ± 9.2%	58% ± 2.2%	50% ± 3.5%	61% ± 3.4%	60% ± 2.0%	62% ± 2.5%	31% ± 10.7%	44% ± 8.7%
Excellent	32% ± 7.2%	22% ± 9.0%	28% ± 2.0%	18% ± 2.4%	27% ± 2.8%	24% ± 1.7%	30% ± 2.3%	9% ± 6.4%	13% ± 4.5%
Very Good	29% ± 5.6%	36% ± 8.5%	31% ± 1.6%	32% ± 2.5%	35% ± 2.7%	36% ± 1.7%	32% ± 2.0%	22% ± 6.4%	32% ± 9.1%
Good	27% ± 5.5%	22% ± 5.4%	26% ± 1.6%	27% ± 2.2%	26% ± 2.4%	26% ± 1.6%	26% ± 1.9%	26% ± 5.6%	33% ± 7.6%
Fair	10% ± 4.5%	14% ± 4.7%	11% ± 1.1%	16% ± 2.1%	10% ± 1.7%	11% ± 1.1%	10% ± 1.4%	29% ± 6.8%	16% ± 7.0%
Poor	2% ± 1.9%	7% ± 3.1%	4% ± 0.8%	7% ± 1.5%	3% ± 1.0%	4% ± 0.7%	2% ± 0.8%	14% ± 4.7%	7% ± 5.4%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A5-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Geographic Region (Page 4 of 5)

Overall Ratings on Quality Survey Items	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Medical Offices	42	29	497	284	232	611	344	23	19
# Respondents	377	363	5,541	3,596	2,442	6,585	3,564	734	294
Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (Item G1D)									
Excellent or Very Good	65% ± 7.3%	56% ± 7.5%	63% ± 2.0%	53% ± 3.2%	67% ± 2.9%	62% ± 1.9%	66% ± 2.1%	34% ± 8.9%	53% ± 10.2%
Excellent	31% ± 6.0%	25% ± 7.8%	31% ± 2.0%	20% ± 2.4%	29% ± 2.7%	25% ± 1.6%	32% ± 2.2%	8% ± 5.7%	20% ± 6.4%
Very Good	34% ± 5.7%	32% ± 6.1%	32% ± 1.5%	34% ± 2.5%	38% ± 2.5%	37% ± 1.6%	34% ± 1.9%	26% ± 6.6%	34% ± 9.1%
Good	28% ± 5.5%	30% ± 5.8%	27% ± 1.6%	28% ± 2.2%	27% ± 2.4%	27% ± 1.5%	27% ± 1.8%	29% ± 6.0%	32% ± 7.9%
Fair	6% ± 3.2%	11% ± 4.1%	9% ± 1.0%	13% ± 1.8%	5% ± 1.2%	8% ± 0.9%	5% ± 1.0%	27% ± 7.1%	11% ± 6.8%
Poor	0% ± 0.6%	3% ± 1.8%	2% ± 0.5%	5% ± 1.0%	1% ± 0.4%	2% ± 0.5%	2% ± 0.6%	10% ± 3.4%	3% ± 2.6%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A5-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Geographic Region (Page 5 of 5)

Overall Ratings on Quality Survey Items	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Medical Offices	42	29	497	284	232	611	344	23	19
# Respondents	377	363	5,541	3,596	2,442	6,585	3,564	734	294
Equitable - Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc. (Item G1E)									
Excellent or Very Good	87% ± 5.3%	83% ± 4.9%	82% ± 1.4%	75% ± 2.6%	86% ± 1.9%	82% ± 1.4%	83% ± 1.6%	61% ± 11.1%	73% ± 9.1%
Excellent	61% ± 6.6%	56% ± 8.3%	58% ± 1.9%	43% ± 3.3%	61% ± 2.7%	52% ± 1.8%	57% ± 2.3%	22% ± 13.5%	41% ± 8.1%
Very Good	26% ± 5.2%	27% ± 7.6%	24% ± 1.5%	32% ± 2.4%	25% ± 2.1%	30% ± 1.5%	26% ± 1.8%	39% ± 7.3%	31% ± 7.8%
Good	10% ± 4.0%	13% ± 4.1%	14% ± 1.2%	17% ± 1.9%	11% ± 1.6%	14% ± 1.2%	13% ± 1.4%	18% ± 5.9%	20% ± 7.0%
Fair	3% ± 2.9%	4% ± 2.3%	3% ± 0.5%	6% ± 1.2%	2% ± 0.7%	3% ± 0.5%	3% ± 0.7%	15% ± 5.5%	7% ± 4.3%
Poor	0% ± 0.9%	1% ± 0.8%	1% ± 0.3%	2% ± 0.5%	1% ± 0.4%	1% ± 0.2%	1% ± 0.4%	5% ± 2.2%	1% ± 0.8%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table A5-6. Item Average Percent Response and Margin of Error for Overall Rating on Patient Safety by Geographic Region

Overall Rating on Patient Safety	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
<i># Medical Offices</i>	42	29	497	284	232	611	344	23	19
<i># Respondents</i>	370	362	5,514	3,589	2,440	6,628	3,570	740	292
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? (Item G2)									
Excellent or Very Good	75% ± 6.4%	61% ± 7.2%	68% ± 1.9%	59% ± 2.9%	72% ± 2.7%	69% ± 1.9%	69% ± 2.1%	51% ± 7.7%	51% ± 9.4%
Excellent	30% ± 5.3%	27% ± 7.7%	31% ± 1.9%	21% ± 2.2%	33% ± 2.8%	27% ± 1.7%	32% ± 2.2%	19% ± 5.8%	15% ± 6.4%
Very Good	45% ± 5.0%	35% ± 6.8%	37% ± 1.6%	38% ± 2.4%	39% ± 2.6%	42% ± 1.7%	38% ± 2.0%	32% ± 5.7%	36% ± 6.8%
Good	21% ± 5.4%	27% ± 5.6%	23% ± 1.6%	29% ± 2.2%	22% ± 2.2%	24% ± 1.5%	24% ± 1.8%	34% ± 6.3%	36% ± 7.0%
Fair	4% ± 2.0%	11% ± 3.8%	7% ± 0.9%	10% ± 1.6%	6% ± 1.3%	6% ± 0.8%	6% ± 1.0%	13% ± 3.3%	11% ± 5.4%
Poor	1% ± 1.1%	1% ± 1.6%	2% ± 0.4%	3% ± 0.8%	1% ± 0.4%	1% ± 0.4%	1% ± 0.4%	2% ± 2.2%	2% ± 1.8%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.



Appendix B: Results by Respondent Characteristics

Table B-1 describes the characteristics of the 25,040 respondents in the 2026 Medical Office Survey Database.

Table B-1. Respondent Characteristics from 2026 SOPS Medical Office Survey Database

Respondent Characteristics	Respondents	
	Number	Percent
Administrative or clerical staff	5,000	22%
Management	1,888	8%
Physician (MD or DO)	1,855	8%
Physician assistant, nurse practitioner, clinical nurse specialist, nurse midwife, advanced practice nurse, etc.	2,111	9%
Registered nurse (RN), licensed vocational nurse (LVN), licensed practical nurse (LPN)	3,620	16%
Other clinical staff or clinical support staff	7,479	32%
Other position	1,161	5%
Total	23,114	100%
Missing	1,926	--
Overall total	25,040	--
Tenure in Medical Office	Number	Percent
Less than 2 months	622	3%
2 months to less than 1 year	4,021	18%
1 year to less than 3 years	6,394	28%
3 years to less than 6 years	4,686	21%
6 years to less than 11 years	3,475	15%
11 years or more	3,647	16%
Total	22,845	100%
Missing	2,195	--
Overall total	25,040	--

Note: Percentages may not add to 100 due to rounding.

Table B-1. Respondent Characteristics from 2026 SOPS Medical Office Survey Database (continued)

Respondent Characteristics	Respondents	
	Number	Percent
1 to 4 hours	162	1%
5 to 16 hours	700	3%
17 to 24 hours	978	4%
25 to 32 hours	1,391	6%
33 to 40 hours	15,351	66%
41 hours or more	4,651	20%
Total	23,233	100%
Missing	1,807	--
Overall total	25,040	--

Note: Percentages may not add to 100 due to rounding.

B1: Results by Staff Position

Note 1: The number of medical offices and respondents by staff position is shown in each table. A medical office was included if they had at least one respondent in the staff position category. The number of medical offices and respondents corresponding to each table and data cell will vary because of the omission of a specific survey item and individual nonresponse/missing data.

Note 2: The margin of error is displayed below the percent positive response and represents the range within which the true percent positive estimate for each category is likely to fall 95 percent of the time. See the Explanation of Calculations in the main report for more information.

Table B1-1. Composite Measure Average Percent Positive Response and Margin of Error by Staff Position

SOPS Composite Measures	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/ LVN/LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (MD or DO)	Other Clinical or Clinical Support Staff
<i># Medical Offices</i>	1,619	1,295	1,178	1,094	962	1,793
<i># Respondents</i>	5,000	1,888	3,620	2,111	1,855	7,479
1. Patient Care Tracking/Followup	91% ± 0.9%	92% ± 0.9%	87% ± 1.1%	82% ± 1.5%	79% ± 1.6%	89% ± 0.8%
2. Teamwork	83% ± 1.1%	94% ± 0.8%	85% ± 1.3%	87% ± 1.3%	91% ± 1.1%	84% ± 1.0%
3. Overall Perceptions of Patient Safety and Quality	76% ± 1.3%	88% ± 1.1%	76% ± 1.5%	76% ± 1.7%	80% ± 1.6%	75% ± 1.1%
4. Organizational Learning	76% ± 1.4%	93% ± 0.9%	74% ± 1.7%	73% ± 1.9%	78% ± 1.8%	73% ± 1.3%
5. Communication About Error	70% ± 1.3%	87% ± 1.1%	73% ± 1.5%	75% ± 1.7%	80% ± 1.6%	71% ± 1.1%
6. Staff Training	67% ± 1.5%	92% ± 0.9%	70% ± 1.8%	73% ± 1.9%	78% ± 1.9%	69% ± 1.3%
7. Communication Openness	67% ± 1.5%	83% ± 1.3%	69% ± 1.6%	75% ± 1.7%	84% ± 1.4%	67% ± 1.2%
8. Office Processes and Standardization	68% ± 1.3%	80% ± 1.4%	64% ± 1.7%	65% ± 1.9%	69% ± 1.9%	68% ± 1.2%
9. Owner/Managing Partner/Leadership Support for Patient Safety	65% ± 1.5%	69% ± 2.6%	61% ± 1.7%	61% ± 1.8%	61% ± 2.1%	62% ± 1.2%
10. Work Pressure and Pace	42% ± 1.4%	44% ± 1.7%	38% ± 1.6%	40% ± 1.9%	41% ± 1.9%	42% ± 1.2%
Composite Measure Average	71% ± 1.0%	81% ± 1.2%	71% ± 1.1%	71% ± 1.3%	74% ± 1.3%	70% ± 0.9%

Note: The margin of error is displayed below the percent positive response.

Table B1-2. Item Average Percent Positive Response and Margin of Error by Staff Position (Page 1 of 7)

Survey Items by SOPS Composite Measure	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/ LVN/LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (MD or DO)	Other Clinical or Clinical Support Staff
# Medical Offices	1,619	1,295	1,178	1,094	962	1,793
# Respondents	5,000	1,888	3,620	2,111	1,855	7,479
1. Patient Care Tracking/Followup	% Always/Most of the time					
This office reminds patients when they need to schedule an appointment for preventive or routine care. (Item D3)	90% ± 1.2%	93% ± 1.4%	89% ± 1.5%	87% ± 1.8%	86% ± 2.0%	91% ± 1.0%
This office documents how well our chronic-care patients follow their treatment plans. (Item D5)	90% ± 1.6%	88% ± 1.9%	79% ± 2.1%	76% ± 2.6%	70% ± 2.9%	86% ± 1.3%
Our office follows up when we do not receive a report we are expecting from an outside provider. (Item D6)	90% ± 1.3%	91% ± 1.5%	87% ± 1.6%	76% ± 2.4%	72% ± 2.6%	88% ± 1.1%
This office follows up with patients who need monitoring. (Item D9)	92% ± 1.2%	96% ± 1.0%	90% ± 1.4%	89% ± 1.7%	88% ± 1.8%	90% ± 1.0%
2. Teamwork	% Strongly Agree/Agree					
When someone in this office gets really busy, others help out. (Item C1)	83% ± 1.4%	94% ± 1.1%	85% ± 1.6%	83% ± 2.0%	88% ± 1.8%	82% ± 1.2%
In this office, there is a good working relationship between staff and providers. (Item C2)	86% ± 1.3%	94% ± 1.1%	91% ± 1.4%	91% ± 1.5%	95% ± 1.2%	88% ± 1.0%
In this office, we treat each other with respect. (Item C5)	81% ± 1.5%	92% ± 1.3%	82% ± 1.8%	89% ± 1.6%	95% ± 1.2%	81% ± 1.3%
This office emphasizes teamwork in taking care of patients. (Item C13)	83% ± 1.4%	96% ± 1.0%	83% ± 1.8%	87% ± 1.8%	88% ± 1.7%	83% ± 1.2%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table B1-2. Item Average Percent Positive Response and Margin of Error by Staff Position (Page 2 of 7)

Survey Items by SOPS Composite Measure	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/ LVN/LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (MD or DO)	Other Clinical or Clinical Support Staff
# Medical Offices	1,619	1,295	1,178	1,094	962	1,793
# Respondents	5,000	1,888	3,620	2,111	1,855	7,479
3. Overall Perceptions of Patient Safety and Quality	% Strongly Agree/Agree					
Our office processes are good at preventing mistakes that could affect patients. (Item F2)	83% ± 1.4%	95% ± 1.0%	83% ± 1.7%	84% ± 2.0%	85% ± 1.9%	84% ± 1.2%
% Strongly Disagree/Disagree						
Mistakes happen more than they should in this office. (Item F3*)	76% ± 1.7%	86% ± 1.7%	77% ± 1.9%	79% ± 2.1%	81% ± 2.1%	77% ± 1.4%
It is just by chance that we don't make more mistakes that affect our patients. (Item F4*)	72% ± 1.8%	86% ± 1.8%	79% ± 1.9%	79% ± 2.1%	82% ± 2.1%	73% ± 1.5%
In this office, getting more work done is more important than quality of care. (Item F6*)	72% ± 1.8%	86% ± 1.8%	65% ± 2.2%	62% ± 2.5%	72% ± 2.4%	65% ± 1.6%
4. Organizational Learning	% Strongly Agree/Agree					
When there is a problem in our office, we see if we need to change the way we do things. (Item F1)	78% ± 1.6%	97% ± 0.9%	78% ± 1.9%	78% ± 2.2%	86% ± 1.9%	75% ± 1.5%
This office is good at changing office processes to make sure the same problems don't happen again. (Item F5)	77% ± 1.7%	92% ± 1.4%	75% ± 2.0%	74% ± 2.3%	80% ± 2.2%	76% ± 1.5%
After this office makes changes to improve the patient care process, we check to see if the changes worked. (Item F7)	72% ± 1.8%	92% ± 1.3%	68% ± 2.2%	66% ± 2.6%	69% ± 2.7%	70% ± 1.6%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table B1-2. Item Average Percent Positive Response and Margin of Error by Staff Position (Page 3 of 7)

Survey Items by SOPS Composite Measure	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/ LVN/LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (MD or DO)	Other Clinical or Clinical Support Staff
# Medical Offices	1,619	1,295	1,178	1,094	962	1,793
# Respondents	5,000	1,888	3,620	2,111	1,855	7,479
5. Communication About Error	% Always/Most of the time					
Providers and staff talk openly about office problems. (Item D8)	59% ± 1.9%	77% ± 2.1%	63% ± 2.2%	71% ± 2.4%	78% ± 2.2%	60% ± 1.6%
In this office, we discuss ways to prevent errors from happening again. (Item D11)	81% ± 1.5%	95% ± 1.1%	82% ± 1.8%	82% ± 2.0%	83% ± 2.0%	81% ± 1.3%
Staff are willing to report mistakes they observe in this office. (Item D12)	77% ± 1.6%	90% ± 1.5%	79% ± 1.9%	80% ± 2.1%	84% ± 2.1%	79% ± 1.3%
	% Never/Rarely					
Staff feel like their mistakes are held against them. (Item D7*)	65% ± 1.9%	85% ± 1.8%	69% ± 2.2%	69% ± 2.6%	76% ± 2.6%	65% ± 1.7%
6. Staff Training	% Strongly Agree/Agree					
This office trains staff when new processes are put into place. (Item C4)	70% ± 1.8%	95% ± 1.0%	71% ± 2.1%	74% ± 2.3%	80% ± 2.2%	70% ± 1.5%
This office makes sure staff get the on-the-job training they need. (Item C7)	72% ± 1.7%	94% ± 1.2%	71% ± 2.1%	73% ± 2.3%	78% ± 2.3%	72% ± 1.5%
	% Strongly Disagree/Disagree					
Staff in this office are asked to do tasks they haven't been trained to do. (Item C10*)	61% ± 1.9%	87% ± 1.7%	68% ± 2.2%	72% ± 2.4%	75% ± 2.4%	65% ± 1.6%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table B1-2. Item Average Percent Positive Response and Margin of Error by Staff Position (Page 4 of 7)

Survey Items by SOPS Composite Measure	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/ LVN/LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (MD or DO)	Other Clinical or Clinical Support Staff
# Medical Offices	1,619	1,295	1,178	1,094	962	1,793
# Respondents	5,000	1,888	3,620	2,111	1,855	7,479
7. Communication Openness	% Always/Most of the time					
Providers in this office are open to staff ideas about how to improve office processes. (Item D1)	67% ± 1.9%	77% ± 2.1%	74% ± 2.0%	87% ± 1.7%	92% ± 1.4%	73% ± 1.5%
Staff are encouraged to express alternative viewpoints in this office. (Item D2)	69% ± 1.8%	92% ± 1.3%	71% ± 2.1%	78% ± 2.1%	87% ± 1.9%	68% ± 1.5%
	% Never/Rarely					
Staff are afraid to ask questions when something does not seem right. (Item D4*)	72% ± 1.8%	83% ± 1.9%	72% ± 2.1%	73% ± 2.4%	78% ± 2.4%	70% ± 1.6%
It is difficult to voice disagreement in this office. (Item D10*)	61% ± 1.9%	80% ± 2.0%	58% ± 2.3%	63% ± 2.6%	80% ± 2.2%	56% ± 1.7%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table B1-2. Item Average Percent Positive Response and Margin of Error by Staff Position (Page 5 of 7)

Survey Items by SOPS Composite Measure	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/ LVN/LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (MD or DO)	Other Clinical or Clinical Support Staff
# Medical Offices	1,619	1,295	1,178	1,094	962	1,793
# Respondents	5,000	1,888	3,620	2,111	1,855	7,479
8. Office Processes and Standardization	% Strongly Agree/Agree					
We have good procedures for checking that work in this office was done correctly. (Item C9)	71% ± 1.7%	84% ± 1.8%	65% ± 2.2%	63% ± 2.5%	72% ± 2.5%	72% ± 1.5%
Staff in this office follow standardized processes to get tasks done. (Item C15)	81% ± 1.5%	90% ± 1.5%	79% ± 1.9%	81% ± 2.1%	84% ± 2.0%	80% ± 1.3%
	% Strongly Disagree/Disagree					
This office is more disorganized than it should be. (Item C8*)	67% ± 1.8%	81% ± 2.0%	61% ± 2.3%	64% ± 2.5%	68% ± 2.6%	65% ± 1.6%
We have problems with workflow in this office. (Item C12*)	55% ± 1.9%	66% ± 2.4%	50% ± 2.3%	52% ± 2.7%	53% ± 2.8%	53% ± 1.7%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table B1-2. Item Average Percent Positive Response and Margin of Error by Staff Position (Page 6 of 7)

Survey Items by SOPS Composite Measure	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/ LVN/LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (MD or DO)	Other Clinical or Clinical Support Staff
# Medical Offices	1,619	1,295	1,178	1,094	962	1,793
# Respondents	5,000	1,888	3,620	2,111	1,855	7,479
9. Owner/Managing Partner/Leadership Support for Patient Safety	% Strongly Agree/Agree					
They place a high priority on improving patient care processes. (Item E3)	77% ± 1.7%	82% ± 3.3%	71% ± 2.2%	74% ± 2.4%	71% ± 2.7%	74% ± 1.5%
	% Strongly Disagree/Disagree					
They aren't investing enough resources to improve the quality of care in this office. (Item E1*)	47% ± 2.1%	47% ± 4.3%	42% ± 2.4%	40% ± 2.7%	40% ± 2.9%	44% ± 1.7%
They overlook patient care mistakes that happen over and over. (Item E2*)	78% ± 1.8%	86% ± 3.0%	75% ± 2.1%	77% ± 2.3%	78% ± 2.4%	76% ± 1.5%
They make decisions too often based on what is best for the office rather than what is best for patients. (Item E4*)	60% ± 2.1%	63% ± 4.1%	55% ± 2.4%	52% ± 2.7%	55% ± 3.0%	55% ± 1.7%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response. Owner/Managing Partner/Leadership Support for Patient Safety results only include those respondents who answered "No" to being an owner, a managing partner, or in a leadership position with responsibility for making financial decisions in the medical office.

Table B1-2. Item Average Percent Positive Response and Margin of Error by Staff Position (Page 7 of 7)

Survey Items by SOPS Composite Measure	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/ LVN/LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (MD or DO)	Other Clinical or Clinical Support Staff
# Medical Offices	1,619	1,295	1,178	1,094	962	1,793
# Respondents	5,000	1,888	3,620	2,111	1,855	7,479
10. Work Pressure and Pace	% Strongly Agree/Agree					
We have enough staff to handle our patient load. (Item C11)	44% ± 2.0%	48% ± 2.6%	43% ± 2.4%	45% ± 2.6%	43% ± 2.8%	45% ± 1.7%
	% Strongly Disagree/Disagree					
In this office, we often feel rushed when taking care of patients. (Item C3*)	47% ± 2.0%	42% ± 2.5%	37% ± 2.2%	35% ± 2.5%	36% ± 2.7%	43% ± 1.7%
We have too many patients for the number of providers in this office. (Item C6*)	39% ± 2.0%	45% ± 2.6%	37% ± 2.3%	42% ± 2.6%	45% ± 2.8%	40% ± 1.7%
This office has too many patients to be able to handle everything effectively. (Item C14*)	37% ± 2.0%	41% ± 2.5%	36% ± 2.3%	39% ± 2.6%	40% ± 2.8%	38% ± 1.7%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table B1-3. Item Average Percent Positive Response and Margin of Error for Patient Safety and Quality Issues by Staff Position

Patient Safety and Quality Issues Survey Items	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/ LVN/LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (MD or DO)	Other Clinical or Clinical Support Staff
# Medical Offices	1,587	1,282	1,166	1,079	956	1,758
# Respondents	4,508	1,847	3,523	2,062	1,834	7,006
Access to Care						
A patient was unable to get an appointment within 48 hours for an acute/serious problem. (Item A1*)	68% ± 2.0%	69% ± 2.5%	64% ± 2.5%	63% ± 2.8%	65% ± 2.9%	69% ± 1.8%
Patient Identification						
The wrong chart/medical record was used for a patient. (Item A2*)	98% ± 0.7%	98% ± 0.8%	97% ± 0.8%	97% ± 0.9%	99% ± 0.6%	97% ± 0.6%
Charts/Medical Records						
A patient's chart/medical record was not available when needed. (Item A3*)	93% ± 1.1%	96% ± 1.1%	93% ± 1.3%	91% ± 1.5%	92% ± 1.5%	93% ± 0.9%
Medical information was filed, scanned, or entered into the wrong patient's chart/medical record. (Item A4*)	97% ± 0.7%	97% ± 0.8%	98% ± 0.7%	97% ± 1.0%	97% ± 0.8%	97% ± 0.6%
Medical Equipment						
Medical equipment was not working properly or was in need of repair or replacement. (Item A5*)	92% ± 1.3%	92% ± 1.4%	86% ± 1.7%	85% ± 1.9%	87% ± 1.9%	86% ± 1.2%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in section A, the percent positive response is the percentage of respondents who answered, "Not in the past 12 months," "Once or twice in the past 12 months," or "Several times in the past 12 months." The margin of error is displayed below the percent positive response.

Table B1-3. Item Average Percent Positive Response and Margin of Error for Patient Safety and Quality Issues by Staff Position (continued)

Patient Safety and Quality Issues Survey Items	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/ LVN/LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (MD or DO)	Other Clinical or Clinical Support Staff
# Medical Offices	1,587	1,282	1,166	1,079	956	1,758
# Respondents	4,508	1,847	3,523	2,062	1,834	7,006
Medication						
A pharmacy contacted our office to clarify or correct a prescription. (Item A6*)	57% ± 2.3%	70% ± 2.6%	60% ± 2.4%	71% ± 2.5%	66% ± 2.7%	64% ± 1.8%
A patient's medication list was not updated during his or her visit. (Item A7*)	86% ± 2.1%	81% ± 2.2%	75% ± 2.1%	72% ± 2.4%	71% ± 2.6%	82% ± 1.4%
Diagnostics & Tests						
The results from a lab or imaging test were not available when needed. (Item A8*)	84% ± 1.9%	81% ± 2.2%	74% ± 2.1%	73% ± 2.4%	72% ± 2.5%	80% ± 1.4%
A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (Item A9*)	91% ± 1.8%	95% ± 1.2%	94% ± 1.2%	94% ± 1.3%	94% ± 1.3%	93% ± 1.0%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in section A, the percent positive response is the percentage of respondents who answered, "Not in the past 12 months," "Once or twice in the past 12 months," or "Several times in the past 12 months." The margin of error is displayed below the percent positive response.

Table B1-4. Item Average Percent Positive Response and Margin of Error for Information Exchange With Other Settings by Staff Position

Information Exchange With Other Settings Survey Items	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/ LVN/LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (MD or DO)	Other Clinical or Clinical Support Staff
# Medical Offices	1,396	1,232	1,146	1,052	939	1,699
# Respondents	3,090	1,683	3,229	1,952	1,771	5,852
Over the past 12 months, how often has your medical office had problems exchanging accurate, complete, and timely information with:						
Outside labs/imaging centers? (Item B1*)	82% ± 1.8%	77% ± 2.3%	72% ± 2.1%	66% ± 2.6%	64% ± 2.8%	78% ± 1.5%
Other medical offices/Outside physicians? (Item B2*)	83% ± 1.7%	77% ± 2.2%	75% ± 2.0%	70% ± 2.5%	63% ± 2.7%	80% ± 1.4%
Pharmacies? (Item B3*)	79% ± 2.0%	79% ± 2.2%	75% ± 2.1%	80% ± 2.2%	76% ± 2.5%	80% ± 1.5%
Hospitals? (Item B4*)	87% ± 1.7%	83% ± 2.1%	83% ± 1.8%	79% ± 2.3%	74% ± 2.5%	86% ± 1.3%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in section B, the percent positive response is the percentage of respondents who answered, “No problems in the past 12 months,” “Problems once or twice in the past 12 months,” or “Problems several times in the past 12 months.” The margin of error is displayed below the percent positive response.

Table B1-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Staff Position (Page 1 of 5)

Overall Ratings on Quality Survey Items	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/ LVN/LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (MD or DO)	Other Clinical or Clinical Support Staff
<i># Medical Offices</i>	1,612	1,292	1,173	1,087	961	1,786
<i># Respondents</i>	4,950	1,882	3,594	2,090	1,846	7,394
Patient Centered - Is responsive to individual patient preferences, needs, and values. (Item G1A)						
Excellent or Very Good	68% ± 1.8%	83% ± 1.9%	69% ± 2.2%	70% ± 2.4%	74% ± 2.4%	68% ± 1.5%
Excellent	34% ± 1.9%	44% ± 2.5%	30% ± 2.1%	33% ± 2.4%	39% ± 2.7%	34% ± 1.6%
Very Good	33% ± 1.7%	39% ± 2.5%	38% ± 2.2%	37% ± 2.4%	35% ± 2.6%	34% ± 1.5%
Good	25% ± 1.6%	14% ± 1.7%	24% ± 1.9%	24% ± 2.1%	20% ± 2.1%	25% ± 1.3%
Fair	7% ± 0.9%	3% ± 0.8%	6% ± 1.1%	5% ± 1.1%	5% ± 1.2%	6% ± 0.7%
Poor	1% ± 0.4%	0% ± 0.3%	1% ± 0.3%	1% ± 0.6%	1% ± 0.5%	1% ± 0.3%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table B1-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Staff Position (Page 2 of 5)

Overall Ratings on Quality Survey Items	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/ LVN/LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (MD or DO)	Other Clinical or Clinical Support Staff
<i># Medical Offices</i>	1,612	1,292	1,173	1,087	961	1,786
<i># Respondents</i>	4,950	1,882	3,594	2,090	1,846	7,394
Effective - Is based on scientific knowledge. (Item G1B)						
Excellent or Very Good	63% ± 1.8%	82% ± 1.9%	70% ± 2.1%	78% ± 2.1%	82% ± 2.1%	66% ± 1.5%
Excellent	30% ± 1.8%	39% ± 2.5%	32% ± 2.2%	37% ± 2.5%	43% ± 2.7%	31% ± 1.6%
Very Good	33% ± 1.8%	43% ± 2.5%	38% ± 2.2%	41% ± 2.5%	39% ± 2.6%	35% ± 1.5%
Good	30% ± 1.7%	16% ± 1.8%	24% ± 1.9%	18% ± 1.9%	15% ± 1.9%	27% ± 1.4%
Fair	6% ± 0.8%	2% ± 0.6%	5% ± 1.0%	3% ± 0.9%	3% ± 0.9%	6% ± 0.7%
Poor	1% ± 0.4%	0% ± 0.2%	1% ± 0.3%	1% ± 0.4%	1% ± 0.4%	1% ± 0.3%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table B1-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Staff Position (Page 3 of 5)

Overall Ratings on Quality Survey Items	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/ LVN/LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (MD or DO)	Other Clinical or Clinical Support Staff
<i># Medical Offices</i>	1,612	1,292	1,173	1,087	961	1,786
<i># Respondents</i>	4,950	1,882	3,594	2,090	1,846	7,394
Timely - Minimizes waits and potentially harmful delays. (Item G1C)						
Excellent or Very Good	55% ± 1.9%	68% ± 2.4%	55% ± 2.4%	60% ± 2.5%	62% ± 2.7%	57% ± 1.6%
Excellent	25% ± 1.7%	28% ± 2.3%	22% ± 2.0%	24% ± 2.2%	25% ± 2.4%	25% ± 1.5%
Very Good	29% ± 1.7%	40% ± 2.5%	33% ± 2.1%	36% ± 2.4%	37% ± 2.6%	32% ± 1.5%
Good	28% ± 1.7%	23% ± 2.1%	28% ± 2.0%	25% ± 2.2%	24% ± 2.3%	27% ± 1.4%
Fair	13% ± 1.2%	7% ± 1.3%	13% ± 1.5%	11% ± 1.6%	12% ± 1.7%	13% ± 1.0%
Poor	5% ± 0.8%	2% ± 0.7%	5% ± 1.0%	3% ± 1.0%	3% ± 0.8%	4% ± 0.6%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table B1-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Staff Position (Page 4 of 5)

Overall Ratings on Quality Survey Items	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/ LVN/LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (MD or DO)	Other Clinical or Clinical Support Staff
<i># Medical Offices</i>	1,612	1,292	1,173	1,087	961	1,786
<i># Respondents</i>	4,950	1,882	3,594	2,090	1,846	7,394
Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (Item G1D)						
Excellent or Very Good	59% ± 1.9%	73% ± 2.2%	59% ± 2.3%	63% ± 2.5%	64% ± 2.6%	60% ± 1.6%
Excellent	29% ± 1.8%	32% ± 2.4%	24% ± 2.0%	24% ± 2.2%	28% ± 2.5%	27% ± 1.5%
Very Good	30% ± 1.7%	42% ± 2.5%	34% ± 2.1%	39% ± 2.5%	36% ± 2.6%	33% ± 1.5%
Good	30% ± 1.7%	21% ± 2.1%	28% ± 2.0%	26% ± 2.2%	25% ± 2.3%	28% ± 1.4%
Fair	8% ± 1.0%	5% ± 1.0%	11% ± 1.4%	8% ± 1.4%	9% ± 1.5%	9% ± 0.9%
Poor	2% ± 0.5%	1% ± 0.3%	3% ± 0.7%	2% ± 0.8%	3% ± 0.8%	3% ± 0.5%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table B1-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Staff Position (Page 5 of 5)

Overall Ratings on Quality Survey Items	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/ LVN/LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (MD or DO)	Other Clinical or Clinical Support Staff
<i># Medical Offices</i>	1,612	1,292	1,173	1,087	961	1,786
<i># Respondents</i>	4,950	1,882	3,594	2,090	1,846	7,394
Equitable - Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc. (Item G1E)						
Excellent or Very Good	78% ± 1.5%	92% ± 1.3%	81% ± 1.8%	85% ± 1.8%	87% ± 1.8%	80% ± 1.2%
Excellent	52% ± 1.9%	66% ± 2.4%	51% ± 2.3%	54% ± 2.5%	59% ± 2.7%	52% ± 1.6%
Very Good	26% ± 1.7%	26% ± 2.2%	30% ± 2.1%	31% ± 2.3%	28% ± 2.5%	28% ± 1.4%
Good	17% ± 1.4%	7% ± 1.2%	14% ± 1.6%	11% ± 1.5%	10% ± 1.6%	15% ± 1.1%
Fair	4% ± 0.7%	1% ± 0.5%	4% ± 0.9%	3% ± 0.8%	2% ± 0.8%	4% ± 0.6%
Poor	1% ± 0.4%	0% ± 0.3%	1% ± 0.3%	1% ± 0.5%	1% ± 0.4%	1% ± 0.3%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table B1-6. Item Average Percent Response and Margin of Error for Overall Rating on Patient Safety by Staff Position

Overall Rating on Patient Safety	Staff Position					
	Admin./ Clerical Staff	Mgmt.	Nurse (RN/ LVN/LPN)	PA/NP/CNS/ Midwife/APN, etc.	Physician (MD or DO)	Other Clinical or Clinical Support Staff
<i># Medical Offices</i>	1,611	1,293	1,175	1,090	959	1,791
<i># Respondents</i>	4,943	1,880	3,592	2,101	1,844	7,400
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? (Item G2)						
Excellent or Very Good	66% ± 1.8%	82% ± 1.9%	64% ± 2.2%	66% ± 2.5%	71% ± 2.5%	65% ± 1.6%
Excellent	30% ± 1.8%	34% ± 2.4%	24% ± 2.0%	26% ± 2.2%	31% ± 2.6%	29% ± 1.5%
Very Good	37% ± 1.8%	48% ± 2.5%	40% ± 2.2%	40% ± 2.5%	40% ± 2.7%	35% ± 1.5%
Good	25% ± 1.6%	15% ± 1.8%	27% ± 2.0%	25% ± 2.2%	21% ± 2.2%	26% ± 1.4%
Fair	8% ± 1.0%	2% ± 0.7%	7% ± 1.1%	7% ± 1.3%	7% ± 1.4%	8% ± 0.8%
Poor	1% ± 0.4%	0% ± 0.3%	2% ± 0.6%	1% ± 0.6%	1% ± 0.6%	2% ± 0.4%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

B2: Results by Tenure in Medical Office

Note 1: The number of medical offices and respondents by tenure is shown in each table. A medical office was included if they had at least one respondent in the tenure category. The number of medical offices and respondents corresponding to each table and data cell will vary because of the omission of a specific survey item and individual nonresponse/missing data.

Note 2: The margin of error is displayed below the percent positive response and represents the range within which the true percent positive estimate for each category is likely to fall 95 percent of the time. See the Explanation of Calculations in the main report for more information.

Table B2-1. Composite Measure Average Percent Positive Response and Margin of Error by Tenure in Medical Office

SOPS Composite Measures	Tenure in Medical Office				
	<1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <11 Years	11 Years or More
<i># Medical Offices</i>	1,538	1,698	1,584	1,334	1,247
<i># Respondents</i>	4,643	6,394	4,686	3,475	3,647
1. Patient Care Tracking/Followup	91% ± 0.8%	88% ± 0.9%	86% ± 1.1%	86% ± 1.2%	86% ± 1.2%
2. Teamwork	87% ± 1.0%	85% ± 1.0%	84% ± 1.1%	86% ± 1.2%	88% ± 1.1%
3. Overall Perceptions of Patient Safety and Quality	79% ± 1.2%	75% ± 1.2%	75% ± 1.2%	75% ± 1.4%	78% ± 1.4%
4. Organizational Learning	79% ± 1.4%	74% ± 1.3%	75% ± 1.4%	76% ± 1.6%	78% ± 1.5%
5. Communication About Error	75% ± 1.2%	72% ± 1.1%	72% ± 1.3%	74% ± 1.4%	75% ± 1.4%
6. Staff Training	74% ± 1.4%	70% ± 1.3%	70% ± 1.5%	72% ± 1.6%	74% ± 1.6%
7. Communication Openness	74% ± 1.3%	69% ± 1.2%	69% ± 1.4%	71% ± 1.5%	73% ± 1.5%
8. Office Processes and Standardization	72% ± 1.3%	67% ± 1.3%	66% ± 1.4%	67% ± 1.5%	69% ± 1.5%
9. Owner/Managing Partner/Leadership Support for Patient Safety	70% ± 1.4%	61% ± 1.3%	60% ± 1.5%	60% ± 1.6%	61% ± 1.7%
10. Work Pressure and Pace	47% ± 1.4%	41% ± 1.3%	39% ± 1.4%	37% ± 1.6%	39% ± 1.6%
Composite Measure Average	75% ± 0.9%	70% ± 0.9%	70% ± 1.0%	70% ± 1.1%	72% ± 1.1%

Note: The margin of error is displayed below the percent positive response.

Table B2-2. Item Average Percent Positive Response and Margin of Error by Tenure in Medical Office (Page 1 of 7)

Survey Items by SOPS Composite Measure	Tenure in Medical Office				
	<1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <11 Years	11 Years or More
<i># Medical Offices</i>	1,538	1,698	1,584	1,334	1,247
<i># Respondents</i>	4,643	6,394	4,686	3,475	3,647
1. Patient Care Tracking/Followup	% Always/Most of the time				
This office reminds patients when they need to schedule an appointment for preventive or routine care. (Item D3)	93% ± 1.0%	90% ± 1.0%	88% ± 1.3%	89% ± 1.5%	89% ± 1.5%
This office documents how well our chronic-care patients follow their treatment plans. (Item D5)	86% ± 1.7%	83% ± 1.6%	81% ± 1.8%	81% ± 2.1%	82% ± 2.0%
Our office follows up when we do not receive a report we are expecting from an outside provider. (Item D6)	89% ± 1.3%	86% ± 1.3%	85% ± 1.5%	83% ± 1.7%	84% ± 1.7%
This office follows up with patients who need monitoring. (Item D9)	93% ± 1.0%	91% ± 1.1%	90% ± 1.2%	89% ± 1.5%	90% ± 1.5%
2. Teamwork	% Strongly Agree/Agree				
When someone in this office gets really busy, others help out. (Item C1)	87% ± 1.4%	84% ± 1.3%	82% ± 1.5%	83% ± 1.6%	85% ± 1.6%
In this office, there is a good working relationship between staff and providers. (Item C2)	88% ± 1.2%	88% ± 1.1%	89% ± 1.2%	90% ± 1.3%	92% ± 1.2%
In this office, we treat each other with respect. (Item C5)	86% ± 1.3%	83% ± 1.3%	83% ± 1.4%	85% ± 1.5%	87% ± 1.5%
This office emphasizes teamwork in taking care of patients. (Item C13)	86% ± 1.3%	84% ± 1.3%	84% ± 1.4%	85% ± 1.5%	87% ± 1.5%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table B2-2. Item Average Percent Positive Response and Margin of Error by Tenure in Medical Office (Page 2 of 7)

Survey Items by SOPS Composite Measure	Tenure in Medical Office				
	<1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <11 Years	11 Years or More
<i># Medical Offices</i>	1,538	1,698	1,584	1,334	1,247
<i># Respondents</i>	4,643	6,394	4,686	3,475	3,647
3. Overall Perceptions of Patient Safety and Quality	% Strongly Agree/Agree				
Our office processes are good at preventing mistakes that could affect patients. (Item F2)	86% ± 1.3%	83% ± 1.3%	84% ± 1.4%	83% ± 1.6%	87% ± 1.5%
Mistakes happen more than they should in this office. (Item F3*)	81% ± 1.6%	75% ± 1.5%	77% ± 1.7%	75% ± 1.9%	80% ± 1.8%
It is just by chance that we don't make more mistakes that affect our patients. (Item F4*)	76% ± 1.7%	75% ± 1.5%	75% ± 1.7%	75% ± 1.9%	78% ± 1.9%
In this office, getting more work done is more important than quality of care. (Item F6*)	73% ± 1.8%	68% ± 1.6%	66% ± 1.8%	67% ± 2.1%	69% ± 2.1%
4. Organizational Learning	% Strongly Agree/Agree				
When there is a problem in our office, we see if we need to change the way we do things. (Item F1)	81% ± 1.6%	78% ± 1.4%	78% ± 1.6%	81% ± 1.7%	82% ± 1.7%
This office is good at changing office processes to make sure the same problems don't happen again. (Item F5)	80% ± 1.6%	75% ± 1.5%	76% ± 1.6%	76% ± 1.9%	80% ± 1.8%
After this office makes changes to improve the patient care process, we check to see if the changes worked. (Item F7)	76% ± 1.8%	70% ± 1.6%	71% ± 1.8%	70% ± 2.1%	72% ± 2.0%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table B2-2. Item Average Percent Positive Response and Margin of Error by Tenure in Medical Office (Page 3 of 7)

Survey Items by SOPS Composite Measure	Tenure in Medical Office				
	<1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <11 Years	11 Years or More
<i># Medical Offices</i>	1,538	1,698	1,584	1,334	1,247
<i># Respondents</i>	4,643	6,394	4,686	3,475	3,647
5. Communication About Error	% Always/Most of the time				
Providers and staff talk openly about office problems. (Item D8)	64% ± 1.9%	62% ± 1.7%	63% ± 1.9%	66% ± 2.1%	68% ± 2.1%
In this office, we discuss ways to prevent errors from happening again. (Item D11)	84% ± 1.4%	82% ± 1.3%	82% ± 1.5%	82% ± 1.7%	84% ± 1.6%
Staff are willing to report mistakes they observe in this office. (Item D12)	83% ± 1.5%	79% ± 1.4%	79% ± 1.6%	80% ± 1.7%	80% ± 1.8%
	% Never/Rarely				
Staff feel like their mistakes are held against them. (Item D7*)	71% ± 1.9%	66% ± 1.7%	66% ± 1.9%	69% ± 2.1%	70% ± 2.1%
6. Staff Training	% Strongly Agree/Agree				
This office trains staff when new processes are put into place. (Item C4)	76% ± 1.7%	72% ± 1.6%	72% ± 1.7%	74% ± 1.9%	77% ± 1.9%
This office makes sure staff get the on-the-job training they need. (Item C7)	78% ± 1.6%	73% ± 1.5%	73% ± 1.7%	74% ± 1.9%	76% ± 1.9%
	% Strongly Disagree/Disagree				
Staff in this office are asked to do tasks they haven't been trained to do. (Item C10*)	68% ± 1.8%	66% ± 1.7%	66% ± 1.8%	68% ± 2.1%	71% ± 2.1%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table B2-2. Item Average Percent Positive Response and Margin of Error by Tenure in Medical Office (Page 4 of 7)

Survey Items by SOPS Composite Measure	Tenure in Medical Office				
	<1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <11 Years	11 Years or More
<i># Medical Offices</i>	1,538	1,698	1,584	1,334	1,247
<i># Respondents</i>	4,643	6,394	4,686	3,475	3,647
7. Communication Openness	% Always/Most of the time				
Providers in this office are open to staff ideas about how to improve office processes. (Item D1)	77% ± 1.7%	74% ± 1.6%	74% ± 1.7%	76% ± 1.9%	78% ± 1.9%
Staff are encouraged to express alternative viewpoints in this office. (Item D2)	76% ± 1.7%	71% ± 1.6%	72% ± 1.7%	74% ± 1.9%	76% ± 1.9%
	% Never/Rarely				
Staff are afraid to ask questions when something does not seem right. (Item D4*)	76% ± 1.8%	72% ± 1.6%	70% ± 1.8%	72% ± 2.0%	73% ± 2.1%
It is difficult to voice disagreement in this office. (Item D10*)	68% ± 1.9%	59% ± 1.8%	59% ± 2.0%	62% ± 2.1%	64% ± 2.2%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table B2-2. Item Average Percent Positive Response and Margin of Error by Tenure in Medical Office (Page 5 of 7)

Survey Items by SOPS Composite Measure	Tenure in Medical Office				
	<1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <11 Years	11 Years or More
<i># Medical Offices</i>	1,538	1,698	1,584	1,334	1,247
<i># Respondents</i>	4,643	6,394	4,686	3,475	3,647
8. Office Processes and Standardization	% Strongly Agree/Agree				
We have good procedures for checking that work in this office was done correctly. (Item C9)	74% ± 1.7%	69% ± 1.6%	68% ± 1.8%	70% ± 2.0%	72% ± 2.0%
Staff in this office follow standardized processes to get tasks done. (Item C15)	85% ± 1.4%	81% ± 1.3%	81% ± 1.5%	80% ± 1.7%	83% ± 1.7%
	% Strongly Disagree/Disagree				
This office is more disorganized than it should be. (Item C8*)	69% ± 1.8%	64% ± 1.7%	64% ± 1.9%	66% ± 2.1%	65% ± 2.1%
We have problems with workflow in this office. (Item C12*)	59% ± 1.9%	52% ± 1.8%	51% ± 2.0%	52% ± 2.2%	55% ± 2.2%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table B2-2. Item Average Percent Positive Response and Margin of Error by Tenure in Medical Office (Page 6 of 7)

Survey Items by SOPS Composite Measure	Tenure in Medical Office				
	<1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <11 Years	11 Years or More
<i># Medical Offices</i>	1,538	1,698	1,584	1,334	1,247
<i># Respondents</i>	4,643	6,394	4,686	3,475	3,647
9. Owner/Managing Partner/Leadership Support for Patient Safety	% Strongly Agree/Agree				
They place a high priority on improving patient care processes. (Item E3)	81% ± 1.6%	73% ± 1.6%	72% ± 1.9%	71% ± 2.1%	73% ± 2.2%
% Strongly Disagree/Disagree					
They aren't investing enough resources to improve the quality of care in this office. (Item E1*)	52% ± 2.2%	43% ± 1.9%	40% ± 2.1%	39% ± 2.4%	41% ± 2.4%
They overlook patient care mistakes that happen over and over. (Item E2*)	82% ± 1.6%	74% ± 1.7%	72% ± 1.9%	77% ± 2.0%	77% ± 2.1%
They make decisions too often based on what is best for the office rather than what is best for patients. (Item E4*)	63% ± 2.1%	54% ± 1.9%	55% ± 2.1%	55% ± 2.4%	53% ± 2.4%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response. Owner/Managing Partner/Leadership Support for Patient Safety results only include those respondents who answered "No" to being an owner, a managing partner, or in a leadership position with responsibility for making financial decisions in the medical office.

Table B2-2. Item Average Percent Positive Response and Margin of Error by Tenure in Medical Office (Page 7 of 7)

Survey Items by SOPS Composite Measure	Tenure in Medical Office				
	<1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <11 Years	11 Years or More
<i># Medical Offices</i>	1,538	1,698	1,584	1,334	1,247
<i># Respondents</i>	4,643	6,394	4,686	3,475	3,647
10. Work Pressure and Pace	% Strongly Agree/Agree				
We have enough staff to handle our patient load. (Item C11)	51% ± 2.0%	44% ± 1.8%	42% ± 2.0%	42% ± 2.2%	43% ± 2.3%
	% Strongly Disagree/Disagree				
In this office, we often feel rushed when taking care of patients. (Item C3*)	49% ± 2.0%	42% ± 1.7%	39% ± 1.9%	35% ± 2.1%	36% ± 2.2%
We have too many patients for the number of providers in this office. (Item C6*)	46% ± 2.0%	40% ± 1.8%	37% ± 1.9%	35% ± 2.2%	38% ± 2.2%
This office has too many patients to be able to handle everything effectively. (Item C14*)	41% ± 2.1%	37% ± 1.8%	38% ± 2.0%	35% ± 2.2%	38% ± 2.3%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in sections C-F, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely. The margin of error is displayed below the percent positive response.

Table B2-3. Item Average Percent Positive Response and Margin of Error for Patient Safety and Quality Issues by Tenure in Medical Office

Patient Safety and Quality Issues Survey Items	Tenure in Medical Office				
	<1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <11 Years	11 Years or More
<i># Medical Offices</i>	1,490	1,679	1,561	1,320	1,224
<i># Respondents</i>	4,182	6,097	4,444	3,343	3,446
Access to Care					
A patient was unable to get an appointment within 48 hours for an acute/serious problem. (Item A1*)	69% ± 2.2%	68% ± 1.8%	65% ± 2.1%	65% ± 2.3%	64% ± 2.4%
Patient Identification					
The wrong chart/medical record was used for a patient. (Item A2*)	98% ± 0.7%	98% ± 0.5%	98% ± 0.6%	97% ± 0.8%	98% ± 0.7%
Charts/Medical Records					
A patient's chart/medical record was not available when needed. (Item A3*)	93% ± 1.1%	94% ± 0.9%	92% ± 1.1%	93% ± 1.2%	95% ± 1.1%
Medical information was filed, scanned, or entered into the wrong patient's chart/medical record. (Item A4*)	97% ± 0.7%	97% ± 0.6%	97% ± 0.7%	97% ± 0.8%	97% ± 0.8%
Medical Equipment					
Medical equipment was not working properly or was in need of repair or replacement. (Item A5*)	87% ± 1.5%	87% ± 1.2%	87% ± 1.4%	86% ± 1.6%	88% ± 1.5%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in section A, the percent positive response is the percentage of respondents who answered, "Not in the past 12 months," "Once or twice in the past 12 months," or "Several times in the past 12 months." The margin of error is displayed below the percent positive response.

Table B2-3. Item Average Percent Positive Response and Margin of Error for Patient Safety and Quality Issues by Tenure in Medical Office (continued)

Patient Safety and Quality Issues Survey Items	Tenure in Medical Office				
	<1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <11 Years	11 Years or More
<i># Medical Offices</i>	1,490	1,679	1,561	1,320	1,224
<i># Respondents</i>	4,182	6,097	4,444	3,343	3,446
Medication					
A pharmacy contacted our office to clarify or correct a prescription. (Item A6*)	67% ± 2.1%	63% ± 1.8%	61% ± 2.1%	62% ± 2.4%	63% ± 2.4%
A patient’s medication list was not updated during his or her visit. (Item A7*)	83% ± 1.8%	79% ± 1.6%	77% ± 1.9%	75% ± 2.2%	75% ± 2.2%
Diagnostics & Tests					
The results from a lab or imaging test were not available when needed. (Item A8*)	80% ± 1.8%	80% ± 1.5%	76% ± 1.8%	74% ± 2.1%	76% ± 2.1%
A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (Item A9*)	94% ± 1.2%	94% ± 0.9%	93% ± 1.2%	93% ± 1.3%	94% ± 1.2%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in section A, the percent positive response is the percentage of respondents who answered, “Not in the past 12 months,” “Once or twice in the past 12 months,” or “Several times in the past 12 months.” The margin of error is displayed below the percent positive response.

Table B2-4. Item Average Percent Positive Response and Margin of Error for Information Exchange With Other Settings by Tenure in Medical Office

Information Exchange With Other Settings Survey Items	Tenure in Medical Office				
	<1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <11 Years	11 Years or More
# Medical Offices	1,395	1,616	1,507	1,249	1,166
# Respondents	3,400	5,056	3,767	2,887	2,930
Over the past 12 months, how often has your medical office had problems exchanging accurate, complete, and timely information with:					
Outside labs/imaging centers? (Item B1*)	80% ± 1.8%	75% ± 1.7%	73% ± 1.9%	72% ± 2.2%	72% ± 2.2%
Other medical offices/Outside physicians? (Item B2*)	81% ± 1.7%	78% ± 1.5%	74% ± 1.8%	74% ± 2.1%	73% ± 2.1%
Pharmacies? (Item B3*)	81% ± 1.8%	79% ± 1.6%	77% ± 1.8%	75% ± 2.1%	77% ± 2.1%
Hospitals? (Item B4*)	86% ± 1.6%	84% ± 1.4%	83% ± 1.6%	80% ± 2.0%	81% ± 2.0%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items in section B, the percent positive response is the percentage of respondents who answered, “No problems in the past 12 months,” “Problems once or twice in the past 12 months,” or “Problems several times in the past 12 months.” The margin of error is displayed below the percent positive response.

Table B2-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Tenure in Medical Office (Page 1 of 5)

Overall Ratings on Quality Survey Items	Tenure in Medical Office				
	<1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <11 Years	11 Years or More
<i># Medical Offices</i>	1,530	1,694	1,579	1,329	1,245
<i># Respondents</i>	4,594	6,339	4,639	3,437	3,617
Patient Centered - Is responsive to individual patient preferences, needs, and values. (Item G1A)					
Excellent or Very Good	73% ± 1.7%	68% ± 1.6%	67% ± 1.8%	70% ± 2.0%	70% ± 2.0%
Excellent	37% ± 1.9%	33% ± 1.6%	32% ± 1.8%	33% ± 2.1%	35% ± 2.1%
Very Good	35% ± 1.8%	36% ± 1.6%	34% ± 1.8%	37% ± 2.1%	35% ± 2.1%
Good	22% ± 1.6%	25% ± 1.4%	25% ± 1.6%	22% ± 1.7%	23% ± 1.8%
Fair	5% ± 0.7%	6% ± 0.8%	7% ± 1.0%	6% ± 1.0%	6% ± 1.0%
Poor	1% ± 0.3%	1% ± 0.3%	1% ± 0.4%	2% ± 0.6%	1% ± 0.3%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table B2-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Tenure in Medical Office (Page 2 of 5)

Overall Ratings on Quality Survey Items	Tenure in Medical Office				
	<1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <11 Years	11 Years or More
<i># Medical Offices</i>	1,530	1,694	1,579	1,329	1,245
<i># Respondents</i>	4,594	6,339	4,639	3,437	3,617
Effective - Is based on scientific knowledge. (Item G1B)					
Excellent or Very Good	72% ± 1.7%	69% ± 1.5%	67% ± 1.8%	71% ± 2.0%	71% ± 2.0%
Excellent	35% ± 1.8%	32% ± 1.6%	31% ± 1.8%	32% ± 2.0%	33% ± 2.1%
Very Good	37% ± 1.8%	37% ± 1.6%	36% ± 1.8%	39% ± 2.1%	39% ± 2.1%
Good	23% ± 1.6%	26% ± 1.4%	27% ± 1.7%	24% ± 1.8%	24% ± 1.9%
Fair	4% ± 0.7%	5% ± 0.7%	6% ± 0.8%	5% ± 0.9%	4% ± 0.9%
Poor	0% ± 0.2%	1% ± 0.3%	1% ± 0.3%	1% ± 0.4%	0% ± 0.3%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table B2-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Tenure in Medical Office (Page 3 of 5)

Overall Ratings on Quality Survey Items	Tenure in Medical Office				
	<1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <11 Years	11 Years or More
<i># Medical Offices</i>	1,530	1,694	1,579	1,329	1,245
<i># Respondents</i>	4,594	6,339	4,639	3,437	3,617
Timely - Minimizes waits and potentially harmful delays. (Item G1C)					
Excellent or Very Good	62% ± 1.9%	56% ± 1.7%	55% ± 2.0%	57% ± 2.2%	58% ± 2.2%
Excellent	30% ± 1.8%	24% ± 1.5%	23% ± 1.7%	23% ± 1.9%	22% ± 1.9%
Very Good	32% ± 1.8%	32% ± 1.6%	32% ± 1.8%	34% ± 2.1%	36% ± 2.1%
Good	25% ± 1.6%	27% ± 1.5%	27% ± 1.7%	26% ± 1.9%	27% ± 1.9%
Fair	10% ± 1.2%	13% ± 1.1%	13% ± 1.3%	12% ± 1.4%	11% ± 1.4%
Poor	3% ± 0.7%	4% ± 0.7%	5% ± 0.8%	4% ± 0.9%	3% ± 0.8%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table B2-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Tenure in Medical Office (Page 4 of 5)

Overall Ratings on Quality Survey Items	Tenure in Medical Office				
	<1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <11 Years	11 Years or More
<i># Medical Offices</i>	1,530	1,694	1,579	1,329	1,245
<i># Respondents</i>	4,594	6,339	4,639	3,437	3,617
Efficient - Ensures cost-effective care (avoids waste, overuse, and misuse of services). (Item G1D)					
Excellent or Very Good	64% ± 1.9%	60% ± 1.7%	58% ± 1.9%	60% ± 2.1%	62% ± 2.2%
Excellent	31% ± 1.8%	26% ± 1.5%	25% ± 1.7%	25% ± 1.9%	25% ± 1.9%
Very Good	33% ± 1.8%	34% ± 1.6%	33% ± 1.8%	35% ± 2.1%	37% ± 2.1%
Good	26% ± 1.7%	28% ± 1.5%	29% ± 1.7%	28% ± 1.9%	28% ± 1.9%
Fair	7% ± 1.0%	9% ± 0.9%	10% ± 1.1%	9% ± 1.2%	8% ± 1.2%
Poor	2% ± 0.5%	3% ± 0.5%	3% ± 0.6%	3% ± 0.7%	2% ± 0.6%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table B2-5. Item Average Percent Response and Margin of Error for Overall Ratings on Quality by Tenure in Medical Office (Page 5 of 5)

Overall Ratings on Quality Survey Items	Tenure in Medical Office				
	<1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <11 Years	11 Years or More
<i># Medical Offices</i>	1,530	1,694	1,579	1,329	1,245
<i># Respondents</i>	4,594	6,339	4,639	3,437	3,617
Equitable - Provides the same quality of care to all individuals regardless of gender, race, ethnicity, socioeconomic status, language, etc. (Item G1E)					
Excellent or Very Good	82% ± 1.4%	80% ± 1.3%	81% ± 1.5%	81% ± 1.6%	83% ± 1.6%
Excellent	54% ± 1.9%	52% ± 1.7%	54% ± 1.9%	53% ± 2.2%	54% ± 2.2%
Very Good	28% ± 1.7%	28% ± 1.5%	27% ± 1.7%	28% ± 1.9%	29% ± 2.0%
Good	14% ± 1.3%	15% ± 1.1%	14% ± 1.3%	14% ± 1.4%	14% ± 1.5%
Fair	3% ± 0.6%	4% ± 0.7%	4% ± 0.7%	3% ± 0.7%	2% ± 0.7%
Poor	1% ± 0.3%	1% ± 0.3%	1% ± 0.3%	1% ± 0.5%	1% ± 0.3%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.

Table B2-6. Item Average Percent Response and Margin of Error for Overall Rating on Patient Safety by Tenure in Medical Office

Overall Rating on Patient Safety		Tenure in Medical Office				
		<1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <11 Years	11 Years or More
	<i># Medical Offices</i>	1,532	1,693	1,581	1,329	1,244
	<i># Respondents</i>	4,592	6,345	4,647	3,447	3,608
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? (Item G2)						
Excellent or Very Good		69% ± 1.8%	66% ± 1.6%	65% ± 1.8%	66% ± 2.1%	70% ± 2.0%
Excellent		33% ± 1.8%	26% ± 1.5%	26% ± 1.7%	27% ± 2.0%	29% ± 2.0%
Very Good		36% ± 1.8%	39% ± 1.6%	39% ± 1.8%	39% ± 2.1%	41% ± 2.1%
Good		24% ± 1.6%	25% ± 1.4%	25% ± 1.6%	25% ± 1.8%	23% ± 1.8%
Fair		6% ± 0.9%	8% ± 0.9%	8% ± 1.0%	7% ± 1.1%	6% ± 1.0%
Poor		1% ± 0.4%	1% ± 0.4%	2% ± 0.5%	2% ± 0.6%	1% ± 0.6%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding. The margin of error is displayed below the percent response.



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