EXECUTIVE SUMMARY
2018 MEDICAL OFFICE SURVEY DATABASE REPORT

This overview of survey findings summarizes how medical office employees perceive 10 areas of patient safety culture based on the 2018 Medical Office Survey on Patient Safety Culture Database.

2,437 medical offices administered the survey
35,523 providers and staff responded
10 areas or composites of patient safety culture were assessed in the survey
average percent positive across all 10 composites was 72%

AREAS OF STRENGTH AND POTENTIAL AREAS FOR IMPROVEMENT

**AREAS OF STRENGTH**

**Teamwork Within Units**
86% of respondents reported that they work well together as a team

**Patient Care Tracking/Followup**
86% of respondents indicated that patients are reminded about appointments and those who need monitoring are followed up with

**AREA FOR POTENTIAL IMPROVEMENT**

**Work Pressure and Pace**
46% of respondents indicated that there are enough staff and providers to handle the patient load and the office work pace is not hectic
**Other Key Findings**

**Medical Office Size**
- Medical offices with 2 providers reported the highest average percent positive: 76%
- Medical offices with 20 or more providers reported the lowest positive: 67%

**Ownership**
- Physician-owned medical offices reported the highest average percent positive: 77%
- Federal, State, or local government-owned medical offices reported the lowest positive: 61%

**Specific Specialties**
- Surgery/General Surgery reported the highest average percent positive: 78%
- Cardiology and Neurology reported the lowest average percent positive: 71%

**Staff Position**
- Management reported the highest average percent positive: 83%
- Registered nurses / Licensed vocational nurses / Licensed practical nurses reported the lowest: 70%

**Tenure**
- Respondents with less than 1 year in their current medical office reported the highest average percent positive: 76%
- Respondents with 3-6 years reported the lowest: 70%

What’s next? Action planning for improvement

1. Define your goals
2. Plan your initiatives
3. Communicate your action plan

