The SOPS Medical Office Survey assesses provider and staff perceptions of their organization’s patient safety culture. The 2020 SOPS Medical Office Database includes data from:

- **1,475 Participating medical offices**
- **18,396 Respondents**

The survey assesses 10 areas, or composite measures, of patient safety culture.

- Communication About Error
- Organizational Learning
- Patient Care Tracking/Followup
- Work Pressure and Pace
- Communication Openness
- Overall Perceptions of Patient Safety and Quality
- Staff Training
- Office Processes and Standardization
- Owner/Managing Partner/Leadership Support for Patient Safety
- Teamwork

**Highest Scoring Composite Measure**

- **88%** of respondents reported their office “always” or “most of the time” reminds patients about appointments, documents how well patients follow treatment plans, and follows up with patients and outside providers.

**Lowest Scoring Composite Measure**

- **49%** of respondents “strongly agreed” or “agreed” that there are enough staff and providers to handle the patient load, and the office work pace is not hectic.
OTHER FINDINGS

**Overall Ratings on Quality**
Respondents were asked to rate their medical office on five areas of healthcare quality (patient centered, effective, timely, efficient, and equitable).

**Highest Rated**
- **Equitable**: 84% of respondents reported that their medical office is “excellent” or “very good” at providing the same quality of care to all individuals.

**Lowest Rated**
- **Timely**: 56% of respondents reported that their medical office is “excellent” or “very good” at minimizing waits and potentially harmful delays.

**Overall Patient Safety Rating**
Average respondent ratings of their medical office on patient safety

- **Excellent**: 29%
- **Very good**: 40%
- **Good**: 24%
- **Fair**: 6%
- **Poor**: 1%

**What’s Next? Action planning for improving patient safety culture**
1. Define your goals
2. Plan your initiatives
3. Communicate your action plan


To view the full report: [https://www.ahrq.gov/sops/databases/medical-office/index.html](https://www.ahrq.gov/sops/databases/medical-office/index.html)

For more information on SOPS Medical Office Database submission: [https://www.ahrq.gov/sops/databases/medical-office/submission.html](https://www.ahrq.gov/sops/databases/medical-office/submission.html)

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