Surveys on Patient Safety Culture®

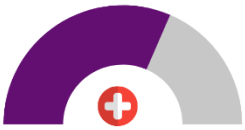
Medical Office Value and Efficiency 2024-2026 Report

The Medical Office Value and Efficiency Supplemental Items assess the extent to which the organizational culture of a medical office promotes efficiency, waste reduction, patient centeredness, and high-quality care at a reasonable cost. The 2024-2026 results include data from:

56
Participating Medical Offices



748
Provider and Staff Respondents



63%
Overall Composite Measure Average

Highest Composite Measure: Efficiency and Waste Reduction



75% of respondents indicated that they are working to reduce waste, improve patient flow, and eliminate unnecessary tests and procedures for patients.

Lowest Composite Measure: Patient Centeredness and Efficiency



55% of respondents agreed they focus on streamlining patient flow and improving efficiency in clinical workflows.

Highest and Lowest Items

Highest Patient Flow



81% of respondents indicated that they are working to improve patient flow . (Item B2)

Lowest Patient and Family Input on Workflow



41% of respondents agreed that patient and family preferences have driven workflow changes. (Item C3)

Note: Results are based on items in a composite measure

What's Next? Action Planning for Patient Safety Improvement

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

To view the full report: https://www.ahrq.gov/sops/databases/medical-office/index.html
For more information on SOPS Medical Office Database submission:
https://www.ahrq.gov/sops/databases/medical-office/submission.html

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