

Percent Positive Responses for Selected Dimensions of the Medical Office Survey on Patient Safety Culture by Staff Position from 470 Medical Offices (Source: <http://www.ahrq.gov/qual/mosurvey10/moresults10.pdf>)

Directions: 1. Each group member draws a staff position card from the facilitator. 2. Choose two of the dimensions to discuss. 3. In turn, share with the group how you would respond to the items within a dimension from the perspective of the staff position on your card. 4. Discuss why perceptions may differ by staff position and the tools and strategies that can be used to improve perceptions within your dimensions of interest.

Patient Care Tracking/Follow-up Scale: Never, Rarely, Sometimes, Most of the Time, Always % Positive = % Responding Most of the time/Always	Staff Physician (MD or DO) n=1,251	PA, NP, CNS, N. Midwife, APN n=61	Management n=159	Admin or clerical staff n=2,265	RN/LVN/LPN n=1,132	Other clinical or support staff n=1,557
1. This office reminds patients when they need to schedule an appointment for preventive or routine care. D3	64%	71%	66%	81%	78%	83%
2. This office documents how well our chronic-care patients follow their treatment plans. D5	50%	68%	65%	75%	59%	73%
3. Our office follows up when we do not receive a report we are expecting from an outside provider. D6	56%	76%	79%	81%	76%	81%
4. This office follows up with patients who need monitoring. D9	78%	94%	82%	85%	82%	85%
Work Pressure and Pace Scale: Strongly Disagree, Disagree, Neither, Agree, Strongly Agree *% Positive = % Responding Disagree/Strongly Disagree **% Positive = % Responding Agree/Strongly Agree						
1. In this office, we often feel rushed when taking care of patients. C3R*	19%	11%	20%	26%	19%	28%
2. We have too many patients for the number of providers in this office. C6R*	48%	37%	40%	38%	31%	38%
3. We have enough staff to handle our patient load. C11**	52%	47%	44%	42%	36%	45%
4. This office has too many patients to be able to handle everything effectively. C14R*	60%	56%	56%	52%	44%	53%

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Office Processes and Standardization Scale: Strongly Disagree, Disagree, Neither, Agree, Strongly Agree *% Positive = % Responding Disagree/Strongly Disagree **% Positive = % Responding Agree/Strongly Agree	Staff Physician (MD or DO) n=1,251	PA, NP, CNS, APN n=61	Management n=159	Admin or clerical staff n=2,265	RN/LVN/ LPN n=1,132	Other clinical or support staff n=1,557
1. This office is more disorganized than it should be. C8R*	54%	51%	60%	53%	52%	55%
2. We have good procedures for checking that work in this office was done correctly. C9**	56%	51%	60%	56%	51%	58%
3. We have problems with workflow in this office. C12R*	37%	35%	42%	44%	40%	43%
4. Staff in this office follow standardized processes to get tasks done. C15**	71%	59%	71%	70%	70%	72%
Staff Training Scale: Strongly Disagree, Disagree, Neither, Agree, Strongly Agree *% Positive = % Responding Agree/Strongly Agree **% Positive = % Responding Disagree/Strongly Disagree						
1. This office trains staff when new processes are put into place. C4*	83%	66%	80%	66%	69%	70%
2. This office makes sure staff get the on-the-job training they need. C7*	75%	63%	77%	66%	66%	65%
3. Staff in this office are asked to do tasks they haven't been trained to do. C10R**	73%	68%	74%	57%	66%	62%
Communication Openness Scale: Never, Rarely, Sometimes, Most of the Time, Always *% Positive = % Responding Most of the time/Always **% Positive = % Responding Rarely/Never						
1. Providers in this office are open to staff ideas about how to improve office processes. D1*	83%	80%	60%	53%	55%	58%
4. It is difficult to voice disagreement in this office.D10R**	72%	50%	53%	41%	42%	41%

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Patient Safety and Quality Issues Scale: Daily, Weekly, Monthly, Several times in past 12 mos, Once or twice in past 12 mos, Not in past 12 mos % Positive = % Responding Once, twice or not in the past 12 mos	Average % Positive n=470 Offices
Access to Care 1. A patient was unable to get an appointment within 48 hours for an acute/serious problem. (A1)	69%
Patient Identification 2. The wrong chart/medical record was used for a patient. (A2)	86%
Charts/Medical Records 3. A patient's chart/medical record was not available when needed. (A3)	63%
4. Medical information was filed, scanned, or entered into the wrong patient's chart/medical record. (A4)	70%
Medical Equipment 5. Medical equipment was not working properly or was in need of repair or replacement. (A5)	73%
Medication 6. A pharmacy contacted our office to clarify or correct a prescription. (A6)	22%
7. A patient's medication list was not updated during his or her visit. (A7)	44%
Diagnostics & Tests 8. The results from a lab or imaging test were not available when needed. (A8)	39%
9. A critical abnormal result from a lab or imaging test was not followed up within 1 business day. (A9)	79%