Success Stories from the AHRQ Medical Office Survey on Patient Safety Culture

Webinar

September 16, 2014

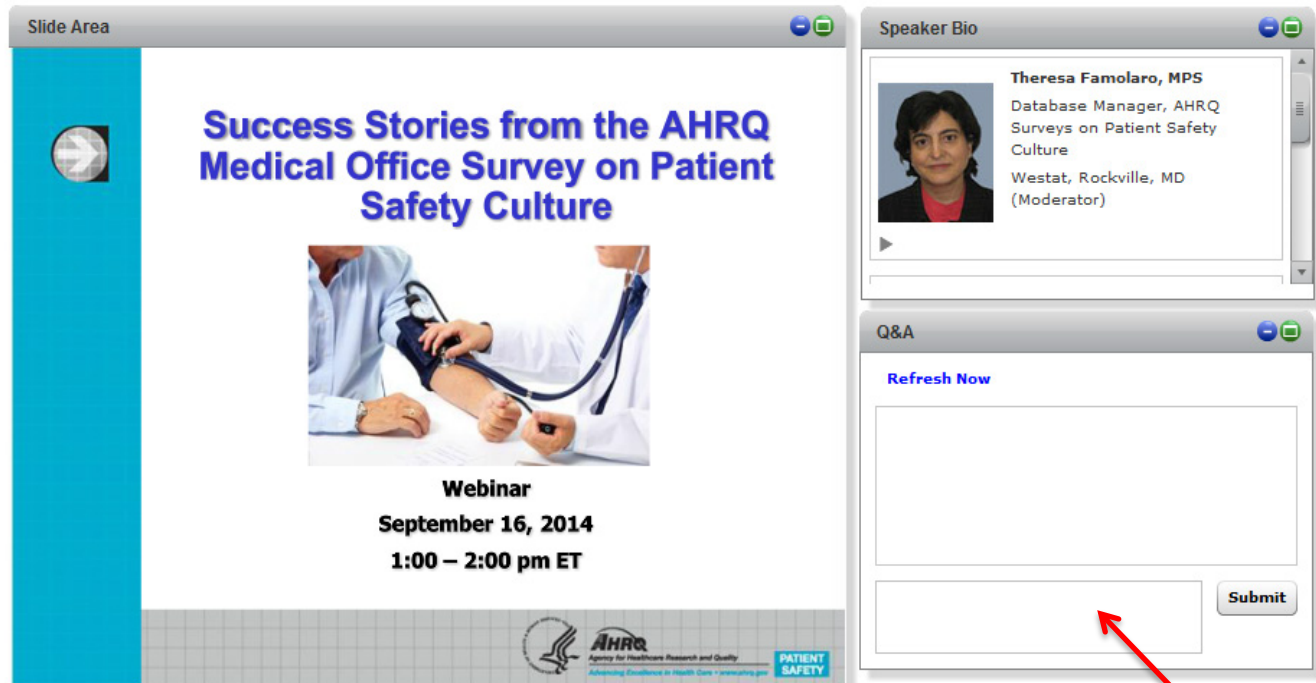**1:00 – 2:00 pm ET**

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Accessing Presentation and Resources

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Objectives

- Share background on the AHRQ Medical Office Survey on Patient Safety Culture

- Present an overview of results from the AHRQ 2014 Medical Office User Comparative Database

- Introduce speakers who will share how they improved their results

Today's Speakers

- **Theresa Famolaro,** MPS, Database Manager, AHRQ Surveys on Patient Safety Culture, Westat, Rockville, MD

- **Juanita Stroud,** Patient Safety Director, Carolinas HealthCare System, Charlotte, NC

- **Bev Funaro,** RN, Director of Quality and Regulatory Affairs, Yuma District Hospital and Clinics, Yuma, CO

Background on the Medical Office Survey

- Third addition to Surveys on Patient Safety Culture family of surveys:

    ➢ Hospital Survey on Patient Safety Culture

    ➢ Nursing Home Survey on Patient Safety Culture

    ➢ **Medical Office Survey on Patient Safety Culture**

    ➢ Community Pharmacy Survey on Patient Safety Culture

- Surveys and related material available at:

http://www.ahrq.gov/professionals/quality-patient-safety/patientsafetyculture/medical-office/index.html

Background on the Medical Office Survey

- Specifically designed to measure the culture of patient safety in outpatient medical offices

  - Assesses staff and provider attitudes and beliefs about patient safety

  - Assesses some areas that are different than the hospital survey; survey items are also different

- Pilot tested in 2007; final survey released on AHRQ Web site in 2009

10 Areas or Composites of Patient Safety

Survey areas:

1. Teamwork
2. Patient Care Tracking/Follow-up
3. Overall Perceptions of Patient Safety and Quality
4. Organizational Learning
5. Staff Training
6. Communication About Error
7. Owner/Managing Partner/Leadership Support for Patient Safety
8. Office Processes and Standardization
9. Communication Openness
10. Work Pressure and Pace

Rating questions:

- Nine ratings on Patient Safety and Quality Issues

- Five ratings on Information Exchange With Other Settings

- Five Overall Ratings on Quality of Care (patient-centered, effective, timely, efficient, equitable)

- One Overall Rating on Patient safety

2014 User Comparative Database Report

- Second edition (first was in 2012)

- Presents data from **27,103** staff within **935** U.S. medical offices

- Contains comparative data for various medical office characteristics (number of providers, specialty, ownership, and region) and staff position

Survey Data Collection

- Surveys were collected by
  - Paper Only (13%)
  - Web Only (83%)
  - Both paper and Web (4%)

- Data were collected between November 2011 and November 2013

- The average medical office response rate was 64%
  - Paper Only (83% response rate)
  - Web only (61% response rate)
  - Both Web and Paper (53% response rate)

- Average of 29 completed surveys per medical office

Characteristics of Medical Offices

Number of Providers

Number of Providers	Medical Offices	Respondents
1	7%	3%
2	14%	6%
3	14%	8%
4-9	**44%**	**36%**
10-13	8%	11%
14-19	5%	8%
More than 19	9%	30%

Note: Percentages may not add to exactly 100 percent due to rounding; n = 856;17,113.

Characteristics of Medical Offices

Single vs. Multi-Specialty

39%

61%

■ Single specialty
■ Multi-specialty
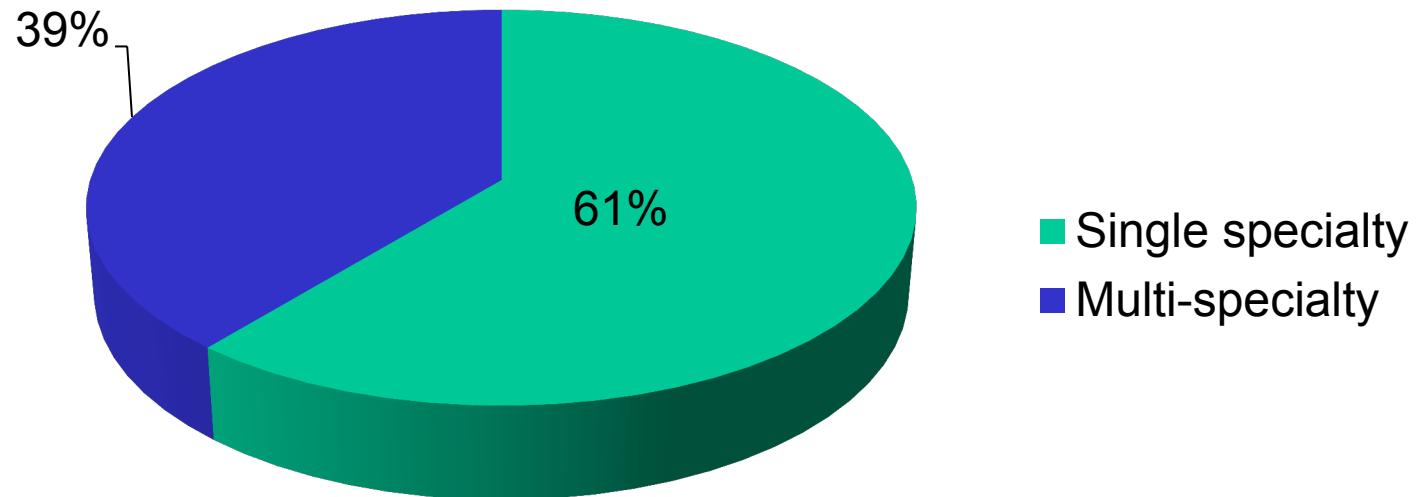
Characteristics of Medical Offices

Ownership

Majority Ownership	Medical Offices	Respondents
Provider(s) and/or physician(s)	7%	5%
Hospital or health system	**69%**	**44%**
University or academic medical center	16%	14%
Federal, State, or local government	6%	35%
Other	3%	1%

Note: Percentages may not add to exactly 100 percent due to rounding; n = 935; 27,103.

Staff Position

Staff Position	Respondents
Physician (M.D. or D.O.)	9%
Physician assistant, nurse practitioner, clinical nurse specialist, nurse midwife, advanced practice nurse, etc.	4%
Management	10%
Administrative or clerical staff	20%
Registered Nurse (RN), Licensed Vocational Nurse (LVN), Licensed Practical Nurse (LPN)	15%
Other clinical staff or clinical support staff	**34%**
Other position	8%

Note: Percentages may not add to exactly 100 percent due to rounding; n = 26,302.

Characteristics of Respondents

Tenure in Medical Office

Tenure in Medical Office	Respondents
Less than 2 months	2%
2 months to less than 1 year	13%
1 year to less than 3 years	21%
3 years to less than 6 years	20%
6 years to less than 11 years	19%
11 years or more	**24%**

Note: Percentages may not add to exactly 100 percent due to rounding; n = 16,887.
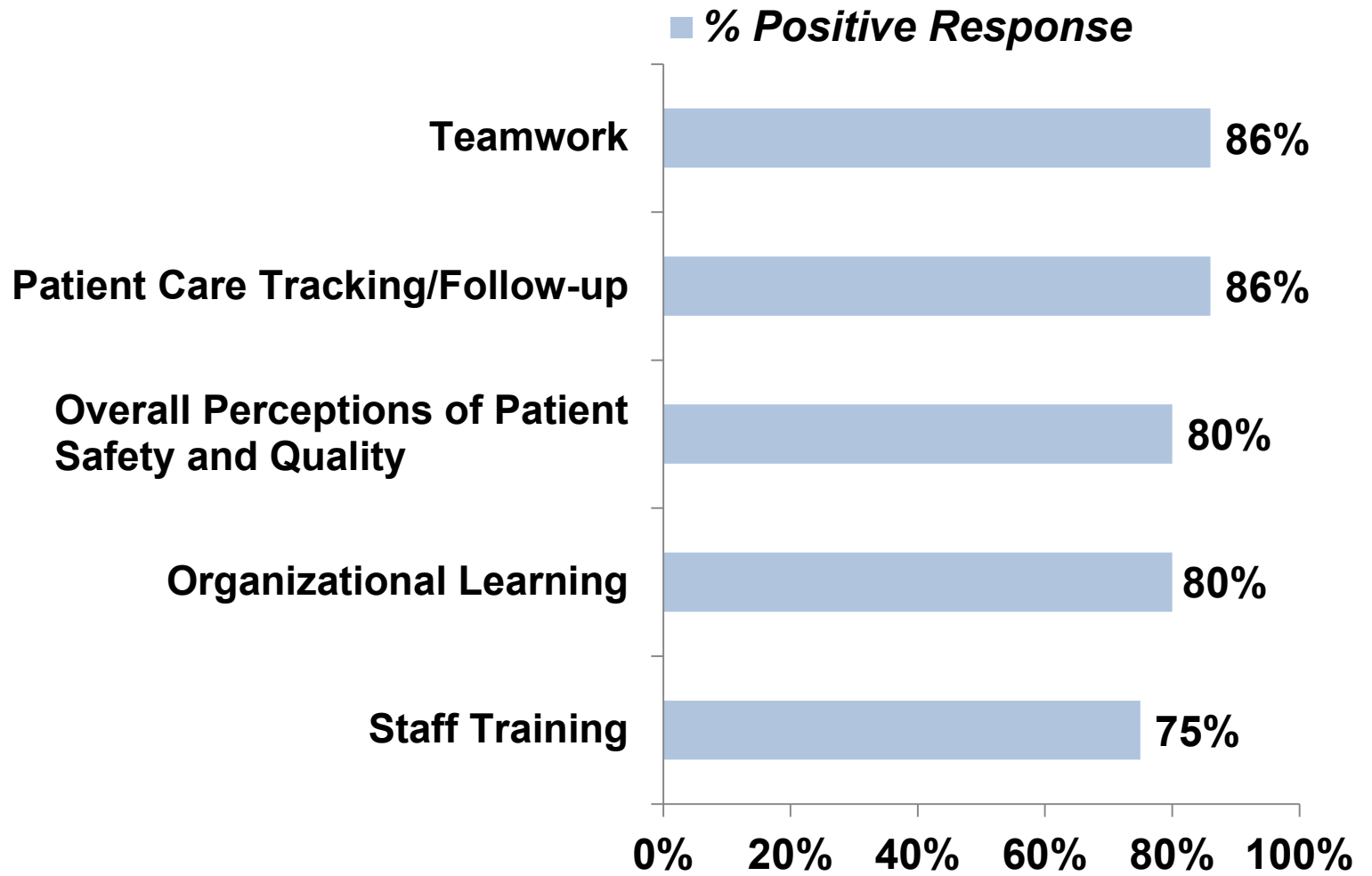
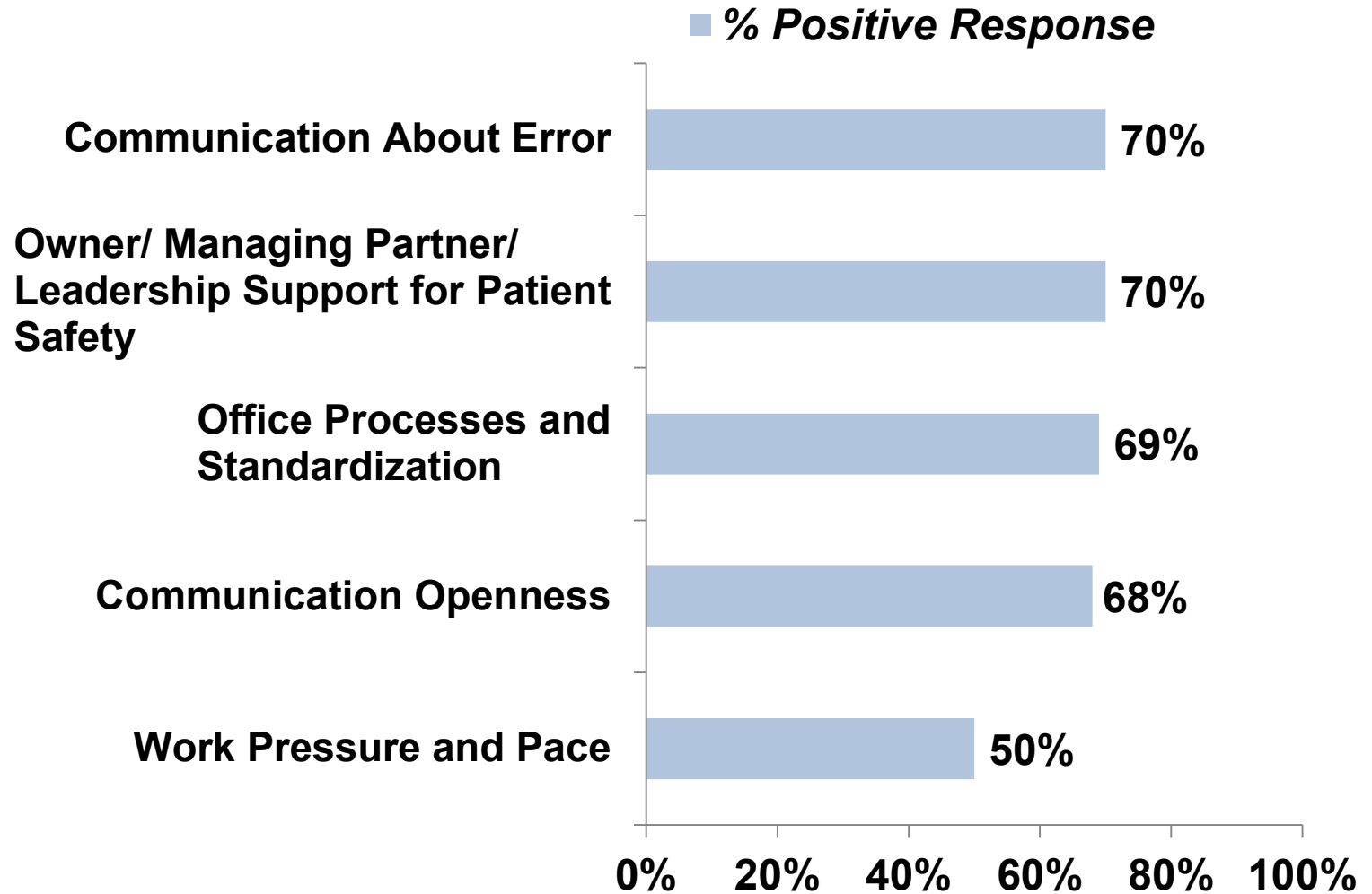# *Characteristics of Respondents*

Hours Worked Per Week

Hours Worked per Week in Medical Office	Respondents
1 to 4 hours	1%
5 to 16 hours	4%
17 to 24 hours	6%
25 to 32 hours	7%
33 to 40 hours	**61%**
41 hours or more	21%

Note: Percentages may not add to exactly 100 percent due to rounding; n = 16,928

Medical Office Survey Composites

% Positive Response

Category	% Positive Response
Teamwork	86%
Patient Care Tracking/Follow-up	86%
Overall Perceptions of Patient Safety and Quality	80%
Organizational Learning	80%
Staff Training	75%

0%   20%   40%   60%   80%   100%

Medical Office Survey Composites

■ *% Positive Response*

Communication About Error	70%
Owner/ Managing Partner/ Leadership Support for Patient Safety	70%
Office Processes and Standardization	69%
Communication Openness	68%
Work Pressure and Pace	50%

0%   20%   40%   60%   80%   100%

Overall Rating on Patient Safety
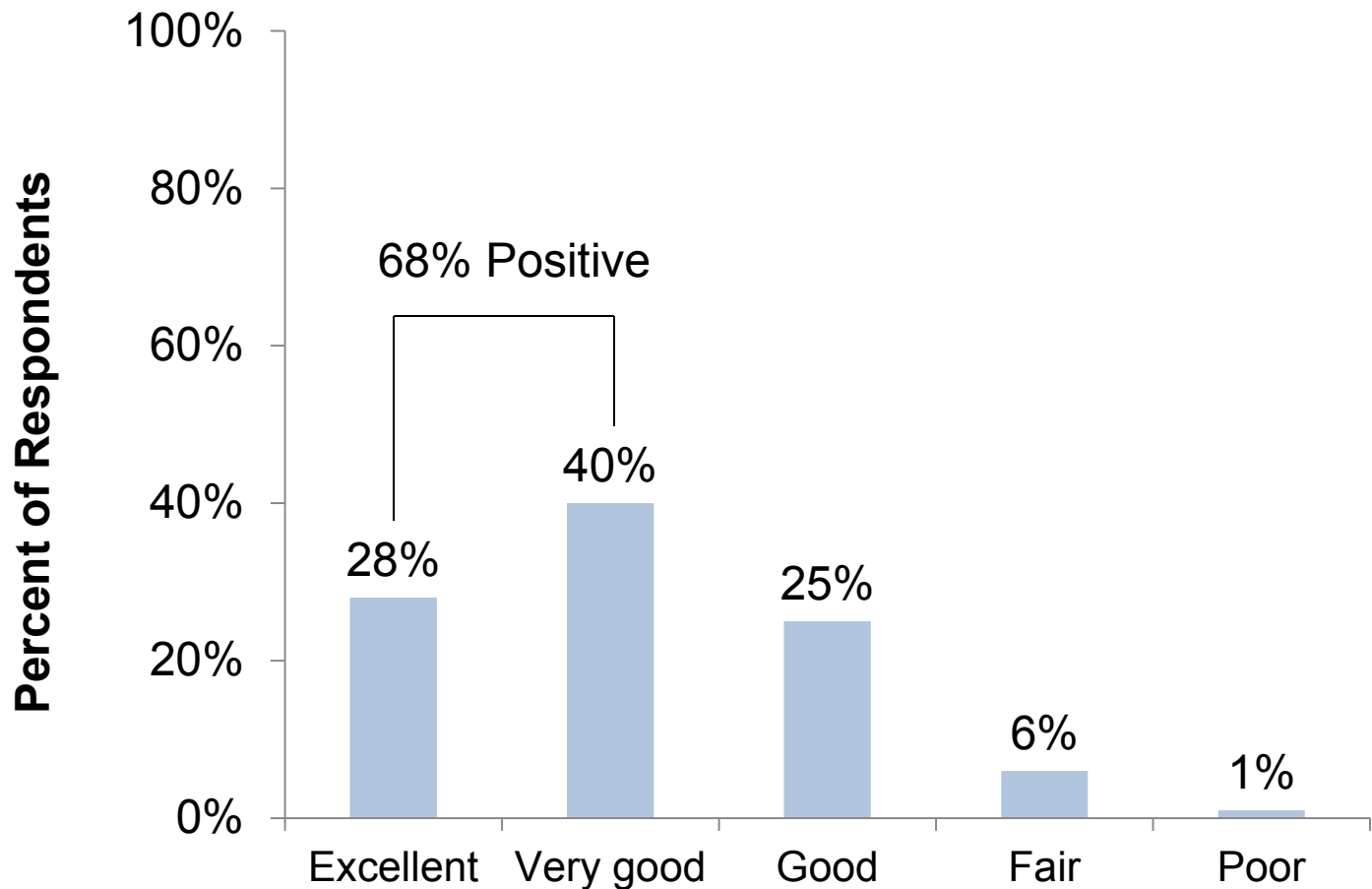
Results by Medical Office Characteristics

- Largest differences in % positive response across all 10 patient safety culture composites

  - ➢ **Specialty**
    Pediatrics (79%) vs. Hematology (68%)

  - ➢ **Ownership**
    Health system (75%) vs. University/Medical School/Academic Medical Institution (69%)

  - ➢ **Number of Providers**
    One provider (81%) vs. 20 or more (65%)

Results by Staff Position

- Management had the most positive results

- Largest differences:

  ➢ **Communication about error**
  Management 84% vs. Admin/Clerical Staff 66%

  ➢ **Communication openness**
  Management 84% vs. Admin/Clerical staff 63%

Accessing Resources

Click on the "Resources" icon for additional Web materials.

Conclusion

- Next Open Data Submission: October 2015

  For more information on submitting data:
  https://www.sopsdatabase.ahrq.gov

- Database questions

  - **Email**

    - DatabasesOnSafetyCulture@westat.com

  - **Phone**

    - 1-888-324-9790