Development of the AHRQ Medical Office Survey on Patient Safety Culture

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Objectives

- Describe the development of the AHRQ Medical Office Survey on Patient Safety Culture (Medical Office SOPS)

- Discuss the pilot test of the survey with staff and providers in outpatient medical offices in the U.S.

Background

- Hospital Survey on Patient Safety Culture (HSOPS) released November 2004 www.ahrq.gov/qual/patientsafetyculture/

- Developed by Westat, funded by AHRQ

- Medical office survey released January 2009
  - Developed in response to need for a patient safety culture survey for outpatient medical offices

Medical Office SOPS

- Same development steps as the hospital survey
  - o Reviewed literature & existing surveys
  - o Conducted background interviews with medical office providers and staff
    - *Staff less familiar with term "patient safety"*
  - o Identified key areas of safety culture in the medical office setting
  - o Developed survey items
  - o Conducted cognitive testing of survey items
  - o Obtained input from over two dozen researchers & stakeholders
  - o Pilot tested the survey, analyzed data & finalized the survey

Goals of the Survey

To enable medical offices to:

- Raise staff awareness about patient safety

- Assess the current status of patient safety culture

- Use for internal patient safety and quality improvement

- Evaluate the impact of patient safety and quality improvement initiatives

- Track patient safety culture change over time

Hospital SOPS Dimensions

- 42 items assess 12 dimensions of patient safety culture

1. Communication openness
2. Feedback & communication about error
3. Frequency of event reporting
4. Handoffs & transitions
5. Management support for patient safety
6. Nonpunitive response to error
7. Organizational learning--continuous improvement
8. Overall perceptions of patient safety
9. Staffing
10. Supervisor/manager expectations & actions promoting patient safety
11. Teamwork across units
12. Teamwork within units

- Patient safety "grade" (Excellent to Poor)
- Number of events reported in past 12 months

Medical Office SOPS Dimensions

- Different from the hospital survey—dimensions specific to medical offices
  1. Patient safety and quality issues
     - Access to care
     - Charts/medical records
     - Medical equipment
     - Medication
     - Diagnostics & Tests
  2. Information exchange with other settings
  3. Office processes and standardization
  4. Work pressure and pace
  5. Patient care tracking/follow-up
  6. Staff training

Medical Office SOPS Dimensions

- Dimensions similar to the hospital survey—

  7. Teamwork

  8. Organizational learning

  9. Overall perceptions of patient safety & quality

  10. Owner/managing partner/leadership support for patient safety

  11. Communication about error

  12. Communication openness

Medical Office Pilot Test

- Pilot tested in 182 medical offices with 4,174 provider & staff respondents
- Worked with partners:
  - John Hickner, MD—Cleveland Clinic
  - AAFP National Research Network
  - AAP Pediatric Research in Office Settings
  - MGMA
  - Allina Hospitals and Clinics
  - Baylor Health Care System—HealthTexas Provider Network
  - Cleveland Clinic
  - Michigan State University Health Team
  - Other health system

Pilot Test Medical Office Characteristics

- 63% single specialty / 37% multispecialty

- 37% family practice/family medicine
  27% pediatrics
  23% internal medicine
  10% OB/GYN or GYN

- Office Sizes (# of providers & staff)
  - 3 to 10   15%
  - 11 to 20   30%
  - 21 to 30   20%
  - 31 or more   35%

Pilot Test Medical Office Characteristics

- 69% had only one office location
- Ownership
    - 59% - a hospital or health care system
    - 25% - physicians or providers, or both
    - 14% - a university, or academic medical institute
- Use of electronic tools
    - 21% fully implemented electronic ordering of meds
        - 45% in the process of implementing
    - 32% fully implemented electronic medical records
        - 37% in the process of implementing
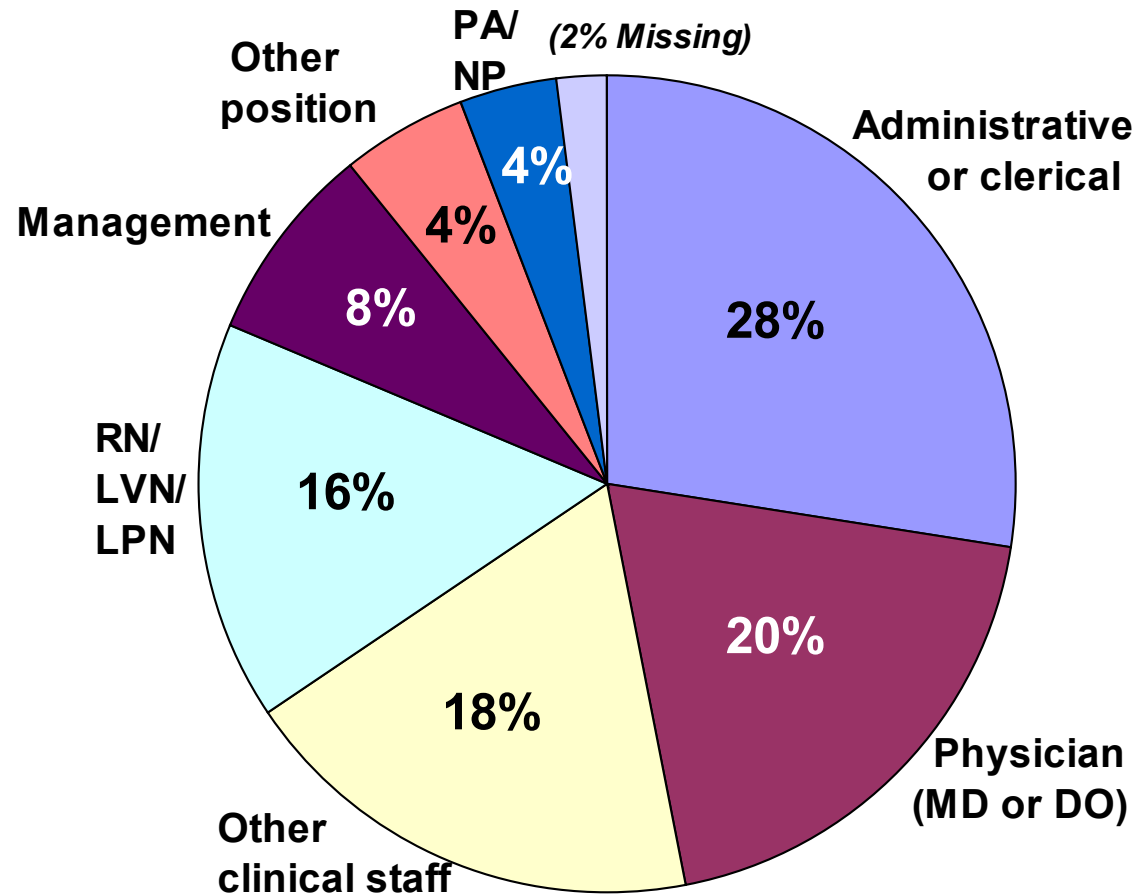
Pilot Test Survey Administration

- Administered to all providers and staff
- 71% used paper surveys; 29% used Web surveys
  - One health system had experience with web-based employee surveys
  - *Recommend paper survey administration for high response rate (unless office has previous positive experience with web surveys)*

Pilot Test Response Rates and Number of Respondents

- Overall response rate = 70% (4,174 / 5,931)
- Paper response rate = 78% vs. Web = 65%

- Average number of respondents per office = 23 (range: 5 to 92)
- Average office response rate = 74% (range: 33% to 100%)

Staff Positions of Respondents

Pie chart — Staff Positions of Respondents:
- Administrative or clerical: 28%
- Physician (MD or DO): 20%
- Other clinical staff: 18%
- RN/LVN/LPN: 16%
- Management: 8%
- Other position: 4%
- PA/NP: 4%
- (2% Missing)

Statistical Analysis of Pilot Results

- Pilot data used to conduct psychometric analyses
  - Examined factor structure of survey dimensions
  - Calculated reliabilities (Cronbach's alpha ranged from .75 to .86)

- Poor-performing items were dropped
- Survey was finalized and released by AHRQ in 2009
- A Spanish version will be released in Summer 2011