

Medical Office Survey on Patient Safety Culture: 2016 User Comparative Database Report.

June 8, 2016

Famolaro T, Yount ND, Hare R, Thornton S, Sorra J. Rockville, MD: Agency for Healthcare Research and Quality; May 2016. AHRQ Publication No. 16-0028-EF.

<https://psnet.ahrq.gov/issue/medical-office-survey-patient-safety-culture-2016-user-comparative-database-report>

For more than a decade, the [Hospital Survey on Patient Safety Culture](#) has been used in hospitals to evaluate aspects of local organizational culture that affect patient safety. Improved patient safety culture scores have been associated with [reduced adverse events](#) and better patient outcomes. The [Medical Office Survey on Patient Safety Culture](#) expands this widely used tool for application in the medical office setting. The 2016 User Comparative Database includes data from more than 25,000 respondents across 1,528 medical offices that completed the survey between 2013 and 2015. As with similar databases for [hospitals](#) and [pharmacies](#), this resource serves as a tool for benchmarking performance and identifying potential areas for improvement. Teamwork and patient care tracking received the strongest positive scores, whereas work pressure and pace was identified as the area with the most potential for improvement. A prior [PSNet perspective](#) discussed establishing a [safety culture](#).