

AHRQ SOPS Medical Office Survey

Survey Data File Specifications

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These specifications are for preparing your respondent-level data from the AHRQ Surveys on Patient Safety Culture® (SOPS®) Medical Office Survey. The instructions below tell you how to prepare your Excel data file for submission to the SOPS Medical Office Survey Database.

If you are submitting SOPS Medical Office Supplemental Items at the end of the SOPS Medical Office Survey, please use the AHRQ SOPS Medical Office Survey With Diagnostic Safety and Value and Efficiency Supplemental Items Survey Data File Specifications.

INSTRUCTIONS (Excel File Only):

Step 1: Include a header row with the variable name for each column.

Step 2: Submit individual survey response data using the response values indicated in this document (beginning on page 4).

Step 3: Check your data for the following things before submitting to the SOPS Database:

- ***SKIP PATTERNS***

There is one skip pattern in this survey. If a respondent answers 1 = Yes, to question EA, “Are you an owner, a managing partner, or in a leadership position with responsibility for making financial decisions for your medical office?”, then responses to questions E1 – E4 must be blank.

- ***OUT-OF-RANGE VALUES***

You should clean your data before submitting to the database to ensure that there are no out-of-range values and that the data submitted are free from error. Make sure all response values match the response value for the question.

- ***REVERSE CODED ITEMS***

Do not submit reverse coded data for the survey’s negatively worded items. Simply submit each individual’s **unmodified** responses to the survey items.

For example, survey item C3, “In this office, we often feel rushed when taking care of patients” is negatively worded. Regardless, the data should be submitted so that 1=Strongly Disagree and 5=Strongly Agree, as originally indicated in the survey, as follows:

1=Strongly Disagree
2=Disagree
3=Neither
4=Agree
5=Strongly Agree
9=Does Not Apply or Don’t Know

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- ***STAFF POSITIONS***

If your medical office modified or added a new staff position category (BQ3), you **MUST RECODE** your specific staff positions back to the survey's original staff position category. If you added staff positions that do not match any of the survey's original staff positions, re-code your specific staff positions as "OTHER" (BQ3 = "g"), before submitting your data to the database.

- ***OTHER, PLEASE SPECIFY TEXT AND COMMENTS***

Do not include "Other-Please Specify" data (related to questions B5 and BQ3) or comments (Comments). While you may find it useful to review that text, it cannot be submitted to the database.

- ***SPANISH VERSION OF THE SURVEY***

Please indicate which respondents (if any) completed a Spanish version of the survey if you have this information available. You should do so by adding an 'S' to the Individual Unique Record ID, e.g., 001S.

- ***OTHER LANGUAGE VERSION OF THE SURVEY***

Please indicate which respondents (if any) completed the survey in a language that was not English or Spanish if you have this information available. You should do so by adding an 'N' to the Individual Unique Record ID (UNIQUEID), e.g., 001N.

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Record Identifier	Variable Name	Column Position	Response Values
Site ID	SITEID	Column A	5 digits or less
Individual Unique Record ID	UNIQUEID	Column B	4 digits or less

SECTION A: List of Patient Safety and Quality Issues

Survey Question	Variable Name	Column Position	Response Values
1. A patient was unable to get an appointment within 48 hours for an acute/serious problem	A1	Column C	1 = Daily 2 = Weekly 3 = Monthly 4 = Several times in the past 12 months 5 = Once or twice in the past 12 months 6 = Not in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing
2. The wrong chart/medical record was used for a patient	A2	Column D	1 = Daily 2 = Weekly 3 = Monthly 4 = Several times in the past 12 months 5 = Once or twice in the past 12 months 6 = Not in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing
3. A patient's chart/medical record was not available when needed	A3	Column E	1 = Daily 2 = Weekly 3 = Monthly 4 = Several times in the past 12 months 5 = Once or twice in the past 12 months 6 = Not in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing
4. Medical information was filed, scanned, or entered into the wrong patient's chart/medical record	A4	Column F	1 = Daily 2 = Weekly 3 = Monthly 4 = Several times in the past 12 months 5 = Once or twice in the past 12 months 6 = Not in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing
5. Medical equipment was not working properly or was in need of repair or replacement	A5	Column G	1 = Daily 2 = Weekly 3 = Monthly 4 = Several times in the past 12 months 5 = Once or twice in the past 12 months 6 = Not in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing

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Survey Question	Variable Name	Column Position	Response Values
6. A pharmacy contacted our office to clarify or correct a prescription	A6	Column H	1 = Daily 2 = Weekly 3 = Monthly 4 = Several times in the past 12 months 5 = Once or twice in the past 12 months 6 = Not in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing
7. A patient's medication list was not updated during his or her visit	A7	Column I	1 = Daily 2 = Weekly 3 = Monthly 4 = Several times in the past 12 months 5 = Once or twice in the past 12 months 6 = Not in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing
8. The results from a lab or imaging test were not available when needed	A8	Column J	1 = Daily 2 = Weekly 3 = Monthly 4 = Several times in the past 12 months 5 = Once or twice in the past 12 months 6 = Not in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing
9. A critical abnormal result from a lab or imaging test was not followed up within 1 business day	A9	Column K	1 = Daily 2 = Weekly 3 = Monthly 4 = Several times in the past 12 months 5 = Once or twice in the past 12 months 6 = Not in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing

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SECTION B: Information Exchange With Other Settings

Survey Question	Variable Name	Column Position	Response Values
1. Outside lab/imaging centers?	B1	Column L	1 = Problems daily 2 = Problems weekly 3 = Problems monthly 4 = Problems several times in the past 12 months 5 = Problems once or twice in the past 12 months 6 = No problems in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing
2. Other medical offices/ outside physicians?	B2	Column M	1 = Problems daily 2 = Problems weekly 3 = Problems monthly 4 = Problems several times in the past 12 months 5 = Problems once or twice in the past 12 months 6 = No problems in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing
3. Pharmacies?	B3	Column N	1 = Problems daily 2 = Problems weekly 3 = Problems monthly 4 = Problems several times in the past 12 months 5 = Problems once or twice in the past 12 months 6 = No problems in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing
4. Hospitals?	B4	Column O	1 = Problems daily 2 = Problems weekly 3 = Problems monthly 4 = Problems several times in the past 12 months 5 = Problems once or twice in the past 12 months 6 = No problems in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing
5. Other? (Specify):	B5	Column P	1 = Problems daily 2 = Problems weekly 3 = Problems monthly 4 = Problems several times in the past 12 months 5 = Problems once or twice in the past 12 months 6 = No problems in the past 12 months 9 = Does Not Apply or Don't Know blank = Missing

TEXT FOR OTHER, SPECIFY [B5os]- DO NOT SUBMIT TO DATABASE

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SECTION C: Working in Your Medical Office

Survey Question	Variable Name	Column Position	Response Values
1. When someone in this office gets really busy, others help out	C1	Column Q	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
2. In this office, there is a good working relationship between staff and providers	C2	Column R	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
3. In this office, we often feel rushed when taking care of patients	C3	Column S	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
4. This office trains staff when new processes are put into place	C4	Column T	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
5. In this office, we treat each other with respect	C5	Column U	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
6. We have too many patients for the number of providers in this office	C6	Column V	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing

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Survey Question	Variable Name	Column Position	Response Values
7. This office makes sure staff get the on-the-job training they need	C7	Column W	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
8. This office is more disorganized than it should be	C8	Column X	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
9. We have good procedures for checking that work in this office was done correctly	C9	Column Y	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
10. Staff in this office are asked to do tasks they haven't been trained to do	C10	Column Z	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
11. We have enough staff to handle our patient load	C11	Column AA	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
12. We have problems with workflow in this office	C12	Column AB	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing

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Survey Question	Variable Name	Column Position	Response Values
13. This office emphasizes teamwork in taking care of patients	C13	Column AC	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
14. This office has too many patients to be able to handle everything effectively	C14	Column AD	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
15. Staff in this office follow standardized processes to get tasks done	C15	Column AE	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing

SECTION D: Communication and Follow-up

Survey Question	Variable Name	Column Position	Response Values
1. Providers in this office are open to staff ideas about how to improve office processes	D1	Column AF	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing
2. Staff are encouraged to express alternative viewpoints in this office	D2	Column AG	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing
3. This office reminds patients when they need to schedule an appointment for preventive or routine care	D3	Column AH	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing

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Survey Question	Variable Name	Column Position	Response Values
4. Staff are afraid to ask questions when something does not seem right	D4	Column AI	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing
5. This office documents how well our chronic-care patients follow their treatment plans	D5	Column AJ	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing
6. Our office follows up when we do not receive a report we are expecting from an outside provider	D6	Column AK	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing
7. Staff feel like their mistakes are held against them.	D7	Column AL	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing
8. Providers and staff talk openly about office problems.	D8	Column AM	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing
9. This office follows up with patients who need monitoring	D9	Column AN	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing

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Survey Question	Variable Name	Column Position	Response Values
10. It is difficult to voice disagreement in this office	D10	Column AO	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing
11. In this office, we discuss ways to prevent errors from happening again	D11	Column AP	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing
12. Staff are willing to report mistakes they observe in this office	D12	Column AQ	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = Missing

SECTION E: Owner/Managing Partner/Leadership Support

Survey Question	Variable Name	Column Position	Response Values
A. Are you an owner, a managing partner, or in a leadership position with responsibility for making financial decisions for your medical office?	EA	Column AR	1 = Yes 2 = No blank = Missing
If question EA (Column AR) = 1 (Yes) then skip to section F.			
1. They aren't investing enough resources to improve the quality of care in this office	E1	Column AS	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing or properly skipped
2. They overlook patient care mistakes that happen over and over	E2	Column AT	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing or properly skipped

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Survey Question	Variable Name	Column Position	Response Values
3. They place a high priority on improving patient care processes	E3	Column AU	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing or properly skipped
4. They make decisions too often based on what is best for the office rather than what is best for patients	E4	Column AV	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing or properly skipped

SECTION F: Your Medical Office

Survey Question	Variable Name	Column Position	Response Values
1. When there is a problem in our office, we see if we need to change the way we do things	F1	Column AW	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
2. Our office processes are good at preventing mistakes that could affect patients	F2	Column AX	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
3. Mistakes happen more than they should in this office	F3	Column AY	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
4. It is just by chance that we don't make more mistakes that affect our patients	F4	Column AZ	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing

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Survey Question	Variable Name	Column Position	Response Values
5. This office is good at changing office processes to make sure the same problems don't happen again	F5	Column BA	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
6. In this office, getting more work done is more important than quality of care	F6	Column BB	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing
7. After this office makes changes to improve the patient care process, we check to see if the changes worked	F7	Column BC	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = Missing

SECTION G: Overall Ratings

Survey Question	Variable Name	Column Position	Response Values
1a. Is responsive to individual patient preferences, needs, and values	G1a	Column BD	1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent blank = Missing
1b. Is based on scientific knowledge	G1b	Column BE	1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent blank = Missing
1c. Minimizes waits and potentially harmful delays	G1c	Column BF	1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent blank = Missing

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Survey Question	Variable Name	Column Position	Response Values
1d. Ensures cost-effective care (avoids waste, overuse, and misuse of services)	G1d	Column BG	1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent blank = Missing
1e. Provides the same quality of care regardless of individual characteristics	G1e	Column BH	1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent blank = Missing
2. Overall, how would you rate the systems and clinical processes your medical office has in place to prevent, catch, and correct problems that have the potential to affect patients?	G2	Column BI	1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent blank = Missing

Background Questions

Survey Question	Variable Name	Column Position	Response Values
1. How long have you worked in this medical office location?	BQ1	Column BJ	a = Less than 2 months b = 2 months to less than 1 year c = 1 year to less than 3 years d = 3 years to less than 6 years e = 6 years to less than 11 years f = 11 years or more blank = Missing
2. Typically, how many hours per week do you work in this medical office location?	BQ2	Column BK	a = 1 to 4 hours per week b = 5 to 16 hours per week c = 17 to 24 hours per week d = 25 to 32 hours per week e = 33 to 40 hours per week f = 41 hours per week or more blank = Missing

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Survey Question	Variable Name	Column Position	Response Values
3. What is your position in this office? Check ONE category that best applies to your job.	BQ3	Column BL	a = Physician (MD or DO) b = Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Nurse Midwife, Advanced Practice Nurse, etc. c = Management d = Administrative or clerical staff e = Nurse (RN), Licensed Vocational Nurse (LVN), Licensed Practical Nurse (LPN) f = Other clinical staff or clinical support staff g = Other position blank = Missing
TEXT FOR OTHER, SPECIFY [BQ3gos] - DO NOT SUBMIT TO DATABASE			
TEXT FOR "YOUR COMMENTS" - DO NOT SUBMIT TO DATABASE			

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Two examples of SECTION E: Owner/Managing Partner/Leadership Support questions are displayed below. Columns C - AQ are omitted for display purposes.

Example 1: Are you an owner, a managing partner, or in a leadership position with responsibility for making financial decisions for your medical office?

1=Yes

2=No

A	B		AR	AS	AT	AU	AV	AW
SiteID	UniqueID	...	EA	E1	E2	E3	E4	F1
1	0001	...	1					2

Responses for E1 through E4 are left blank because EA = 1 (Yes).

Example 2: Are you an owner, a managing partner, or in a leadership position with responsibility for making financial decisions for your medical office?

1=Yes

2=No

A	B		AR	AS	AT	AU	AV	AW
SiteID	UniqueID	...	EA	E1	E2	E3	E4	F1
2	0002	...	2	3	4	5	2	3

Responses for E1 through E4 are filled in because EA = 2 (No).