

## PROJECT BRIEF

# Establishing Benchmarks for the Medical Office Survey on Patient Safety (SOPS)

Study Principal Investigator: Paul Smith, MD

The Agency for Healthcare Research and Quality (AHRQ) designed the Medical Office Survey on Patient Safety (SOPS) to assess the safety culture within primary and specialty care settings.

### Background

In response to medical offices interested in a survey that focuses on patient safety culture in their offices, AHRQ sponsored the development of the Medical Office Survey on Patient Safety Culture. This survey is designed specifically for outpatient medical office providers and staff and asks for their opinions about the culture of patient safety and health care quality in their medical offices. The survey was designed for medical offices with at least three providers.

### Purpose

The purpose of this project is to establish a national benchmarking database for future users of the Medical Office Survey on Patient Safety (SOPS).

### Objectives

The survey will identify practice strengths and weakness related to patient safety and will help to establish reliable benchmarks. Additionally, barriers and facilitators to conducting the survey will be evaluated.

### Survey Procedures

Wisconsin Research and Education Network (WREN) personnel will work with a contact

person at each clinic to present the anonymous survey and encourage voluntary participation. Participants will learn about the SOPS at a staff meeting and receive a project information sheet.

Subjects will return completed surveys to the contact person at their clinic. The contact person at each clinic will also complete a pre-survey and follow-up evaluation to assess the survey process.

Clinics will receive reports of their clinic data compared to the national database, and a comparison to Wisconsin clinics from WREN.

### Participants and Recruitment

The Oregon Rural Practice-Based Research Network (ORPRN) serves as the Master Contractor for this AHRQ-funded project. WREN is one of 12 practice-based research networks across the United States that will survey clinics within their memberships. Participants are the clinicians and employed staff of the clinics that choose to participate by completing the survey.

### Timeline

The project has currently been implemented at various WREN clinic sites

# Center for Urban Population Health

## PROJECT BRIEF

throughout Wisconsin, and is slated to end in November 2009.

### Funding Source

Agency for Healthcare Research and Quality (AHRQ)

### Supporting Network Information

The Wisconsin Research and Education Network (WREN) provides support for this research. WREN is an integral component of the University of Wisconsin School of Medicine and Public Health Institute for Clinical and Translational Research.

### Local Principal Investigator

Dennis Baumgardner, MD  
Aurora UW Medical Group

### Participating Clinics & Point of Contact Staff

- Aurora Sinai Family Care Center  
- TBD
- Aurora UW Medical Group Family Practice Center located at St. Luke's  
- Debra McGee, RN
- Aurora Wiselives Center for Wellbeing  
- Andrea Hess, RN

### For more information, contact:

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Or visit the WREN website at:

<http://www.wren.wisc.edu/>

The Center for Urban Population Health is a partnership among the University of Wisconsin School of Medicine and Public Health, the University of Wisconsin-Milwaukee, and Aurora Health Care, Inc. Our mission is advancing population health research and education to improve the health of urban communities.

### Reference

Medical Office Survey on Patient Safety Culture. March 2009. Agency for Healthcare Research and Quality, Rockville, MD.

<http://www.ahrq.gov/qual/patientsafetyculture/mosurvindex.htm>