

Experience using a web mode for AHRQ's Medical Office Survey on Patient Safety

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Track: SOPS in Medical Offices, Nursing Homes, and Other Settings

Session: Medical Office SOPS Survey Administration and Utility

Date & Time: April 20, 2010, 11:00 am

Track Number: SOPS T3_S2

Background

- Investigating the attitudes, beliefs, behaviors, and concerns of healthcare providers via survey is vitally important in shaping the health care system
- Recent studies have demonstrated an increase in Web-based response rates as compared to paper-based response rates
- Some recent research also suggests that when participants are given an option of paper versus web they are more often choosing Web-based surveys

Background

- We chose to use a web-based methodology to deploy AHRQ's Medical Office Survey on Patient Safety to a group of healthcare employees of the HealthTexas Provider Network (HTPN)
- HTPN is the ambulatory care network affiliated with Baylor Health Care System
- 80 clinics (1542 employees, 366 of which were physicians) were invited to participate in the online survey via email

Survey Overview

- Software used was SNAP 9 Survey Software

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Medical Office Survey on Patient Safety

SECTION B: Information Exchange With Other Settings

Over the past 12 months, how often has your medical office had problems exchanging accurate, complete, and timely information with the following settings:

	Daily	Weekly	Monthly	Several times in the past 12 months	Once or twice in the past 12 months	Not in the past 12 months	Does Not Apply or Don't Know
Problems with outside labs/imaging centers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problems with other medical offices/outside physicians?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problems with pharmacies?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problems with hospitals?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problems with Other? (Please Specify Below):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Survey Overview

- This survey is done in conjunction with our hospital based safety survey that we deploy out to all of the Baylor Health Care System hospitals (14 hospitals)
- For consistency with that survey a key custom question is added to the AHRQ's Medical Office Survey 'I would feel safe being treated in this office as a patient.'

Survey Overview

- 3 weeks of data collection (5 email reminders)
- We achieved a final response rate of 75.7%
- Senior leaders strongly supported the survey by asking clinic administrators and physicians to complete the survey and to set aside time for their staff to complete the survey

Demographics of Survey

	Total # Surveyed	# of Responses	Response Rate
Totals	1542	1167	75.7%
Adm/Clerical Staff	419	340	81.1%
Management	100	91	91%
Medical Assistant	335	281	83.9%
RN/LVN	114	89	78.1%
Other Staff	175	149	85.1%
Physician	357	189	52.9%
APN/PA	42	28	66.7%

Major Findings: Strengths

- Improved awareness/implementation of Event Reporting process
- EHR - charts easier to find, fewer lost charts, facilitates medication administration, and reminders to follow-up on orders and test results

Major Findings: Strengths

- Awareness of medication administration, vaccine awareness, having patient wait after an injection
- Improved awareness of importance of reconciling medications
- Heightened awareness of need to use more than one form of identification in patient care

Major Findings: Opportunities

- Lack of standardization of clinical processes
- Perception work load is too heavy/too many patients/overbooking
- Continued communication issues

Major Findings: Opportunities

- Long waits/delays in call backs/access issues
- Workflow/tickler files/follow-up with results
- Continuing issues with retail pharmacies

Survey Comments

- Privacy and Patient Confidentiality
 - Employees were concerned for privacy regarding their own patient information
 - They also expressed a heightened awareness concerning patients' confidentiality/HIPAA
- Hand Hygiene, Physical Environment
 - Influenza season - good job preventing spread of illness
 - General cleanliness of environment/clinic questioned

Future Plans

- Every PS Liaison to champion one standardization project of an office process
- Continue PS Rounds and expand to include more committee members
- Increased focus on communication and openness
- Share results with staff via PS Liaison newsletter, Patient Safety Liaisons, HTPN Operations, and Clinic Rounding