

INsight Risk Assessment for Patient Safety Culture in Medical Offices

Fast, effective way to assess culture and risks

ECRI Institute simplifies your participation in the Agency for Healthcare Research and Quality's (AHRQ) survey on medical office patient safety culture through the use of our proprietary INsight survey tool. INsight offers a confidential, web-based approach that saves you time and delivers action-oriented reports. It allows you to survey a large number of people, easily manage the process, and collect responses faster.

Sample questions addressed in the web-based survey:

- ▶ In this office, we discuss ways to prevent errors from happening again. (Communication About Error)
- ▶ Providers in this office are open to staff ideas about how to improve office processes. (Communication Openness)
- ▶ Over the past 12 months, how often has your medical office had problems exchanging accurate, complete, and timely information with hospitals? (Information Exchange with Other Settings)
- ▶ The wrong chart/medical record was used for a patient. (Patient Safety and Quality Issues)
- ▶ We have problems with workflow in this office. (Office Processes and Standardization)
- ▶ When there is a problem in our office, we see if we need to change the way we do things. (Organizational Learning)
- ▶ Our office processes are good at preventing mistakes that could affect patients. (Overall Perceptions of Patient Safety and Quality)
- ▶ Our office is responsive to individual patient preferences, needs, and values. (Overall Ratings on Quality)
- ▶ Owners/Leadership place a high priority on improving patient care processes. (Owner/Managing Partner/Leadership Support for Patient Safety)
- ▶ This office follows up with patients who need monitoring. (Patient Care Tracking/Follow-up)
- ▶ This office makes sure staff get the on-the-job training they need. (Staff Training)
- ▶ In this office, we treat each other with respect. (Teamwork)
- ▶ We have enough staff to handle our patient load. (Work Pressure and Pace)

Key areas:

Communication About Error
Communication Openness
Information Exchange with Other Settings
Patient Safety and Quality Issues
Office Processes and Standardization
Organizational Learning
Overall Perceptions of Patient Safety and Quality
Overall Ratings on Quality
Owner/Managing Partner/Leadership Support for Patient Safety
Patient Care Tracking/Follow-up
Staff Training
Teamwork
Work Pressure and Pace



Take the first step to participate in the AHRQ survey.

Learn more about INsight for Patient Safety Culture, call (610) 825-6000, ext. 5891, e-mail insight@ecri.org or visit www.ecri.org/INsight.