

ECRI's *Strategic Insights for Ambulatory Care* newsletter is being offered to CAPIC insureds at no cost. If you are interested in visiting any of the links in this edition, please contact Brad Dunkin, Assistant Vice President, at BDunkin@CAPphysicians.com.

Patient Safety

Strategic Insights for Ambulatory Care



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Strategic Insights for Ambulatory Care is a biweekly service provided by ECRI and the Cooperative of American Physicians (CAP). We welcome your comments; please send them to AmbulatoryCareRM@ecri.org.



Spotlight on Diagnostic Errors

Frequent diagnostic errors and delayed diagnoses are costly and contribute to lost opportunities for the delivery of timely, necessary treatment for patients—risking patient harm. ECRI ranked **Complexity of Preventing Diagnostic Error** #6 on our list of top 10 patient safety concerns in 2024. The diagnostic process is a complex, collaborative process that involves clinical reasoning and information gathering. Beyond the clinician's own skill, system factors—latent and active—may inhibit diagnostic excellence. A comprehensive approach must range from the individual clinician to organizational strategies.



[Read the report](#)

What's New?

- Case Scenario: Test Tracking [read now](#)

- ECRI Blog: Using Evidence to Facilitate Physician-Patient Conversations about GLP-1 RAs [read now](#)
- Warning! Faulty Syringes from China [read now](#)

Patient Safety & Relations

HHS Finalizes Rule on 340B Drug Pricing Program's ADR Process

What's the news. The Department of Health and Human Services (HHS) announced a [final rule](#) that sets forth the requirements and procedures for the 340B Drug Pricing Program's administrative dispute resolution (ADR) process, which applies to all drug manufacturers and covered entities that participate in the 340B Program. The finalized ADR process creates a more conventional administrative process consisting of subject matter experts; allows covered entities to bring forth claims when they have been overcharged by a drug company; and requires decisions to be reached within one year of submission of claims, according to a [news release by the American Hospital Association](#). The rule will be effective 60 days after the April 19, 2024, publication date.

Why it matters. The final rule will bolster efforts to hold drug companies accountable and prevent abuses of the 340B Program.

How ECRI can help. The [Resource Collection: Laws, Regulations, and Compliance](#) provides guidance, assessments, and tools to help organizations comply with federal, state, and local laws and regulations.

Worker & Environmental Safety

CDC's NIOSH Releases Guide to Improve Professional Well-Being

What's the news. The Centers for Disease Control and Prevention's (CDC) National Institute for Occupational Safety and Health (NIOSH) recently released the [Impact Wellbeing Guide](#) to help organizations improve professional well-being and reduce burnout. The guide includes six evidence-based actions, including building a well-being team, breaking down barriers to seeking help, communicating organizational commitment to well-being, and integrating well-being into quality improvement.

Why it matters. Healthcare worker burnout can lead to poor well-being and increase risks of patient harm. Supporting staff physical and mental health helps ensure a safe and supportive environment for both workers and patients.

How ECRI can help. The article [Improving Healthcare Worker Well-Being](#) addresses how to assess, measure, and track worker well-being and how to implement or improve support programs and resources.

Physician Peer Coaching Reduces Burnout and Improves Well-Being

What's the news. Physicians who received three months of coaching by professionally trained physician peers had a significant reduction in interpersonal disengagement (30.1%) and burnout (21.6%), and improvements in professional fulfillment (10.7%) and work engagement (6.3%), according to a [study published April 12, 2024, in JAMA Network Open](#).

Why it matters. Burnout and poor worker well-being affect organizational culture and patient safety. This study demonstrates that peer coaching may be an effective strategy for supporting healthcare workers and reducing burnout.

How ECRI can help. The article [Improving Healthcare Worker Well-Being](#) discusses how to assess, measure, and track staff well-being, and how to implement or improve support programs and resources.

Legal & Regulatory

Healthcare Websites Continue to Utilize Meta Pixel Despite Risks

What's the news. Analysis of healthcare websites found that 33% continue to utilize the Meta Pixel tracking code, despite increased risks of lawsuits, breaches, and fines related to invasion of privacy laws, wiretapping regulations, and Health Insurance Portability and Accountability Act (HIPAA) noncompliance, according to Lokker's [2024 Online Data Privacy Report](#). This number is a 17.5% decrease from the 40% of healthcare websites identified in October 2022.

Why it matters. Unauthorized information collection and subsequent data sharing without consent can lead to increased risks of cyberattack and liability. Healthcare organizations must prioritize transparency, consent, and user control over personal data online in order to ensure HIPAA compliance and patient safety.

How ECRI can help. The guidance article [Cybersecurity in Ambulatory Care](#) can help organizations better understand their current approaches to cybersecurity and identify opportunities for improvement.

Kentucky Passes Law Prohibiting Criminal Charges against Medical Mistakes

What's the news. Kentucky has enacted a law preventing healthcare workers from being criminally charged for medical errors, with exceptions for intentional harm, according to an [April 23, 2024, article from WKU Public Radio](#). However, nurses can still face civil penalties for medical errors.

Why it matters. Criminalizing medical mistakes could deter nurses from reporting their errors, which would limit what organizations could learn from reported events and potentially put patients at further risk.

How ECRI can help. The guidance article [Event Reporting in Ambulatory Care](#) provides an overview of event reporting systems, regulatory influences, and common barriers to reporting, followed by a comprehensive discussion of best practices to facilitate effective reporting.



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