

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.



June 4, 2024

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 Care Delays Due to Shortages

ECRI included **Delay in Care Resulting from Drug, Supply, and Equipment Shortages** among our top 10 patient safety concerns in 2024.

The healthcare supply chain continues to struggle to recover from unprecedented shortages during the COVID-19 pandemic as 93% of healthcare provider executives report they are still experiencing product shortages.

Read the article and use our action recommendations to assist your organization in addressing care delays due to drug, supply, and equipment shortages.



[Read the report](#)

SALUTE™ | ECRI's new program, SALUTE, focuses on ways that acute, ambulatory, and senior care leaders can enhance quality of care for veterans. A major component of

ensuring safe and effective care is building a partnership between patients, families, and providers. However, forging this partnership can become more complex when working with vulnerable populations, such as individuals who have served in the military. While the Veterans Affairs (VA) health system has structures in place to meet the unique health needs of veterans, the civilian healthcare sector largely does not, creating inequities for veterans who seek care outside of the VA health system.

Download your free toolkit: www.ecri.org/SALUTE

Webinar | How Healthcare Organizations Can Prepare for the Imminent Threat of Cybersecurity Attacks

Marcus Schabacker, MD, PhD, ECRI's president and CEO, will join Patient Safety & Quality Healthcare for a fireside chat about what healthcare organizations must do to prepare for the imminent threat of cybersecurity attacks on **Thursday, June 20, at 11:00 am eastern time.**

[Learn more & register](#)

What's New?

- ECRI Podcast: Medication Safety at Summer Camps [listen and subscribe](#)
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Patient Safety & Relations

LGBT Adults More Likely to Experience Discrimination in Healthcare

What's the news. Lesbian, gay, bisexual, or transgender (LGBT) adults are more likely than non-LGBT adults to report having a negative healthcare experience in the past three years that caused their health to get worse (24% versus 9%), made them less likely to seek healthcare (39% versus 15%), or caused them to switch healthcare providers (36% versus 16%), according to [KFF's 2023 Racism, Discrimination,](#)

and Health Survey. Among LGBT adults, those who have lower income, are younger, or are women are more likely to experience discrimination in their daily lives.

Why it matters. Discrimination in healthcare can lead to healthcare disparities, worse patient outcomes, and organizational liability. Understanding how discrimination affects LGBT adults can help organizations identify and implement strategies to improve care for this patient population.

How ECRI can help. The article **Are LGBT-Inclusive Approaches for Patients and Staff on Your Radar Screen?** reviews the risks of not fully addressing the needs of LGBT patients and staff and discusses initiatives for creating a more supportive environment.

Nurses Report that AI Contradicts Their Own Assessments, Threatens Patient Safety

What's the news. A survey of over 2,300 registered nurses by National Nurses United (NNU) found that artificial intelligence (AI) often contradicts and undermines nurses' clinical judgement and increases risks to patient safety; 60% of respondents reported that they do not trust their employer to implement AI with patient safety as the first priority; according to a **May 15, 2024, article from NNU**. About half of respondents reported that their employer utilizes algorithmic systems to evaluate patient acuity, and 69% of those nurses said their own assessments don't match the computer-generated measurement.

Why it matters. Although AI may provide certain advantages, implementing such technology too quickly or without appropriate regulations may cause harm, threatening patient safety and privacy.

How ECRI can help. ECRI named **Unintended Consequences of Technology Adoption** one of its top 10 patient safety concerns in 2024.

Worker & Environmental Safety

Sexual Harassment, Discrimination, and Bullying Common within OB-GYN

What's the news. The prevalence of sexual harassment (28% to 71%), workplace discrimination (57% to 67% among women; 39% among men), and bullying (53%) was frequent among obstetrics and gynecology (OB-GYN) respondents, according to a **study published May 8, 2024, in JAMA Network Open**. Perpetrators included physicians (30.1%), other trainees (13.1%), and operating room staff (7.7%).

Why it matters. Sexual harassment, discrimination, and bullying can result in poor well-being, high staff turnover, poor productivity, and litigation expenses, which may impact patient safety and quality of care.

How ECRI can help. The [Essentials: Sexual Harassment](#) collection provides action recommendations and resources to help organizations protect staff from sexual harassment.

Legal & Regulatory

New Cybersecurity Program Automatically Deploys Patches When Threats Are Detected

What's the news. The Department of Health and Human Services' Advanced Research Projects Agency for Health (ARPA-H) announced the launch of the Universal PatchinG and Remediation for Autonomous DEfense (UPGRADE) program, a \$50 million cybersecurity effort that will create tools for information technology teams to better protect against cybersecurity attacks, improve organizations' cyber resiliency, and address vulnerabilities in data security, according to a [May 20, 2024, ARPA-H article](#). The program will probe for weaknesses in software to identify potential vulnerabilities and automatically procure or develop, test, and deploy a patch when a threat is detected.

Why it matters. Cyberattacks may have negative effects on patient care and result in operational disruptions, data breaches, and lost revenue for organizations. Resources like the UPGRADE program can help healthcare organizations improve cybersecurity and prevent attacks.

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

HHS Releases Final Rule Prohibiting Discrimination in Healthcare

What's the news. The U.S. Department of Health and Human Services (HHS) released the final rule governing the implementation of Section 1557 of the Affordable Care Act, which prohibits covered entities from discriminating against individuals based on characteristics such as race, age, disability, or sex, according to a [May 10, 2024, article in Baker Donelson](#). In order to comply, organizations must designate a coordinator who is responsible for carrying out requirements; train employees on relevant policies and procedures; and provide a notice of nondiscrimination to the public, as outlined in a separate [May 10, 2024, Baker Donelson article](#). Most of the final rule's provisions become effective on July 5, 2024.

Why it matters. Discrimination against patients is a problem that affects patient outcomes and healthcare worker well-being. Organizations should implement strategies to reduce discrimination and improve health equity.

How ECRI can help. The guidance article [**Culturally and Linguistically Competent Care**](#) reviews the importance of cultural and linguistic competence in healthcare, safety and quality considerations, legal and regulatory issues, and strategies to meet individuals' cultural needs.



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