

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.



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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**](mailto:AmbulatoryCareRM@ecri.org).



Spotlight on LGBTQ Patients

At least 20 million American adults, or about 8% of the adult population, self-identify as lesbian, gay, bisexual, transgender, or queer (LGBTQ), meaning that every healthcare organization across the country has patients who are part of this community.

For members of the LGBTQ community, accessing healthcare that respects their unique needs and identities is a critical aspect of their overall well-being. While significant strides have been made in recognizing and addressing the specific healthcare challenges faced by the LGBTQ population, improvements can still be made to ensure that healthcare settings are truly welcoming and understanding of diverse orientations and identities.

ECRI's resources can help your organization deliver inclusive care to LGBTQ patients.

- [Delivering LGBTQ-Inclusive Healthcare](#)
- [Questions to Ask Legal Counsel regarding LGBTQ Healthcare](#)
- [Intimate Partner Violence: Special Issues in LGBTQ Populations](#)



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?

- Delivering LGBTQ-Inclusive Healthcare [read now](#)
- Questions to Ask Legal Counsel regarding LGBTQ Healthcare [download now](#)

Patient Safety & Relations

Racial and Ethnic Disparities in Healthcare Access and Patient Outcomes

What's the news. The Commonwealth Fund's [2024 State Health Disparities Report](#) found that profound racial and ethnic inequities in health outcomes, healthcare access, and quality and use of healthcare services exist across and within US states, particularly among Black, Native American, and Alaska Native populations, who live fewer years on average, are more likely to die from treatable conditions, and are at higher risk for many chronic health conditions. These disparities are driven by factors including higher poverty rates, communities with higher levels of pollution and crime, lack of affordable healthcare options, and interpersonal racism and discrimination.

Why it matters. Disparities in healthcare affect access to quality care and can lead to poor patient outcomes. Organizations must identify and implement strategies to reduce disparities and protect vulnerable patient populations.

How ECRI can help. The [Taking Action: Strategies to Erase Race-Based Disparities in Healthcare Delivery](#) discusses strategies that organizations can use to promote health equity, overcome bias, and reduce racial disparities.

Worker & Environmental Safety

Home Care Workers Burn Out When They Don't Have a Say in Patient Care

What's the news. Among surveyed home care workers employed by a New York home care agency, 38.7% had "low voice" and 23.4% had "high voice"—or level of input in patient care decisions; low voice was associated with factors including depersonalization-related burnout and not knowing which doctor to call, while high voice was associated with increased job satisfaction, according to a [study published May 2024 in JAMDA](#).

Why it matters. Knowing which doctor to call is an essential component of healthcare team communication, suggesting that establishing and improving communication between home care workers and other team members may help improve the experience of home care workers and positively impact patient care.

How ECRI can help. The guidance article [Collaboration and Communication among Healthcare Providers](#) highlights the consequences of communication failures on patient care to underscore the need for effective communication strategies in healthcare organizations.

Legal & Regulatory

U.S. HHS Bolsters Privacy Protections for Providers Performing Legal Reproductive Care

What's the news. The U.S. Department of Health and Human Services [recently issued a final rule](#) increasing privacy protections for those seeking legal reproductive care, such as an abortion, either in their home state or in another state. The final rule, which modifies the standards of the Privacy Rule under the Health Insurance Portability and Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act of 2009, also bolsters privacy protections for providers who have performed these treatments by stating that an entity regulated by HIPAA cannot use medical information for the purpose of investigating or charging anyone who has received or provided abortions, contraceptives, or other forms of legal reproductive healthcare.

Why it matters. The HIPAA privacy rule is a set of federal standards for safeguarding individuals' protected health information maintained or transmitted in any form or medium. Most healthcare providers and other designated "covered entities" must comply with the rule's provisions. Covered entities must designate a "HIPAA privacy officer" responsible for developing and implementing their HIPAA privacy policies and procedures.

How ECRI can help. The guidance article [The HIPAA Privacy Rule](#) discusses how organizations can ensure they are meeting all legal requirements, as well as identifying areas of risk, staff training, and more.

National Nurses United Demands Regulations for Use of AI in Healthcare

What's the news. In response to concerns regarding the deployment of untested and unregulated artificial intelligence (AI) in healthcare organizations, National Nurses United—the country's largest union of registered nurses—released an AI Bill of Rights that lists protections nurses and patients should have when AI is used and demands premarket testing and approval and ongoing monitoring of all AI, according to a [June 3, 2024, Fierce Healthcare article](#).

Why it matters. Although AI has the potential to improve patient safety, challenges including bias, inaccuracy, lack of transparency, and privacy issues can reduce AI's effectiveness and compromise patient safety. Organizations must ensure AI is tested and proven effective before implementation.

How ECRI can help. ECRI named [Unintended Consequences of Technology Adoption](#) as one of its top 10 patient safety concerns in 2024.

How Will Advance Practice Providers Impact Medical Professional Liability?

What's the news. Increases in the number of advance practice providers in the United States and around the world signal a shift toward a patient care model that is less dependent on physicians, and as they fill vital roles across a range of care settings, it is unclear how this trend will affect medical professional liability risk management in the future, according to an [article in the May 2024 issue of *Inside Medical Liability*](#). The article discusses how advance practice providers work within health systems, the factors increasing their numbers in the workforce, and potential related risks.

Why it matters. Advance practice providers' scope of practice is largely dictated by state laws and regulations, leading to considerable variance in what advance practice providers are permitted to do.

How ECRI can help. The guidance article [Scope of Practice Laws for Nurse Practitioners and Physician Assistants](#) discusses professional liability issues and strategies for oversight and communication.

