

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.



October 8, 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.



What's New?

- ECRI Blog: Navigating the Complexities of Dementia Diagnosis: The Path to Diagnostic Excellence [read now](#)

Spotlight on Health Literacy Month

October is Health Literacy Month, an international observance when hospitals, health centers, government agencies, and other groups work together to integrate and expand the mission of health literacy, according to the [Institute for Healthcare Advancement's Health Literacy Month site](#). When patients or family members have trouble understanding health information, healthcare organizations and their staff may share in the fallout. Examples of negative effects on the organization include adverse events, poor-quality care, inefficient use of healthcare, barriers to patients' self-determination, and difficulty fulfilling the organization's mission.

- [Guidance: Health Literacy](#)
- [Health Literacy: Checklist for Creating or Evaluating Materials](#)
- [Health Literacy: Handout for In-Person Communication](#)
- [Resource Collection: Patient and Public Relations](#)



Upcoming: ECRI's 1st SALUTE Community of Practice Discussion

Join us on **Wednesday October 23 @3:00 PM ET** for ECRI's first SALUTE Community of Practice discussion. Our Community of Practice calls will feature live discussions about important veteran health issues and actionable strategies that healthcare teams can apply to their practice. On our October call we will review the SALUTE Honor Roll resources and have a round table discussion of how others are engaging healthcare providers in supporting veterans in their health and wellness. These discussions are meant to be interactive and promote learning and collaboration among our SALUTE participants. There is no pre-registration, click here to join the meeting <https://ecri.zoom.us/j/98190629881>.

ECRI's **SALUTE Program** is designed to help foster connections between veterans and their healthcare providers. ECRI invites all healthcare leaders, providers, and others in the healthcare ecosystem to proactively engage military veterans, their families and caregivers as partners in safety. There is no fee to join the SALUTE Program.

New White Paper

Reducing Inappropriate Polypharmacy through Deprescribing

Polypharmacy is common among older adults, with rates of multiple chronic conditions requiring treatment with numerous medications. Age-related changes in medication metabolism can lead to side effects and adverse drug events, potentially resulting in inappropriate polypharmacy. Fluctuations in health status can further complicate the issue, creating a dangerous cycle of inappropriate medication use with serious risks to patient safety.

In ECRI's new white paper, *Reducing Inappropriate Polypharmacy through Deprescribing*, our experts explore how to reduce these risks through minimization of prescriptions, and

steps that leaders can take to protect patients now:

<https://home.ecri.org/blogs/ecri-thought-leadership-resources/reducing-inappropriate-polypharmacy-through-deprescribing>

Patient Safety & Relations

Medication Error Reporting Influenced by Fear of Blame and Reporting Consequences

What's the news. Factors influencing the reporting of medication errors and near misses among nurses included lack of a clear definition of medication errors, lack of feedback, blaming individuals instead of the system, fear of others' reactions, and fear of reporting consequences, according to a [study published September 3, 2024](#), in the *International Journal of Nursing Practice*. There is a lack of studies that investigate sociodemographic and professional factors influencing medication error reporting.

Why it matters. Findings may help organizations develop and implement strategies to encourage nurses to report medication errors and near misses without fear of being blamed.

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 event reporting.

ACOG Committee Statement Encourages Reducing Inequities in Obstetrics and Gynecology

What's the news. The American College of Obstetricians and Gynecologists' Committee Statement on [Racial and Ethnic Inequities in Obstetrics and Gynecology](#) states that reducing inequities should be a priority for all obstetrician-gynecologists and other healthcare professionals; the committee also recommends that they participate in lifelong learning to understand the roles clinician bias and systemic racism play in creating and perpetuating adverse health outcomes.

Why it matters. Healthcare disparities can lead to adverse health outcomes and healthcare experiences, potentially leading to patient harm.

How ECRI can help. The [Taking Action: Strategies to Erase Race-Based Disparities in Healthcare Delivery](#) offers strategies that healthcare organizations can implement to reduce and eliminate race-based disparities and improve quality of care for all patients.

Worker & Environmental Safety

Continuing Education Intervention Improved Healthcare Worker Well-Being

What's the news. A five-hour web-based continuing education intervention—Well-Being Essentials for Learning Life-Balance (WELL-B)—led to improvements in emotional exhaustion, emotional thriving, emotional recovery, and work-life integration; more than 90% of the participants reported a favorable impressions of WELL-B, according to a [study published September 19, 2024, in *JAMA Network Open*](#).

Why it matters. Supporting healthcare worker well-being can improve safety for patients and staff, quality of care, and health outcomes.

How ECRI can help. The guidance article [Supporting Resilience in Healthcare Workers](#) offers strategies to facilitate culture shifts that promote healthcare worker well-being and reduce burnout.

Independent NPs Need Organizational Support to Provide Better Emotional Support to Patients

What's the news. Increased organizational support in primary care settings—such as ensuring independent management of patients and access to ancillary staff and support for care management— is associated with independent nurse practitioners (NPs) more frequently addressing patients' emotional concerns, according to a [study in the September 2024 *Journal of Patient Safety*](#).

Why it matters. Patients may have strong emotional reactions after a diagnosis or may be anxious about a new medication; being able to discuss those concerns and address emotional health is an important aspect of treating the whole patient, the authors note.

How ECRI can help. The guidance article [Person-Centered Care](#) discusses the importance of providing emotional support to patients and fostering an environment in which patients feel safe sharing their concerns.

Disinfectant Wipes with Color Additives Improve Room Cleanliness and Turnover Time

What's the news. The use of disinfectant wipes with color additives that help users visualize the cleaned surfaces resulted in a 69.2% improvement in room cleanliness and a 5.9% faster room turnover time compared with the use of disinfectant alone, according to a [study published September 19, 2024, in the *American Journal of Infection Control*](#).

Why it matters. Contaminated surfaces in the healthcare setting may put patients at risk of acquiring healthcare-associated infections. The use of real-time visual feedback using color additives can improve the thoroughness of disinfection cleaning.

How ECRI can help. The guidance article [Infection Prevention and Control](#) provides an overview of infection prevention and control in the office setting.



ECRI and ISMP Headquarters, 5200 Butler Pike, Plymouth Meeting, PA 19462, 610.825.6000