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

November 5, 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**.

COOPERATIVE OF AMERICAN PHYSICIANS

What's New?

- The Four Greatest Weaknesses in the American Healthcare System Fueling Preventable Harm **read more**
- Patient safety nonprofit releases guidance for navigating medical supply chain disruptions caused by Hurricane Helene **read now**
- Drug Diversion and Infection Prevention: When the Needle Hits the Vein **read more**

Patient Safety & Relations

Patient Perspectives on Deprescribing Emphasize Communication and Support

What's the news. Interviews with participants in England age 65 or older who were taking five or more medicines found that patient perspectives on deprescribing focused on providers' explanations for deprescribing and support from those

professionals with whom patients had an existing therapeutic relationship, according to a **study published October 16, 2024, in** *BMC Geriatrics*.

Why it matters. Deprescribing is a continuous process of decreasing or discontinuing medications to reduce inappropriate polypharmacy and its associated harms. It is important that providers understand and address patient needs during the deprescribing process.

How ECRI can help. The white paper **Reducing Inappropriate Polypharmacy through Deprescribing** provides an overview of polypharmacy among older adults, discusses reducing inappropriate polypharmacy, and considers deprescribing as a risk reduction strategy.

Electronic Patient Portals Can Help Providers Identify Symptoms of Adverse Drug Reactions

What's the news. Using an electronic patient portal to conduct systematic surveillance for symptoms of potential adverse drug reactions that patients experienced after starting new medications found that 25.9% of patients reported at least one new symptom, and 30.3% of those experiencing symptoms reported two or more new symptoms, according to a **study published October 2024 in the** *Journal of Patient Safety*.

Why it matters. New medications can cause adverse drug reactions, even in patients who had no history of a reaction to a particular medication. Providers must identify and address symptoms of potential adverse drug reactions to ensure patient safety.

How ECRI can help. The guidance article **Medication Safety** discusses how to involve both patients and their caregivers in the medication management process.

Worker & Environmental Safety

Improving Work Environment and Nurse Self-Efficacy Reduces Missed Nursing Care

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identify and address symptoms of potential adverse drug reactions to ensure patient safety.

How ECRI can help. The article **Improving Healthcare Worker Well-Being** discusses how to assess, measure, and track worker well-being, and how to implement or improve support programs and resources.

Legal & Regulatory

Nearly All Organizations Experienced a Cyberattack, Report Disrupted Patient Care

What's the news. Proofpoint Inc. and Ponemon Institute recently released their report: **Cyber Insecurity in Healthcare: The Cost and Impact on Patient Safety and Care 2024**, which found that 92% of surveyed healthcare organizations experienced at least one cyberattack in the past year, with 69% reporting a related disruption to patient care. The four most common types of attacks were cloud compromise, ransomware, supply chain, and business email compromise. Organizations that experienced such attacks reported poor patient outcomes due to delays in procedures and tests (56%), an increase in medical procedure complications (53%), and increases in patient mortality rates (28%).

Why it matters. Cyberattacks can negatively affect patient care, disrupt operations, compromise patient data, and lead to lost revenue or regulatory action. Organizations should implement strategies to prevent cyberattacks and prepare responses in anticipation of cyberattacks.

How ECRI can help. The guidance article **Cybersecurity in Ambulatory Care** can help organizations better understand their approach to cybersecurity and identify opportunities for improvement.

Majority of Physicians Engage with Healthcare Influencers on Social Media

What's the news. A survey of over 300 US physicians found that 90% of respondents engage with social media content created by healthcare influencers or key opinion leaders at least weekly, with nearly half (48%) engaging multiple times a day, according to **The Influence of Influencers Report** by Sermo. Sixty percent have changed their perception of a medication based on such content, and 50% have changed their prescribing choices.

Why it matters. Social media can be an effective tool to connect, communicate, and gain information; however, it is important to be aware of social media's influence on healthcare professionals, especially regarding how such content may affect their perceptions and choices.

How ECRI can help. The guidance articles **Social Media: Organizational Risks** and **Social Media: Staff-Related Risks** discuss risks related to organizational and staff use of social media and strategies that organizations can implement to mitigate such risks.

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