

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](mailto:BDunkin@CAPphysicians.com).



**December 31, 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](mailto:AmbulatoryCareRM@ecri.org).



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## **ECRI Welcomes The Just Culture Company!**

ECRI is excited to welcome The Just Culture Company to its portfolio of solutions. The Just Culture Company is a leader in advisory services and educational programs to assist organizations foster fair and accountable organizational cultures. Their proprietary algorithm and proven framework help organizations prevent harm by shifting from reactive responses to proactive system design. To show our appreciation for being a valued client, and to offer you an opportunity to experience The Just Culture Company programs firsthand, now through February 8, all ECRI and ISMP clients will receive a 20% discount on Just Culture on-line training programs listed below. Please enter the discount code **ECRI+TJCC20** at checkout.

- [\*\*Just Culture Master Certification Course\*\*](#)
- [\*\*Just Culture Certification Course\*\*](#)
- [\*\*Just Culture for Managers and Influencers\*\*](#)
- [\*\*The Just Culture Conduct Course for Healthcare Managers and Influencers\*\*](#)

[\*\*Learn more about The Just Culture Company joining ECRI\*\*](#)

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**What's New?**

- ECRI Launches Total Systems Safety and Human Factors Engineering Solutions [read now](#)
- Modern Healthcare Award Honors ECRI Supply Chain Solutions [read now](#)

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## Patient Safety & Relations

### IPV Associated with Depression, Substance Use, Low Infant Birth Weight

**What's the news.** During 2016–2022, 5.4% of women with a live birth in nine US jurisdictions experienced intimate partner violence (IPV) during pregnancy, with emotional IPV (5.2%) more common than physical (1.5%) or sexual (1.0%) IPV; all types of IPV were associated with delayed or no prenatal care, depression and substance use during pregnancy, and low infant birth weight, according to a [December 5, 2024, Morbidity and Mortality Weekly Report](#).

**Why it matters.** To support both maternal and infant health, comprehensive IPV prevention efforts are necessary.

**How ECRI can help.** The guidance article [Recognizing and Responding to Intimate Partner Violence](#) provides information to assist providers and staff in healthcare organizations in developing policies and procedures to identify and support potential victims.

### Patient-Experience Surveys Identify Diagnostic Breakdowns

**What's the news.** In over 2,500 patient-experience surveys with negative comments, 24.5% of ambulatory care patients identified diagnostic breakdowns, including issues with accuracy, timeliness, or communication, according to a [study published in the December 2024 issue](#) of the *Journal of Patient Safety*. Patients who gave their provider a low average score were almost seven times more likely to perceive a diagnostic breakdown than patients who scored their provider higher.

**Why it matters.** Analyzing feedback from patient-experience surveys may help identify diagnostic breakdowns in the ambulatory care setting.

**How ECRI can help.** The resource collections [Diagnosis: Safety and Screening](#) and [Diagnosis: Test, Referral, and Hospitalization Tracking](#) provide guidance, education, tools, and more to help organizations improve the diagnostic process.

### Most PAPR Facepieces Do Not Block Aerosols Exhaled by Wearer

**What's the news.** Loose-fitting powered air-purifying respirators (PAPRs) are a popular alternative to filtering facepiece respirators for healthcare workers, but most PAPR facepieces do not block aerosols exhaled by the wearer, according to a [study in the December 2024 issue](#) of the *American Journal of Infection Control*. The use of a surgical mask or a filtering facepiece respirator under the facepiece can improve

infection control, researchers say, but PAPRs are usually not certified for use with masks and respirators.

**Why it matters.** Failure to provide appropriate personal protective equipment and train workers in its proper use can place both healthcare workers and patients at risk. Organizations may be held liable for infections that patients acquire while receiving health services from the practice if the infection can be traced to a lapse in infection control practices.

**How ECRI can help.** The article [Infection Prevention and Control](#) discusses the importance of appropriate personal protective equipment.

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## Legal & Regulatory

### New HIPAA Requirements for Reproductive Health

**What's the news.** December 23, 2024, was the compliance date for all but the Notice of Privacy Practices requirement of the U.S. Department of Health and Human Services Office for Civil Rights' HIPAA Privacy Rule to Support Reproductive Healthcare Privacy Final Rule, which took effect on June 23, 2024, according to a [December 6, 2024, article in \*The HIPAA Journal\*](#). The Notice of Privacy Practices compliance deadline is February 16, 2026. The update to the HIPAA Privacy Rule ensures that protected healthcare information cannot be obtained for the purpose of investigating or imposing liability on individuals for obtaining, providing, or facilitating lawful reproductive healthcare.

**Why it matters.** The extent and nature of financial risk associated with penalties that may be incurred for HIPAA violations are significant. Additionally, violations can bring reputational damage, result in loss of patient trust, and jeopardize patient safety.

**How ECRI can help.** The article [The HIPAA Privacy Rule](#) defines the rule, the consequences healthcare organizations can face when violations occur, and how to mitigate related risks.

### Organizations Lack Consistent Policies and Procedures around Animal Visitors, Activities

**What's the news.** Eighty-eight percent of facilities allow animal-assisted activities or pet visitation, but vast variations exist regarding which species of animals are allowed, which areas are restricted, and when veterinary assessments are required, according to a [study in the December 2024 issue](#) of the *American Journal of Infection Control*.

**Why it matters.** Animal companionship provides many physical and emotional benefits to individuals and groups. Healthcare organizations may encounter various types of service animals in their facilities. Identifying the legal requirements, risks, benefits, and best practices surrounding service animals helps to ensure safe interactions among staff, visitors, patients, providers, and the animals.

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

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