

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.



March 11, 2025

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 Patient Safety Awareness Week

Patient Safety Awareness Week is March 9-15, 2025. As one of the foremost independent healthcare patient safety experts, ECRI leverages expertise, spend, and clinical data to lead the global effort to dramatically reduce preventable harm and make healthcare more transparent and accessible. Listed here are a few of the resources in your Health System Risk Management membership to assist your organization in advancing patient safety.

- [Ongoing Patient Safety Challenges](#)
- [Culture of Safety: An Overview](#)
- [Measuring Safety Culture](#)
- [Patient Safety Risk Score Calculator](#)

Find guidance, tools, training programs, sample tools, and more in the [Table of Contents: Ambulatory Care Risk Management](#).

What's New?

- Join us March 18 at 1:00 pm ET, for a live webinar on our #1 patient safety concern, *Risks of Dismissing Patient, Family, and Caregiver Concerns*. [Sign up here.](#)

Patient Safety & Relations

Nearly Two-Thirds of Physicians Reported Using AI in 2024

What's the news. Sixty-six percent of physicians reported using healthcare artificial intelligence (AI) in 2024, a 78% increase from the 38% of physicians who reported using such technology in 2023; physicians are using AI for tasks including "documentation of billing codes, medical charts, or visit notes; creation of discharge instructions, care plans or progress notes; translation services, assistive diagnosis and more," according to an [article published February 26, 2025, by the American Medical Association](#).

Why it matters. Challenges surrounding AI applications in healthcare include difficulty in obtaining high-quality data; bias; scaling and integration; lack of transparency; privacy issues; and uncertainty over liability. These challenges can reduce AI's effectiveness and compromise patient safety.

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

Influenza-Associated Encephalopathy Reported in Some Pediatric Influenza Deaths

What's the news. During the 2010–2011 through 2024–2025 influenza seasons, "the median proportion of pediatric influenza deaths with influenza-associated encephalopathy or encephalitis (IAE) was 9%; IAE was identified in 13% (nine of 68) of deaths during the 2024–2025 influenza season, according to a [February 27, 2025, Morbidity and Mortality Weekly Report](#).

Why it matters. "Clinicians should consider IAE in children with influenza and abnormal neurologic signs or symptoms," according to the report, and eligible children should receive the influenza vaccine.

How ECRI can help. The article [Educate Parents: Childhood Vaccines Are as Important as Ever](#) discusses the importance of childhood vaccinations in protecting children from preventable diseases.

Interpreter Training Improved Quality of Cognitive Assessments for Dementia

What's the news. Online interpreter training codesigned by interpreters, clinicians, and multilingual family carers can improve interpreters' communication quality during cognitive assessments for dementia to facilitate timely diagnosis in multilingual

populations; improvements in interpreter quality were noted once interpreters completed at least 70% of the training, according to a [study published February 12, 2025, in JAMA Network Open](#).

Why it matters. Interpreters play a crucial role in ensuring that patients who require translation services receive timely and appropriate care. Improving interpreter training may help improve patient outcomes and quality of care.

How ECRI can help. The white paper [Diagnostic Excellence in Dementia Care](#) provides an overview of diagnostic errors among older adults, discusses barriers to timely and accurate dementia diagnosis, and offers systems safety strategies to improve diagnostic excellence in dementia care.

Patients with Non-English Language Preference Face Multiple Barriers to Video Visits

What's the news. Patients with non-English language preference reported multiple barriers to video visits, including "greater communication difficulties, lower medical evaluation quality, and technical issues," according to a [study published February 12, 2025, in JAMA Network Open](#). For some patients, these perceived or actual barriers deterred their use of telehealth services, but according to the researchers, certain interventions could effectively help improve telehealth equity.

Why it matters. Patients with non-English language preference participate in video visits less often than English-speaking patients, according to the study authors, and understanding the barriers to use can help organizations implement strategies to improve access to and utilization of telehealth.

How ECRI can help. ECRI named [Telehealth Workflow Challenges](#) as a top patient safety concern in 2021, discussing the importance of assessing patient medical, cultural, and language needs when offering telehealth services.

Maternal Mortality Rate Decreased in 2023

What's the news. In the United States, the maternal mortality rate for 2023 decreased to 18.6 deaths per 100,000 live births, compared with a rate of 22.3 in 2022, according to [recent data from the Centers for Disease Control and Prevention](#). The maternal mortality rate for Black women was 50.3 deaths per 100,000 live births, which is significantly higher than the rates for White (14.5), Hispanic (12.4), and Asian (10.7) women.

Why it matters. Understanding maternal mortality rates can help organizations identify and implement strategies to protect pregnant patients and address disparities in maternal healthcare.

How ECRI can help. The [Resource Collection: Obstetric and Maternal Health and Safety](#) provides guidance, tools, and more to help organizations provide safe care to pregnant patients.

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