

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).



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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).



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## Spotlight: Top Ten Patient Safety Concerns in 2025

ECRI's [Top 10 Patient Safety Concerns](#) identifies critical safety risks, offering insight and guidance for healthcare systems to improve care and minimize harm. The 2025 edition highlights urgent safety issues amid the evolving healthcare landscape, emphasizing the need for organizations to promptly address these risks.

1. Risks of Dismissing Patient, Family, and Caregiver Concerns
2. Insufficient Governance of Artificial Intelligence in Healthcare
3. The Wide Availability and Viral Spread of Medical Misinformation: Empowering Patients through Health Literacy
4. Medical Error and Delay in Care Resulting from Cybersecurity Breaches
5. Unique Healthcare Challenges in Caring for Veterans
6. The Growing Threat of Substandard and Falsified Drugs
7. Diagnostic Error: The Big Three—Cancers, Major Vascular Events, and Infections
8. Persistence of Healthcare-Associated Infections in Long-Term Care Facilities
9. Inadequate Communication and Coordination during Discharge
10. Deteriorating Community Pharmacy Working Conditions Contribute to Medication Errors and Compromise Patient and Staff Safety

**[Access the 2025 list now for guidance and action recommendations.](#)**

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## What's New?

- Top 10 Patient Safety Concerns 2025 [read now](#)
- Blog: ECRI's Top 10 Patient Safety Concerns 2025: A Critical Tool for Healthcare Providers across the Continuum [read now](#)

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## Patient Safety & Relations

### Strategies to Improve Screening and Intervention for Mistreatment of Older Adults

**What's the news.** To improve screening for mistreatment of older adults, specifically caregiver neglect, and subsequent interventions, it is important to define the phenomenon, develop a conceptual model to explain why it occurs, develop measurement strategies, and systematically examine existing literature, according to a [study published in the February 2025 issue of \*The Gerontologist\*](#).

**Why it matters.** Older adults are at higher risk of abuse and neglect, and such mistreatment can have serious health consequences. Developing effective screening and intervention programs can help identify and prevent mistreatment among this vulnerable population.

**How ECRI can help.** The [Resource Collection: Health Equity and Care of Vulnerable Populations](#) provides guidance, tools, and more to help organizations address challenges associated with caring for older adults, including elder abuse and neglect.

### Subgroups of Veterans with Higher Rates of Post-COVID-19 Suicide Attempts Identified

**What's the news.** Among over 285,000 veterans with COVID-19, two subgroups with high rates of post-COVID-19 suicide attempts and self-directed violence were identified; one group was older and had a high prevalence of physical conditions, while the second group was generally younger with a high prevalence of mental health conditions (e.g., depression, posttraumatic stress disorder), according to a [study published March 4, 2025, in \*JAMA Network Open\*](#).

**Why it matters.** Study findings suggest that different groups may require different approaches to suicide prevention after COVID-19, and organizations may consider tailoring suicide prevention strategies to veterans at highest risk.

**How ECRI can help.** The [Essentials: Behavioral Health](#) collection provides action recommendations and resources to help organizations identify and address behavioral health challenges, including suicide risk.

## Framework Tool Identified Nine Types of Communication Failures

**What's the news.** A taxonomy code sheet and framework tool were developed and used to identify nine types of communication failures reported in the Veterans Health Administration patient safety databases between April 2018 and March 2021 that impacted clinical outcomes—including nonadherence to facility standard operating procedures, written errors (e.g., unclear documentation), and no communication—according to a [study published March 2025 in the \*Journal of Patient Safety\*](#).

**Why it matters.** Communication failures can lead to adverse events and patient harm. Identifying and addressing such errors can improve patient safety and quality of 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.

## Female Physicians Have Higher Rates of Suicide Compared to Nonphysicians

**What's the news.** Female physicians had higher rates of suicide than the female general population in 2017 and 2019, with overall higher 2017 to 2021 suicide incidence, while male physicians had lower suicide risk than male nonphysicians from 2017 to 2021, according to a [study published February 26, 2025, in \*JAMA Psychiatry\*](#). Physicians also had higher odds of depression, as well as mental health, job, and legal problems preceding suicide.

**Why it matters.** Organizations should consider implementing comprehensive suicide prevention strategies, particularly for female physicians.

**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.

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## Legal & Regulatory

### Clinical Judgment and Communication Issues Often Observed in Medication-Related Malpractice Claims

**What's the news.** Analysis of medication-related closed malpractice claims found that family medicine (19.4%) and internal medicine (10.4%) services had the largest number of claims, and the top medications involved were anti-infectants, narcotics, and anticoagulants, according to a [study published March 2025 in the \*Journal of Patient Safety\*](#). Clinical judgment issues (55%) and communication factors (48%) were observed in many of the claims.

**Why it matters.** Understanding the characteristics of medication-related malpractice claims can help organizations address and prevent similar issues within their own facilities.

**How ECRI can help.** The guidance article [Medication Safety](#) discusses strategies to reduce the risk of medication-related adverse events and promote safe medication use.

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