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

◆ ECRI

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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**.

COOPERATIVE OF AMERICAN PHYSICIANS

What's New?

- Blog: Combating Substandard and Counterfeit Medical Devices **read now**
- Blog: Ensuring Safe AI Use in Healthcare: A Governance Imperative **read now**
- Understanding Healthcare as a Complex System: A Guide for Healthcare Workers **read now**

Patient Safety & Relations

Frontline Clinic Administrators Express Concerns About Extreme Weather Events

What's the news. A national survey of nearly 300 self-identified administrators and other staff at frontline clinics found that 45.9% "reported concerns about extreme weather impacting their job, with barriers to preparedness including financing and knowledge and resources. . . . 41.8% of respondents reported taking steps to protect their clinic infrastructure from extreme weather, including by addressing power and

improving ventilation," according to a **study published in the April/June 2025 issue** of the *Journal of Ambulatory Care Management*.

Why it matters. Consequences of climate change include increasing extreme weather events (e.g., extreme heat, hurricanes, floods, wildfires) that can affect healthcare systems and critical infrastructure, disrupt care access and delivery, and directly result in patient harm.

How ECRI can help. The guidance article **Mitigation, Preparation, Response, and Recovery: Managing Emergencies in Physician Practices** provides action recommendations for mitigating, preparing for, responding to, and recovering from emergencies in ambulatory care settings.

Adults with High and Low Antibiotic Use Have Different Cognitive Beliefs, Antibiotic Preferences

What's the news. Adults who use antibiotics frequently reported "needing more help reading health-related materials, . . . were more distrustful of science, and more likely to want antibiotics for a hypothetical viral respiratory infection" compared with nonusers of antibiotics, according to a **research letter published March 21, 2025, in** *JAMA Network Open*.

Why it matters. Understanding differences in cognitive beliefs and antibiotic preferences between nonusers and adults who use antibiotics frequently can help organizations tailor educational materials and interventions to promote appropriate antibiotic use for the specific needs of patients.

How ECRI can help. The guidance article **Health Literacy** discusses steps organizations can take to promote a more health-literate patient population as well as relevant laws, initiatives, and standards related to improving health literacy.

Legal & Regulatory

Documentation Failures Contribute to Medical Malpractice Cases

What's the news. Among more than 65,000 medical professional liability claims closed between 2014 and 2023, 20% had documentation issues, with common types of documentation failures including insufficient documentation of clinical findings, clinical rationale, and informed consent; inconsistent documentation; illegible documentation; and artificial intelligence- or technology-related errors, according to a **recent article in** *Inside Medical Liability*.

Why it matters. Appropriate clinical documentation is critical to safe and effective healthcare, ensuring patient safety and serving as a defense in malpractice cases.

How ECRI can help. The guidance article **Documentation: A Primer on Charting in the Medical Record** discusses how to implement and maintain an effective documentation system.

Considerations to Improve Cybersecurity in Healthcare

What's the news. Given the increased risk of cyberattacks and the large amount of sensitive data within the healthcare industry, it is essential that healthcare organizations implement effective cybersecurity strategies, including considering the security of medical devices before they are connected to networks or purchased; keeping up to date with evolving cybersecurity regulations; mitigating the threat for cloud-based data; and implementing updated standards to protect against potential attacks from quantum computers, according to a **March 17, 2025, article by Medical Device Network**.

Why it matters. Cyberattacks can lead to operational disruptions, data breaches, lost business or revenue, and negative effects on patient care.

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

Use Enterprise Risk Management to Tackle Arising Risks of AI, Study Says

What's the news. Integrating an enterprise risk management framework can help address the risks associated with artificial intelligence (AI) in healthcare by "providing both a forward-looking and responsive strategy designed for the healthcare industry," according to a **research article published February 14, 2025, in the** *Journal of Healthcare Risk Management*. Researchers say the method outlined can uncover and address AI-related weaknesses, incorporate incident reporting systems and root cause analysis, and more.

Why it matters. AI applications have many potential benefits, including improved clinical outcomes, reduced costs, and reduced healthcare-worker burnout. However, common issues with AI technology—such as bias, transparency, and privacy and security concerns—can have unique and dangerous consequences in healthcare.

How ECRI can help. ECRI listed **Insufficient Governance of Artificial Intelligence in Healthcare** among its top 10 patient safety concerns in 2025.

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