

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.



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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).



We Want to Hear from You! **Hazards in Healthcare in 2026**

What do you think are the most pressing patient safety concerns and health technology hazards we'll face in 2026?

ECRI is seeking topic nominations for the 2026 Top 10 Patient Safety Concerns and Top 10 Health Technology Hazards. These annual reports highlight specific issues that can lead to preventable patient harm and provide actionable recommendations for improvement.

As we look ahead to 2026, we want to hear from you – what issues do you think we should feature next year?

Submit your nominations by May 30, 2025

Spotlight on Healthcare AI Governance

Although artificial intelligence (AI) has been present in healthcare for years, AI is being incorporated into an ever-growing array of healthcare applications, including imaging applications, clinical decision-making support tools, medical notes generation, and scheduling tools. 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. ECRI listed [**Insufficient Governance of Artificial Intelligence in Healthcare**](#) as a top 10 patient safety concern in 2025.

Related resources:

- [**Position Paper: Incorporating AI into Healthcare**](#)
- [**Policy and Procedure Builder: Artificial Intelligence Governance Policy**](#) (download)
- [**Blog: Ensuring Safe AI Use in Healthcare: A Governance Imperative**](#)

What's New?

- Blog: 10 Ways Healthcare Supply Chain Leaders Can Mitigate Tariff Challenges [**read now**](#)
- ISMP news release: Patient Safety Alert: Urgent Alert Regarding Medication Vial Coring and Fragmentation Risks [**read now**](#)
- News release: ISMP to Develop First Community Pharmacy Medication Error Reporting Program for State of California [**read now**](#)

Resources for Healthcare Leadership

ECRI's CEO Dr. Marcus Schabacker recently published several relevant statements for healthcare workers and leaders:

- Message for Healthcare Leaders from the President and CEO of ECRI [**view now**](#)
- Health Systems Must Fill Gaps to Ensure Health of Diverse Americans [**view now**](#)
- Evidence assessments, key to separating fact from fiction in healthcare, get a revamp from ECRI [**view now**](#)

Patient Safety & Relations

Treatment of Inappropriate Sexual Behavior Among Patients with Dementia

What's the news. Among patients with dementia, nonpharmacologic interventions (e.g., distraction, environmental modification, caregiver education) were associated with improvement or resolution of inappropriate sexual behavior, such as touching or exposure, in 72% of cases, though only 21% improved or resolved without coprescribed pharmacotherapy, according to a [study published April 28, 2025, in the *Journal of the American Geriatrics Society*](#).

Why it matters. Inappropriate sexual behavior occurs in approximately 25% of people with dementia, according to the study authors, emphasizing the importance of identifying effective treatment methods.

How ECRI can help. The guidance article [Dementia Care in Aging Services](#) provides an overview of current best practices for dementia care in aging services organizations, discusses risks that may arise if dementia care is not optimized, and provides mitigation strategies to improve quality of care for those with dementia.

Fatigue, Neurologic Symptoms Most Common Symptoms of Long COVID Among Healthcare Workers

What's the news. The pooled global prevalence of long COVID among healthcare workers who had SARS-CoV-2 infection was 40%, and the most commonly reported symptoms were "fatigue (35%), neurologic symptoms (25%), loss/decrease of smell and/or taste (25%), myalgia (22%), and shortness of breath (19%)," according to a [study published April 16, 2025, in *BMJ Public Health*](#).

Why it matters. There is a high prevalence of long COVID among healthcare workers, emphasizing the importance of prioritizing care for this condition and implementing interventions to manage workloads and ensure adequate rest for affected staff.

How ECRI can help. The infographic [Are Post-COVID Conditions on Your Radar?](#) discusses post-COVID conditions, also called long COVID.

Provider Attitudes Are a Barrier to Older Adult Participation in Fall Prevention Activities

What's the news. Healthcare provider attitude, behavior, and practices were found to be a theme among barriers to older adult participation in fall prevention activities, according to a [study published in the April 2025 issue](#) of the *Journal of the American Geriatrics Society*. Individual-level themes included denial, self-perception,

and discomfort avoidance, while interpersonal-level themes included normalization of falls and social support. At the community level, cost, lack of education and awareness, and limited healthcare resources were found to be barriers.

Why it matters. Fall prevention in the outpatient setting is a top priority for creating a safe environment for patients and staff. Organizations should implement fall prevention strategies that consider all patient ages and their risk of falling. Since most patients do not consider themselves a fall risk, it is important to screen all patients during outpatient appointments.

How ECRI can help. The [Essentials: Falls](#) collection offers action recommendations and resources to improve fall prevention strategies.

Teaching Curriculum Developed to Promote Professionalism

What's the news. A 12-month curriculum designed to promote professionalism in healthcare was developed to enhance team-based care and to create an inclusive, respectful environment; the thematic framework used included the following categories: ethics/accountability, conflict resolution, collaboration, interpersonal communication, empathy, and wellness, according to a [research article published April 24, 2025, in the *Journal of Healthcare Risk Management*](#).

Why it matters. Professionalism is an important quality of healthcare workers to ensure a positive workplace culture.

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.

Virtual Reality Hand Hygiene Training Program Shows Promise to Increase Adherence

What's the news. A virtual reality (VR)-based training program using the World Health Organization's "My Five Moments for Hand Hygiene" framework increased overall hand hygiene adherence in the VR environment by 68%, according to a [study published in the May 2025 issue of the *American Journal of Infection Control*](#).

Why it matters. Proper hand hygiene by healthcare workers is considered to be one of the most important practices for preventing healthcare-associated infections.

How ECRI can help. Use the [Hand Hygiene Training Program](#) to educate healthcare workers on proper hand hygiene techniques and to emphasize the importance of hand hygiene as the most effective defense against healthcare-associated infections.

UK Study: Healthcare Worker Fatigue Directly Contributes to Patient, Staff Harm

What's the news. Healthcare worker fatigue contributes both directly and indirectly to patient harm and has a negative impact on staff safety, according to an [investigation report on healthcare organizations](#) in the United Kingdom published April 24, 2025. Worker fatigue may be seen as an individual risk for which the organization has limited accountability, according to the report, which can lead to a culture of blame. A positive safety culture was found to be a key component in supporting the organization to recognize and manage worker fatigue.

Why it matters. Fatigue resulting from long work weeks is not just "sleepiness," although both are affected by sleep deprivation. Fatigue is a deep sense of weariness and depleted energy influenced by many factors and can persist despite periods of rest.

How ECRI can help. The [Resource Collection: Employee Health and Wellness](#) lists guidance, infographics, and user Q&A's to aid your organization in addressing healthcare worker fatigue.



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