

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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Last week's issue of Strategic Insights for Ambulatory Care was delayed and is being sent today; we will return to our normal schedule with next week's issue on June 17.

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).



Spotlight on Caring for LGBTQ Patients

June is widely celebrated in the United States as Pride Month. For members of the LGBTQ community, accessing healthcare that respects their unique needs and identities is a critical aspect of their overall well-being. While significant strides have been made in recognizing and addressing the specific healthcare challenges faced by the LGBTQ population, improvements can still be made to ensure that healthcare settings are truly welcoming and understanding of diverse orientations and identities. ECRI's resources are here to help your organization provide person-centered care to all patients.

- [Reality Check: I Need to Work on My Communication???](#)
- [Groups Vulnerable to Intimate Partner Violence](#)
- [Recognizing and Responding to Intimate Partner Violence](#)
- [Screening for Intimate Partner Violence](#)



- [Core Elements of Patient Satisfaction](#)

What's New?

- Ask ECRI: Assessing the Competency of Aging Physicians [view](#)

Patient Safety & Relations

"Relax More, Drink More": Patients with Vulvovaginal Disorders Report Gaslighting

What's the news. Nearly 53% of patients with vulvovaginal disorders considered stopping care because of their experiences with clinicians, according to a [study published May 2025, in JAMA Network Open](#). Patients were told they just needed to relax more (41.6%), were recommended to drink alcohol (20.6%), felt unsafe during a medical encounter (16.8%), and were made to feel crazy (39.4%).

Why it matters. Medical gaslighting leads to misdiagnosis, delayed treatment, prolonged suffering, and emotional distress. Dismissing patient concerns tends to occur more often for certain populations, such as women; people of color; patients with more weight; older patients; disabled patients; neurodivergent patients; and lesbian, gay, bisexual, transgender, and queer patients. Health disparities in these populations are often a product of structural racism, sexism, homophobia, ableism, and other forms of discrimination.

How ECRI can help. ECRI listed [Risks of Dismissing Patient, Family, and Caregiver Concerns](#) among the top 10 patient safety concerns in 2025.

Worker & Environmental Safety

Road Map to Operationalize Resilience in Healthcare Identified Capacities, Processes

What's the news. A road map to operationalize resilience in healthcare identified resilience capacities as "alignment, communication, competence, coordination, facilitators, involvement, leadership, learning, risk awareness, and structure"; two processes—contextual understanding and double-loop learning—can act to strengthen

these capacities, according to a [study published in the May 2025 issue of *Applied Ergonomics*](#).

Why it matters. Resilience under stress—a coping skill that prevents burnout in demanding circumstances—is critically important for healthcare organizations to cultivate and safeguard among their providers and other staff members.

How ECRI can help. The guidance article [Supporting Resilience in Healthcare Workers](#) discusses how organizations can improve resilience among their staff.

Legal & Regulatory

FDA COVID-19 Vaccine Guidelines Will Limit Availability Based on Risk Factors

What's the news. The Food and Drug Administration has announced new guidelines for administering the COVID-19 vaccine, limiting the availability of the vaccination to people 65 and older and six months and older with one or more risk factors that put them at high risk for severe COVID-19 outcomes, according to an [article published May 20, 2025, in the *New England Journal of Medicine*](#). Vaccine approvals will be made "[o]n the basis of immunogenicity—proof that a vaccine can generate antibody titers in people."

Why it matters. Vaccinations are an important tool for building immunity to prevent illness, disability, and death resulting from infectious diseases.

How ECRI can help. Find guidance articles, sample policies and tools, user Q&A's, and more in the [Resource Collection: Vaccine and Immunization](#).

Intervention Improves ACP Documentation Among Older Adults with Cancer

What's the news. In a randomized clinical trial including 13,800 older adults with advanced cancer, patients who received the bundled intervention had significantly more advance care planning (ACP) documentation than patients who received usual care (25.3% versus 20.8%); the intervention included patient video decision aides with clinician communication skills training in ambulatory oncology practices, according to a [study published May 9, 2025, in *JAMA Network Open*](#).

Why it matters. ACP and the completion of advance directives are key elements of person-centered care and shared decision-making—two essential components of modern, high-quality healthcare that lay the foundation for a respectful partnership among patients, their decision-makers, and providers.

How ECRI can help. The [Advance Care Planning: Office-Based Care](#) toolkit can help ensure that ACP discussions with patients are completed, optimized, and well-documented.

A Framework for Systems to Understand Patient-Centered Clinical Decision Support Impact

What's the news. Health system leaders and patients can use a new framework to understand the full breadth of performance and impact of patient-centered clinical decision support and its integration into traditional health information technology and clinical decision support evaluation frameworks, according to a [study recently published in the *Journal of Medical Internet Research*](#).

Why it matters. An essential element of person-centered care—shared decision-making—is becoming embedded in federal and state reimbursement policy, with the goal of better aligning provider interests with individuals' preferences and goals for their own healthcare while also achieving cost savings.

How ECRI can help. The guidance article [Person-Centered Care](#) discusses the importance of shared decision-making and techniques to implement it.



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