

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.



ECRI

Strategic Insights for Ambulatory Care

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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.



Spotlight on Falls Prevention

Falls remain an ongoing challenge across healthcare settings and continue to be the leading cause of fatal and nonfatal injury for older adults. In addition to the significant physical and mental toll that falls take on patients, they are costly for healthcare systems and organizations, present a risk to healthcare workers, and can be a source of claims and litigation.

View ECRI's new article [Preventing Slips, Trips, and Falls in the Office Setting](#) for guidance and resources. ECRI's resources can help your organization understand how to mitigate and manage falls, assess your organization's current falls program, and educate staff on fall prevention and response.



What's New?

- July 31 Webinar: Accountability in the Healthcare Workforce: The Case for a Just Culture [register now](#)
- Smart Healthcare Safety Podcast: Safe Medicine, Safe Care: What You Need to Know About IV Push Medications [download or listen now](#)

Patient Safety & Relations

Patients Report Low Levels of Trust Toward Artificial Intelligence in Healthcare

What's the news. Patients may perceive physicians who use artificial intelligence for administrative, diagnostic, or therapeutic purposes as less competent, less trustworthy, and less empathic, according to a [research letter published July 17, 2025 in JAMA](#). Nearly half of adults age 50 years and older said they have very little to no trust in information generated by artificial intelligence, according to a [report published July 17, 2025](#), by the University of Michigan's Institute for Healthcare Policy and Innovation.

Why it matters. Despite its widespread application and potential risks, few healthcare organizations have policies governing the use of AI. Failure to develop system-wide governance to evaluate, implement, oversee, and monitor new and current AI applications may increase healthcare organizations' liability risks.

How ECRI can help. ECRI named [Insufficient Governance of Artificial Intelligence](#) in Healthcare as a top patient safety concern this year.

US Children's Health Deteriorated Across Many Indicators from 2007 to 2023

What's the news. From 2007 to 2023, US children's health has deteriorated across a range of indicators, including "mortality; chronic physical, developmental, and mental health conditions; obesity; sleep health; early puberty; limitations in activity; and physical and emotional symptoms," according to a [study published July 7, 2025, in JAMA](#).

Why it matters. Study findings emphasize the importance of identifying and addressing the root causes of this broad and significant decline in children's health.

How ECRI can help. The guidance article [Overview of Pediatric Risk Management](#) discusses general issues associated with care of the pediatric patient.

Delayed Diagnosis of Hypertension Common but Dangerous for Untreated Patients

What's the news. Delayed diagnosis of hypertension is common and associated with lower medication prescription rates and a higher risk of cardiovascular events over five years, according to a [study published July 14, 2025, in JAMA Network Open](#). Nearly 15% of patients who met blood pressure-based criteria for hypertension as recorded in the electronic health record received a diagnosis after the second elevated reading, which took place anywhere from one day to over one year from the initial reading.

Why it matters. Hypertension is a risk factor for cardiovascular disease, and earlier diagnosis and treatment leads to better health outcomes for patients.

How ECRI can help. The [Case Scenario: Missed and Delayed Diagnoses in the Physician Office](#) is intended to help organizations understand the importance of being prepared to safely handle the diagnostic process.

Unintentional Fall Deaths Increase for Older Adults from 2003 to 2023

What's the news. The US national rate of unintentional fall deaths for adults age 65 and older increased from 2003 to 2023, according to the National Center for Health Statistic [recently issued data brief](#), with varying rates of change across different groups. Adults aged 85 and older unintentional fall death rates increased most in the time period studied; rates doubled for men, from 178.3 to 373.3, and increased 2.5 times for women, from 128.5 to 319.7.

Why it matters. Falls remain an ongoing challenge across healthcare settings and continue to be the leading cause of fatal and nonfatal injury for older adults. In addition to the significant physical and mental toll that falls take on patients, they are costly for healthcare systems and organizations, present a risk to healthcare workers, and can be a source of claims and litigation.

How ECRI can help. The guidance article [Emergency Preparedness for Ambulatory Surgery](#) discusses activities that are specific to facilities that perform ambulatory surgery, including preparing for patient falls.

Patients with Active Online Portals Less Likely to No-Show Appointments

What's the news. Patients who have an active patient portal account at the time of scheduling an appointment are 21.5% less likely to no-show than patients who did not have an account, particularly among patients age 50 to 64 years, according to a [July 1, 2025, article by Epic Research](#).

Why it matters. Online patient portals can be an efficient and engaging way to connect with patients. No-show appointments represent a missed care opportunity for both the no-show patient and another patient who may have used that time.

How ECRI can help. The article [Electronic Health Records: Functionality](#) discusses patient portals and related organizational concerns.



ECRI and ISMP Headquarters, 3959 Welsh Road, #364, Willow Grove, PA 19090, 610.825.6000