

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).



Spotlight on Social Media Benefits and Risks

When used effectively, social media is an invaluable tool that healthcare organizations can use to communicate with patients and the community, promote wellness programs and services, market the brand, and encourage donations. Social media engagement also provides a means to disseminate important information to the public quickly, such as during an emergency or disaster, and can be an important public messaging tool to counter misinformation related to topics such as vaccines. In addition, social media can provide an alternative mode of communication with patients, which some may find less clinical and more accessible than traditional methods.

- [Social Media: Organizational Risks](#)
- [Social Media: Staff-Related Risks](#)
- [Resource Collection: Patient and Public Relations](#)

What's New?

- Blog: The Fragile State of Syringe Supply [read now](#)
- ECRI Leaders Named Among Becker's Patient Safety Experts to Know [read now](#)

Patient Safety & Relations

Children's Hospital Fires Nurses for HIPAA Violations

What's the news. A Washington children's hospital terminated 15 nurses for allegedly accessing the medical records of a 12-year-old patient who committed suicide at the hospital, when there was no direct treatment relationship, which violated the Health Insurance Portability and Accountability Act (HIPAA), according to an [August 12, 2025, article in The HIPAA Journal](#). The hospital claims that the terminations were for patient privacy violations; however, the nurses and the Washington State Nurses Association have suggested that they were fired as an act of retaliation for speaking with the media after media coverage included criticism of the hospital's lack of protection for patients at risk of self-harm and suicide.

Why it matters. Maintaining patient privacy is an essential component of high-quality healthcare. Violations of the HIPAA privacy rule can result in financial penalties or even criminal charges, including imprisonment.

How ECRI can help. The guidance article [The HIPAA Privacy Rule](#) discusses selected fundamental provisions of the HIPAA privacy rule that are of concern to risk managers responsible for covered healthcare providers.

Shared Decision-Making Key to Appropriate Use of Chaperones for Pediatric Exams

What's the news. The pediatric patient, parent or caregiver, and the clinician providing care should jointly make the decision of when to use a chaperone and the specific choice of chaperone during provider examinations of sensitive body areas, according to the American Academy of Pediatrics' recently published [Use of Chaperones for the Pediatric and Adolescent Encounter: Policy Statement](#). All outpatient and inpatient providers should develop policies addressing situations that prompt the need for a patient chaperone, address their ability to provide a chaperone, and be prepared to involve the patient and family members or caregivers in the decision-making process.

Why it matters. Chaperones may provide patients comfort, dignity, and safety during examinations or procedures in sensitive areas (e.g., breasts, genitals, rectum), which for some may be a distressing experience. They may also help the patient understand the procedure and answer questions.

How ECRI can help. The guidance article [Providing Chaperones during Sensitive Examinations and Procedures](#) provides strategies for the provision of chaperones during sensitive examinations and procedures, particularly for pediatric patients.

Study Identifies Trends in ADHD Medication Misuse

What's the news. Adult attention-deficit/hyperactivity disorder (ADHD) prescription stimulant misuse is associated with being under age 30, White, and living in metropolitan areas, according to [a July 29, 2025, evidence report](#) from the Agency for Healthcare Research and Quality's Effective Health Care Program. Researchers examined the misuse of ADHD prescription stimulant medications in adults to understand the associated trends and the short- and long-term health

consequences. They found that 3.7% of adults age 19 to 30 misused ADHD medications in 2023, a decrease from 7.8% in 2022.

Why it matters. Medication misuse may represent instances of drug diversion or inappropriate prescriptions and may be associated with substance use disorder.

How ECRI can help. The guidance article [Medication Safety](#) discusses strategies to engage the patient and family in the medication administration process, including addressing misuse concerns.

Worker & Environmental Safety

Recommended Strategies to Reduce Barriers to Mental Healthcare for Physicians

What's the news. Strategies to reduce barriers to mental healthcare for physicians include leadership-driven initiatives that normalize seeking help (e.g., educational interventions, leadership modeling), organizational policies that provide structural support for accessing care (e.g., peer support programs, confidential counseling, anonymous screening), and legislative reforms that protect confidentiality and reduce discriminatory practices in licensing and credentialing, according to a [special communication published August 14, 2025, in JAMA](#).

Why it matters. Many physicians experience mental health challenges, including burnout, depression, and anxiety; however, barriers to seeking help may prevent physicians from receiving treatment. Identifying and implementing effective strategies to remove these barriers can improve physician well-being, patient care quality, and organizational stability.

How ECRI can help. The article [Improving Healthcare Worker Well-Being](#) focuses on how to assess, measure, and track worker well-being, and how to implement or improve support programs and resources.

Healthcare Staff Who Fear Workplace Aggression More Likely to Feel Burnout

What's the news. Healthcare staff who are concerned about experiencing workplace aggression are nearly twice as likely to experience burnout, according to a [study published in the August 2025 issue](#) of the *American Journal of Nursing*. Increased knowledge of and more positive attitudes toward trauma-informed care, which can help mitigate the impact of traumatic experiences on providers, were associated with lower odds of burnout.

Why it matters. Burnout in healthcare workers is increasingly common, and risky for patients and staff alike.

How ECRI can help. The article [Burnout in Healthcare Workers: The Elephant in the Room](#) defines burnout, discusses the risk management implications, and offers strategies to help organizations and staff overcome burnout.



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