

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](mailto:BDunkin@CAPphysicians.com).



**ECRI**

## Strategic Insights for Ambulatory Care

**October 21, 2025**

*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).



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### Spotlight on Diagnosis

Many hold the misconception that diagnosis is an event, a single occurrence discretely limited in time. However, diagnosis may happen over multiple periods, in multiple settings, with multiple providers. Not all diagnostic errors harm patients, but when harm does result, it can range from minor to catastrophic. Patients may die or face adverse physical, psychological, and financial consequences. Diagnostic errors can also have repercussions beyond a single episode of care. ECRI's services and resources are here to help your organization address diagnostic concerns holistically and improve patient safety.

## ECRI resources:

- [Essentials: Missed Diagnosis](#)
- [Taking Action: Strategies to Support Early and Accurate Cancer Diagnoses](#)
- [Diagnostic Errors: Monumental Problem Or Enormous Opportunity?](#)
- [Diagnostic Excellence in Dementia Care](#)



## What's New?

- Think Like a Human Factors Engineer: Five Principles for Healthcare Leaders [read now](#)
- Taking Action: Strategies to Promote Equitable Healthcare for Autistic Patients [read now](#)

## Patient Safety & Relations

### Research Details Framework to Address Disruptive Practitioner Behavior

**What's the news.** Expectation setting, climate or organizational analysis, peer involvement, and professionalism training emerged as potential frameworks to address disruptive physician behavior, according to a [research article published September 9, 2025](#), in the *Journal of Healthcare Risk Management*.

**Why it matters.** Disruptive practitioner behavior is about more than hurt feelings. When a provider creates an environment in which others find it difficult to safely do their work, it must be treated as a critical patient safety issue.

**How ECRI can help.** The guidance article [Disruptive Practitioner Behavior](#) covers types of disruptive behavior, its possible consequences for healthcare organizations, and interventions organizations can use to lessen or mitigate disruptive behavior.

## **Patient Falls Remain Top Reported Sentinel Event to Joint Commission**

**What's the news.** Accounting for 49% of events, patient falls continue to be the most frequently reported sentinel event, according to the Joint Commission's recently published [Sentinel Event Data 2024 Annual Review](#). Wrong surgery, delay in treatment, patient suicide/death by self-inflicted injurious behavior, and unintended retention of foreign objects each accounted for 8% of reported events. Workplace violence-related events accounted for 4% of events.

**Why it matters.** A sentinel event is a serious adverse event that results in death, permanent harm, or severe temporary harm to a patient, requiring prompt and thorough investigation, analysis, and response.

**How ECRI can help.** The guidance article [Event Reporting in Ambulatory Care](#) provides an overview of event reporting systems, regulatory influences, and common barriers to reporting, followed by a comprehensive discussion of best practices to facilitate effective reporting.

## **Patients and Families Identify Staff Behaviors That Make Them Feel Unheard**

**What's the news.** Patients and families who reported feeling unheard in hospitals, an experience described as "listening neglect," identified staff behaviors that contributed to this feeling, including disrespect; dismissing questions, symptoms, and preferences; not using interpretation and translation services; not keeping promises; inflexibility; and requiring patients or families to repeat or escalate concerns, according to a [study published in the October 2025 issue of \*Pediatrics\*](#).

**Why it matters.** Organizations should implement strategies to reduce staff burnout, improve communication, support active listening, and promote patient-centered care.

**How ECRI can help.** Healthcare organizations can use the strategies provided in [Taking Action: Effective Provider-Patient Communication](#) to help achieve safe and effective communication between providers and patients.

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## **Legal & Regulatory**

### **Over Half of Malpractice Allegations Stem from Treatment and Care, Report Says**

**What's the news.** Representing 56% of closed claims, treatment and care was the most frequent allegation, according to a recently published nursing malpractice insurance company's [Nurse Professional Liability Claim Report](#). Nurse leaders had an average total incurred of \$160,000 even though their main responsibility is not providing direct patient care.

**Why it matters.** Although physicians and office practices can reduce the risk of malpractice lawsuits by employing effective risk management and patient safety practices, they may nevertheless become involved in malpractice litigation.

**How ECRI can help.** The guidance article [Legal Basics](#) provides an overview of general legal principles, as well as more specific information about vicarious liability, responding to subpoenas, and what to expect if a physician's practice becomes involved in malpractice litigations.

## **OCR Announces Settlement with Five Healthcare Providers for HIPAA Violations**

**What's the news.** The US Department of Health and Human Services' Office for Civil Rights (OCR) announced a settlement with five healthcare providers for violating the Health Insurance Portability and Accountability Act (HIPAA) after the facilities posted success stories on their websites that disclosed the protected health information (PHI) of 150 patients—including names, photographs, and information about their conditions and treatment—without obtaining prior authorization, according to a [September 30, 2025, press release by OCR](#). The facilities paid OCR \$182,000 and agreed to implement a corrective action plan.

**Why it matters.** HIPAA requirements protect the privacy and security of patient PHI. Organizations must implement appropriate administrative, technical, and physical safeguards to prevent unauthorized disclosure of PHI in order to comply with HIPAA.

**How ECRI can help.** The guidance article [The HIPAA Privacy Rule](#) offers best practices to ensure HIPAA compliance, including self-assessments, sample tools, and more.



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