

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 Yvette Ervin, Vice President, CAPIC Risk Management, at YErvin@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.



What's New?

- Upcoming Webinar April 21: Preventing Falls with Injury: A Systems-Based Approach [read more and register](#)

Patient Safety & Relations

Nearly 80% of Healthcare Orgs Cite Interoperability as Barrier to AI Implementation

What's the news. Nearly 80% of organizations cite interoperability challenges as a barrier to AI implementation, followed by lack of AI expertise (68.4%) and difficulty evaluating its effectiveness (52.6%), according to a [study in the March 2026 issue](#) of the *Journal of Patient Safety*.

Why it matters. Interoperability is the ability of different systems to share and make use of patient information; without it, AI implementation is likely to lead to worse patient care.

How ECRI can help. ECRI named [Insufficient Governance of Artificial Intelligence in Healthcare](#) among the top patient safety concerns in 2025.

Facilitators and Barriers to Universal Gloving

What's the news. Universal gloving (i.e., healthcare workers gloving for all patient contact) is a feasible strategy for prevention of *Clostridioides difficile* transmission, with facilitators including leadership support, communication, and environmental cues, although barriers such as increased time for tasks and glove availability and accessibility must be addressed, according to a [study published in the March 2026 issue](#) of the *American Journal of Infection Control*.

Why it matters. Universal gloving may help prevent *Clostridioides difficile* transmission in healthcare settings; however, barriers must be addressed and efficacy demonstrated to support implementation.

How ECRI can help. The guidance article [Hand Hygiene](#) outlines standards and guidelines related to hand hygiene, including glove use, and provides recommendations on how to monitor and improve hand hygiene compliance.

Telemedicine Use for Mental Health Patients in Rural Locations

What's the news. Among more than 17,700 mental health specialists, greater telemedicine uptake was associated with only small increases in the percentage of patients living in rural, low-access-to-care, or distant communities between 2018 and 2023; these changes were often explained by established patients moving farther away rather than new patients from such communities, according to a [study published March 5, 2026, in JAMA Network Open](#).

Why it matters. Telemedicine could improve access to mental healthcare for rural patients, and organizations may consider implementing policy interventions to promote its use and reduce disparities for this patient population.

How ECRI can help. The guidance article [Navigating Challenges in Rural Healthcare](#) discusses the significant and pervasive challenges in rural healthcare, including health disparities, patient access to care, staffing, and financial viability; and provides strategies to explore for improvement and sustainability.

Legal & Regulatory

ASPR Introduces Cybersecurity Module to RISC Toolkit

What's the news. The US Department of Health and Human Services' Administration for Strategic Preparedness and Response (ASPR) has added a new cybersecurity module to its Risk Identification and Site Criticality (RISC) Toolkit, which helps

healthcare facilities identify gaps, prioritize investments, and mitigate risks, according to a [March 5, 2026, press release](#).

Why it matters. Cyberattacks on healthcare organizations can result in delayed patient care, operational disruptions, data breaches, and lost business, making cybersecurity a critical concern.

How ECRI can help. The guidance article [Cybersecurity in Ambulatory Care](#) can help organizations understand their current approaches to cybersecurity and identify opportunities for improvement.

Top Major Allegations in Neurology Claims Related to Diagnosis, Medical Treatment

What's the news. Analysis of neurology-related malpractice claims found that 38% of top major allegations were related to diagnosis, 36% to medical treatment, 16% to medication, and 5% to surgical treatment, according to [The Doctors Company's March Malpractice Risk Review](#).

Why it matters. Understanding trends in neurology claims can help identify focus areas and actionable insights for improvement to strengthen patient care.

How ECRI can help. View [Resource Collection: Claims Management](#) and [Resource Collection: Risk Management Fundamentals](#) for more resources.



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