

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**.



The Patient Trust Balance Sheet: Managing Experience as a Strategic Enterprise Asset

ECRI is proud to present at the 10th Annual Patient Experience Symposium taking place September 28-30 in Boston, MA. Don't miss ECRI's session: "The Patient Trust Balance Sheet: Managing Experience as a Strategic Enterprise Asset." Patient and community trust may be one of a healthcare organization's most valuable assets and one of its greatest sources of risk, yet few health systems manage it with the same rigor applied to financial performance, quality, safety, or operations.

Using healthcare safety and culture data, along with lessons learned from failures in other industries, participants will explore a practical framework for evaluating an organization's "trust balance sheet." **View the full agenda** and **register today**. Enter coupon code 'ECRI' to receive 15% off your registration.

Spotlight on AI Governance and Accountability

Artificial intelligence (AI)—from clinical documentation tools to patient-facing chatbots—is being adopted into ambulatory practices faster than governance structures can keep pace. When an AI-influenced decision contributes to patient harm, responsibility can be difficult to trace across clinicians, organizations, and technology vendors. For risk managers, this makes proactive AI oversight—including clear use policies, staff training, and ongoing performance monitoring—an essential consideration.

- **Top 10 Patient Safety Concerns 2026: Navigating the AI Diagnostic Dilemma**
 - **Top 10 Patient Safety Concerns 2025: Insufficient Governance of Artificial Intelligence in Healthcare**
 - **2024 Top 10 Health Technology Hazards: Insufficient Governance of AI Used in Medical Technologies Risks Inappropriate Care Decisions**
 - **Ethical Use of AI in Healthcare**
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In the News

Identifying Clinical Signs of Child Abuse in Primary Care

What's the news. Abused children presenting in primary care often show nonspecific signs—abdominal pain, atopic manifestations like asthma and eczema, depression, behavioral disorders, and developmental delays—alongside physical signs such as bruises, burns, and fractures, according to a **systematic review published July 27, 2026, in *Family Practice***.

Why it matters. Primary care and pediatric practices are often a child's first and most frequent point of contact with the healthcare system, and because abuse-related symptoms are frequently nonspecific and attributable to other causes, clinicians need heightened awareness to support timely detection and mandatory-reporting compliance.

How ECRI can help. The guidance article **Child Abuse Reporting** outlines behavioral, physical, and caregiver-interaction indicators of child abuse, along with reporting obligations.

Who Is Responsible When AI Contributes to Patient Harm?

What's the news. Liability frameworks have not kept pace with AI's growing role in clinical decisions, since it is difficult to assess responsibility when clinicians, institutions,

manufacturers, and opaque AI models jointly influence a patient-harm event, according to a **July 28, 2026, *Nature* article**.

Why it matters. Ambulatory practices adopting AI-assisted diagnostic or documentation tools face unresolved questions about who is responsible when an AI-influenced decision contributes to patient harm.

How ECRI can help. ECRI named **Insufficient Governance of Artificial Intelligence in Healthcare** a top patient safety concern in 2025, discussing gaps in AI oversight structures and outlining steps that organizations can take to establish clear accountability before deploying AI-enabled tools in patient care.

Wearable Technology Offers Many Benefits, But Also Poses Liability Risk

What's the news. Nearly one-third of US adults track health data with a wearable device, but improper device management, inadequate patient education, and failure to safeguard protected health information can create liability exposure when that data enters clinical care, according to an **article in the July 2026 issue of *Inside Medical Liability***.

Why it matters. Outpatient practices that incorporate patient-generated wearable data into clinical decisions must establish clear protocols for validating and documenting that data to avoid liability exposure.

How ECRI can help. The article **Ask ECRI: Utilizing Data from Wearable Devices** outlines risk considerations and documentation practices for incorporating consumer wearable data into patient care.

OpenAI Sued for "Unlicensed Practice of Medicine"

What's the news. A lawsuit filed in California alleges that ChatGPT gave a Florida man inaccurate health guidance that discouraged him from seeking care and resulted in a delayed diagnosis of a life-threatening pulmonary embolism, according to a **July 22, 2026, *Becker's Hospital Review* article**.

Why it matters. As patients increasingly consult AI chatbots for health guidance between outpatient visits, practices should anticipate liability and patient safety concerns raised when that advice conflicts with or delays appropriate care.

How ECRI can help. ECRI named **The Misuse of AI Chatbots in Healthcare** a top patient safety concern in 2026, detailing the clinical risks of general-purpose AI chatbots and recommending policies for appropriate and prohibited use in patient care settings.



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