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.



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**.

COOPERATIVE OF AMERICAN PHYSICIANS

Welcome to ECRI Studio!

This newsletter now links to ECRI Studio. Questions about logging in or access? Contact **clientservices@ecri.org**.

What's New?

- **Ask ECRI: Acceptable Clothing and Accessories for Suicidal Patients**

Spotlight on Cybersecurity

October is **Cybersecurity Awareness Month**, according to the US Cybersecurity and Infrastructure Security Agency. Cybersecurity attacks on healthcare organizations can have negative effects on patient care, such as poor outcomes from delays in testing and procedures, longer lengths of stay, more complications from medical procedures, more patient transfers, and even higher mortality in some cases. ECRI's resources are here to help your organization strengthen cyberattack preparedness and response.

- **Cybersecurity**

- **Top 10 Patient Safety Concerns 2025: Medical Error and Delay in Care Resulting from Cybersecurity Breaches**
- **2026 Top 10 Health Technology Hazards: Cybersecurity Risks from Legacy Medical Devices**
- **2025 Top 10 Health Technology Hazards: Vulnerable Technology Vendors and Cybersecurity Threats**
- **Ask ECRI: Taking an ERM Approach to Cybersecurity Risks**

In the News

Study: Assessment of Patient-Facing Conversational AI System Yields Positive Reviews

What's the news. A physician-supervised patient-facing conversational AI system required no safety stops while taking previsit histories from 98 urgent primary care patients, according to a **study published on October 8, 2026, in *The Lancet***. Safety supervisors identified one hallucination and needed to add clinical information in five interactions. Overall, patient attitudes toward AI improved after interacting with the system.

Why it matters. Physician practices and urgent care centers that are considering implementing AI tools for patient-facing intake must ensure that they have governance, consent, and clinical oversight in place before deployment.

How ECRI can help. ECRI listed **The Misuse of AI Chatbots in Healthcare** as one of the 2026 Top 10 Health Technology Hazards, detailing the limitations of large language models when conveying health information and providing recommendations for safe usage.

AI Interpretation Tools Fall Short of Replicating the Role of Interpreters

What's the news. Medical interpreters engage in 11 behaviors beyond interpretation that support safety in ambulatory diagnostic visits, and AI interpretation tools cannot yet replicate these behaviors, according to a **study published October 5, 2026, in the *Journal of General Internal Medicine***. Such behaviors—including managing communication flow, strengthening the patient's voice, and monitoring patient emotion and understanding—enhance resilience when caring for patients with a non-English language preference.

Why it matters. Replacing human interpreters with AI interpretation tools without safeguards in place can result in safety gaps, including missed diagnoses.

How ECRI can help. The Ask ECRI **Providing Interpreter Services for Patients with Limited English Proficiency** provides information on when interpreter services are needed and how to identify patients' language preferences.

Expert Panel Proposes Stewardship Framework for Weight Management Drugs

What's the news. Clinicians and pharmacy leaders from 21 health systems developed a multidisciplinary stewardship framework for incretin-based weight management therapies (e.g., GLP-1, glucose-dependent insulinotropic polypeptide [GIP] receptor agonists), according to a **study published on October 9, 2026, in the *Journal of the American Pharmacists Association***. The framework "offers a feasible and scalable approach to optimize incretin-based therapies in weight management."

Why it matters. As GLP-1s and similar medications are increasingly being prescribed for weight management purposes, it is important that ambulatory care organizations practice good medication stewardship to optimize how these drugs are prescribed, dispensed, and used.

How ECRI can help. ECRI's **Best Clinical Practices for Managing Obesity and Overweight with GLP-1 Receptor Agonists** reviews available clinical evidence, practice guidelines, and other resources.

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