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**.

Spotlight on Healthcare Worker Burnout

Across care settings, medical disciplines, and roles, healthcare workers are at increased risk of experiencing occupational burnout and workplace violence that affect their physical, emotional, and psychosocial well-being. Research has consistently shown a relationship between burnout, workplace violence, and poor well-being, noting a general increase in the prevalence rates of all three challenges that coincides with significant changes in societal circumstances. ECRI's resources can help your organization address and mitigate staff fatigue and burnout.

- **Fatigue in Healthcare Workers**
- **Supporting Resilience in Healthcare Workers**
- **Strategies to Improve Healthcare Worker Well-Being**
- **Case Scenario: Staff Burnout**

In the News

Most High-Risk Patients Don't Receive Recommended Antiviral Flu Treatment

What's the news. Only 42% of high-risk outpatients who sought care for influenza initiated oseltamivir antiviral therapy during the 2023-2024 and 2024-2025 seasons, and fewer than half of those who started treatment completed the recommended course, according to a **study published September 21, 2026,** in *Open Forum Infectious Diseases.*

Why it matters. Primary care practices and urgent care centers serving high-risk patients—including older adults, immunocompromised individuals, and those with chronic conditions—should ensure that appropriate antiviral therapy is initiated when warranted and should follow up to ensure therapy has been completed as recommended to reduce the risk of influenza-related complications.

How ECRI can help. ECRI's **Medication Safety Resource Collection** contains guidance and information on safe prescribing of medications and vaccines.

Social Media Misinformation on GLP-1s Is Straining Primary Care

What's the news. A **September 10, 2026, Tebra article** discusses the results of a survey of 374 clinicians who prescribe GLP-1 medications, which found that 73% reported correcting patient misinformation about GLP-1 medications at least once a week, while 20% do so daily. The survey found that most GLP-1 misinformation originated from social media sites such as TikTok, Facebook, and Instagram. In addition, 35% of clinicians reported that GLP-1 demand has contributed to their own burnout.

Why it matters. The availability and rapid spread of medical misinformation about GLP-1 medications may lead to patient misuse, unmanaged side effects, unreasonable expectations about the speed of weight loss, and provider burnout.

How ECRI can help. ECRI listed **The Wide Availability and Viral Spread of Medical Misinformation** as one of its top patient safety concerns for 2025, detailing how provider-guided health literacy can help combat medical misinformation and how to support staff who raise feelings of frustration or burnout due to continually addressing medical misinformation.

Survey: 1 in 6 Adults Reports Disrespectful or Judgmental Language in Their Medical Records

What's the news. A survey of 500 US adults found that 17% reported disrespectful or judgmental language (DJL) in their own medical records or those of a loved one, according to a **study published October 13, 2026,** in *JAMA Network Open*. The study found that patients with low income or chronic pain were disproportionately affected. Patients who identified DJL in their records reported diminished clinician documentation trust and diminished intent to return to the clinician.

Why it matters. The use of stigmatizing, disrespectful, or judgmental language in patient medical records can drive patients away, disrupt care continuity, and disproportionately affect low-income patients and those with chronic pain—two populations already at elevated risk for healthcare disparities.

How ECRI can help. ECRI's guidance article **Culturally and Linguistically Competent Care** reviews the importance of cultural competence and can help guide practices in promoting language that is respectful and nonjudgmental.

Four Medical Societies Release First-Ever Shared Framework for Women's Heart Health Across Life Stages

What's the news. The American Heart Association (AHA), the American Academy of Pediatrics, the American College of Obstetricians and Gynecologists, and the Society for Maternal-Fetal Medicine published the "first coordinated, multi-society framework" for preventing and managing cardiovascular disease in girls and women across four female life stages, according to an **October 26, 2026, news release from AHA**.

Why it matters. Physician offices across primary care, obstetrics-gynecology, and pediatrics now have shared clinical guidance to support the recognition of sex-specific cardiovascular risk at every life stage, closing care gaps that contribute to the deaths of more than 400,000 US women annually due to cardiovascular disease.

How ECRI can help. ECRI listed **Risks of Dismissing Patient, Family, and Caregiver Concerns** as a top patient safety concern for 2026, detailing how certain populations, including women, often experience dismissive caregiver behavior when presenting with real symptoms, such as those related to heart disease; the article recommends educating clinicians on complex medical conditions for which symptoms are often misunderstood or minimized.

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