SBAR/Communication

Instructional Module 1

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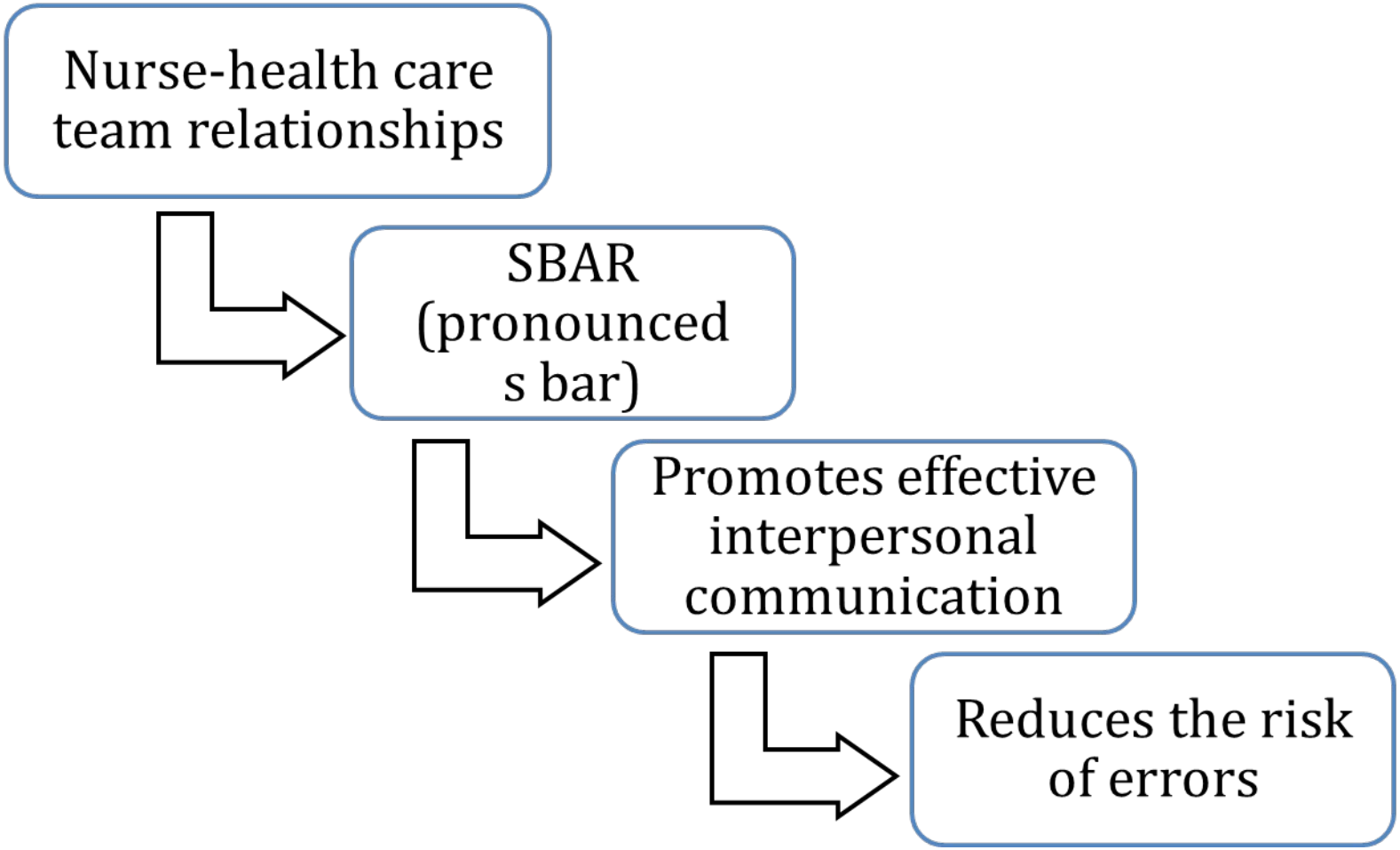
Professional Nursing Relationships



SBAR

- Tool
  - Improves communication
  - ***Standardizes the process***

SBAR

Situation

- Patient's details
- Identify reason for this communication
- Describe nurse's concern

SBAR

Background

- Relating to the patient, significant history
  - Include:
    - Medications
    - Investigations
    - Treatments

SBAR

Assessment

- Nurse's assessment of the patient or situation
  - Include:
    - Clinical impression
    - Concerns
    - Vital signs
    - Early warning score

SBAR

Recommendation

- Be specific
- Explain what is needed
- Make suggestions
- Clarify expectations
- Confirm actions to be taken

SBAR

- When SBAR is a **"must"**
  - During a patient hand-off
  - During RN-Healthcare provider communication
  - Any time there is important communication in the interdisciplinary team

S

Situation:
I am (name), (X) nurse on ward (X)
I am calling about (patient X)
I am calling because I am concerned that...
(e.g. BP is low/high, pulse is XX temperature is XX, Early Warning Score is XX)

B

Background:
Patient (X) was admitted on (XX date) with
(e.g. MI/chest infection)
They have had (X operation/procedure/investigation)
Patient (X)'s condition has changed in the last (XX mins)
Their last set of obs were (XX)
Patient (X)'s normal condition is...
(e.g. alert/drowsy/confused, pain free)

A

Assessment:
I think the problem is (XXX)
And I have...
(e.g. given O_2/analgesia, stopped the infusion)
OR
I am not sure what the problem is but patient (X) is deteriorating
OR
I don't know what's wrong but I am really worried

R

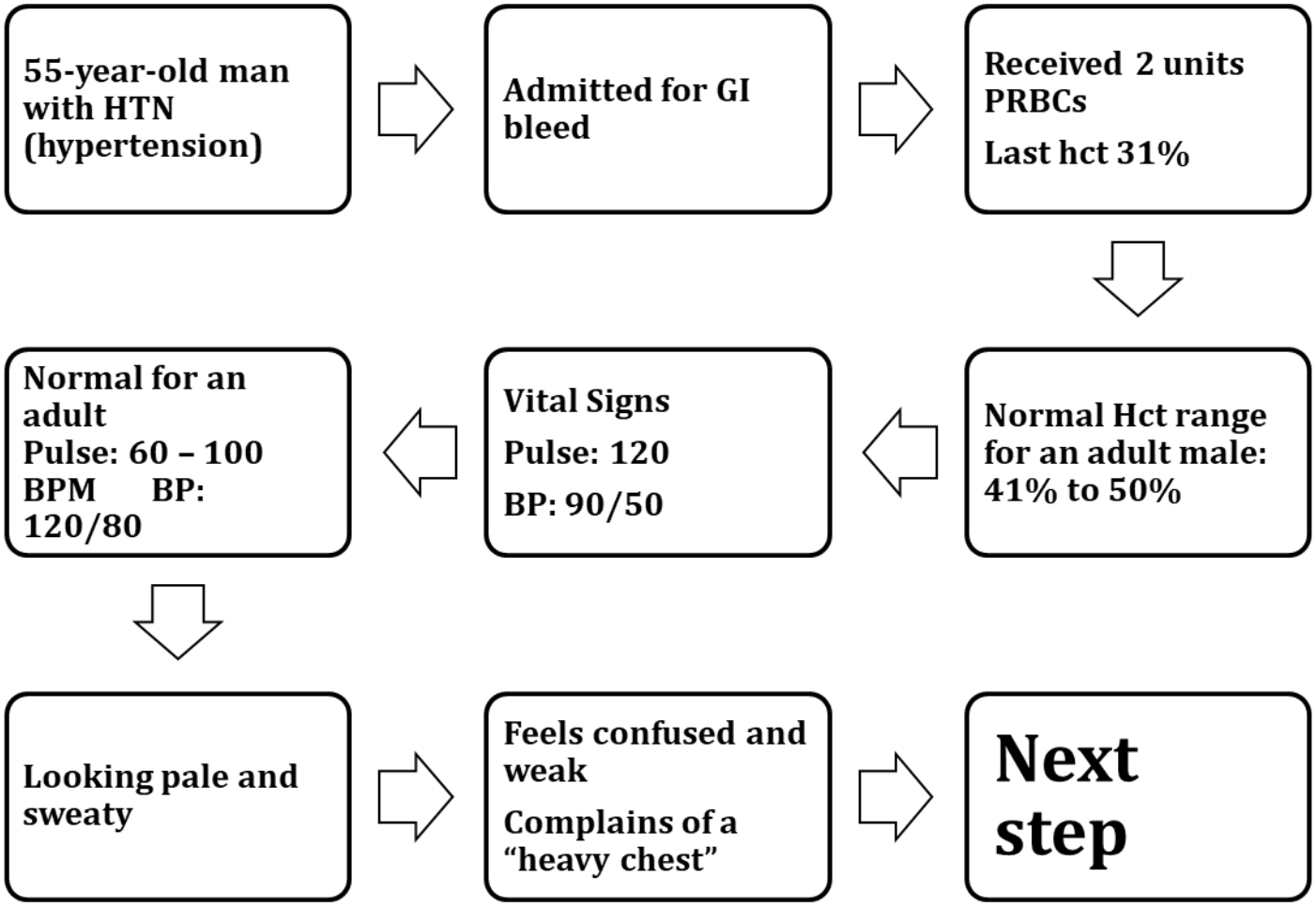
Recommendation:
I need you to...
Come to see the patient in the next (XX mins)
AND
Is there anything I need to do in the mean time?
(e.g. stop the fluid/repeat the obs)

Ask receiver to repeat key information to ensure understanding

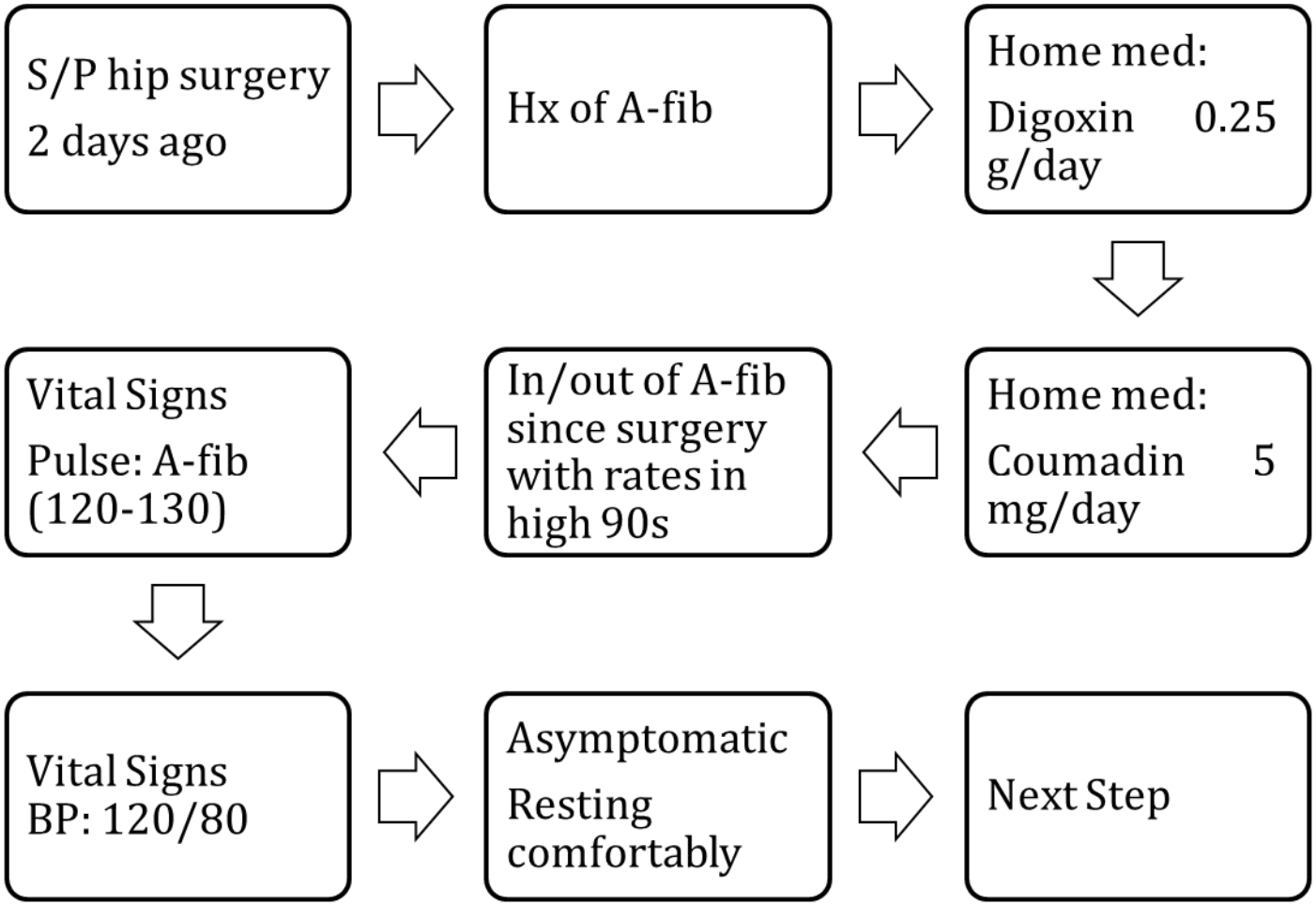
The SBAR tool originated from the US Navy and was adapted for use in healthcare by Dr M Leonard and colleagues from Kaiser Permanente, Colorado, USA

SBAR Example

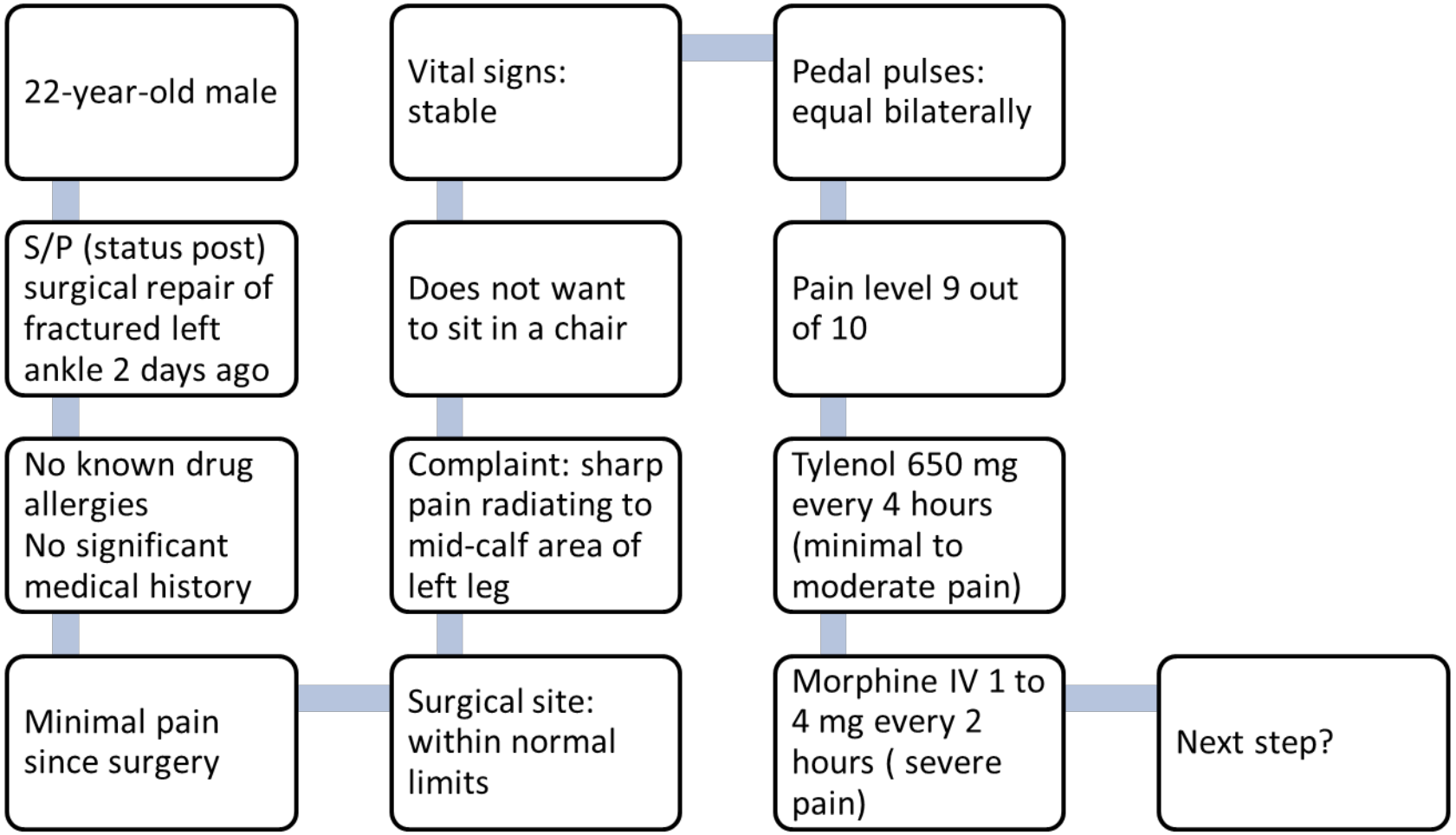
SBAR Scenario #1



SBAR Scenario #2



SBAR Scenario #3



SBAR Scenario #4