



Interactive
Strategy Using
SBAR to Improve
Communication

Module 1
Ms. Fuerstenberg

Shift Report/Scenario Updates

- Read the following scenario as the students receive the report
 - (Timeframe: 5 minutes)
- This is a verbal report from the 11P-7A nurse about your patient for the day
- Students will write down the report as if they were the oncoming nurse

Patient Scenario #1

- Hilary Jones is a 70- year- old obese white female who was admitted three days ago with a chief complaint of hip pain after falling at home
- An ORIF was performed on admission
- Mrs. Jones developed a pulmonary embolism (PE) on post op day 2

Patient Scenario #1

o PMHx

- HTN
- DM
- GERD
- Anemia

o PSH

- Cholecystectomy

o Current Medications:

- Metoprolol
- Glucophage
- Prevacid
- Dilaudid, PRN

o Allergies

- NKDA

Patient Scenario #1

- I forgot to mention, her husband keeps getting in the way, and she is constantly on the call light
- When I assessed her: she is alert and oriented x3 in no apparent distress
- Vitals are stable: T 99, P 80, R 20, BP 150/90, and Oxygen on @ 4 L via NC
- Heparin is infusing at 8 mL/hr
- Foley is patent and draining clear yellow urine

Patient Scenario #1

- C/O pain @ 4am, rated pain a 10 on a scale of 0-10, medicated X 1 with Dilaudid
- She can receive 2mg IVP Q6 PRN
- Mrs. Jones keeps complaining of pain
- Monitor showed normal sinus rhythm, abdomen soft, non-tender with BS present in all quads
- Her abductor pillow has been in place throughout the night

Patient Scenario #1

- What important data was omitted from the night shift nurse in the report?
- What other information should have been provided by the night nurse to give quality and safe patient care?

Patient Scenario #1

o Heparin

o Pain

o Pulse Ox

o Breathing

o Neurovascular

o Foley

o Abdomen

o Surgical Site

o Labs

o Code Status

o Nutrition

o IV Fluids

Patient Scenario #1

- What was inappropriate about the night RN's report?
- What can you do to change behaviors like this on your nursing units?

Patient Scenario Update

- Read the following scenario as the students write down the updates followed by a discussion of the two questions below
 - (Timeframe: 20 minutes)

Patient Scenario Update

- It is 8:00 AM, the night nurse has left, and you enter the patient's room – as she has pressed the call light again
- After you wash your hands and introduce yourself, Mrs. Jones exclaims that she has
 - “Been in pain all night with her hip.”, and further states,
 - “What is wrong with this place?”
 - “Why do I have to suffer with this constant pain?”

Patient Scenario Update

- What would be your immediate actions as the RN?
- Write the information that you would provide to the health care provider, in the ISBAR format) based on the information you were just given
 - (Give the groups five minutes to complete and then have them read the report)
 - (Students verbally present their I-SBAR to group)

Patient Scenario

Update

Introduction

Situation

Background

Assessment

Recommendation

○ MD Order:

- Please increase Dilaudid dose to 4 mg IV every 4 hours, PRN pain

○ Read back

Patient Scenario Update

- You tell her that you spoke to her physician, he has increased her pain medications from 2 mg to 4 mg
- You administered Mrs. Jones the new Dilaudid dose of 4mg at 8:00 AM
- It is 10:00 AM
- Her pain has been reduced to a 6/10

Patient Scenario Update

- You offer her a backrub and a fresh pillowcase
- She tears up and says,
 - “Thank you so much for caring, I was so afraid that I was going to die from this pain that I just couldn’t sleep last night.”

Patient Scenario Update

- It is 12:00 PM, Mrs. Jones wants her pain medication
- She is still a 6/10
- 30 minutes after receiving the pain medication, she is resting quietly
- She opens her eyes for one moment, and whispers,
 - “I’m finally at a 3/10 and I am going to take a long nap. “God bless you.”

Patient Scenario Update

- At 1:00 PM; you receive the following lab values

<u>VALUE</u>	<u>LAB</u>	<u>NORMAL VALUE</u>
PTT	35 sec	(25-35)
PT	12 sec	(12-15)
BUN	15	(5-25)
Creat	1.0	(0.5-1.5)
Sodium	138	(135-145)
Potassium	3.7	(3.5-5)
Glucose	120	(70-100)
Ca	9.0	(8.5-10)
Hgb	9.0	(13.5-17)
Hct	28	(40-54)

Patient Scenario Update

- Which lab(s) value(s) is/are critical?
- Write the information that you would provide to the health care provider, in the ISBAR format) based on the information you were just given
 - (Give the groups five minutes to complete and then have them read the report)
 - (Students verbally present their I-SBAR to group)

Patient Scenario

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○ MD Order:

- The physician ordered a T&C, increased H/H to Q4hrs, started patient on Ferrous Sulfate, 325mg PO TID with meals

○ Read back

Patient Scenario Update

- Students will write an end of shift report and practice giving report to another student using I-SBAR
 - (Timeframe 20 minutes)
- Encourage the 'receiver' to ask questions
- Ask for a student volunteer to read their end of shift report.