

Raise the SBAR

Situation, Background, Assessment, Recommendation (SBAR) is a communication technique used to convey a complete message in a concise manner. With SBAR, communication becomes streamlined and systematic, allowing less room for human error.

Advantages of SBAR

- Decreases potentially avoidable and costly adverse events, such as emergency department (ED) visits, falls, and unnecessary medications
- Creates effective communication between
 providers
- Conveys information to team members in an organized way
- Promotes collaboration and enhances job satisfaction

- Improves quality of life for residents
- Reduces serious adverse events and unanticipated deaths when consistently used
- Increases perception of effective communication and collaboration
- Promotes effective, accurate, clear communication

Using SBAR

Use the SBAR acronym as your guide. It can reduce barriers across all disciplines and levels of staff.

- Between nurses and physicians
- Interdisciplinary communications
- During nurse-to-nurse handoff
- In the nursing assistant to charge nurse report
- Anytime a change in condition is suspected

Situation

When communicating about a resident, you should provide:

- The identity of yourself, the resident and your relationship with the resident
- What the problem is, when it started and how severe it is
- Code status
- Vital signs (now and baseline)
- Your biggest concern
- What the patient/resident is describing and their symptoms

Background

Put the situation into context for who you are talking to:

- Admission date
- Active diagnosis
- Mental status (now and baseline)
- List of current medications and allergies
- Lab results with comparisons values
- Other relevant clinical information
- Relevant psychosocial information
- Resident/patient's goals for care and wishes regarding hospitalization, antibiotics, etc.

Assessment

Explain what you think the problem is based on your current assessment and the resident's history. Has the resident ever felt this way before? If yes, what was the reason?

Recommendation

Provide your recommended actions. Take into consideration the following:

- What do you hope to gain from the communication?
- Did you include the care the patient/resident wants or hopes to receive?

This material was prepared by Quality Insights, and modified by Alliant Health Solutions, a Quality Innovation Network – Quality Improvement Organization (QIN – QIO) under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. Publication No. 12SOW-AHS-QIN-QIO-TOI-NH-TOI-PCH-2486-08/21/22





www.alliantquality.org