

S-BAR COMMUNICATION TOOL

Effective communication is important for safe patient care as we all have different styles of communicating, varying by profession, culture, and gender.

“I-SBAR”

(Introduction, Situation, Background, Assessment, Recommendation)



Situation: A concise statement of the problem: What is going on now?

Background: Pertinent and brief information related to the situation: What has happened?

Assessment: Analysis and considerations of options: What you think / found is going on?

Recommendation: Request /recommend actions. What you want done?

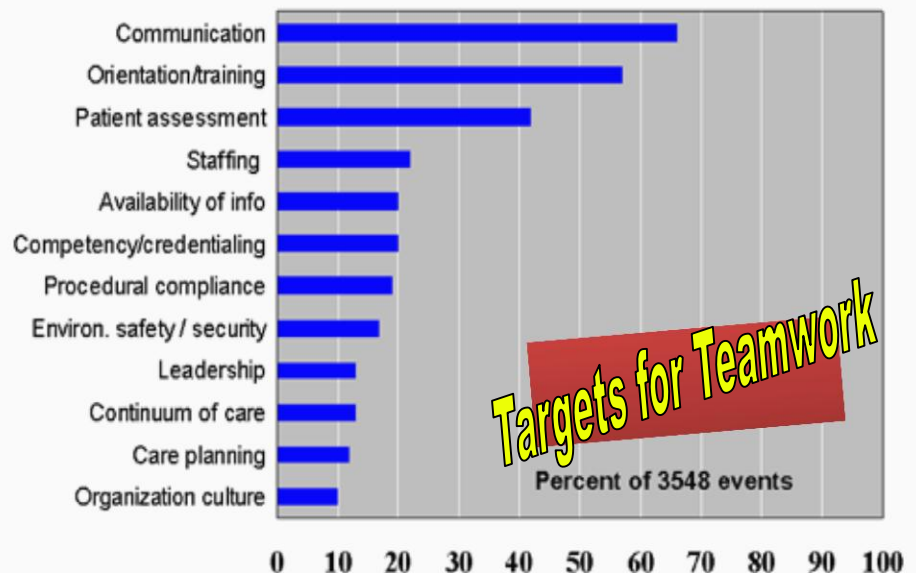
When to perform the SBAR?

- Shift change
- Break relief
- Reports to receiving units
- Communication of laboratory data and/or information from one hospital to another
- Staff education
- New policy and procedure
- Information on new procedures
- Debriefings on internal issues.
- Administrative team meetings and even e-mail communication

PDCA cycle of Quality Improvement (PLAN, DO, CHECK, ACT)

Root Causes of Sentinel Events

(All categories; 1995-2005)



Collation of sentinel event-related data reported to The Joint Commission (1995-2005). Available <http://www.jointcommission.org/SentinelEvents/Statistics>

Measurement of Improvement and Results: Anecdotal evidence

- Punctuality has improved tremendously
 - Most staff are available at 07h00 SBAR handover on time.
 - Staff are more confident/teamwork has improved.
 - The tool prompts critical thinking.
 - Communication is more effective and is continuous.
 - The written format allows for catching up on information following days off/returning from leave.
 - Decreases likelihood of lost communication as handover is structured and in a written format.
 - Staff share and take an equal responsibility in being well informed about the unit.
 - Increases the accuracy and safety of hands-off communication
 - SBAR ensures that nurses relay effective communication at change of shift by passing the baton until the next teams arrives.
- The ultimate BENEFIT is that the patients are in safe hands 24/7 through effective communication.



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 Isipingo Hospital – 031 913 7000
 Durdoc Hospital – 031 314 3000
 Ascot Park Hospital – 031 374 8000

Citi Med
 Gandhi Mandela Nursing Academy
 Behavioural Health Centre

- 0800 333 911
 - 031 309 3094
 - 031 309 1353