

Need to Communicate?

# SBAR

Health care research has shown:

- We do not always communicate well about patient care, although we think we do
- Doctors and nurses often misunderstand each other
- We can communicate much more effectively using SBAR, a military and aviation technique now increasingly used in health care and advocated for safer patient care











<b>S</b> Situation	State what is happening right now.
<b>B</b> Background	Explain any related information; what has lead to the situation?
<b>A</b> Assessment	What do you think the problem is?
<b>R</b> Recommendation	What do you need done?

**Be  
Confident**

**Be Sure**

**Know What You  
Want, and Ask  
For It**

Before you communicate, gather your facts. Complete your assessment. Think about what you want to say and what you need. Have your chart. Be prepared. For instance, do not call about a lab value without knowing if it is improving from the previous value.

	<p><b><u>SITUATION</u></b></p> <p>Identify yourself. I am calling about ...patient's name. The problem I am calling you about is ... Have all relevant data ready for communication.</p>
	
	<p><b><u>BACKGROUND</u></b></p> <p>Any related factors. If the listener may not know history of this issue, provide this information. Anything you have done to manage the problem.</p>
	
	<p><b><u>ASSESSMENT</u></b></p> <p>Relevant patient assessment – focus on new info and pertinent changes - Vital signs - Ventilator settings - Lab - Patient behaviours - Patient distress</p>
	
	<p><b><u>RECOMMENDATION</u></b></p> <p>Do you think we should ...? Should I ...?          "I need a physician to see the patient." Or "I need you to come in to see this patient."</p>
