OVERVIEW: Having a structured format for giving reports between clinical staff members leads to increased efficiency and enhanced safety. One such structured format is SBAR, which stands for **Situation**, **Background**, **Assessment**, and **Recommendation**. The SBAR tool can be easily learned, readily applied, and will lead to more accurate, professional, and mistake-free communications.

**PRIMARY LEARNING OUTCOMES:** At the end of this 4-week improvement cycle, individual staff will exhibit behavioral improvements that accomplish the following:

- Identify the words and meaning of the TeamSTEPPS SBAR tool.
- Demonstrate the effective use of SBAR in situations where a report and recommendations for action are appropriate.
- Adopt SBAR as the standard tool for giving report from one staff member to another within the unit.

**SPRINGBOARD QUESTIONS TO BE ASKED IN GROUP DISCUSSION OF STORY:**

- What can we learn from this story?
- In what situations on our unit would it be appropriate to use the TeamSTEPPS SBAR tool?
- What would be the barriers to using SBAR on our unit?

**STORY-SPECIFIC BEST PRACTICES AND PROVEN TOOLS:**

In addition to the ideas generated by staff during the 4-week improvement cycle, there are established best practices that may be appropriate to introduce to the unit in support of internally generated ideas or inject into the group discussion for consideration when staff ideas fall short. Some *Best Practices* to consider for improving team communication include:

- SBAR

**ADDITIONAL STORY-SPECIFIC RESOURCES:**

For additional information on improving team communication, please consult the following articles and resources in Further Reading:

- TeamSTEPPS Essentials.ppt
Observing Change: StoryCare™ Initiated Improvements
Use your answers to the following statements and questions to monitor whether your team is making improvement during preparation for, practicing for, or actually treating patients for potentially highly contagious conditions.

▼ Team members know how to give a complete SBAR report.
   (Never, Sometimes, Frequently, Always)
▼ Team members use SBAR to give reports.
   (Never, Sometimes, Frequently, Always)
▼ Team members ask for SBARs if they are not getting clear and complete reports.
   (Never, Sometimes, Frequently, Always)

DETERMINING TEAM UNIT ADVANCEMENT OR REPEAT OF TOPIC
At the completion of this 4-week cycle, the participating unit leader/facilitator should observe the unit as a whole establishing “new norms” that indicate the following improvements below. If you can answer yes to all 3 questions, consider moving on to a new topic.

1. SBAR is firmly embedded in the language and culture of the unit.
2. All team members know how to give an SBAR and use it consistently to give reports.
3. If a report is unclear, team members will ask for an SBAR.