

CLINICAL COMMUNICATION

POLICY STATEMENT

There is a defined mechanism to communicate within the organisation that is identified as SBARR communication. SBARR is an acronym that stands for Situation, Background, Assessment, Recommendation and Response.

PURPOSE

The purpose of SBARR communication is to improve the effectiveness of all clinical communication by establishing a standardised model, including the opportunity to ask and respond to questions.

EXCLUSIONS

There are no exclusions

REFERENCES

- [Australian Commission on Safety and Quality in Health Care \(2009\). The Ossie Guide to Clinical Handover Improvement. Sydney, ACSQHC](#)
- [Safe handover: safe patients – guidance on clinical handover for clinicians and managers. Australian Medical Association, \(2006\)](#)
- [The Joint Commission: Advancing Effective Communication, Cultural Competence and Patient Centred Care: A Roadmap for Hospitals. Oakbrook terrace, IL: The Joint Commission, \(2010\)](#)
- [SBAR technique for communication: a situational briefing model. Cambridge, MA, Institute for Healthcare Improvement \(2006\)](#)
- [SBAR: A shared mental model for improving communication between clinicians \(2006\)](#)

ASSOCIATED DOCUMENTS

- Bay of Plenty District Health Board policy 6.10.2 protocol 1 Clinical Communication Standards
- Bay of Plenty District Health Board policy 6.1.2 protocol 2 Medical Responsibility for Patient Care - Admission, Handover Of Responsibility & Patient Care Management
- Bay of Plenty District Health Board policy 6.4.1 Patient Transfers
- Bay of Plenty District Health Board policy 7.104.1 protocol 2 Nursing & Midwifery Shift Handover
- Bay of Plenty District Health Board policy 7.104.1 protocol 1 Team Nursing Guidelines
- Bay of Plenty District Health Board ICU / CCU protocol ICU.H1.1 Handover – Daily Review Of ICU / HDU Patients By Medical & Nursing Staff
- Bay of Plenty District Health Board ICU / CCU protocol ICU.S2.1 Shift Leader Responsibilities
- Mental Health Service protocols

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Section Name: General	Version No: 2	
Policy Steward: Medical Director	Authorised by: Chief Operating Officer	