

 <p>BAY OF PLENTY DISTRICT HEALTH BOARD HAUORA A TOI</p> <p>CLINICAL COMMUNICATION PROTOCOL</p>	<p>CLINICAL COMMUNICATION STANDARDS</p>	<p>Policy 6.10.2 Protocol 1</p>
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STANDARD

SBARR communication will be used to improve the effectiveness in verbal and written communication, by creating a shared mental model around all patient handover and situations requiring escalation, transfer, review or critical exchange of information.

OBJECTIVE

To enhance patient safety by:

- Reducing the risk of communication error between clinicians.
- Empowering clinical staff to articulate their assessment and recommendations for patient care.
- Ensuring all relevant information is conveyed in a standardised format when seeking clinical advice / assessment / review or escalating care.
- Ensuring the response given when seeking advice / assessment / review or escalation of care is understood and action is taken.

EQUIPMENT

SBARR acronym

STANDARDS TO BE MET

Whether spoken or written, the process for using SBARR communication will include:

STEP	ACRONYM	ACTION
1	S - situation	Identify self, unit, patient, age, and briefly state the problem, what it is, when it happened or started and how severe
2	B - background	State the admission diagnosis and date of admission, relevant medical history and a brief summary of treatment to date
3	A - assessment	State your assessment of patient e.g. vital signs, MEWS score, mental state, mobility, medicines etc
4	R - recommendation	State what you would like (state what you would like to see done) and determine a timescale
5	R - response	Review whether the response appropriate, is there anything else you need to know or should do, are you satisfied the plan is acceptable? Document - Record time, name and contact number of contact

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Protocol Steward: Manager, Quality & Patient Safety	Authorised by: Medical Director	

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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 Clinical Communication
- 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 and associated protocols 1 - 13
- 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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