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Problem:
Ineffective communication is reported as a significant contributing factor in medical errors and inadvertent patient harm.

Description:
Safe, effective clinical care depends on reliable, flawless communication between caregivers. The SBAR (Situation-Background-Assessment-Recommendation) technique is an easy-to-remember, concrete mechanism useful for framing any conversation, especially critical ones, requiring a clinician's immediate attention and action.

Aim:
To implement SBAR- model of communication in 5 South1 by August, 2014

Intervention:

- A standardized communication format, the SBAR, introduced as a situational briefing guide for staff and provider communication regarding changes in patient status or needs for non-emergent events, related issues, or for events on the unit, in the lab, or within the health care team
- Education sessions and workshops were conducted with power point presentation, video presentation, practice scenarios and SBAR practice worksheets
- SBAR model of communication implemented in pilot unit and nurses are encouraged to communicate in SBAR during handover. A SBAR practice sheet is provided to serve the purpose
- Concept poster campaign
- Displayed laminated posters on units, Placed stickers on each phone at nursing units and used screensavers to promote knowledge and use of SBAR Concept poster campaign
- For physicians, SBAR champions were nominated for each team to encourage/monitor the communication among team members
- Charge nurse held responsible to observe nurses on her shift

Conclusions: We concluded that it is important to identify frontline champions working in the area who will help to promote the use of SBAR. Developing a simple tool for measuring the quality of the SBAR use is another challenge.

Way Forward:

- Auditing the use of SBAR after a call to the pilot unit and feeding back the effectiveness and quality
- Continue education and encouragement
- Introduction of SBAR tool to other surgical units

SBAR Progress

