

SBAR Communication Tool

Handout 2

S – Situation: What is happening at the present time?

B – Background: What are the circumstances leading up to this situation?

A – Assessment: What do I think the problem is?

R – Recommendation: What should we do to correct the problem?



The following is an example of an email using SBAR.

From: Barbara Averyt
Sent: Wednesday, April 30, 2007 8:16 AM
To: Kathryn De Lisle; Barbara Averyt
Subject: South parking lot unavailable next week

Situation: In one week, on May 7, 2007, the south parking lot will be closed due to repairs. Staff will have to park elsewhere for that week.

Background: The south parking lot has many cracks and holes that now require repair. This process will take seven days from start to finish.

Assessment: The church across the street has offered the use of their parking lot during this time. However, that does mean you have a longer walk from the point of parking to entering the building. Security has been acquired during this time to monitor the activities at the church lot and keep you safe.

Recommendations: 1. Familiarize yourself with the location of the church parking lot so you know where to park next week. 2. Come to work a little earlier to compensate for the time it may take to find an available parking spot. 3. Carpool if you can to ease the burden of available parking spots. 4. Be courteous to each other as everyone will be inconvenienced during this time.

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Component III: Communication

Module A: Inter-personal Skills with Internal and External Customers

Topic 1: Inter-professional Communication

Objective: 5

Just for “Fun”:

Scenario:

You are due at a meeting at 8:30 am to present a new proposal for staffing in your department. This new staffing model is designed to give staff more days off per week by working longer days. This meeting was scheduled 5 weeks ago and it was difficult to get on the agenda. You are scheduled to present first. It is now 8:15 and you are stuck in traffic on the freeway due to a five car pileup. You calculate you will be about 15 minutes late. You call the Administrative Assistant to the Chair of the meeting and tell her what is happening.

Exercise:

You are the Director of the Admitting/Registration department. In this exercise you will be calling someone using SBAR. You know you are first on the agenda and want to ask that they shift presenters so you can go later and still be heard today.

Dunsford, J. (2009). Structured communication: Improving patient safety with SBAR. *Nursing Womens Health*, 5, 384-390.

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Module A: Inter-personal Skills with Internal and External Customers

Topic 1: Inter-professional Communication

Objective: 5

<p>Situation</p> <ul style="list-style-type: none">• No longer than 8 – 12 seconds long• Grab the listeners attention• Convey immediate need	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>Background</p> <ul style="list-style-type: none">• Sets the context• Only the relevant circumstances to this situation• The facts that are known	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>Assessment</p> <ul style="list-style-type: none">• What do you think the problem is• Be specific	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>Recommendation</p> <ul style="list-style-type: none">• What do you suggest be done / ordered / what will correct the problem	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <p>What questions do you have for me? I am here today until _____ (insert time) so if you have any questions please call ext XXXX and ask for _____(insert name)</p>

Remember: Not all information needs to be communicated, just what is pertinent.