**TOOL: SBAR (pronounced S-BAR)**

**Key Tip!**

Originally borrowed from the U.S. Navy, SBAR works just as well in non-clinical settings. Brainstorm how you can use this technique with co-leads. Email is a great place to collect and synthesize thoughts with SBAR.

**SBAR** is a structured communication technique that provides a lot of important information in a concise and brief manner. We all have different styles of communicating that vary by culture, gender, language, profession, etc. For example, nurses are trained to be narrative (e.g., nursing care plans) and doctors are trained to summarize (“just the facts, please”). SBAR makes it easier for people to convey important information without digressing, omitting key information or worrying about how someone might react. Encourage your co-leads and teams to use SBAR to improve team communication.

**AS A SPONSOR, YOU CAN COACH CO-LEADS AND TEAMS TO USE SBAR WHEN:**

1. They would like an action to be considered/taken
2. There is key information to share with another individual, such as during change of shift
3. They want to escalate a concern

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<tr>
<th>SBAR</th>
<th>ASK</th>
<th>SBAR EXAMPLE</th>
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<tr>
<td><strong>Situation</strong></td>
<td>What is happening now?</td>
<td>RN: “Dr. Preston, this is Suzanne Graham. I’m an RN on the Step Down Unit and I’m calling about Mr. Convissar in Room 414.”</td>
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<td><strong>Background</strong></td>
<td>What relevant factors led up to this event?</td>
<td>RN: “He had a Whipple Procedure eight hours ago, his blood pressure is 88/40 and his pulse is 115; he’s pale and weak. I’ve had to change his dressing twice because it’s soaked through and there is a steady flow of blood from his incision.”</td>
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<td><strong>Assessment</strong></td>
<td>What do you think is going on?</td>
<td>RN: “I’m worried that he’s having internal bleeding.”</td>
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<td><strong>Recommendation</strong></td>
<td>What action do you propose</td>
<td>RN: “I need you at the bedside now. Would you like me to send a stat CBC and coags? Would you like to order anything else and may I confirm you are on your way?”</td>
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Source: National Patient Safety [kpnet.kp.org/qrrm/patient/toolkits/sbar/sbar_index.html](kpnet.kp.org/qrrm/patient/toolkits/sbar/sbar_index.html) (KP Intranet only)
Practice creating an SBAR for the following clinical scenario or develop one that is more relevant to your work. Ask for feedback!

**SCENARIO:**

A member/patient has just shown up for his appointment, exactly at the right time, unfortunately he’s a day early! Assume the member/patient has traveled a good distance and is willing to wait a reasonable amount of time to be seen. You know his primary care provider (Dr. Smith) is busy, but sending the member/patient back home is going to be unsatisfying to him.

1. **State the SITUATION:** Describe it in one sentence and begin with, “Dr. Smith, I have a patient of yours that is here on the wrong day for his appointment and…”

2. **Give BACKGROUND information:** Research and share details of the situation, such as the patient’s confusion of his appointment date, his willingness to wait, etc.

3. **Give your ASSESSMENT:** Assess the situation and tell the physician what you think should be done, “This patient is traveling from a long distance; I don’t know if it was our mistake or the patient’s, but I think…”

4. **Provide a RECOMMENDATION:** Advise the physician what your method would be for solving the problem. It may or may not be accepted, but it can lead to discussing solutions.