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SVMC Emergency Department Handoff Reinforcement using SBAR

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Purpose

- The purpose of this project is to educate and reinforce with nurses the importance of SBAR communication when calling report to transfer patients to floors as well as reporting a concern.
- SBAR helps facilitate the communication process and provides the in-patient units with a concise picture of the patients they are receiving in order to deliver optimal care after initial emergency intervention.

Background

- Communication is a key component for successful patient outcomes in the hospital.
- Nurses in SVMC’s ED and medical floors have expressed concern over faulty communication between the units in regards to patient information.
- In order to streamline timely admissions to the floor with PATIENT SAFETY remaining the top priority, reinforcement on the use of SBAR to communicate patient transfers & concerns is required.

Implementation of Project

This project was implemented to the Emergency Department healthcare team to reinforce the organization’s High Reliability efforts and continued use of SBAR format as a means of effective communication. SBAR is an acronym for Situation, Background, Assessment, Recommendation; a technique used to facilitate prompt and appropriate communication.

“Communication failures linked to 1,744 deaths [in the United States] in five years” (Bailey, 2016, p.1)

Goals

- To collaborate with nurses and healthcare professionals in the ED to uncover problems related to communication
- To gain insight into how communication affects patient health and safety
- To determine the significance of SBAR in the communication process
- To reduce/eliminate errors related to communication problems

Conclusion

- In all hospital settings, communication plays an integral role to the safety and well-being of patients.
- In the Emergency Department, especially, successful and the use of SBAR as a communication tool plays a strong part in effective communication, minimizing errors and keeping the patient safe.
- Improving communication with the use of SBAR will lead to positive patient outcomes in the hospital.

Selected References available as handouts

http://www.ihi.org/resources/Pages/Tools/SBAREmergencyDepartmentReporttoFloorForm.aspx