SBAR (Situation, Background, Assessment, Recommendation)

Error types prevented in the Generic Error Modeling System (GEMS)

Skill-based	Rule-based	Knowledge-based
Slip	**Wrong rule**	**Decision-making**
Lapse	**Misapplication**	Problem solving
Fumble	Non-compliance	

Note: Primary shown in bold red: secondary shown in red.

The least you should know

- A complete and accurate communication is a practice habit that ensures that we understand the patient we are asked to care for and/or the task we are asked to do. This understanding is called *situational awareness*.
- Understanding gives context to the choices we make. So a poor understanding leads to poor choices – garbage in, garbage out. Since patient safety is our first priority, we will all be communicating using SBAR to ensure a complete and accurate understanding.

Situation - Who or what you're calling about, the immediate problem, your concerns

Background - Review of pertinent information, procedures, patient condition

Assessment - Your view of the situation: "*I think the problem is…" or "I'm not sure what the problem is";* urgency of action: *"the patient is deteriorating rapidly - we need to do something"*

Recommendation - Your suggestion or request

SBAR was adapted for use in Healthcare by Doug Bonacum, Kaiser Healthcare

How should we use this tool?

- Use SBAR when communicating a question with a context to a team member, especially in telephone communications. Everyone should use an SBAR format when reporting problems, especially reporting a code situation. The most common uses of SBAR are clinicians reporting patient information and all team members asking for help from another team member.

Did you know?

1. Situational Awareness is a critical thinking skill that gives us the ability to anticipate future problems and notice existing ones.
2. Good communications is the best way to maintain situational awareness and support critical thinking among team members and between units.
3. SBAR was developed in healthcare based on good communication practices from other High Reliability Organizations (HRO's). Not all of the good ideas come from aviation!

Why SBAR?

Nurses are trained to be narrative and descriptive.

Physicians are trained to be problem solvers "what do you want me to do" – " just give me the headlines."

Complicating factors: gender, national culture, the pecking order, prior relationship.

Perceptions of teamwork depend on your point of view.

Dr Michael Leonard, Kaiser Healthcare

"May I have that in an SBAR?"

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