



**Service Priorities and Programmes**  
**Electronic Presentations**

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**Application of SBAR to improve patient safety**

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**Introduction**

One of the global initiatives in patient safety is the use of standardized communication in healthcare setting to avoid the errors in communication of patient's critical situation. SBAR ( Situation, Background, Assessment and Recommendation ) provides specific guidelines for organizing and communicating relevant patient information at the time of communication. It is well adopted in international institutes and some of the local hospitals.

**Objectives**

To standardize the communication tool for nurses reporting patient's condition to doctors via the phone.

**Methodology**

During the period of May 2011 to June 2012, there were 708 nursing staff attended the SBAR training workshop. The workshop consisted of theory session and practical session. All nurses practised the SBAR communication tool and immediate feedback was provided by the facilitators. A SBAR tips-card was provided to all attendants and posters are provided to all clinical areas to remind the staff in daily operation. An audit was subsequently conducted in June 2012 in order to ensure that nurses use SBAR to communicate with doctor accurately and comprehensively. Forty nursing staff was observed by auditors in real scenarios and a checklist of twenty two items was completed by the auditors.

**Result**

There were 618 staff responded to the course evaluation questionnaire, 100% of staff satisfied with the content of the workshop and felt it was practical to the clinical situation. In addition, 100% auditees passed the audit. The above program proved to be effective and beneficial in enhancing nurses to conduct a clear and accurate communication with doctors. Nurses are familiar with the framework of the SBAR communication tool and able to apply accordingly. Furthermore, it provides positive benefit on introducing patient safety initiatives at the frontline level.