



## Service Priorities and Programmes Electronic Presentations

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### **SBAR - NDH Nursing Clinical Handover Tool**

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#### **Introduction**

Providing pertinent information during clinical handover is crucial to improve patient care and enhance patient safety. Situational briefing technique as SBAR (Situation, Background, Assessment and Recommendation) for clinical handover is an effective communication tool for nursing clinical handover. A series of activities had been organised to promote SBAR as the communication tool in NDH from July to August, 2015

#### **Objectives**

To promote a standard communication tool (SBAR) among nursing staff for improving quality of patient service and enhancing the efficiency of teamwork.

#### **Methodology**

The program had commenced from 24th July to 31st August, 2015. Three 1.5-hour identical training workshops had been arranged for nurses. For those workshop attendants (SBARers) who were encouraged to disseminate the learned knowledge to their colleagues in the working areas. Gifts (Slogan biscuit) were given to 130 SBARers who had promoted the tool successfully with the named feedback receipts. A food hamper was granted for recognition of the 1st ward in each unit with the quickest and huge transmission of SBAR. A souvenir was granted to the "most diligent" SBAR who had disseminated the knowledge to 27 colleagues in his department. Each nursing staff was provided with "SBAR" cue card. Stickers were posted near telephone set for reference. Posters were distributed to wards. Reinforced the tool in various activities e.g. Nurse Forum, Nursing Appreciation Rounds and Walk Rounds.

#### **Result**

As a result, CND had obtained 456 named returned notes after the promotion period. 77% of NDH nursing staff had taught and mastered the communication skill. During the CND walk rounds, staff could demonstrate the skill for clinical handover. As a continuous quality program, we are striving for excellence that all nursing staff would master the skill of SBAR and use it as the communication tool in clinical handover in the near future.

