Objectives

- Describe the importance of communication
- Recognize the connection between communication and medical error
- Define communication and discuss the standards of effective communication
- Describe strategies for information exchange
- Identify barriers, tools, strategies, and outcomes to communication
Importance of Communication

Ineffective communication is a root cause of nearly 66 percent of all sentinel events reported.*


Communication is...

- The process by which information is exchanged between individuals, departments, or organizations
- The lifeline of the Core Team
- Effective when it permeates every aspect of an organization

Standards of Effective Communication

- Complete
  - Communicate all relevant information
- Clear
  - Convey information that is plainly understood
- Brief
  - Communicate the information in a concise manner
- Timely
  - Offer and request information in an appropriate timeframe
- Verify authenticity
  - Validate or acknowledge information
Information Exchange Strategies

- Situation—Background—Assessment—Recommendation (SBAR)
- Call-Out
- Check-Back
- Handoff

SBAR provides...

- A framework for team members to effectively communicate information to one another
- Communicate the following information:
  - Situation—What is going on with the resident?
  - Background—What is the clinical background or context?
  - Assessment—What do I think the problem is?
  - Recommendation—What would I recommend?

Remember to introduce yourself.
**SBAR Example**

Create an SBAR example based on your role.

- **Situation** – What is happening?
- **Background** – What is the background?
- **Assessment** – What do I think the problem is?
- **Recommendation** – What would I recommend?

**SBAR Exercise**

- Call-Out is…

A strategy used to communicate important or critical information

- It informs all team members simultaneously during emergency situations
- It helps team members anticipate next steps

...On your unit, what information would you want called out?
Check-Back is...

Sender initiates message
Sender verifies message was received
Receiver accepts message, provides feedback confirmation

Handoff
The transfer of information (along with authority and responsibility) during transitions in care; to include an opportunity to ask questions, clarify, and confirm

- Optimized Information
- Responsibility—Accountability
- Uncertainty
- Verbal Structure
- Checklists
- IT Support
- Acknowledgment

Great opportunity for quality and safety
**I PASS THE BATON**

**Communication Challenges**

- Language barrier
- Distractions
- Physical proximity
- Personalities
- Workload
- Varying communication styles
- Conflict
- Lack of information verification
- Shift change

**Barriers to Team Effectiveness**

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<td>- Varying Communication Styles</td>
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<td>- Lack of Coordination and Followup With Co-Workers</td>
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<td>- Distractions</td>
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<td>- Fatigue</td>
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<td>- Misinterpretation of Cues</td>
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<td>- Lack of Role Clarity</td>
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Teamwork Actions

- Communicate with team members in a brief, clear, and timely format
- Seek information from all available sources
- Verify and share information
- Practice communication tools and strategies daily (SBAR, call-out, check-back, handoff)