

Structured Communication about Warfarin and Patient Safety (Presentation 1)
Answer Key

	Item	Correct Response
1.	Warfarin is a blood thinner.	True
2.	Warfarin must be dosed and monitored very carefully.	True
3.	High INR levels increase the risk of bleeding.	True
4.	Low INR levels (below 2) are not dangerous.	False. Low INR levels can be dangerous. A nursing home resident on warfarin to prevent strokes, deep venous thrombosis (DVT) or pulmonary embolus (PE) is not adequately protected if the INR is below 2.
5.	Doctors currently use the PT (prothrombin time) to make decisions about warfarin therapy.	False. Doctors no longer use PT levels to make decisions about warfarin therapy. The INR is used to monitor patients and to guide dosing decisions. Most of the time the optimal INR range is between 2 and 3.
6.	Antibiotics interact with warfarin and increase the risk of bleeding.	True
7.	NSAIDs like ibuprofen (Advil or Motrin), naproxen (Naprosyn) and celecoxib (Celebrex) interact with warfarin and increase the risk of bleeding.	True
8.	Aspirin and Plavix interact with warfarin and increase the risk of bleeding.	True
In communicating with providers about warfarin patients, the provider should always be informed about the use of antibiotics, NSAIDs, aspirin, or Plavix. Note that many other drugs also interact with warfarin to increase bleeding risk.		
9.	When communicating with a provider about a warfarin patient, the most recent INR should ALWAYS be communicated.	True
10.	When communicating with a provider about a warfarin patient, the previous two INRs and doses should ALWAYS be communicated.	True
11.	When communicating with a provider about a warfarin patient, medications that interact with warfarin should ALWAYS be communicated.	True
Make sure to always provide the previous two INRs and warfarin dosing patterns to the provider.		
12.	When communicating with a provider about a warfarin patient, the patient's insurance status should ALWAYS be communicated.	False
13.	SBAR stands for Situation, Background, Assessment, and Recommendations and is an approach to communicating information about residents on warfarin.	True. SBAR is an approach developed by the military to convey critically important information. This approach has been adapted by experts in warfarin therapy to provide a consistent format to convey critically important information about this drug therapy.
14.	The SBAR form should be used for every call about a warfarin patient.	True. So many things affect warfarin therapy, that essentially every communication with a provider about a warfarin patient should employ the SBAR form.

SOURCE: Meyers Primary Care Institute (a joint endeavor of University of Massachusetts Medical School, Fallon Community Health Plan, and Fallon Clinic), Worcester, MA. July, 2010.

Focused Assertive Communication For Nurses (Presentation 2)
Answer Key

	Item	Correct Response
1.	SBAR stands for Situation, Background, Assessment, and Recommendations and is an approach to communicating information about residents on warfarin.	True. SBAR is an approach developed by the military to convey critically important information. This approach has been adapted by experts in warfarin therapy to provide a consistent format to convey critically important information about this drug therapy.
2.	The SBAR form should be used for every call about a warfarin patient.	True. So many things affect warfarin therapy, that essentially every communication with a provider about a warfarin patient should employ the SBAR form.
3.	Being assertive in communicating with providers means taking responsibility for your own behaviors and emotions.	True. In communicating with providers, take responsibility for your own behaviors and emotions. You should not feel rushed, anxious, guilty or intimidated.
4.	Being assertive in communicating with providers means getting off the telephone as quickly as possible.	False. Being assertive means persisting until you have conveyed the information that you need to convey.
5.	Being assertive in communicating with providers means communicating the message you need to communicate.	True
6.	Being assertive in communicating with providers means persisting until you achieve your goal.	True
7.	The SBAR form should be completed after you make the call to the provider about a warfarin patient.	False. The SBAR form should be completed BEFORE you call. The SBAR form allows you to BE PREPARED with all the information that you need to communicate to the provider, and to communicate this information efficiently and effectively.
8.	You should never say what YOU think might be helpful or needed in communicating with providers about warfarin patients. Just provide the information you absolutely need to provide.	False. The SBAR form has a section called Recommendations to prompt you to provide important recommendations or reminders to the provider about warfarin dosing and monitoring.