SBAR Training for Laboratory Associate

Definition of SBAR

- **SBAR** is an acronym that stands for Situation,
- Background, Assessment, and Recommendation.
 - □ It is a standardized way of communicating a problem across the organization.
 - Associates and providers can use SBAR to share patient information in a concise and structured format.
 - □ It improves efficiency and accuracy in the care of patients and workplace environment.

Definition of SBAR

- *Situation*-Who you are and who, what, and where is the immediate problem
- **Background**-A brief description of relevant history related to the current situation or condition
- **Assessment**-Your view of the situation and your perception of the urgency of action
- Recommendation-Your suggestion about the action that should be taken to solve the problem or your request for guidance on what the action should be

History of SBAR

- SBAR was originally developed by the US Navy as a communication technique that could be used on nuclear submarines.
- The airline industries began to use SBAR in the 1980s after a series of airline crashes in which investigators determined that communication was contributing factor.

SBAR Communication

- Saint Agnes Hospital has adopted this form of communication for all associates. (Please reference hospital policy SYS HOS 68 Hand-off Communication).
- SBAR can be used:
 During change of shift

□Notification of alert lab values to providers

Notification of discrepant laboratory results/information

Communication regarding instrument downtime

Communication of unacceptable specimens to providers

Why is SBAR Important

- A program that facilitates effective communication is mandated by regulatory and accrediting agencies such as The Joint Commission and CAP.
- Identify patients correctly.
- Efficient communication between associates.
- Identify patient safety risks.





Situation: Who you are and who, what,

and where is the immediate problem.

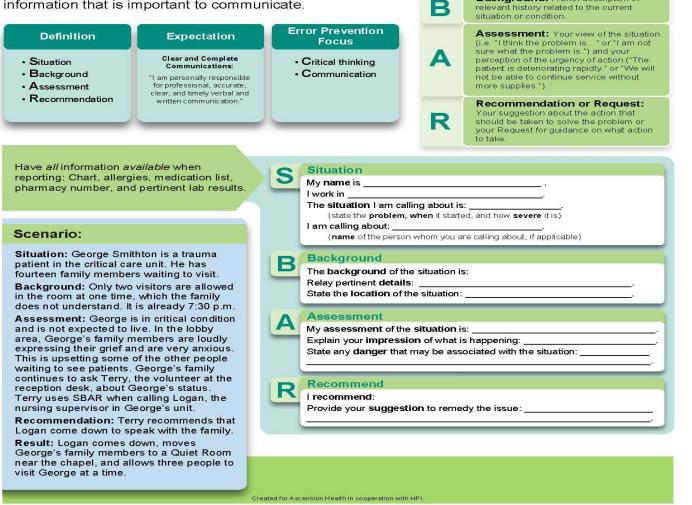
relevant history related to the current

Background: A brief description of

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Error Prevention Technique: SBAR - Non-Clinical

SBAR is a communication tool for planning and structuring information about a problem in both clinical and non-clinical situations. Each letter represents information that is important to communicate.



Example Scenario

31 y/o AICU patient admitted CHF called for a code blue. Phlebotomy is swarming on 4500S. Patient is an extremely difficult stick and nurses are unable to collect, they have paged overhead for phlebotomy to collect the laboratory specimens. No orders have been submitted at this time.

Use of SBAR

- Situation- Hi my is [your name] from phlebotomy. I heard that you needed assistance with drawing a patient.
- **Background-** Patient is a difficult draw. Multiple nursing associates have attempted to draw and no orders are in Meditech.
- Assessment- Patient is in critical condition and the specimens need to be collected immediately.
- Request/Recommendation- Provider may tell the phlebotomist what tests are needed; the phlebotomist will choose appropriate vacutainer tubes, properly identify patient, print demographic labels from Mobilab with which to label specimens and draw the patient's blood. When orders are entered in Meditech, barcode labels will be printed and affixed to the specimens.