

SBAR Communication

Use the following SBAR steps to communicate issues, problems or opportunities for improvement to coworkers or supervisors. SBAR can be applied to both written and verbal communications.

SITUATION - State what is happening at the present time that has warranted the SBAR communication. *Example: Patients and visitors are entering the medical center through the wrong doors and getting lost trying to find their destination.*

BACKGROUND – Explain circumstances leading up to this situation. Put the situation into context for the reader/listener. *Example: The campus has many buildings and is accessible from both E. Washington St. and Eastland Dr. Other entrances are more noticeable than the hospital’s main entrance. MD offices do not have good maps to mark and hand to patients when sending them to our campus, and they often misdirect patients.*

ASSESSMENT – What do you think the problem is? *Example: People need something that they can carry with them when they are coming to the hospital so they park outside the appropriate entrance.*

RECOMMENDATION – What would you do to correct the problem? *Example: Create a campus visitor guide that includes an “aerial” map of the campus as well as a community map and floor by floor maps. Distribute widely, including to physician offices. Make them available to visitors in admission packets and at all entrances.*

SBAR Communication

Use the following SBAR steps to communicate issues, problems or opportunities for improvement to coworkers or supervisors. SBAR can be applied to both written and verbal communications.

SITUATION - State what is happening at the present time that has warranted the SBAR communication. *Example: Patients and visitors are entering the medical center through the wrong doors and getting lost trying to find their destination.*

BACKGROUND – Explain circumstances leading up to this situation. Put the situation into context for the reader/listener. *Example: The campus has many buildings and is accessible from both E. Washington St. and Eastland Dr. Other entrances are more noticeable than the hospital’s main entrance. MD offices do not have good maps to mark and hand to patients when sending them to our campus, and they often misdirect patients.*

ASSESSMENT – What do you think the problem is? *Example: People need something that they can carry with them when they are coming to the hospital so they park outside the appropriate entrance.*

RECOMMENDATION – What would you do to correct the problem? *Example: Create a campus visitor guide that includes an “aerial” map of the campus as well as a community map and floor by floor maps. Distribute widely, including to physician offices. Make them available to visitors in admission packets and at all entrances.*