

SBAR coach training

Overview

Tip: Use this guide with the *SBAR Coach Training* eLearning module. The eLearning module will allow you to answer the questions in this guide.

This guide prepares SBAR coaches for their roles in launching a system-wide effort to improve patient care by applying a structured communication technique called SBAR.

Use this guide with the *SBAR Coach Training* eLearning module. The eLearning module has answers to the questions in this guide.

Objectives

- Define the roles of the SBAR Coach
- Describe the need for a structured communication template
- Review the SBAR components
- Introduce five-step performance coaching
- Rehearse SBAR through simulations
- Discuss challenges of coaching SBAR on the job
- Next steps for an SBAR launch

Roles of the SBAR coach

As an SBAR coach, you are expected to:

1. Establish supportive relationships with and between people
2. Complete the eLearning course
3. Complete the SBAR training for coaches
4. Coach ongoing SBAR development on the job

An SBAR coach is. . .

- An encourager—not an enforcer.
- A teacher—not a criticizer.
- Interested in promoting and maintaining relationships and partnerships between health care professionals.
- Critical to the success of an SBAR implementation.

SBAR Coach Self Assessment

As you think about your own readiness to be an SBAR Coach, evaluate yourself honestly on the following behaviors and traits.

	Developing Strength	Strength	Exceptional
I seek feedback from others.			
I am a role model of expected behaviors.			
I spend time developing relationships.			
I listen more than I talk.			
I praise and compliment frequently.			
I am concrete and specific in my communication.			
I reflect and paraphrase what I hear.			
I ask questions to clarify and understand.			
I collaborate and partner with others.			
I check to make sure others know what is expected of them.			

Need for a structured SBAR template

Tip: You can find the answers to these questions by going through the SBAR Coach Training eLearning module.

- Institute of Medicine estimates 98,000 patients die as a result of _____ in hospitals each year.
- Poor _____ is the cause of 69% of sentinel events.
- The use of a communication template results in numerous benefits:
 - Reduced _____ outcomes.
 - Reduced _____.
 - Reduced _____ of stay.
 - Improved nurse _____.
 - Changed attitudes and behaviors toward _____.

SBAR review

- S** = _____ What is going on with the patient right now?
- B** = _____ What is the background on this patient? How did we get to this point?
- A** = _____ What do I think the issue is? Why am I concerned?
- R** = _____ What should we do to respond to the situation?

The Situation and Background are _____ components. They are based on your assessments and the results of tests. They reflect sharing concise, relevant data in the patient's history and immediate condition.

The Assessment and Recommendation are _____ components. They are based on your level of experience and your informed interpretation of your assessments and the patient's data.

Response

The Response includes _____ and _____ components. It allows for repetition, acknowledgement, questions, and clarifications. This process results in a _____, resulting in a plan of action.

How else can SBAR enhance communication?

By substituting “the situation” for “the patient,” this template becomes useful for non-clinical situations, as well. The flexibility and versatility of SBAR are useful for the following:

- Thinking through problems critically
- Handoffs and briefings
- Inquiry
- Advocacy
- Assertion
- Crises
- Self-critiques
- Conflict resolution
- Decision making