

# S • B • A • R

*Situation • Background • Assessment • Recommendation*

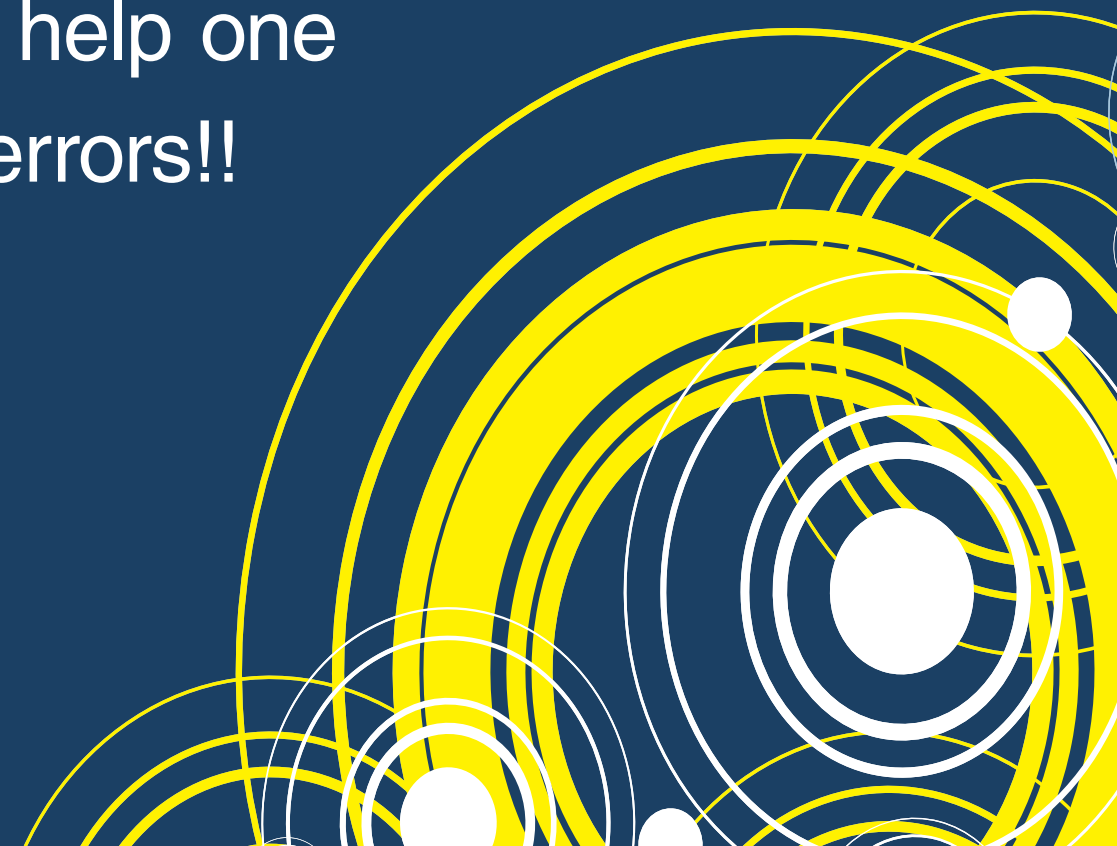
## Why is Teamwork Important?

Healthcare is a complex environment with frequent interruptions and multitasking.

Human error is inevitable!!

The majority of adverse patient events involve communication/teamwork failures

When we work as a team, we can help one another recognize and prevent errors!!

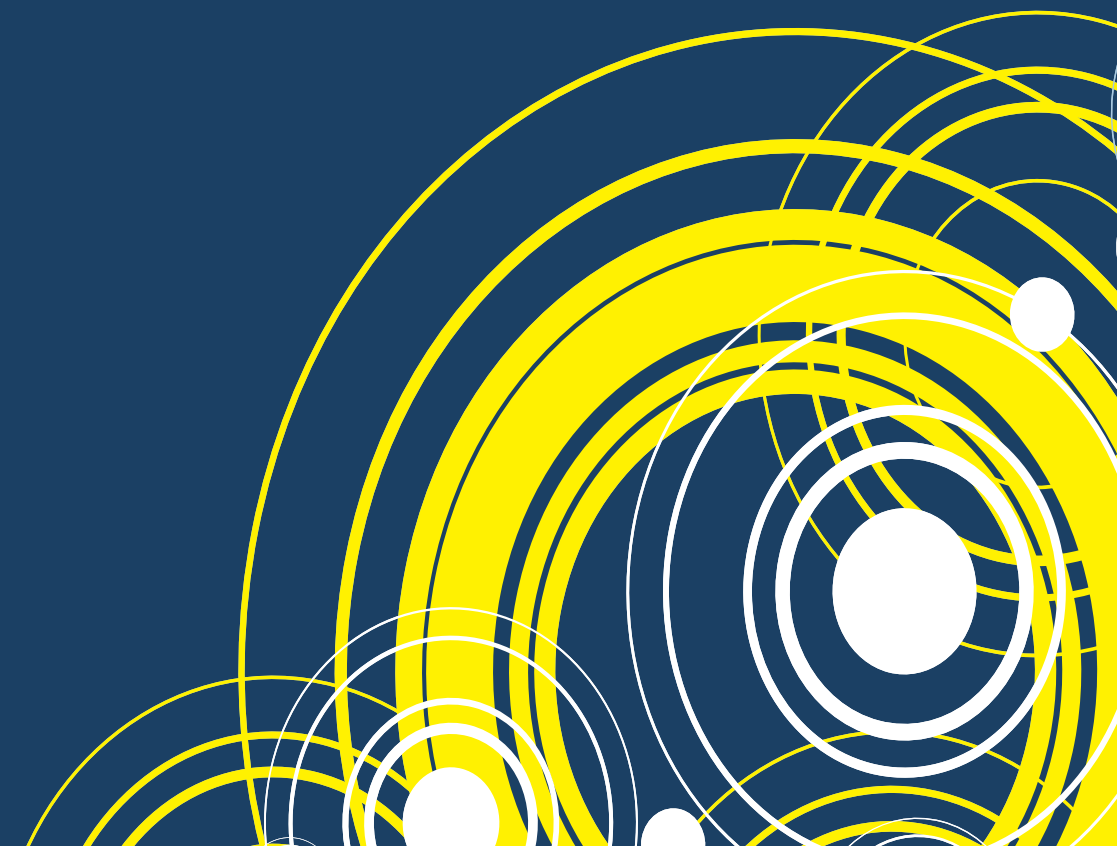


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# Effective Teamwork

When asked for help, arrive with a smile 100% of the time!



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# Effective Leadership

Don't ASSUME your team is doing the right thing!

Take 30 seconds to ASSURE it!

“Let's talk about the plan for our patient.”



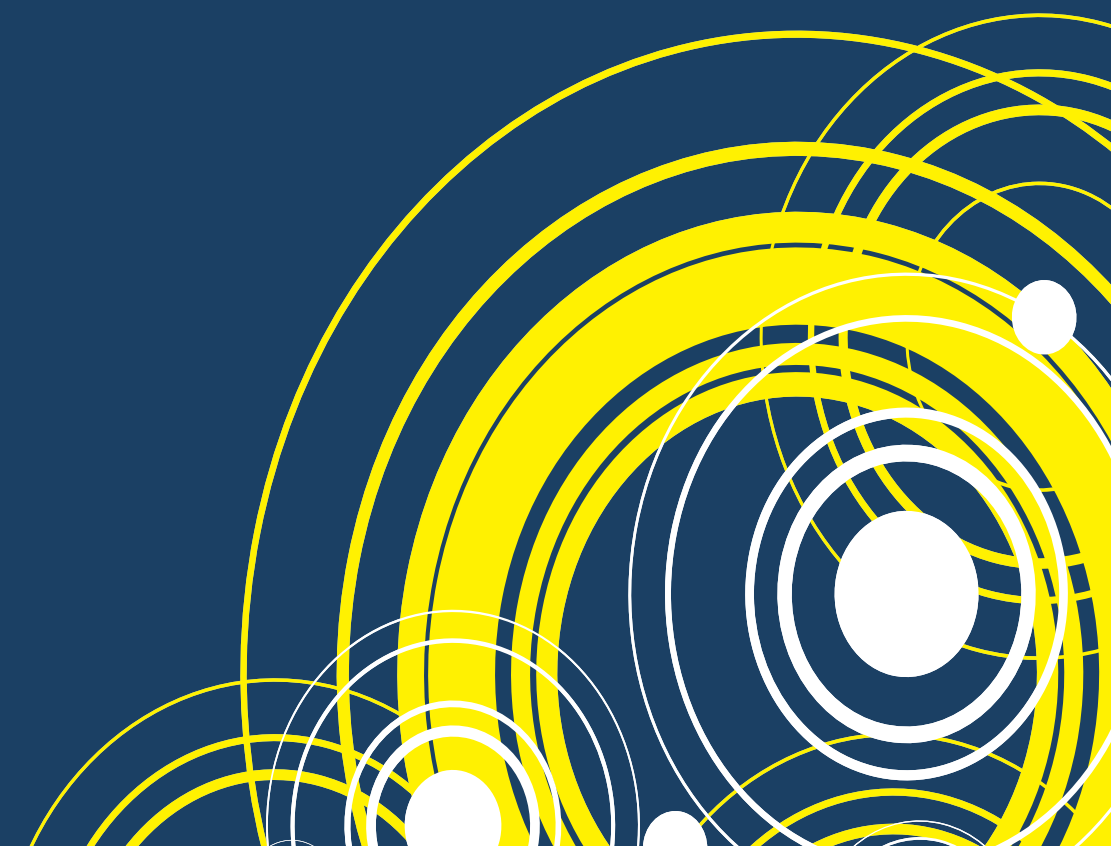
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## Psychological Safety

Does it feel safe to raise your hand and ask a question 100% of the time?

- Respect & acknowledge all team members
- Be an effective leader
- Level the playing field
- Know your team



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## Structured Communication - SBAR

**S**ituation- State what you are calling about (5-10 second punch line)

**B**ackground- Identify factors leading up to a current situation

**A**ssessment- State what you think the problem is

**R**ecommendation- Say what you think needs to be done for the patient, include a timeframe

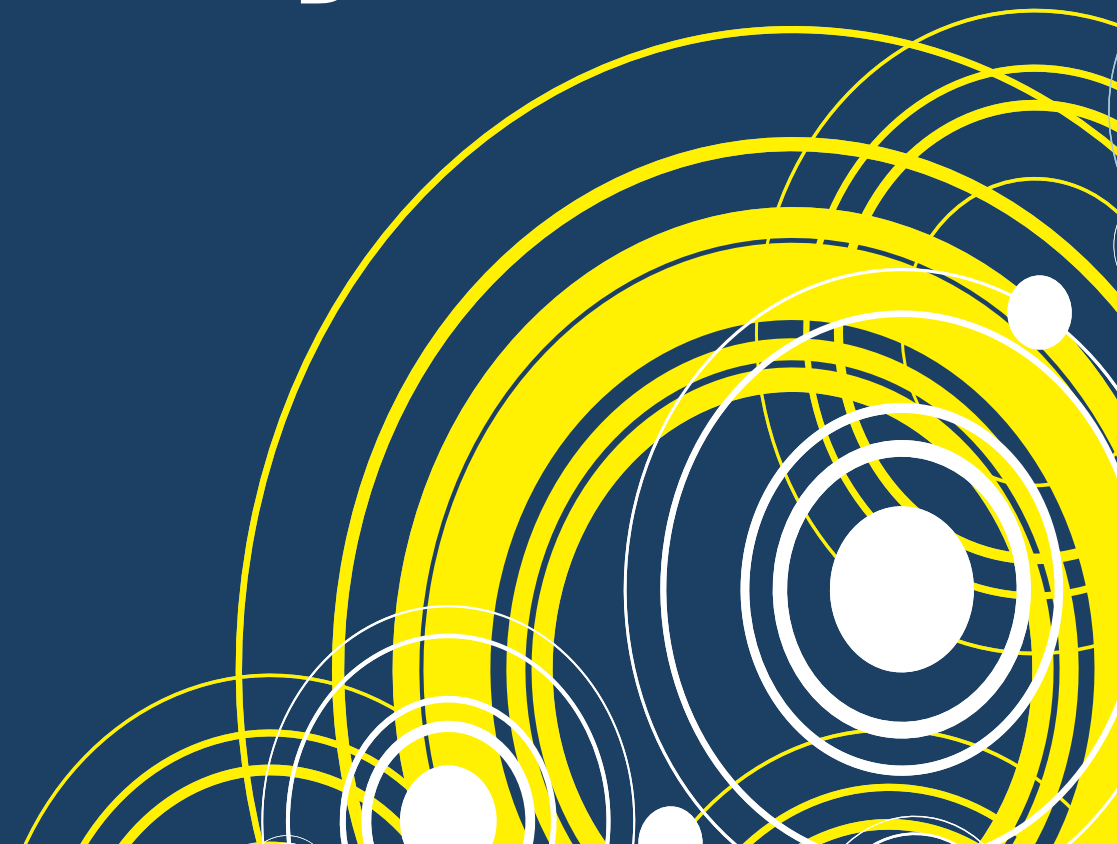
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## Critical Language

Key phrases understood by all staff to mean “stop and listen to me, we have a potential problem.”

**“I need a little clarity.”**



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## The Difficult Conversation

If you anticipate difficult communication, focus on:

- What needs to happen to ensure the best care for our patient?
- Focus on the common goal — High quality, safe care
- Depersonalize the conversation —  
Focus on the patient
- Avoid judgment- Don't place blame



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## Debriefing

Use as an opportunity for individual, team & organizational learning.

- **What did we do?**
- **What did we learn?**
- **What would we do differently next time?**



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## The New CUUS Words

Key phrases understood by all staff to mean “stop & listen to me, we have a potential problem.”

United Airlines “CUUS” program:

I’m **C**oncerned...

I’m **U**ncomfortable...

This is **U**nsafe...

I’m **S**cared...

