

How to Facilitate a Successful SBAR Scenario Session Three Step Process

Time Allotment: 2 – 60 minute sessions

PURPOSE: The purpose of these sessions is to provide the participant with an

- overview of the importance of communication in healthcare
- introduction to a communication technique known as SBAR
- practice sessions using the SBAR technique
- opportunity to debrief following use of the technique in place of work

First Session

Overview

First Session	Step 1 - 25 min.	Step 2 – 20 min.	Step 3 - 15 min.
	Overview of communication in healthcare and introduction to SBAR	Begin to Develop Scenarios & Practice	Summarize Key Points

Outline of First Session

STEP 1- Introductions Time Allotted: 25 minutes
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1. Get people acquainted with importance of communication in healthcare and the SBAR technique

- Utilize one of the overhead presentations provided in tool kit
- Questions and Answers

STEP 2- Practice SBAR with Scenarios Time Allotted: 20 minutes

2. Begin Practicing SBAR

- A. Split into small groups
- B. Have participants write out their own scenarios with Form provided (Hand out form in toolkit).
Another option is to utilize the already developed scenario in toolkit

If you are having participants build their own scenarios ask them to:



- Take a moment to write out an event that occurred over the past week where SBAR could be used. Take time to write out the scenario in narrative form inserting all of the SBAR information on the Left column. Write out the specific information using only SBAR in the Right Column.
- Describe the narrative to the group and tell us the specific roles involved
- Select someone in the group to practice SBAR with
- Act out the event using SBAR

Debrief: After each practice, debrief with small group using the following process:

1. Ask each of the participants what went well
2. Ask the small group what went well
3. Ask each of the participants what could have been improved
4. Ask the small group what could have been improved

If you are using the already developed scenarios

- Have print outs of the RN view of life, the MD view of life, and the observer check sheet.
- Divide the group up in groups of 3. Have one person in the group take the role of the nurse, one person take the role of the physician and the third be the observer.
- Instruct the teams of three to read their parts and then request that the person role playing the nurse take the data provided and report it to the person role playing the physician using SBAR.
- Allow about five minutes and then ask the observer to report out on each item of the check sheet. Then ask the persons taking the roles of physician/nurse how they felt about giving and receiving the information.

Step 3- Summarize Benefits of SBAR with Group

Time Allotment: 15 minutes

3. Summarize the Benefits of using SBAR

Facilitators:

- A. Ask staff to describe the benefits of using SBAR
(Get feedback from as many in the group as possible)

Key points to look for:

1. SBAR saved time for patients, physicians and staffs
2. SBAR was a clear way to communicate
3. SBAR avoided staff / physician frustration

- B. Ask group WHEN they see themselves using SBAR
(Get feedback from all people in the Group)



Key points to look for:

1. In the clinic/hospital between physicians and staff
2. Between staff
3. Between staff in other departments
4. Between managers and staffs

C. If you have physicians in the group ask them:

1. If staff member comes to you with this information does it make your job easier?
2. Do you think you can support the staff as they learn this new method?

Facilitator Key points:

1. Help them to provide Assessment and Recommendation
Assessment is what they think should happen
Recommendation is the METHOD they suggest resolving the problem
2. Let them take their time as they get a better understanding of the SBAR. The first ones will take longer and then everyone will speed up as they become more proficient.
3. Have fun with the group...Keep it as COMMON SENSE as possible.



How to Facilitate a Successful SBAR Scenario Session 3 Simple Steps

Second Session

Overview

Second Session	Step 1 – 15 min.	Step 2 – 30 min.	Step 3 - 15 min.
	Check with group; What is working, questions; Solicit physician input	Continue to practice Scenarios have physicians coach staffs	Summarize Key Points and set up time for measurement

Outline of Second Session

STEP 1- Introductions
Time Allotted: 15 minutes

1. Welcome and Introductions of yourself to Group

- How is it going? Get stories from early adapters and praise efforts!
- Solicit physician feedback as to how this worked for them
- Discuss areas of difficulty and answer questions

STEP 2- Continued Practice of SBAR using staff Scenarios
Time Allotted: 20 minutes

1. Practicing SBAR

- A. Split into small groups of physicians and staff and continue to practice the Scenarios that are common to their department (Hand out additional forms as needed)

Say:

- Please take a moment to write out an event that occurred over the past week where SBAR could be used. Take time to write out the scenario in narrative form inserting all of the SBAR information on the Left column. Write out the specific information using only SBAR in the Right Column.
- Describe the narrative to the group and tell us the specific roles involved
- Select someone in the group to practice SBAR with
- Act out the event using SBAR

Debrief: After each practice, debrief with small group using the following process:

1. Ask each of the participants what went well

2. Ask the small group what went well
3. Ask each of the participants what could have been improved
4. Ask the small group what could have been improved

Step 3- Summarize Benefits of SBAR with Group

Time Allotment: 15 minutes

3. Summary and Close

Facilitators or physician leads:

1. Ask staff to describe what they see the benefits of using SBAR
2. If an MA comes to you with this information does it make your job easier?
3. Get feedback from as many in the group as possible and end on a positive note

Key points to look for:

1. SBAR saved time for patients, physicians, and staff
2. SBAR was a clear way to communicate
3. SBAR avoided staff / physician frustration