

Safe Team Communication - *let's talk ISBAR!*

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Number of reported events



Background – Root cause analyses

- What happened?
- Why?
- What can be done to prevent it from happening again?

Root cause analyses-data

- Communication errors is the major factor or a co-factor in 75% of sentinel events (No. 84)
- 67% of these has errors in verbal staff-staff communication
- Confirmed by Joint Commission RCA's (No. 3500) and data from aviation

Root cause analyses II

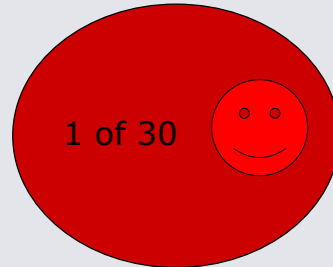
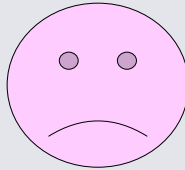
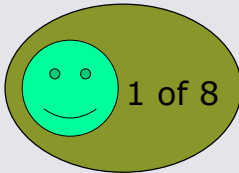
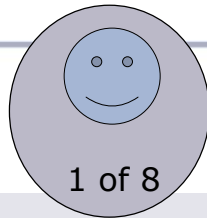
Communication breakdown in both acute and non-acute situations

- Acute:
 - More information in less time
 - Many people involved
 - Lack of overview of the situation
- Non-acute: Lack of clarity of 'Who does what?'

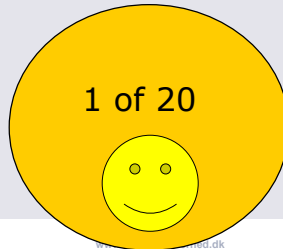
Staff experience (focus groups)

Lack of clarity in

- Telephone communication
- Verbal orders and messages
- Communication during acute work in larger teams
- Handovers
- Confirming 'Who does what?'
- Hierachy – speaking up



1:38.400



No. of staff in
Danish Healthcare:
1935: 15.000
2000: 85.000

A common understanding?

Example:

A cat in a garden

or

A phone call:

"The patient in room 8 is not feeling well..."

Strategy

I	IDENTIFIKATION - Sig dit navn, din funktion og afdeling eller afsnit - Sig patientens navn, alder og afdeling
S	SITUATION - "Jeg ringer fordi... (beskriv)" - "Jeg har målt følgende værdier: BT / / Puls RF SAT Temp. " eller - "Jeg har observeret væsentlige ændringer i BT/Puls/ RF/bevidsthedsniveau/Sat/hudfarve/EKG/Sår/Gly/Glye"
B	BAGGRUND - Indlæggelsesdiagnose og -dato - Kort referat af sygehistorie indtil nu
A	ANALYSE - "Jeg mener, at problemet er... (beskriv)" - "Problemet er nok kardiell/respiratorisk/neurologisk..." - "Jeg kender ikke problemet, men pt. har fået det værre" - "Patienten er ustabil. Vi må gøre noget" - "Jeg er bekymret"
R	RAD - "Skal vi ikke... (beskriv)" - "Hvad synes du, at jeg skal gøre?" - "Hvilke undersøgelser vil du foreslå?" - "Hvad mener du, at jeg skal observere og hvor ofte?" - "Hvornår skal vi tale ved igen?"

- System perspective
- Guidelines and memo technique
- A shared structure for all when giving patient information

Example: (I)SBAR

- **(I) Identification:** Identify yourself and the patient.
- **(S) Situation:** What is the problem and how severe. BP, pulse, RR, temp.
- **(B) Background:** The admitting diagnosis and date of admission. Other critical information
- **(A) Assessment:** What is your assessment of the situation?
- **(R) Recommendation:** Give or ask for advice for further treatment

Before
ISBAR...



And after...

- **Identification:** Dr. Schmidt, this is Dr. Rabøl. I'm calling about Mr. Jones, born April 3rd 1930. He is in unit 115, room 8.
- **Situation:** Mr. Jones is really having trouble breathing. He is acutely worse. RR 40, O2 Sat 74% on oxygen.
- **Background:** He has severe COPD and has been going downhill.
- **Assessment:** His breath sounds are weak on the right side ... I think he has a pneumothorax.
- **Recommendation:** I really need your help now...this guy's in real trouble – he needs a chest tube before he stops breathing.

Structure

- Submarines and aviation (CRM)
- *Sender*: Thinks before talking
- Support when...
 - Message is complex or detailed
 - You are hesitant to speak up
 - You are inexperienced
- *Receiver*:
 - Predictability
 - Can easier prioritize
- Only the necessary information – and nothing else...



Other strategies...

Handbook in safe team communication



- Team member
- Team leader
- Call out
- Briefing
- Huddle up
- Debriefing
- Critical language
- 'The Emergency Brake'

Test-ward experiences

- Great relevance
- The more teamwork the more relevant
- The more inexperienced the more relevant
- Easier to use if known by all staff in all wards

This takes...

- ...leadership involvement
- ...training in an interdisciplinary setting
- ...the use checklists as cognitive aids
- ...use of specialty-specific cases for training
- ...integration in handovers, introduction programs etc.



ISBAR-tjekliste
Kommunikation om patientbehandling

Date: _____

I - Identifikation
Efternavn: _____
Stilling: _____ Afdeling: _____
Patientens navn: _____
OM: _____

S - Situation
"Det lige fore" beskriv: _____

BT / Pul / ST / SAT / Andet

B - Baggrund
Patientens tilstand og tidligere
Kunnskaber om sygdom

A - Analyse
Oversigt over alle relevante
faktorer

R - Resultat
Oversigt over alle relevante
behandling



Questions?

Further information

- www.ihl.org (tool, literature & discussion forum on SBAR)
- www.sikkerpatient.dk (film, labels, check lists, cases for team training in *Danish*)
- www.patientsikkerhed.dk (About patient Safety in Denmark in *English*)
- Louise.raboel@regionh.dk



Thank
you for
your
attention!