SBAR Examples

- **Non-Nursing**
  - Scenario 1: A staff member finds a problem with the current process for scheduling appointments. He wants to find a method that will be better for the customer and for the department.
    - **Situation:** “Sally, this is Jeff. I was working on scheduling patients today and realized that we have an opportunity for improvement.”
    - **Background:** “As I’ve been using our scheduling program, I have periodically recognized that we ask our patients their home phone number 2-3 times during the scheduling process. In addition, we have to ask them to spell their last name multiple times as we complete the various paperwork.”
    - **Assessment:** “I believe the system has redundancies that can be fixed.”
    - **Recommendation:** “I would like to recommend that we work with IS to fix the forms and have those fields automatically populated once we fill in the first field. I would like to volunteer to work with IS on this project.”

  - Scenario 2: A CT tech has an order for a patient to receive an exam that requires IV contrast. The patient’s creatinine level is 2.9. The ordering physician needs to be called to clarify this order.
    - **Situation:** “Dr. X, this is Darlene in CT. I have an order for a PE study for Mr. Marino. His creatinine is elevated and I wanted to clarify the order with you.”
    - **Background:** “I see that Mr. Marino came into the ED with right-sided chest pain and difficulty breathing. The CT for rule-out PE was ordered.”
    - **Assessment:** “Mr. Marino’s creatinine level is 2.9, far above our allowable level for a rule-out PE study.”
    - **Recommendation:** “I think that the order should be changed from a CT for rule-out PE to an order for a VQ scan.”

- **Nursing**
  - Scenario 1: A nurse wants to report a change in patient condition to the Physical Therapist who is scheduled to work with the patient later in the day.
    - **Situation:** “Tom, this is Lisa on Ortho. You’re scheduled to do PT with Mr. Jones, in room 5, this afternoon at 1400. I wanted to give you an update on his condition as it might change your plans for today’s therapy session.”
Background: “Mr. Jones had his hip surgery two days ago and has only been out of bed once since his surgery was completed. He has been complaining of intense pain in that area. This morning, his incision is reddened and there is an increase in the amount of drainage. Infectious Disease has been consulted.”

Assessment: “I’m thinking that Mr. Jones has a surgical site infection. His labs are off this morning, with an elevated WBC.”

Recommendation: “Tom, I would like to recommend that you either postpone your time with Mr. Jones or make this first session a very brief one.”

Scenario 2: A patient is being transferred from PACU to the surgical floor. There are still a few orders that need to be followed for the immediate post-operative period.

Situation: “Hello, this is Justin from the PACU calling with report for Mrs. Smith. There are a few orders we have not completed at this time.”

Background: “Mrs. Smith had a hysterectomy today, getting back to the PACU around 1300. She is recovering well and family will be accompanying her to your floor.”

Assessment: “Mrs. Smith’s vital signs are stable. Her drainage is appropriate. She’s waking slowly and we have her on 2L O2 per nasal cannula. She’s scoring her pain 3/10 and has not received any pain medications while in the PACU.”

Recommendation: “The surgeon ordered Mrs. Smith to receive 20 meq of Potassium PO. Because she is not fully awake yet, we were unable to give her this medication. She will need this dose while on your floor.”

For further information, please contact:

At WMH: Robbie Sonnentag, Manager of Birthing Center and GYN Services 928-2108 or Megan Anderson, CNS, Birthing Center 928-1532
At OMH: Ronda Roth, ICU Educator 569-4537