

SBAR for Handoff

What it is: SBAR is a tool for planning and structuring communication about a situation, task or problem. It allows for quick, concise communication. Each letter stands for information that is important to communicate.

How we do it:

SITUATION - The Bottom Line or the "Headline"

BACKGROUND - What They Need to Know

ASSESSMENT - Summary of the Problem

RECOMMENDATION - What is needed for the Other Person

Speak Up Using CUS

What it is and Why we do it: Patient safety is our first priority. We need to be aware of each others' work. We are all equals when it comes to patient safety and personal safety. If we observe a situation we believe compromises safety of a patient or employee, we have a responsibility to raise a concern.

How we do it:

Speaking up using CUS is a communication tool that can help us assert a concern in a non-threatening way.

CUS stands for:

- I'm **C**oncerned
- I'm **U**ncomfortable
- This is a **S**afety Issue

Cross Check
What it is and Why we do it:

This strategy is all about helping others and expecting others will help us. We need to watch out for each other.

How we do it:

- Check the accuracy of each other's work.
- Point out when a co-worker is getting ready to make an error.
- Point out unusual situations or hazards to each other.
- Ask for an impromptu consultation when unsure of something.

Question and Resolve

What it is and Why we do it: A questioning attitude is a habit of the mind that ensures our choices are best for the given situation. A questioning attitude is both asking questions and questioning the answers.

How we do it:

- **Question** is an internal consistency check. Does this information make sense? Is the information consistent with what I would expect?
- **Resolve** If there are problems or inconsistencies, resolve the concern using an independent, qualified source.

Phonetic and Numeric Clarification
What it is:

Phonetic and numeric clarifications are used to differentiate sound-alike words and numbers to ensure information is heard correctly.

A ALPHA	B BRAVO	C CHARLIE	D DELTA	E ECHO	F FOXTROT	G GOLF	H HOTEL	I INDIA
J JULIET	K KILO	L LIMA	M MIKE	N NOVEMBER	O OSCAR	P PAPA	Q QUEBEC	R ROMEO
S SIERRA	T TANGO	U UNIFORM	V VICTOR	W WHISKEY	X XRAY	Y YANKEE	Z ZULU	

Clarifying Questions

What it is and Why we do it:

Clarifying Questions are about probing to ensure you understood information communicated.

Understanding gives context to the choices we make. A poor understanding leads to poor choices. Patients' safety is our first priority, it is OK for anyone to ask a questions. If you are unsure, or you just want to be sure, ask!

How we do it:

Ask Clarifying Questions and prompt others to ask one or two clarifying questions:

- When in a high-risk, safety-critical situation
- When performing a task for the first time
- When information is incomplete
- When information is not clear

Self-Check using STAR

What it is and Why we do it:

Self-checking is a habit of the mind that keeps our attention on task. Self-checking prevents skill-based errors, those unintended slips and lapses when we perform well-known, familiar, routine acts we do on auto-pilot without even thinking.

How we do it:

Stop Pause for one or two seconds

Think About your actions

Act Perform the act

Review Check for right response

3-Way Repeat Back or 3-Way Read Back

What it is and Why we do it: Communicating clearly is about making sure we give and receive accurate and complete information.

3-Way Repeat Back is a technique to ensure information is heard correctly by repeating what was said.

3-Way Read Back is a technique to ensure information is heard and written down correctly by reading what was written down.

How we do it:

- **Sender initiates** communication in a clear and concise way.
- **Receiver acknowledges** receipt by a repeat back or a read back of the order, request or information.
- **Sender acknowledges** the accuracy of the repeat back by saying, "That's correct."

5:1 Feedback

What it is and Why we do it:

We need to support and coach each other as we build new habits. We notice when others are doing things correctly or incorrectly and comment on both situations. The goal of coaching using 5:1 Feedback is to provide two kinds of reinforcement, both positive and negative.

How we do it:

Observe the behaviors of others and provide feedback.

- **Encourage** and praise when others use safe and productive behaviors.
- **Discourage** and correct when others use unsafe and unproductive behaviors.
- Seek to provide positive (encouraging) feedback whenever you see it, at least 5 times more often than negative (discouraging) feedback.