
GUIDELINE: COMMUNICATION STRATEGIES

Communication Strategies*	Definition and descriptors*
SBAR	<p>A technique for communicating critical information concerning a patient's condition.</p> <p>Situation – “What is your concern?”</p> <p>Background – “What is the background related to the concern?”</p> <p>Assessment – “What do you think the nursing problem is?”</p> <p>Recommendation – “What would you highlight to the doctor?”</p>
Feedback to acknowledge	<p>Acknowledge nurses' concern/suggestion about patient care.</p> <p>Feedback should be:</p> <ul style="list-style-type: none"> ● Respectful ● Specific ● Timely
Call-Out	<p>Strategy to communicate treatment plan directed towards achieving goals.</p> <p>Call-Out:</p> <ul style="list-style-type: none"> ● helps team member to understand the treatment plan ● enable shared decision making between nurses and doctors
Check-Back	<p>Information communicated is acknowledged and verified by the receiver.</p> <p>Check-Back should include:</p> <ul style="list-style-type: none"> ● receiver accept the message and provide feedback ● sender to ensure that the message was received

*Adapted from TEAMSTEPP curriculum¹³

Ferguson, S.L., 2008. TeamSTEPPS: integrating teamwork principles into adult health/medical-surgical practice. *Medsurg Nursing* 17 (2),122-125.