ISBAR

Learning Session June 2018

Overview

▶ What is ISBAR?

▶ How can ISBAR help you?

▶ Activity

▶ Putting it into practice

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IN PRACTICE

What?

- ▶ Focussed communication tool

- ▶ Easy to remember mnemonic

- ▶ Widely adopted & endorsed

- ▶ Helps you think before you speak

I

IDENTIFY
- Yourself: Name, position, location
- Receiver: Confirm who you are talking to
- Patient: Name, age, sex, NHI

S

SITUATION
- If urgent SAY SO
- State situation, reason for concern

B

BACKGROUND
- Relevant clinical background

A

ASSESSMENT
- Relevant results, vital signs, symptoms
- State what you think is going on
- Include treatment started

R

RECOMMENDATION
- State what you need – BE CLEAR
- Agree plan of care
- Clarify understanding, responsibilities, time frame

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Examples

Poor communication:

www.youtube.com/watch?v=h-bYvMLG_Fg

With ISBAR:

www.youtube.com/watch?v=Quap6CKZJpI

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How can ISBAR help you?

▶ Within teams

▶ Externally

▶ Emergencies or routine communication

▶ Written or verbal communication

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Exercise

▶ Exercises on your table

▶ You can try any exercise although you may find it easier being your own role

▶ You **don't** need to complete them in order

▶ You **don't** need to complete all examples

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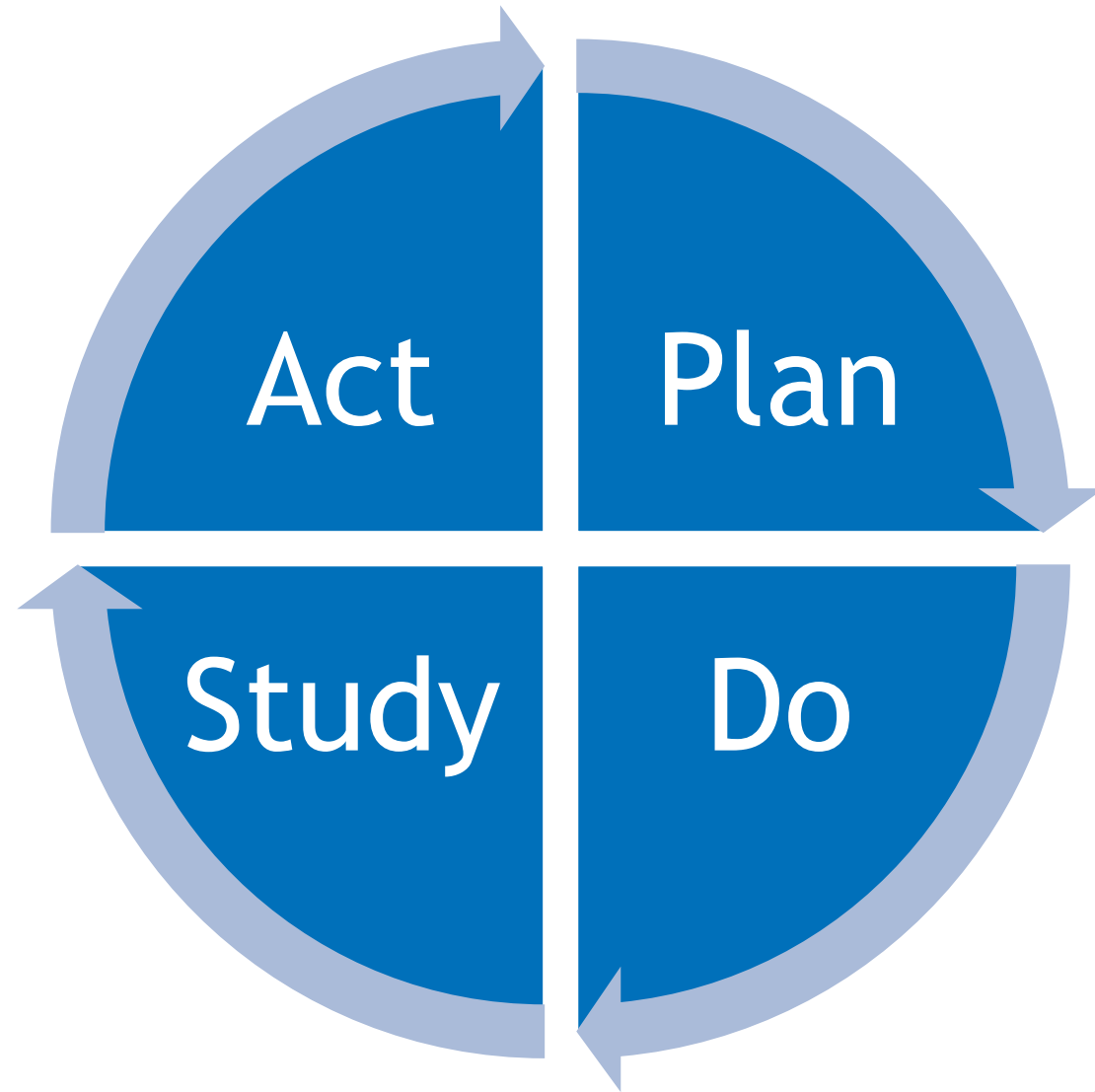
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R RECOMMENDATION
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Putting it into practice

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Thank you

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