

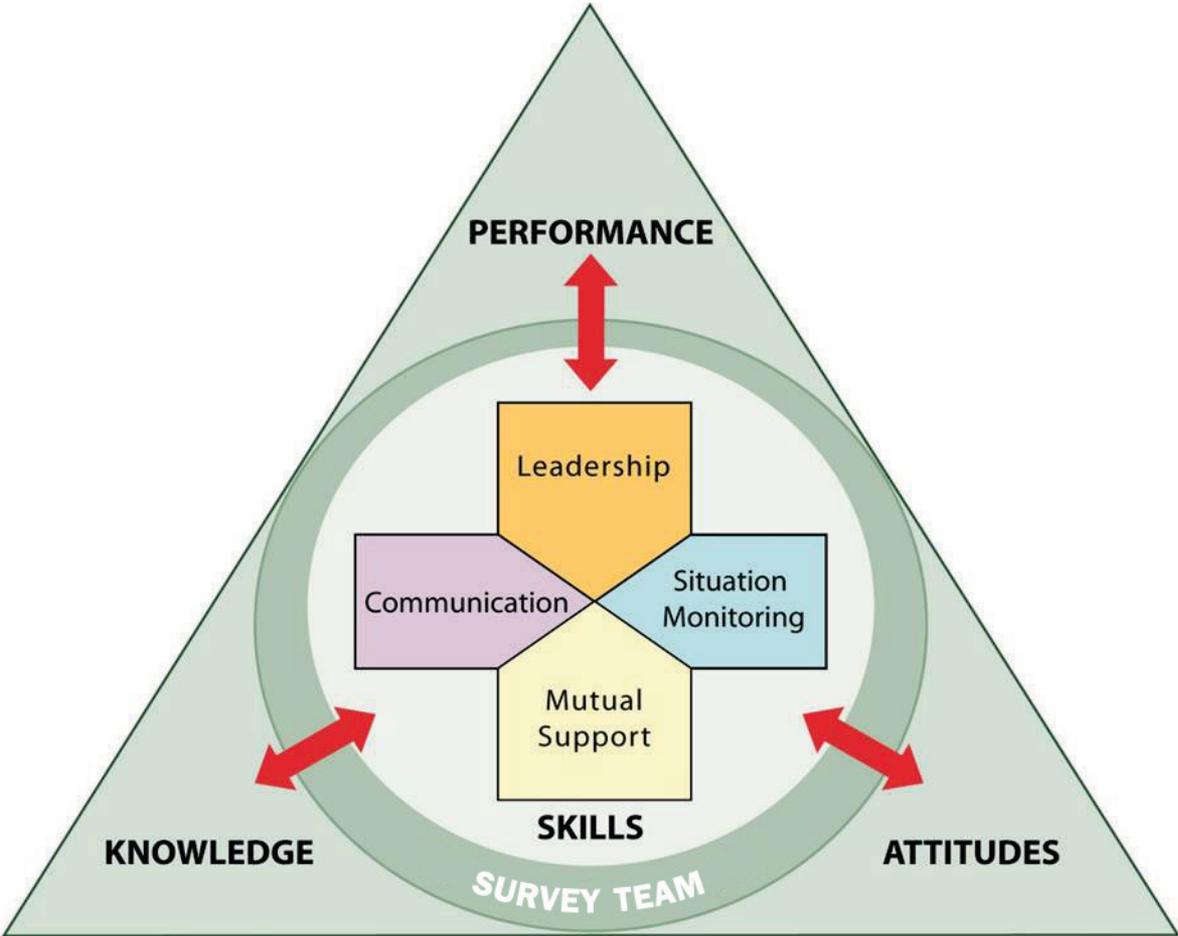
Communication



Objectives

- Describe the importance of communication.
- Recognize the connection between communication and medical error.
- Define communication and discuss the standards of effective communication.
- Describe strategies for information exchange.
- Identify barriers, tools, strategies, and outcomes to communication.

Framework



Communication is...

- The process by which information is exchanged between individuals, departments, or organizations
- The lifeline of the Core Team
- Effective when it permeates every aspect of an organization



Standards of Effective Communication

- Complete
 - Communicate all relevant information.
- Clear
 - Convey information that is plainly understood.
- Brief
 - Communicate the information in a concise manner.
- Timely
 - Offer and request information in an appropriate timeframe.
 - Verify authenticity.
 - Validate or acknowledge information.



Information Exchange Strategies

- Situation–Background– Assessment– Recommendation (SBAR)
- Call-Out
- Check-Back
- Handoff



SBAR provides...

- A framework for team members to effectively communicate information to one another
- Communicate the following information:
 - Situation—What is happening?
 - Background—What is the background?
 - Assessment—What do I think the problem is?
 - Recommendation—What would I recommend?

Remember to introduce yourself...

Call-Out is...

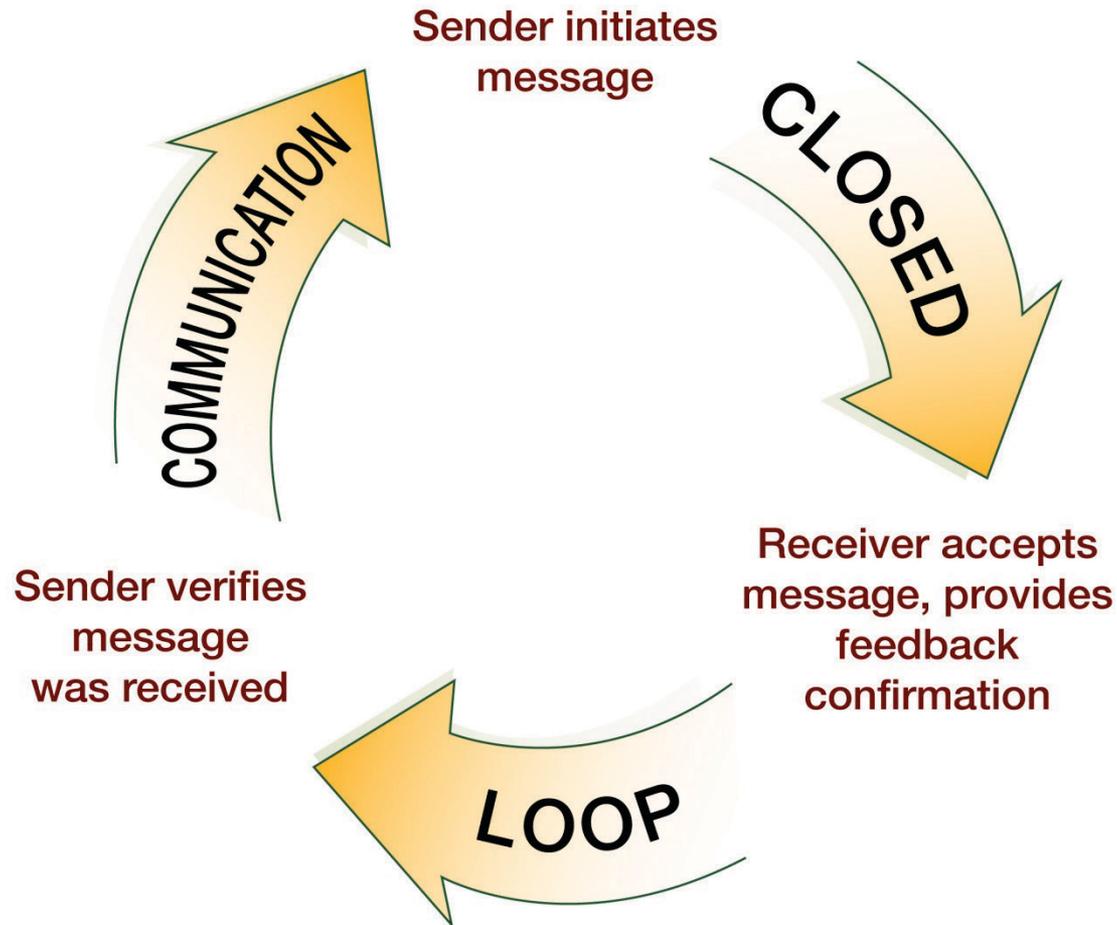
A strategy used to communicate important or critical information.

- It informs all team members simultaneously during emergencies
- It helps team members anticipate next steps.

...what information would you expect to be called out during a survey observation?



Check-Back is...



Handoff

The transfer of information (along with authority and responsibility) during a survey; to include an opportunity to ask questions, clarify, and confirm.



Communication Challenges

- Language barrier
- Distractions
- Physical proximity
- Personalities
- Workload
- Varying communication styles
- Conflict
- Lack of information verification

Barriers to Team Effectiveness

BARRIERS

- Inconsistency in Team Membership
- Lack of Time
- Lack of Information Sharing
- Hierarchy
- Defensiveness
- Conventional Thinking
- Complacency
- Varying Communication Styles
- Conflict
- Lack of Coordination and Follow-Up with Co-Workers
- Distractions
- Fatigue
- Workload
- Misinterpretation of Cues
- Lack of Role Clarity

TOOLS and STRATEGIES

- Brief
- Huddle
- Debrief
- STEP
- Cross Monitoring
- Feedback
- Advocacy and Assertion
- Two-Challenge Rule
- CUS
- DESC Script
- Collaboration

OUTCOMES

- Shared Mental Model
- Adaptability
- Team Orientation
- Mutual Trust
- Team Performance
- *Improving Patient Safety through the Survey Process!!*

Teamwork Actions

- Communicate with team members in a brief, clear, and timely format.
- Seek information from all available sources.
- Verify and share information.
- Practice communication tools and strategies used by your agency.



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