

**Skilled Communication**

Nurses must be proficient in communication skills as they are in clinical skills.

**True Collaboration**

Nurses must be relentless in pursuing and fostering true collaboration.

**Effective Decision Making**

Nurses must be valued and committed partners in making policy, directing and evaluating clinical care and leading organizational operations.

**Appropriate Staffing**

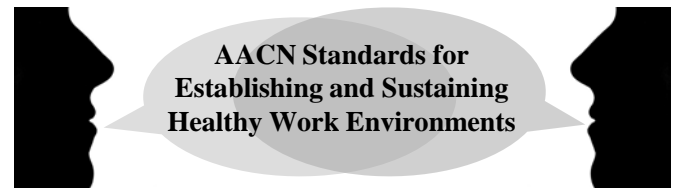
Staffing must ensure the effective match between patient needs and nurse competencies.

**Meaningful Recognition**

Nurses must be recognized and must recognize others for the value each brings to the work of the organization.

**Authentic Leadership**

Nurse leaders must fully embrace the imperative of a healthy work environment, authentically live it and engage others in its achievement.



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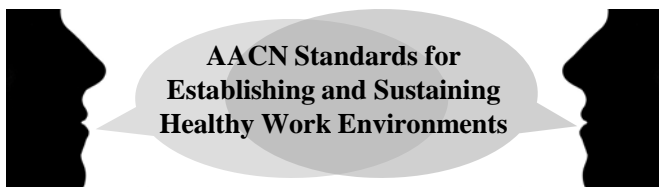
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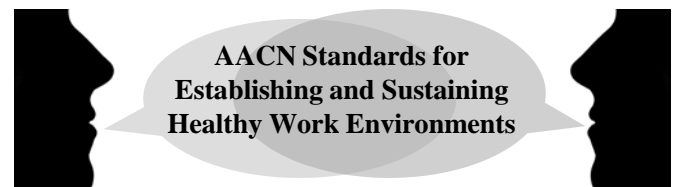
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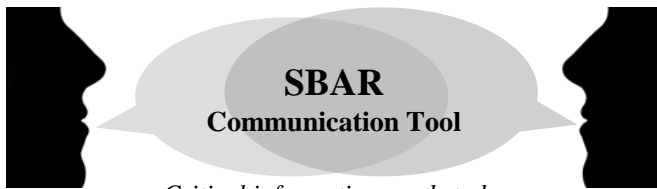
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*Critical information needs to be transmitted quickly and action taken.*

**S-Situation:** Identify yourself and position, patient's name and the current situation. Give a clear, concise overview of pertinent issues.

**B-Background:** State the relevant history and physical assessment pertinent to the problem, treatment/clinical course summary and any pertinent changes.

**A-Assessment:** Offer your conclusion about the present situation. Summarize facts and give your best assessment. What is going on? Use your best judgment.

**R-Recommendations:** Explain what you think needs to be done, what the patient needs and when.

#### **Follow-up Action**

What are the next steps?

Who is responsible for follow-up?

*Verify any critical information received, seek clarification, ask questions, and read back critical test results. SBAR does not replace verbal communication whether over the phone or in person.*



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