

# **IN-HOME QUALITY IMPROVEMENT**

## **BEST PRACTICE: PHYSICIAN RELATIONSHIPS**

### **IN-HOME AIDE TRACK**



Best Practice Intervention Packages were designed for use by any In-Home Provider Agency to support reducing avoidable hospitalizations and emergency room visits. Any In-Home aide can use these educational materials.

Best Practice Intervention Packages were designed to educate and create awareness of strategies and interventions to reduce avoidable hospitalizations and unnecessary emergency room visits.

# IN-HOME AIDE TRACK

This best practice package is designed to educate and support In-Home aides in strategies to improve communication that will support reducing avoidable acute care hospitalizations.

## Objectives

After completing the activities in the In-Home Aide track of this Best Practice Intervention Package, *Physician Relationships*, the learner will be able to:

1. Define SBAR
2. Describe how improving communication will support reducing avoidable acute care hospitalizations
3. Describe two examples where SBAR might promote optimal communication from clinician to clinician

Complete the following activities:

- Review the SBAR: Communication Method.
- Review the SBAR Interdisciplinary Communication Example.
- Complete the In-Home Aide post test and give to your supervisor/manager.

Disclaimer: Some of the information contained within this Best Practice Intervention Package may be more directed and intended for an acute care setting, or a higher level of care or skilled level of care setting such as those involved in Medicare. The practices, interventions and information contained are valuable resources to assist you in your knowledge and learning.

Disclaimer: All forms included are optional forms; each can be used as Tools, Templates or Guides for your agency and as you choose. Your individual agency can design or draft these forms to be specific to your own agency's needs and setting.

# SBAR: Communication Method



**Working on improving interdisciplinary communications is essential for In-Home aides.** An ideal way to do this is an efficient and effective manner is through SBAR. In-Home aides who are educated in SBAR will provide patient information in a similar manner to professional staff. This improves overall efficiency to agency processes, but most importantly provides an accurate description of patient information.

## What does SBAR stand for?

### **S = Situation**

What is going on with the patient?  
A concise statement of the problem

### **B = Background**

What is the clinical background information that is pertinent to the situation?

### **A = Assessment**

What did you think?  
Analysis and considerations of options

### **R = Recommendation**

What action/recommendation is needed to correct the problem?  
**What do you want and in what time frame?**

# SBAR Interdisciplinary Communication Example: In-Home Aide

Use the following SBAR steps to communicate issues, problems or opportunities for improvement to coworkers or supervisors.

SBAR can be applied to both written and verbal communications.

**SITUATION**-State what is happening at the present time that has warranted the SBAR communication.

*Example: Hi (nursing supervisor) this is (your name), the In-Home aide, and I am calling to report that my patient, Mr. L is more short of breath today.*

**BACKGROUND**-Explain circumstances leading up to this situation. Put the situation into context for the reader/listener.

*Example: Mrs. L became short of breath when he walked to the bathroom and during his shower. His wife is concerned and said that he has not been watching his salt and is eating what he wants.*

**ASSESSMENT**-What do you think the problem is?

*Example: He is more short of breath, and he is not following his diet.*

**RECOMMENDATION**-What would you do to correct the problem?

*Example: Have a nurse make a visit or phone call to Mr. L*



# SBAR Scenario

**Read the following scenario and then complete the SBAR individually or in a small group. Discuss your SBAR with your partner or your small group.**

The In-Home aide visits Mrs. E twice a week for bathing. When the aide assists Mrs. E to the bathroom today, she notices that the patient became increasingly short of breath. When she asks Mrs. E about the increase in shortness of breath, Mrs. E responded by saying that it started last night. This morning when she weighed herself she noticed that she was two lbs. heavier. The aide sat Mrs. E on the chair and called the patient's primary nurse to find out what she should do. SBAR was used to communicate clearly and effectively.

S

B

A

R

**S**

Hi (nurse) this is \_\_\_\_\_, the In-Home aide. I am at Mrs. E's house, and she is experiencing more shortness of breath (SOB) when walking today.

**B**

When I walked Mrs. E to the bathroom for her bath she has SOB which she didn't have on Monday (today is Wednesday). Mrs. E also verbalized that she weighs two more lbs. than yesterday. I also noticed that her ankles are swollen. If I press on the swollen area and remove my finger, you can see the indentation.

**A**

I think that she is retaining fluid.

**R**

I think that a nurse needs to see Mrs. E.

**Read the sample scenario and complete the SBAR. Then, look at the example and discuss it.**

In-Home Aide Name: \_\_\_\_\_

Date: \_\_\_\_\_

## IN-HOME AIDE POST TEST

### Physician Relationships

**Directions: Choose the ONE BEST response to the following questions. Circle the answer that identifies the ONE BEST response.**

1. The letters in “SBAR” stand for which of the following:
  - A. Symptoms, Billing information, Assessment, Refinement
  - B. Symptoms, Blood work, Advice, Risk level
  - C. Situation, Background, Assessment, Recommendation
  - D. Safety, Bowel sounds, Appetite, Respirations
  
2. The purpose of using the SBAR technique for communication method with In-Home aides includes all of the following **except**:
  - A. Improving communication between In-Home aides and nurses, therapists and social workers
  - B. Improving communications to In-Home aide or nursing managers
  - C. Providing significant patient information in a clear, brief and to-the-point manner
  - D. Utilizing a military system in reporting
  
3. The In-Home aide is an essential part of the communication link to the physicians. If the home health aide does not provide important information to the other members of the interdisciplinary team, the clinicians cannot inform the physician appropriately of patient status.
  - A. True
  - B. False
  
4. “Mrs. S. told me that she fell two times yesterday and almost fell today. Mrs. S said that she has not been feeling good since the physician started her on the new medication. Mrs. S has not fallen in the past.” This statement is an example of what part of the SBAR?
  - A. S – Situation
  - B. B – Background
  - C. A – Assessment
  - D. R - Recommendation
  
5. “I think that Mrs. S. needs to have a nurse see her today.” This statement is an example of what part of the SBAR?
  - A. S – Situation
  - B. B – Background
  - C. A – Assessment
  - D. R - Recommendation