Strategies for Improving Clinician Communication: Training Module

Background
Lack of standardized communication during transitions of care is a problematic context for communication and poorly structured communication can lead to risks during transitions of care. The goal of this project was to develop a web-based training to standardize clinician communication by adapting the clinical communication to include the following elements in a Situation, Background, Assessment, and Recommendation (SBAR) format for use in pediatric healthcare.

Methods
- An online training module (web-based intervention) was developed, including scenarios in which situational awareness is introduced in the Situation phase of use of SBAR, in which SBAR should be used for a debriefing, in which the initiator needs to include appropriate assertion in the Recommendation (e.g., “I need you to come and see this patient.”), and in which the initiator needs to introduce critical language into the Recommendation (e.g., “Please listen to me.”)
- The online SBAR training module was successfully implemented at five of the CPQSC sites, which each customized the training module for their institution.
- Pre- and post-intervention recordings of handoff communications between clinicians were collected both by phone and in-person at all five intervention sites.
- In order to evaluate the recordings, a coding scheme was developed to compare the pre-post comparison of the use of a standardized format during the handoff communications.
Results and Conclusions
The standardized clinical communication training completed by 1,100 pediatric clinicians and results revealed that the quality of handoff communication improved between pre- and post-intervention.

Thanks to the support of:

- Washington Square Health Foundation
- Colonel Stanley R. McNeil Foundation