

Improving interprofessional communication, improving patient safety

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- Covers a population of 200,000
- 32,000 admissions
- Provides regional specialist services
- Employs 3773 staff
- 560 in-patient beds



Communication - the challenges

- No standardisation or training
- Reduced continuity
- Interprofessional communication
- Clinical environment

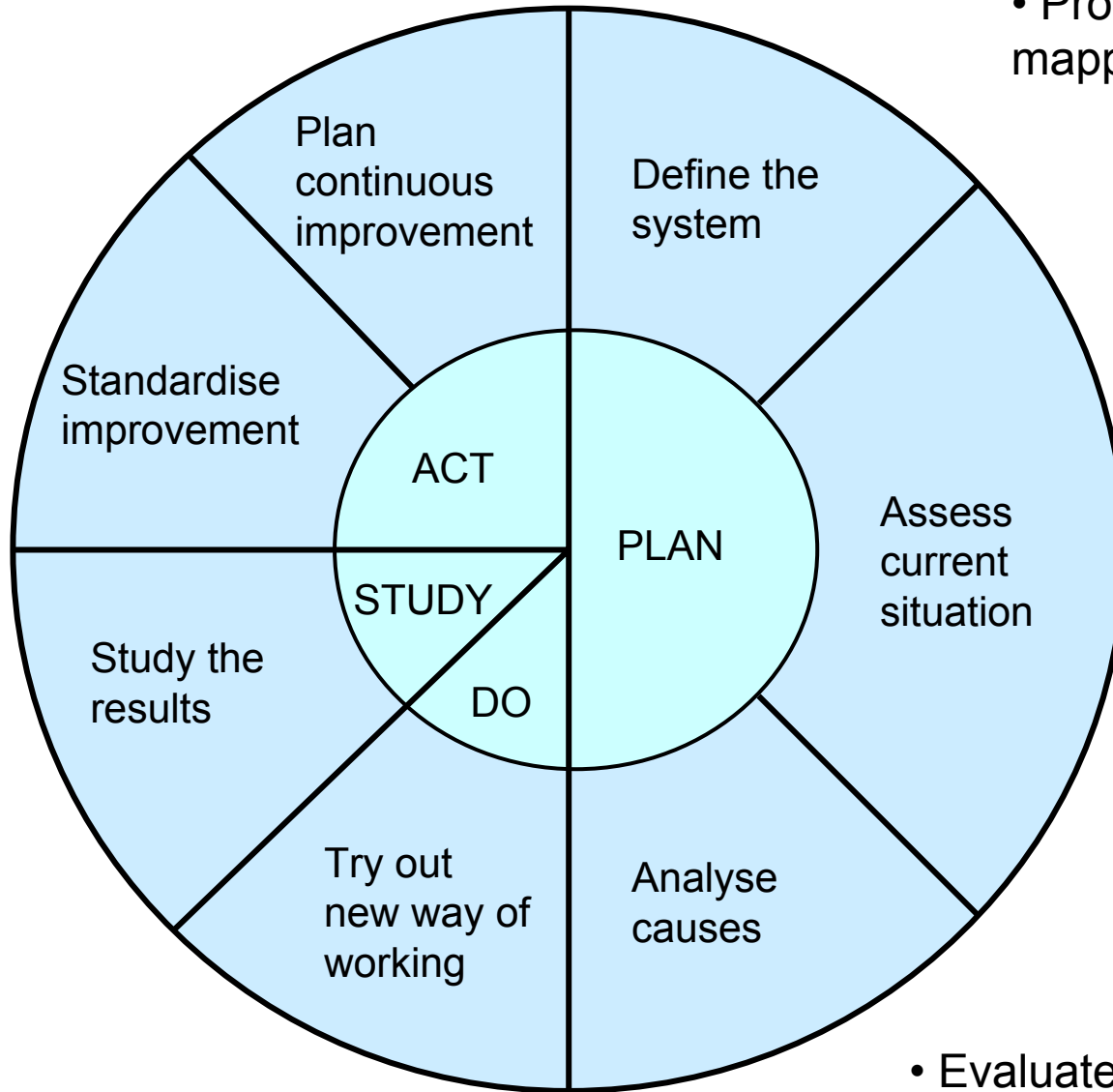






Healthcare Improvement Project

- Improve care and patient safety
- Demonstrate collaborative and interprofessional working
- Encourage the use of evidence based practice
- Outcome evaluation should be measurable
- Personal development



- Process mapping exercise

- Discuss own experience
- Literature search
- Audit current practice

- Evaluate audit results



Project Objectives

- To improve the level of information given in order to prioritise bleep response times
- To ensure timely patient assessments
- To reduce interprofessional conflict



SBAR

S - Situation

B - Background

A - Assessment

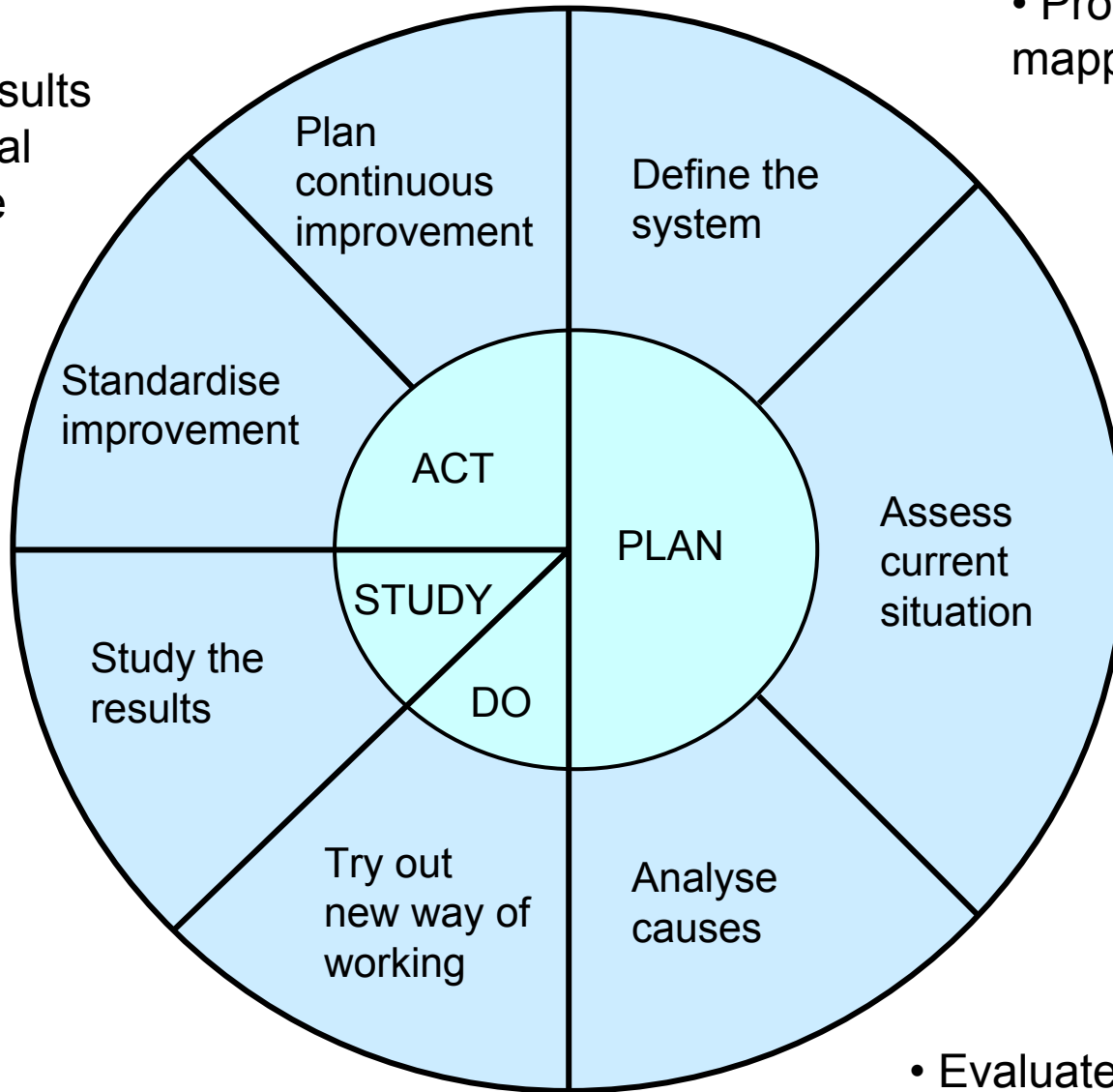
R - Recommendation





Benefits

- Structure Communication
- Critical Language
- Assertion
- Clarification
- Timely intervention



- Process mapping exercise

- Present results at the Clinical Governance Half Day

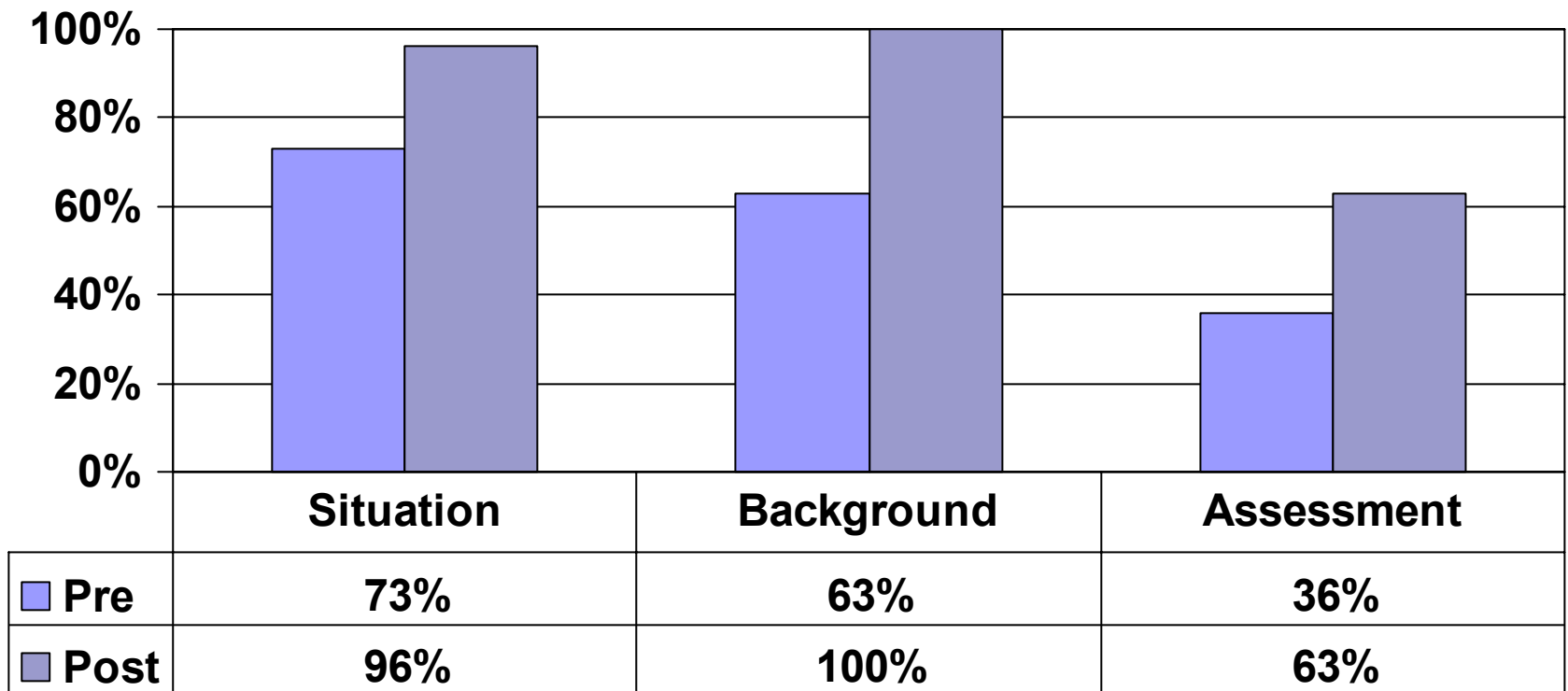
- Discuss own experience
- Literature search
- Audit current practice

- Re-audit

- Evaluate audit results

- Trial a communication framework on two wards

Audit





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