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Effective Team Communication and Decision-making

Experiment 7 - Practical Notes

Name: _____ Roll no.: _____ Date: _____

Aim

To present a concern using SBAR and complete an agreed action with closed-loop confirmation.

Principle

SBAR organises a message as Situation, Background, Assessment and Recommendation or Request. It makes the concern and needed action easier to find. Team decisions also require a named owner, a realistic next step and confirmation that the message was received.

Practice Case

Fictional simulation: A fictional patient is awaiting discharge instructions but cannot understand the language of the written sheet. The pharmacist, nurse and discharge coordinator must arrange appropriate communication before the person leaves.

Roles and Scoring

Work in a group of three: learner, patient or partner, and observer. Score each criterion 0 = not demonstrated, 1 = partly demonstrated, 2 = clearly demonstrated. The checklist is for classroom feedback, not a validated clinical assessment.

Requirements

- Case sheet, quiet practice space and timer.
- Observer checklist and notebook; no real patient details.

Procedure

1. Prepare facts

Identify the communication problem and verified background. Exclude irrelevant personal details.

2. Use SBAR

State the immediate situation, relevant background, your assessment of the communication gap and a clear request.

3. Invite input

Ask each role for relevant information and clarify differences respectfully.

4. Agree the action

Name who will arrange language support and who will check understanding. Confirm the sequence rather than assuming someone else will act.

5. Check back

Have the receiver repeat the action and sender confirm it. Review whether the team's plan addresses the original concern.

Healthcare Psychology and Communication Skills

Suggested Practice Dialogue

- Situation: "The discharge information is not yet understood." Background: "The available sheet is in a language the person does not read."
- Assessment: "The current explanation has not established understanding." Request: "Please arrange appropriate language support before finalising the instructions."
- Check-back: "I will arrange support; you will then check understanding using teach-back."

Observations and Record

Criterion	Score 0 / 1 / 2	Observed behaviour
Clear SBAR message	—	—
Respectful exchange of viewpoints	—	—
Named owner and next step	—	—
Closed-loop confirmation	—	—

Worked Example

The numbers below are illustrative; enter your own observations in the record.

- Illustrative scores: 2 + 2 + 1 + 2 = 7/8. Add a named owner and completion point for the support request.

Result

Total score: ____ / 8. Record one effective phrase, one missed opportunity and one specific action for the next attempt.

Precautions

- Do not guess that silence means understanding.
- Use appropriate interpreting support for the setting; protect confidentiality.
- Do not confuse a team communication exercise with authority to alter clinical orders.

Viva Questions and Answers

1. What does SBAR stand for?

Situation, Background, Assessment and Recommendation or Request.

2. Why name an owner?

An action without a responsible person may not happen.

3. Why use check-back as well as SBAR?

A well-structured message still needs confirmation of receipt and meaning.

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