



# Best Practice: Physician Relationships

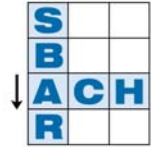
# Home Health Aide Track



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## Home Health Aide Track



This Best Practice Intervention Package is designed to educate and support home health aides in strategies to improve communication that will support reducing avoidable acute care hospitalizations.

### Objectives

After completing the activities included in the Home Health 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:

	<b>Activity</b>	<b>Location</b>	<b>Estimated Time</b>
<input type="checkbox"/>	Review SBAR: Communication Method	Page 83	10 minutes
<input type="checkbox"/>	Review SBAR Communication example	Page 84	5 minutes
<input type="checkbox"/>	Complete SBAR Scenario Exercise complete individually or as group activity.	Pages 85 - 86	15 minutes
<input type="checkbox"/>	Listen to the podcast (audio recording): <b><i>SBAR for Home Health Aides</i></b> and use the discussion questions for group interaction.	Page 87	20 minutes
<input type="checkbox"/>	Complete the home health aide post test and give to your clinical manager.	Page 88	10 minutes
	<b>Total time for completion</b>		<b>60 minutes</b>

## SBAR: Communication Method



**Working on improving interdisciplinary communications is essential for home health aides.** An ideal way to do this in an efficient and effective manner is through SBAR. Home health 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: Home Health 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.

**SSITUATION** – State what is happening at the present time that has warranted the SBAR communication.

*Example: Hi (nursing supervisor). This is \_\_\_\_\_, the home health 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 : Mr. 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.*

**ASSSESSMENT** – 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 the 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.**

## Home Health Aide

The home health 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 her 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 home health 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 had SOB which she didn't have on Monday (today is Wednesday). Mrs. E also verbalized that she weighs two lbs. more 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.

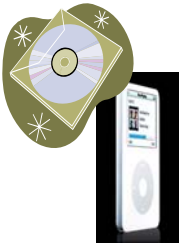
**A**

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 example. Discuss.**



## Physician Relationships Multi-Media Activities Podcast\* (Audio Recording)

### Physician Relationships Podcast Instructions:

Listen to the Podcast (audio recording) to learn more about improving communications through SBAR to support reducing avoidable hospitalizations.

Title	Description	Link
<b><i>SBAR for Home Health Aides</i></b>	A 10-minute podcast (audio recording) highlighting SBAR when communicating at the agency.	The podcast link is located at <a href="http://www.homehealthquality.org/hh/hha/interventionpackages/physrelationships.aspx">http://www.homehealthquality.org/hh/hha/interventionpackages/physrelationships.aspx</a>

There are several ways to listen to the podcast:

- Visit the link above and listen directly through the Web site
- Download the podcast (audio recording) by right clicking on the audio file and selecting “Save Target As ...” This will save the file to your hard drive. Once you have saved the file, you can listen to it on your computer or can burn the audio file to a CD or copy to aMP3 player

\*A Podcast is a digital media file, often an audio recording, placed on by the Internet and made available to the listener on their home computer or personal digital recording device for convenience. There is no change from previous references to “audio recordings” except the name. You may continue to download and listen to recordings as you have in previous months.

## Discussion Topics

1. Can you identify some communication obstacles for the home health staff?
2. What do the letters “S-B-A-R” stand for?
3. Why was it developed?
4. What is the purpose of SBAR?
5. What are the advantages of using the SBAR method? How can it help to reduce avoidable acute care hospitalizations?

**Discuss several patient scenarios that the home health aide could use to alert the nurse or therapist to a potential patient problem.**



# Home Health Aide Post-Test Physician Relationships

Clinician name: \_\_\_\_\_

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

**Directions: Choose the ONE BEST response to the following questions.**

**Circle your answer that identifies the ONE BEST response.**



1. The letters in “SBAR” stands 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 with home health aides includes all of the following **except**:
  - A. Improving communication between home health aides and nurses, therapists and social workers
  - B. Improving communications to home health aide or nursing managers
  - C. Providing important patient information in a clear, brief and to-the-point manner
  - D. Utilizing a military system in reporting
3. The home health 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

**Answers to Post-Test are located in the Leadership Section page 36.**