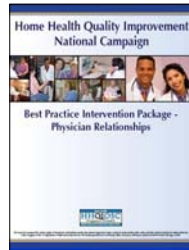


## Best Practice Intervention Package: Physician Relationships



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## Objectives

After viewing this WebEx, the learner will be able to:

- List three strategies for improving physician relationships
- Implement or refine SBAR technique for communication
- Identify tools/resources available in this BPIP
  - Strategies for Collaborative Physician Relationships
  - Physician Survey
  - Physician Profile
  - SBAR Tool

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## Keys to Collaborative Physician Relationships

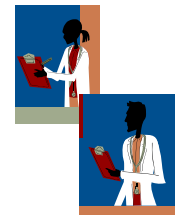
1. Conduct a physician survey
2. Unlock the barriers to collaborative physician relationships
3. Use SBAR communication technique
4. Empower physicians to perform Care Plan Oversight
5. Improve nurse knowledge of symptom management



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## Conduct a physician survey

- How do you get physician input?
- How do physicians perceive your care delivery?
- See sample survey in Best Practice Intervention Package



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## Unlock the barriers

- Know your physicians
  - See sample Physician Profile
- Notify physician of changes in care setting
- Seek alternatives to ER visits



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## Use SBAR technique

S		
B		
A	C	H
R		

- Situation
- Background
- Assessment
- Recommendation

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## SBAR Technique – The Details

**S = Situation**  
 What is going on with the patient. A concise statement of the problem: 5-10 seconds.

**B = Background**  
 What is the clinical background information that is pertinent to the situation (*context*).


**A = Assessment**  
 What I think--conclusions

**R = Recommendation**  
 What do you want and when?

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## Care Plan Oversight

- “Show me the money”
- Educate physicians
- Empower to use appropriately



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## Improve Knowledge of Symptom Management




- Increases physician confidence and trust
- Better communication
- Improved patient outcomes

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## What else?




- Patient & Family Connection
- Hospice & Palliative Connection
- SOAP & SBAR Connection
- Examples of Excellence



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## Care Tracks

- **SBAR Made Easy** WebEx:
  - Review SBAR Tool
  - Review of Communication Examples – interdisciplinary and physician
  - SBAR scenario exercise
- **SBAR for Clinicians** Podcast (audio recording)
- Complete post-test
- Free continuing education for RNs, LPNs/LVNs, PT, PTA, OT, COTA & SLP

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## Care Tracks



- Review SBAR Tool
- Review SBAR Communication example
- Complete SBAR Scenario exercise
- SBAR for HHAs Podcast (audio recording)
- Complete post-test

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## Next Steps

- Review the Best Practice Intervention Package – Physician Relationships  
– Leadership and Care Provider Tracks
- Identify tools and resources for implementation
- Begin improving your physician relationships today!



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## Next Best Practice Intervention Package: Fall Prevention

November 1, 2007

**Congratulations on your commitment to the  
HHQI National Campaign!!**

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