

# Reducing Communication Errors in the Clinical Setting by Implementing a Standardized Communication Tool: ISBARR

Nursing 307 Class - Fall of 2017, Dr. Sharon Coffey, DNP, FNP-C  
College of Nursing

## Overview

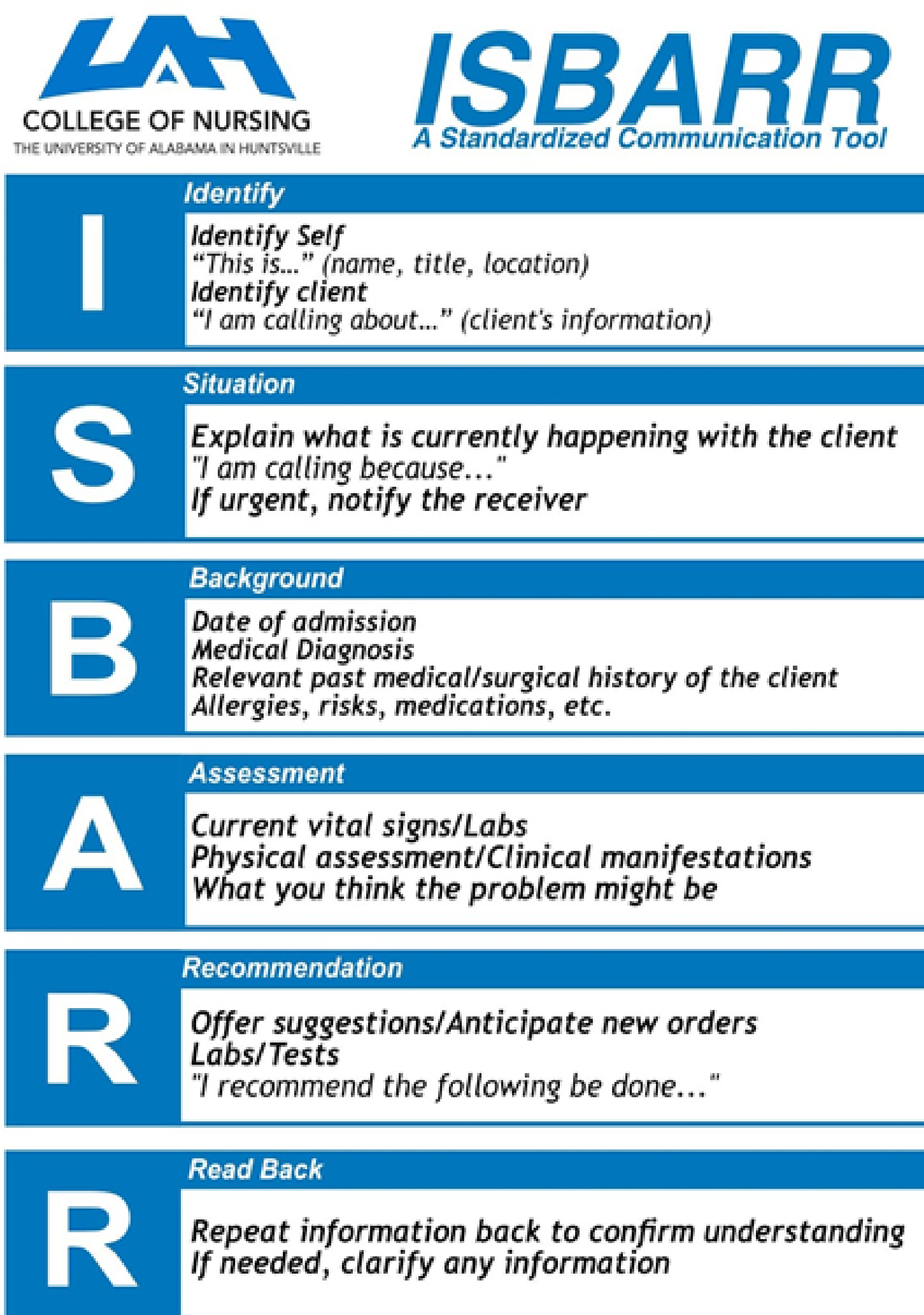
- Ineffective communication in the Healthcare setting is the number one predictor of errors in patient treatments
- An estimated 30% of all malpractice claims in the U.S. and 1,744 deaths and \$1.7 billion in malpractice claims is attributed to communication failures
- The incidence of errors is lessened by the use of a standardized communication tool such as the ISBARR

## Impact

- Standardized communication tool (ISBARR) teaches students effective communication elements of patient care to all health care providers with less anxiety and greater confidence.
- Implementation of ISBARR with the undergraduate nursing curriculum afforded nursing students multimodal methods of learning from didactic to simulation enhancing competency and confidence in communication

## Key Findings

- Following evidence-based implementation steps, the ISBARR communication tool was adopted by the Undergraduate College of Nursing for use in didactic, clinical and simulation environment



**COLLEGE OF NURSING**  
THE UNIVERSITY OF ALABAMA IN HUNTSVILLE

**ISBARR**  
A Standardized Communication Tool

<b>I</b>	<b>Identify</b> <b>Identify Self</b> "This is..." (name, title, location) <b>Identify client</b> "I am calling about..." (client's information)
<b>S</b>	<b>Situation</b> <b>Explain what is currently happening with the client</b> "I am calling because..." <b>If urgent, notify the receiver</b>
<b>B</b>	<b>Background</b> <b>Date of admission</b> <b>Medical Diagnosis</b> <b>Relevant past medical/surgical history of the client</b> <b>Allergies, risks, medications, etc.</b>
<b>A</b>	<b>Assessment</b> <b>Current vital signs/Labs</b> <b>Physical assessment/Clinical manifestations</b> <b>What you think the problem might be</b>
<b>R</b>	<b>Recommendation</b> <b>Offer suggestions/Anticipate new orders</b> <b>Labs/Tests</b> "I recommend the following be done..."
<b>R</b>	<b>Read Back</b> <b>Repeat information back to confirm understanding</b> <b>If needed, clarify any information</b>

## Explanation

- UAH College of Nursing did not have a standardized communication tool for the Undergraduate Nursing Curriculum
- Incorporating the use of ISBARR within the curriculum has provided a communication tool that will assist nursing students in clinical scenarios as well as transitioning into the RN role
- Introduction of a standardized communication tool to undergraduate nursing students helped improve communication skills and confidence in reporting complex client information to all healthcare professionals

## Acknowledgements

Poster design by Sabria White, Nursing Student.