

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

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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

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

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

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