

Teamwork and Communication Action Series

ACTION PERIOD GUIDE

Webinar 3: Strategies for Structured Communication

By the end of this session, participants will be able to:

- Identify elements of different structured communication tools that support effective teamwork.
- Implement and use a structured communication tool with their team.

Summary of webinar content:

Structured Communication

- The challenge of spoken language
- Structured communication tools
 - Mnemonics (SBAR and beyond!)
 - Huddles
 - 3Ws

Your Action Period Learning Application

Instructions: We invite you to review all the structured communication tools described below. Your required Action Period work is to pick at least one to trial as a team and submit the corresponding worksheet to culture@bcpsqc.ca by May 22.

Activity: Trial structured communication tool (Pick one) (estimated time is 30 – 45 min)

Structured communication tools assist in reducing patient adverse events and increasing teamwork and communication on teams. As a team, choose ONE structured communication tool (SBAR, Huddles or 3 W's) to trial and send us your completed worksheet.

SBAR

- Trial using SBAR with your team.
- Complete the SBAR worksheet attached to guide you and **submit one example per team to culture@bcpsqc.ca by May 22.**
- With each SBAR interaction you practice, take notes on what could be improved. Doing it over and over will help them become better and better.
- If you are already utilizing SBAR, what are the ways it can be improved?
- If you would like more detailed instructions and information on SBAR check out the attached document.
- Once you have had a chance to practice using SBAR a few times, discuss the trial and how you can continue to use the tool.



SBAR
Backrounder.pdf

***see attachment **SBAR Backrounder.pdf** in the attachment tab on the left to open the file*



SBAR Worksheet.pdf

***see attachment **SBAR Worksheet.pdf** in the attachment tab on the left to open the file*

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Huddles

- Trial implementing a huddle within your team.
- Complete the huddle worksheet attached to guide you in setting up your huddle structure and **submit one worksheet as team to culture@bcpsqc.ca by May 22.**
- With each practice huddle, take notes as to what could be improved. Doing it over and over will help them become better and better.
- If you are already doing huddles, how can they be improved?
- If you would like more detailed instructions and information on huddles, check out the attached document.
- Once you have had a chance to practice using huddles a few times, discuss the trial and how you can continue to use the tool.



Huddle
Backgrounder.pdf

***see attachment **Huddle Backgrounder.pdf** in the attachment tab on the left to open the file*



Huddle
Worksheet.pdf

***see attachment **Huddle Worksheet.pdf** in the attachment tab on the left to open the file*

Three W's

- Trial implementing the Three Ws within your team.
- Complete the Three Ws worksheet attached to guide you and **submit one example per team to culture@bcpsqc.ca by May 22.**
- With each interaction using the Three Ws, take notes on how the tool could be improved and make modifications accordingly.
- Discuss the trial and how you can continue to use the tool.



Three Ws
Worksheet.pdf

***see attachment **Three Ws Worksheet.pdf** in the attachment tab on the left to open the file*

Resources needed for this action: reminder – you only need to pick one tool to implement

- SBAR worksheet and guide – attached
 - Huddle worksheet and guide - attached
 - Three Ws worksheet - attached
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*The next **coaching webinar** is **May 16 from 2-3pm**. There is no formal agenda. These webinars are meant to provide a space to ask questions about topics you want more information on, share your experiences or discuss a tricky situation you want to talk through. We also invite you to send us your questions in advance so we can prepare our response and/or keep your questions anonymous. An organizational development consultant who works with the Council will also be on hand to provide group support.*

Additional Resources:

If you are interested in doing some further reading on the topics we covered today, here are a few articles that we recommend.



Introduction of SBAR
into Nursing Practice_

***see attachment **Introduction of SBAR into Nursing Practice_A
Prospective Study.pdf** in the attachment tab on the left to open the file*



The problem with
hands off communica

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the attachment tab on the left to open the file*