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 <u>one</u> to trial as a team and submit the corresponding worksheet to **culture@bcpsqc.ca** by April 4.

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. To apply the learning from webinar 3, please trial one of the following structured communication tools:

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 April 4*.
- 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
Backgrouder.pdf   *Click on the link in the attachment tab to open the file*

SBAR Worksheet.pdf   *Click on the link in the attachment tab to open the file*

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 April 4***.
- 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   *Click on the link in the attachment tab to open the file*

Huddle Worksheet.pdf   *Click on the link in the attachment tab 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 April 4***.
- 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   *Click on the link in the attachment tab 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

*The next **informal support webinar** is **March 22nd 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_

Click on the link in the attachment tab to open the file

The problem with hands off communic

Click on the link in the attachment tab to open the file