TRAINING OUTLINE

COURSE TITLE	ISBAR in Effective Patient Care
DURATION	1 day

Introduction

Effective communication is critical in healthcare settings as miscommunication can lead to serious patient safety risks, including medical errors and compromised care. The ISBAR (Identification, Situation, Background, Assessment, Recommendation) framework provides a structured approach to proper communication, ensuring that vital information is conveyed clearly, concisely, and accurately across all levels of healthcare teams.

This program aims to address the common challenges in healthcare communication by equipping nurses and other healthcare providers with a reliable and easy-to-use tool. By incorporating ISBAR into daily practice, participants will enhance their ability to convey critical information accurately, reduce the risk of misunderstandings, and improve collaboration among multi-disciplinary teams.

This program is designed to build confidence in using ISBAR through practical exercises, real-life scenarios, and interactive learning. Ultimately, the rationale for this program is to foster a culture of safety, precision, and accountability in healthcare communication, leading to better patient outcomes and a more cohesive healthcare team.

Training Objective

- Explain the components of ISBAR (Identification, Situation, Background, Assessment, Recommendation) and its role in enhancing communication in healthcare.
- Apply the ISBAR framework confidently and accurately in various clinical situations, including patient handovers, critical incident reporting, and multi-disciplinary team discussions.
- Demonstrate how the consistent use of ISBAR can reduce communication errors, enhance teamwork, and improve patient outcomes.
- Develop the confidence to use ISBAR in both routine and high-pressure clinical scenarios, ensuring clarity and accuracy in all communication.

Who Should Attend?

Managers, Supervisors, Registered Nurse, Medical Officers

Learning Methodologies

Interactive Lecture and Presentation, Participative Discussion, Energized Group Activity, Question and Answer Session

Course Content

09:00am - 10:00am: Introduction to Structured Clinical Communication

- Importance of effective communication in healthcare
- Common causes of communication errors
- Impact on patient safety and care outcomes
- Introduction to the ISBAR Framework

10:00am - 11:00am: Understanding the Components of ISBAR

1. Identification (I)

- Introduce yourself, role, and unit
- Identify the patient clearly
  - Name
  - Age
  - Patient ID

2. Situation (S)

- State the current problem or reason for communication
- Provide a brief summary of the issue

3. Background (B)

- Relevant patient history
- Medical conditions
- Current treatments
- Recent test results

4. Assessment (A)

- Your clinical findings
- Vital signs
- Clinical interpretation of the situation

5. Recommendation (R)

- What you need from the receiving clinician
- Suggested action or plan
- Clarification of next steps

Course Content

11:00am - 11:15am: Morning Break

11:15am - 12:30pm: Using ISBAR to Reduce Communication Errors

- How ISBAR improves patient safety
- Standardizing communication during:
  - Patient handovers
  - Escalating patient deterioration
- Nurse-doctor communication
- Avoiding common communication mistakes

12:30pm - 01:30pm: Lunch Break

01:30pm - 03:00pm: Practical Application of ISBAR

Role-play exercises & Small group simulation scenarios

- Applying ISBAR in daily patient care
- Phone communication with doctors
- Shift handovers
- Emergency situations

03:00pm - 03:15pm: Afternoon Break

03:15pm - 04:15pm: Simulation and Confidence Building

- Simulation-based clinical scenarios
- Participants perform ISBAR handovers
- Peer feedback
- Instructor feedback

04:15pm - 05:00pm: Reflection, Evaluation & Post-Assessment

- Post-course knowledge test
- Reflection discussion:
  - What participants learned
  - How they will apply ISBAR in practice