

Using SBAR as a Patient Communication Tool: Secondary Data Analysis.

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Abstract

Sickle Cell Disease is a chronic congenital blood disorder characterized by periodic episodes of acute pain (Pulte, Lovett, Axelrod, Crawford, McAna, & Powell, 2016). Patients who present in the emergency department (ED) during a crisis often report delays in care (Matthie & Jenerette, 2015). This delay in care often stems from a lack of clear communication regarding healthcare needs between the patient and the healthcare provider (HCP) (Rhee, Marottolil, Van Ness, & Levy, 2019).

The literature suggests racial biases play a significant role in the care this population receives (Wakefield, Popp, Dale, Santanelli, Pantaleao, & Zempsky, 2017). Poor communication in the healthcare setting has been linked to poor outcomes, leading to misdiagnosis, errors, and increase in patient mortality (Müller, Jürgens, Redaelli, Klingberg, Hautz, and Stock, 2018).

SBAR is a communication tool that is traditionally used to communicate patient status between healthcare providers (Institute for Healthcare Improvement, 2019). SBAR has been used in a limited capacity with HCP-patient communication. The literature does suggest, anecdotally, that SBAR can be taught to patients with SCD as a tool to aid in communication, especially in emergency situations (Denham, 2008). There is a gap in the research that examines best practices regarding how patients with SCD effectively communicate with HCPs. Investigation is warranted in the feasibility of providing the patient with tools to better communicate their healthcare needs.

In the parent study Dr. Jenerette performed a cross sectional descriptive pilot study with the purpose of educating patients with SCD to communicate their healthcare needs during a SC

crisis in clear and concise manner (Jenerette, 2017). Using a web-based training, video vignettes and coaching the PI taught the participants how to use SBAR as a communication tool.

The purpose of this study is to perform a secondary data analysis using interrater reliability and qualitative descriptive of the parent study data to determine the usefulness of SBAR cued communication responses and address study participants' perceived perspectives on using SBAR as a tool to improve communication with a HCP during the sickle cell crisis.

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