

S - B - A - R Communication Tool

Item	Definition	Example
Situation	One sentence description of need	Patient arrived for appoint on wrong day
Background	Details that give information to make an assessment. (Can be from patient's view and from your clinical view as you inquire and research)	<ol style="list-style-type: none"> 1. Patient arrived for 11 am appointment today. 2. Appointment is at 11 am tommorrow 3. Pt. Comes from 40 miles away 4. Pt. Needed to have friend drive them to appointment 5. Doctor has 1+ appointment available on schedule 6. Doctor's hall partner has some open times 7. We don't know if the mistake was with the patient or the call center
Assessment	Your position on the issue	We should see the patient today
Recommendation	Your specific method for solving the problem	I recommend that we use the 1+ time or have your hall partner see this patient.

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Scenario Development Sheet

Item	Narrative without S - B - A - R	Using S - B - A - R
Situation		
Background		
Assessment		
Recommendation		

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