



## ACTION PERIOD GUIDE: 2

### Leveraging in Structured Communication

**After Learning Session 2, 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 learning session content:** Structured Communication

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

**Action Period outcomes:**

- Trial one structured communication tool
- Discuss the future application of that tool in your day to day work

**Working towards a certificate of completion:**

Each week there is **one required group activity**. The group activity needs to be completed and submitted for each Action Period by your team leader in order to receive your certificate of completion. We do encourage your team to do at least one additional optional activity to maximize your learning throughout the Action Series. You are not required to submit optional activities. Questions? Don't hesitate to ask [culture@bcpsqc.ca](mailto:culture@bcpsqc.ca).

All learning sessions are mandatory, and attendance is required for certificate of completion. For this module, please provide email confirmation that all team members attended the learning session for this module or viewed the recording when your team leader submits the action period homework.



## Your Action Period Work:

We invite you to review all the structured communication tools described below. Your required Action Period work is to pick at least one tool to trial as a team and submit the corresponding worksheet. The **team activity** must be submitted by the **team leader** to [culture@bcpsqc.ca](mailto:culture@bcpsqc.ca) to receive credit for a certificate of completion.

*Due Date: November 30, 2020*

## Team Activity: (Required)

### Activity (Required): Trial Structured Communication Tool

*(estimated time is 30-40 minutes)*

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.

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

- SBAR assessment and guide – attached
- Huddle worksheet and guide - attached
- Three W's worksheet - attached

#### SBAR

- Trial using SBAR with your team.
- Complete the SBAR assessment attached to guide you and **submit one example per team.**
- 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.

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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.**
- With each practice huddle, take notes as to what could be improved. Doing it over and over will help them become better and better.



## Teamwork & Communication Action Series

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- 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.

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### Three W's

- Trial implementing the Three W's within your team.
- Complete the Three W's worksheet attached to guide you and **submit one example per team.**
- With each interaction using the Three W's, 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.

***Important:*** Please have your team leader submit your homework to [culture@bcpsqc.ca](mailto:culture@bcpsqc.ca) by **NOVEMBER 30, 2020** to ensure you get credit towards your certificate of completion. Don't forget to include confirmation of your teams learning session attendance with your submission!

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*The next coaching session is **November 26, 2020 from 12:30pm-1:30pm**. There is no formal agenda. These sessions 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.*

*The next learning session will be on **December 3, 2020 from 12:30pm-1:30pm**.*

### 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. Click on the attachment on the side to open the file.

- Introduction of SBAR into Nursing Practice A Prospective Study
- The problem with hands off communication