

## S - B - A - R Communication Tool

Item	Definition	Example
<b>Situation</b>	One sentence description of need	Patient arrived for appoint on wrong day
<b>Background</b>	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"> <li>1. Patient arrived for 11 am appointment today.</li> <li>2. Appointment is at 11 am tommorrow</li> <li>3. Pt. Comes from 40 miles away</li> <li>4. Pt. Needed to have friend drive them to appointment</li> <li>5. Doctor has 1+ appointment available on schedule</li> <li>6. Doctor's hall partner has some open times</li> <li>7. We don't know if the mistake was with the patient or the call center</li> </ol>
<b>Assessment</b>	Your position on the issue	We should see the patient today
<b>Recommendation</b>	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
<b>Situation</b>		
<b>Background</b>		
<b>Assessment</b>		
<b>Recommendation</b>		

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