

# Quality Improvement Basics

## Communication Techniques

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## Objectives

After completing this module, participants will be able to

- Identify 3 of the most common communication techniques
- Explain the SBAR framework



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# Communication Techniques

- Situation, Background, Assessment, Recommendation (SBAR)
- Elevator speech
- Right message, right audience
- Check-back

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# SBAR

- A framework to effectively communicate information
- Include the following:
  - S**ituation – What is going on
  - B**ackground – The background or context
  - A**ssessment – What you think the problem is
  - R**ecommendation – What action you would recommend
- Example

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## Elevator Speech

We are focusing on **[INSERT]**. It is important that we improve **[INSERT]** because, **[INSERT]** will improve the health of our community. We need you to support our efforts by **[INSERT]**.

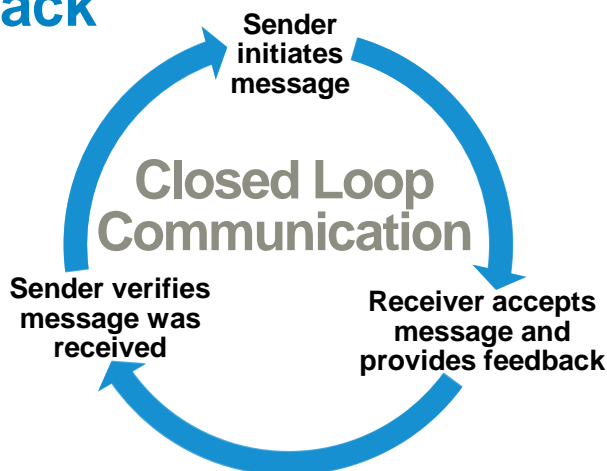
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## Check-back



Source: <https://www.ahrq.gov/teamsteps/instructor/fundamentals/module3/igcommunication.html#checkboxbackis>

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## In Summary

Thank you for taking time to learn about

- Common communication techniques
- SBAR Framework

**Stratis Health is a nonprofit organization that leads collaboration and innovation in health care quality and safety and serves as a trusted expert in facilitating improvement for people and communities.**

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