



## Effectiveness of information booklet on knowledge regarding SBAR among trainee staff nurses working in selected NABH accredited hospital

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### Abstract

Communication failure is well recognized as a leading contributor of adverse events. Situation, Background, Assessment, Recommendations (SBAR) is a technique which can be used to facilitate prompt and appropriate communication. A pre-experimental study was conducted to assess the effectiveness of information booklet on knowledge regarding SBAR among trainee staff nurses. 32 trainee staff nurses were recruited as sample by non-probability purposive sampling technique who was working in Bombay Hospital, Indore. Data was collected by structured questionnaire. Socio-demographic data revealed that most of the trainee staff nurses 23 (71.8%) were 20-23 years old, 25 (78.12%) were female, 24 (75%) were B.Sc. Nurses, 23 (71.8%) were having less than one year of clinical experience, 27 (84.3%) had not worked in NABH accredited hospital before, and 28 (90.6%) did not have previous knowledge about SBAR. The calculated Paired 't' value 17.44 showed that the mean post-test knowledge score is significantly higher to the mean pre-test knowledge score regarding SBAR among trainee staff nurses working in selected NABH hospital of Indore. The chi square value (11.2; df=1) showed the significant association of pre-test knowledge score with previous work experience in NABH accredited hospital of trainee staff nurses. The results showed that information booklet is effective to improve the knowledge of trainee staff nurses regarding SBAR in NABH accredited hospital, which is an easy tool to use, structured form of communication.

**Keywords:** SBAR, trainee staff nurses, NABH hospital

### Introduction

#### Background of the study

Situation, Background, Assessment, Recommendations (SBAR) is a technique which can be used to facilitate prompt and appropriate communication. This communication model has gained popularity in healthcare settings, especially amongst professions such as physicians and nursing. The Joint Commission (2008) has identified effective communication as one of its National Patient Safety Goals. Communication tools like SBAR can help nurses focus communication to improve the effectiveness of information transfer.

#### Need for the study

Communication failure is well recognized as a leading contributor of adverse events. Today, SBAR is a very simple and effective standardize communication tool used by hospitals and healthcare facilities around the world, especially in the process of handing taking over between nurses in clinical setting. It allows for an easy and focused way to set expectations for what and how will be communicated, which is essential for developing teamwork in nursing and fostering a culture of patient safety and quality nursing care. Therefore investigators identified need to assess and improve knowledge regarding SBAR among trainee staff nurses.

#### Statement of the problem

A Pre-experimental study to assess the effectiveness of information booklet on knowledge regarding SBAR among

trainee staff nurses working in selected NABH accredited Hospital, Indore (M.P.).

#### Objectives

1. To assess the pre-test knowledge score regarding SBAR among trainee staff nurses working in selected NABH accredited Hospital, Indore.
2. To determine the effectiveness of information booklet on knowledge regarding SBAR among trainee staff nurses working in selected NABH accredited Hospital, Indore.
3. To find the association between pre-test knowledge of trainee staff nurses with their selected socio-demographic variables working in selected NABH accredited Hospital, Indore.

#### Hypotheses

- H<sub>1</sub>:** The mean post-test knowledge score will be significantly higher to the mean pre-test knowledge score regarding SBAR among trainee staff nurses working in selected NABH hospital of Indore.
- H<sub>2</sub>:** There will be significant association of pre-test knowledge regarding SBAR with selected socio-demographic variables of trainee staff nurses working in selected NABH hospital of Indore.

#### Methodology

A quantitative evaluative research approach with pre-experimental one group pre-test post-test research design was

used in the study, 32 trainee staff nurses were recruited as sample by non-probability purposive sampling technique who were working in Bombay Hospital, (NABH accredited) Indore. Data was collected by structured questionnaire before and after administering intervention (information booklet) regarding SBAR.

**Sampling Criteria**

**Inclusive Criteria:** Trainee staff nurses

1. Who are going to attend induction training?
2. Who are willing to participate in the study?

**Exclusion Criteria**

1. Trainee staff nurses who have completed induction and CBT Programme in Bombay hospital, Indore.
2. Trainee staff nurses who had under gone any training programme regarding SBAR.

**Results**

**Section-A: Description of socio- demographic variables of trainee staff Nurses**

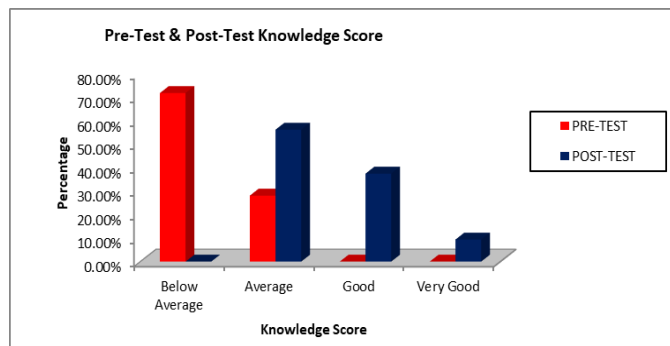
Socio-demographic data revealed that most of the trainee staff nurses 23 (71.8%) were 20-23 years old, 25 (78.12%) were female, 24 (75%) were B.Sc. Nurses, 23 (71.8%) were having less than one year of clinical experience, 27 (84.3%) had not worked in NABH accredited hospital before, and 28 (90.6%) did not have previous knowledge about SBAR.

**Section-B: Effectiveness of information booklet on knowledge regarding SBAR**

**Table 1:** Comparison of Pre- test and Post-test knowledge regarding SBAR.

Knowledge score	Mean	SD	paired t test value
Pre-test	4.34	1.77	17.44
Post-test	10.39	2.91	

The calculated Paired ‘t’ value 17.44 showed that the mean post-test knowledge score is significantly higher to the mean pre-test knowledge score regarding SBAR among trainee staff nurses working in selected NABH hospital of Indore. Hence, H<sub>1</sub> is accepted and H<sub>0</sub><sub>1</sub> is rejected.



**Fig 1:** Comparison of Pre- test and Post-test knowledge regarding SBAR

**Section-C: Association between pre-test knowledge score of trainee staff nurses with their selected socio-demographic variables**

The chi square value (11.2; df=1) showed the significant association of pre-test knowledge score with previous work experience in NABH accredited hospital of trainee staff nurses. And there were no significant association of pre-test knowledge score with Age, Gender, Educational qualification and total clinical experience of trainee staff nurses.

Hence H<sub>2</sub> is rejected and H<sub>0</sub><sub>2</sub> is retained.

**Implication**

Knowledge enhancement of trainee staff nurses will help to improve nursing care and minimize the risk of communication failures in terms of patient safety.

**Recommendations**

- Similar study can be conducted on large sample size.
- Similar study can be conducted on staff nurses in non NABH Accredited hospitals.
- Similar study can be conducted on B.Sc. Nursing fourth year students before their internship posting in hospital.

**Conclusion**

The results showed that information booklet is effective to improve the knowledge of trainee staff nurses regarding SBAR in NABH accredited hospital, which is an easy tool to use, structured form of communication that allows staff nurses to communicate assertively and effectively reducing the need for repetition and the likelihood for errors during handoff process between nurses during shift changes.

**References**

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