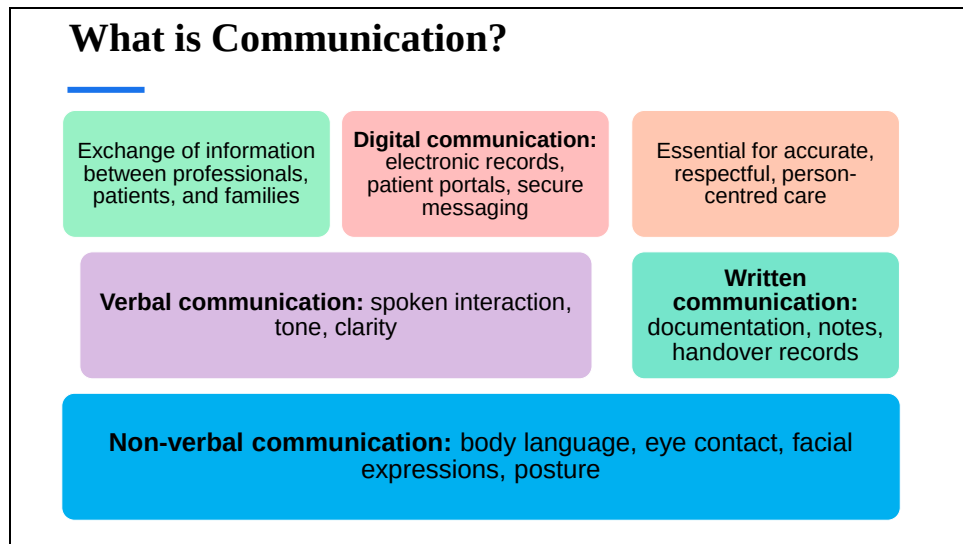
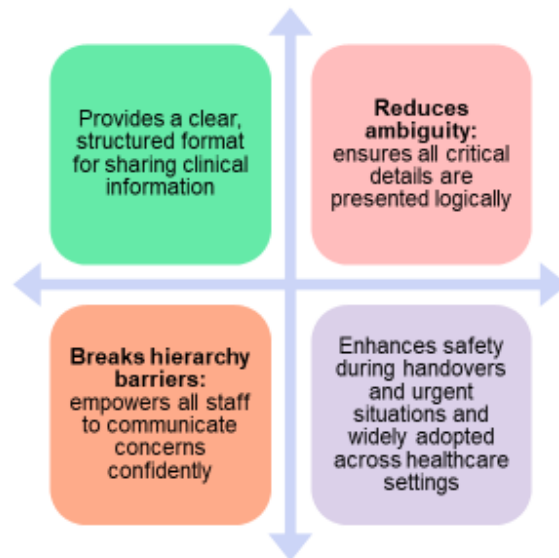






There are several elements that interrelate in health and social care communication. Verbal communication consists of spoken communication which can be utilized in verbal communication by use of tone that will improve patient understanding. The non-verbal communication techniques also incorporate the body language, gestures, facial expression, and may be employed in supporting and contradicting verbally. Continuity and accountability entails the employment of written communication such as handover notes, clinical documentation. Increasingly, electronic communication is used, e.g., electronic health records and patient portals, where the patient is now able to access their information, which contributes to the increased transparency (Huhtakangas et al., 2021). The fusion of these communication channels has safe, coordinated and person-centred care.

Why Communication Matters



SBAR simplifies the process of communication because it breaks down the information into Situation, Background, Assessment and Recommendation. This structure reduces the degree of ambiguity since it reduces the amount of omitted information and speculation that enables one to make a faster and accurate decision. SBAR also eliminates the hierarchy obstacle since the nurses, health care assistants, and junior employees now have a recognised pattern of communicating their issues to senior clinicians without any trepidation (Pazar et al., 2024). SBAR works on behalf of the patients because it can create a safe and quality care as it can suppress miscommunication and create assertiveness.

Communication Model: SBAR



Situation – What is happening?



Background – Relevant context



Assessment – Professional judgement



Recommendation – Required action

-
- **SBAR model is a systematized way of passing clinical information. It helps professionals to share short and relevant information, and reduces the misunderstandings and wastage of time during the treatment process. SBAR is a communication device that is widely used in the hospital to balance communication and promote decision-making.**

Practical Example



- Nurse notices patient deterioration
- Uses SBAR to inform doctor
- Clear information leads to rapid intervention (Sharkiya, 2023)

-
- Using the example of a situation when a nurse realizes that the oxygen is decreasing, using SBAR, he or she can enquire the patient as to why so fast, his or her background, clinical assessment, and what needs to be done (Sharkiya, 2023). This is a controlled flow which enables a faster response and certain complications are avoided proving that the outcome of communication directly influences the protection of patients.

Personal Reflection



- Personally, I think I am advanced in the area of written communication and I should train verbal fluency in clinical communication. The use of systematic instruments like SBAR will aid me in my career growth and training to practice health care (Shrivastava, Chong and Bobhate, 2025).

Conclusion



Communication is essential for safe care



Models like SBAR improve practice



Ongoing reflection strengthens professional skills

-
- In conclusion, safety and good healthcare is founded on communication. Formulation of structured models and reflective practice would ensure that professionals can communicate effectively, which would improve better outcomes and would contribute to the development as a professional.

References

- Huhtakangas, M., Tuomikoski, A.-M., Laukka, E., Kääriäinen, M. and Kanste, O. (2021). Adult patients' experiences of patient-professional communication in patient portals. *JBIR Evidence Synthesis*, Publish Ahead of Print. doi: <https://doi.org/10.11124/jbies-21-00091>.
- Pazar, B., Kavakli, O., Ak, E.N. and Erten, E.E. (2024). Implementation and Evaluation of the SBAR Communication Model in Nursing Handover by Pediatric Surgery Nurses. *Journal of PeriAnesthesia Nursing*, [online] 39(5), pp.847–852. doi: <https://doi.org/10.1016/j.jopan.2023.12.021>.
- Sharkiya, S.H. (2023). Quality communication can improve patient-centred health outcomes among older patients: A rapid review. *BMC Health Services Research*, [online] 23(1), pp.1–14. doi: <https://doi.org/10.1186/s12913-023-09869-8>.
- Shrivastava, S.R., Chong, S.V. and Bobhate, P.S. (2025). Facilitating effective communication through the adoption of SBAR tool in medical training. *Journal of Education and Health Promotion*, 14(1). doi: https://doi.org/10.4103/jehp.jehp_1213_24.

