

Communication

SBAR

28 year old lady visits the ED with a headache for three days and still increasing in intensity

no relevant medical Hx, takes OAC – usually has a headache that is associated with weather fronts – but this is of different quality and intensity

GCS: 15, headache on PPI:8, pulsating, associated with nausea, localized to the forehead

RR: 19/min ; NIBP: 110/85Hgmm; P: 66/min
dry, warm skin; Ttymp: 36.7°C

CTAS – II. „emergency”



**Sürgősségi Orvostani-Oxiológiai
Munkacsoport**



**Division of Emergency Medicine
and Oxyology**

28 year old lady visits the ED with a headache for three days and still increasing in intensity

S

no relevant medical Hx, takes OAC – usually has a headache that is associated with weather fronts – but this is of different quality and intensity

B

GCS: 15, headache on PPI:8, pulsating, associated with nausea, localized to the forehead

RR: 19/min ; NIBP: 110/85Hgmm; P: 66/min
dry, warm skin; Ttym: 36.7°C

A

CTAS – II. „emergency”

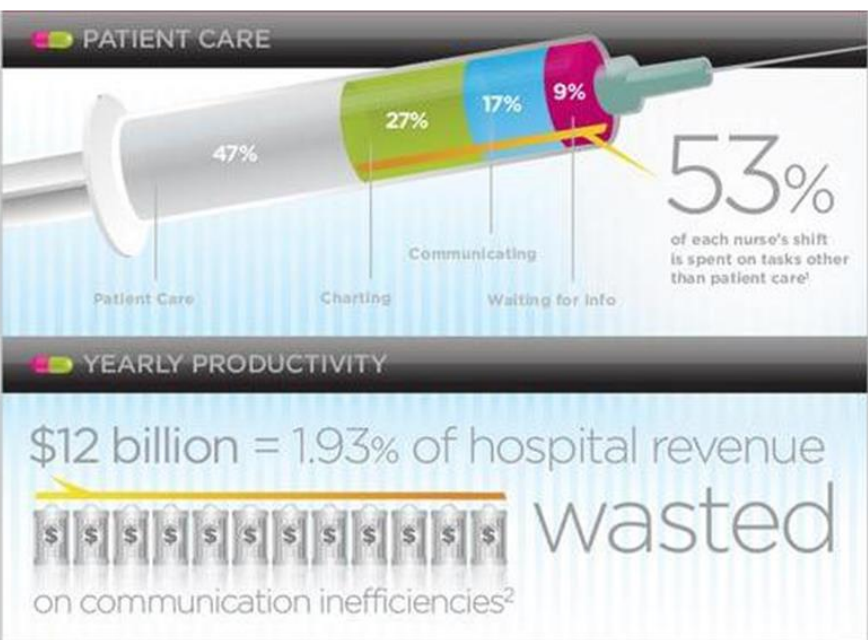
R

**More than 400 patients die
DAILY in the US
due to medical error.
In a Hungary sized country
this means
10-12 patients per day**

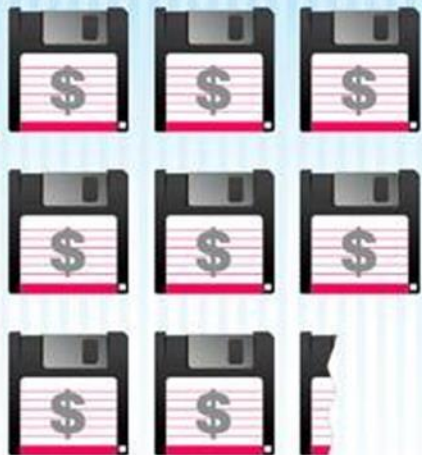
voaké | infographic

Communication Breakdown

Are U.S. Hospitals Stuck in a Rut?



OUTDATED TECHNOLOGY



\$8.3 billion
In lost productivity due
to outdated technology⁵

3:1



Availability of landlines vs.
smartphones for nurses¹

REFERENCES

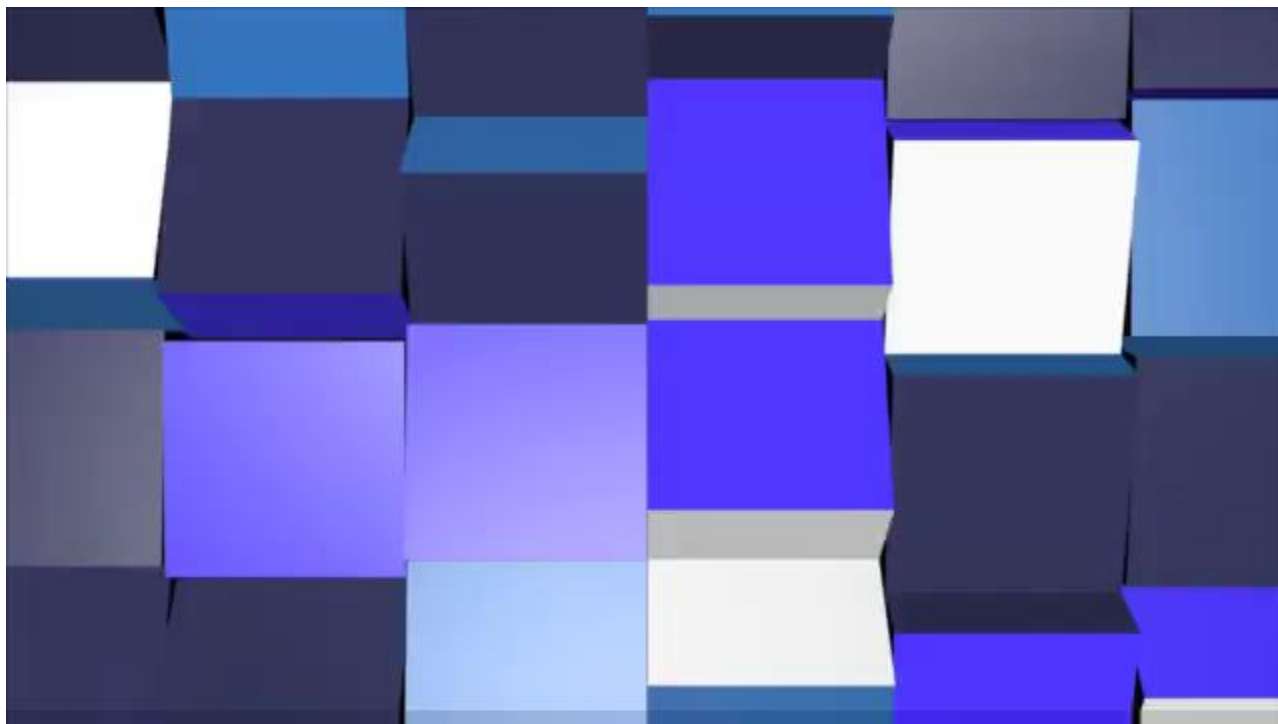
1. Top 10 Clinical Trends <http://www.voalte.com/2013speciareport/>
2. University of MD <http://www.honmth.umd.edu/news/releases/2009/03/0909.asp/>
3. Archives of Internal Medicine <http://dx.doi.org/10.1093/ajcp/14.11.1117>
4. The Leapfrog Group http://www.leapfroggroup.org/policy_leadership/leapfrog_news/4304464
5. CNNMoney <http://money.cnn.com/2013/05/07/technology/enterprise/hospital-pagers/index.html>

voalte

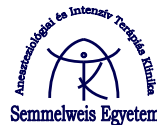
© 2013 Voalte. All rights reserved.

Communication with patients and relatives

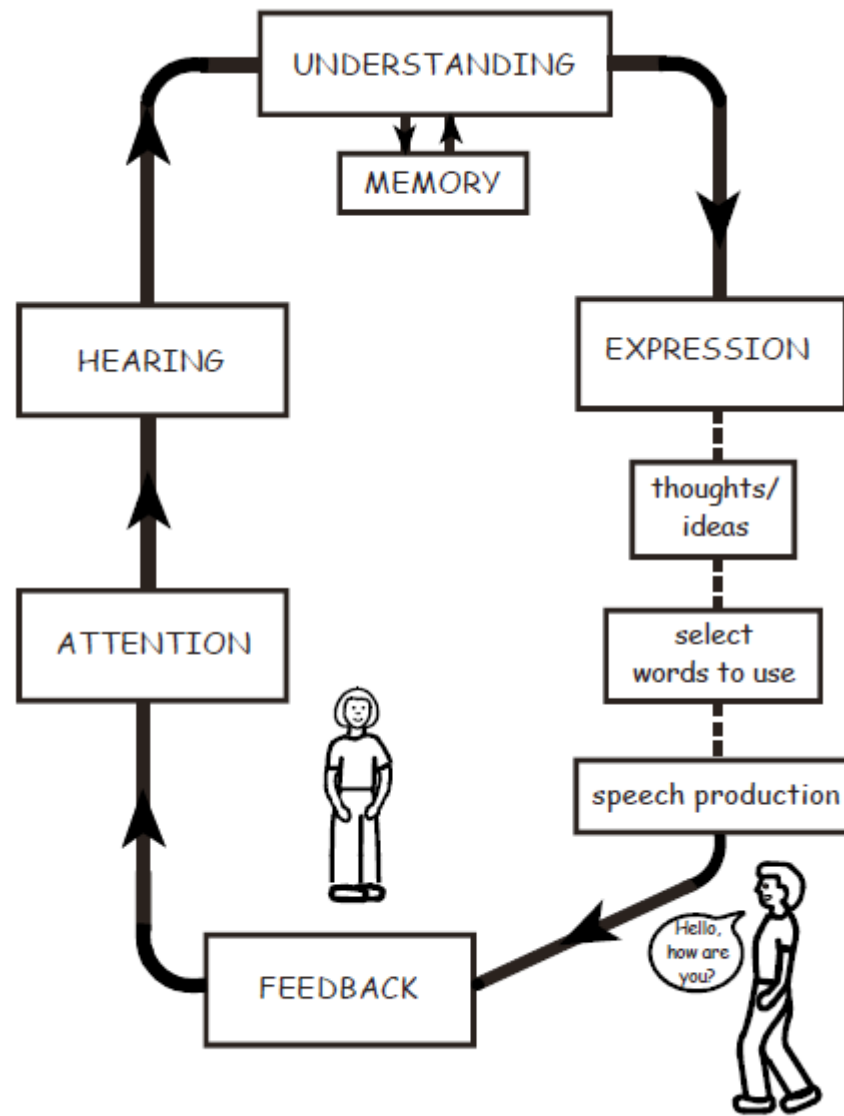
- Simple
- Straightforward
- Impartial
- Empathic

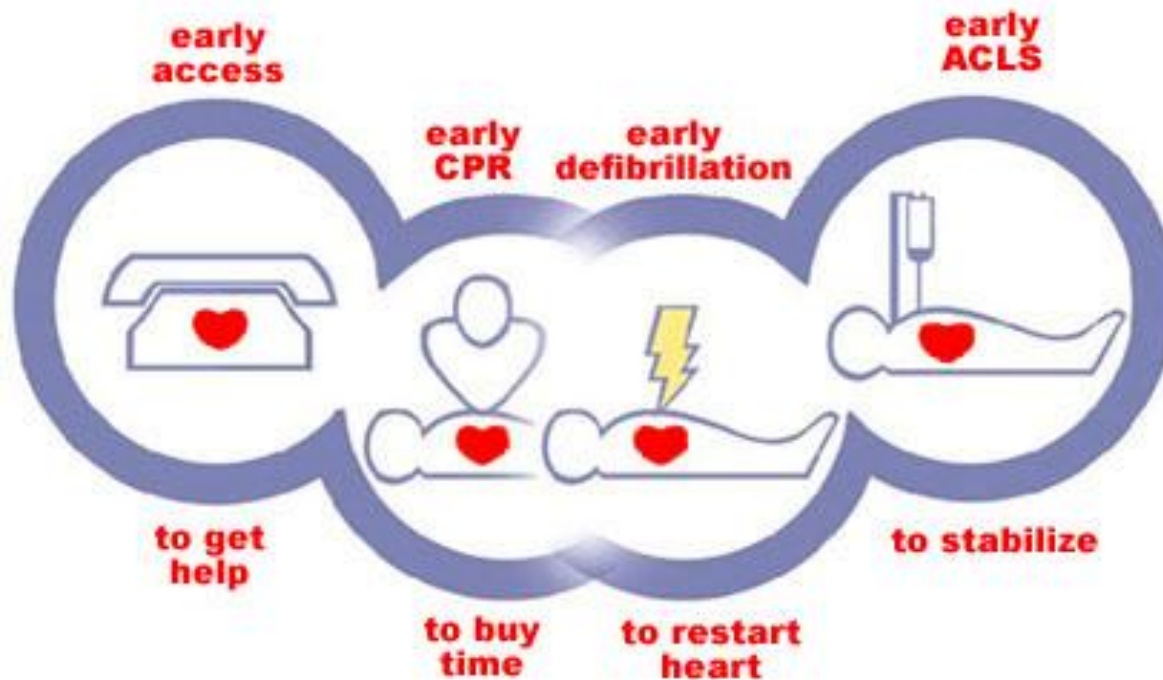


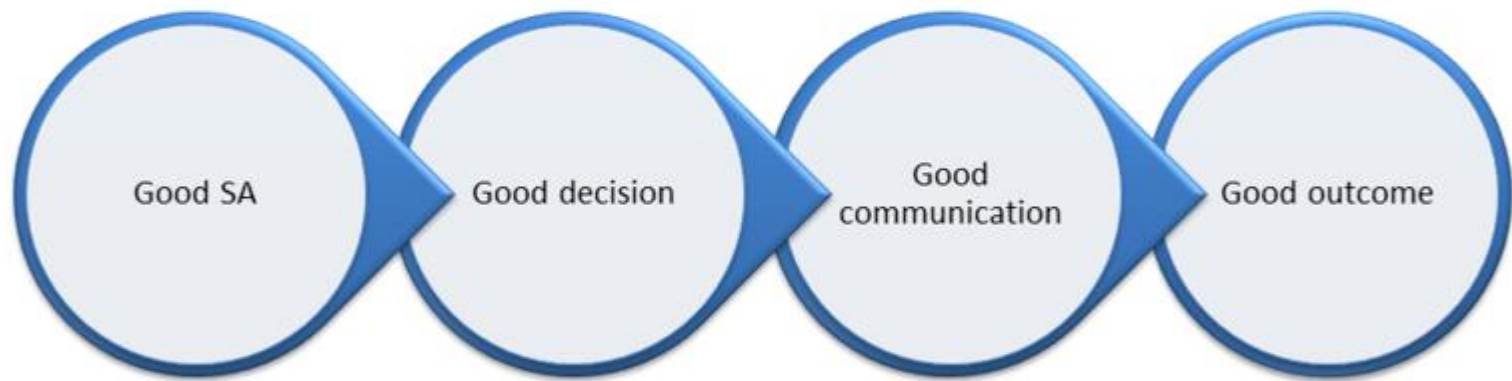
**Sürgősségi Orvostani-Oxiológiai
Munkacsoport**

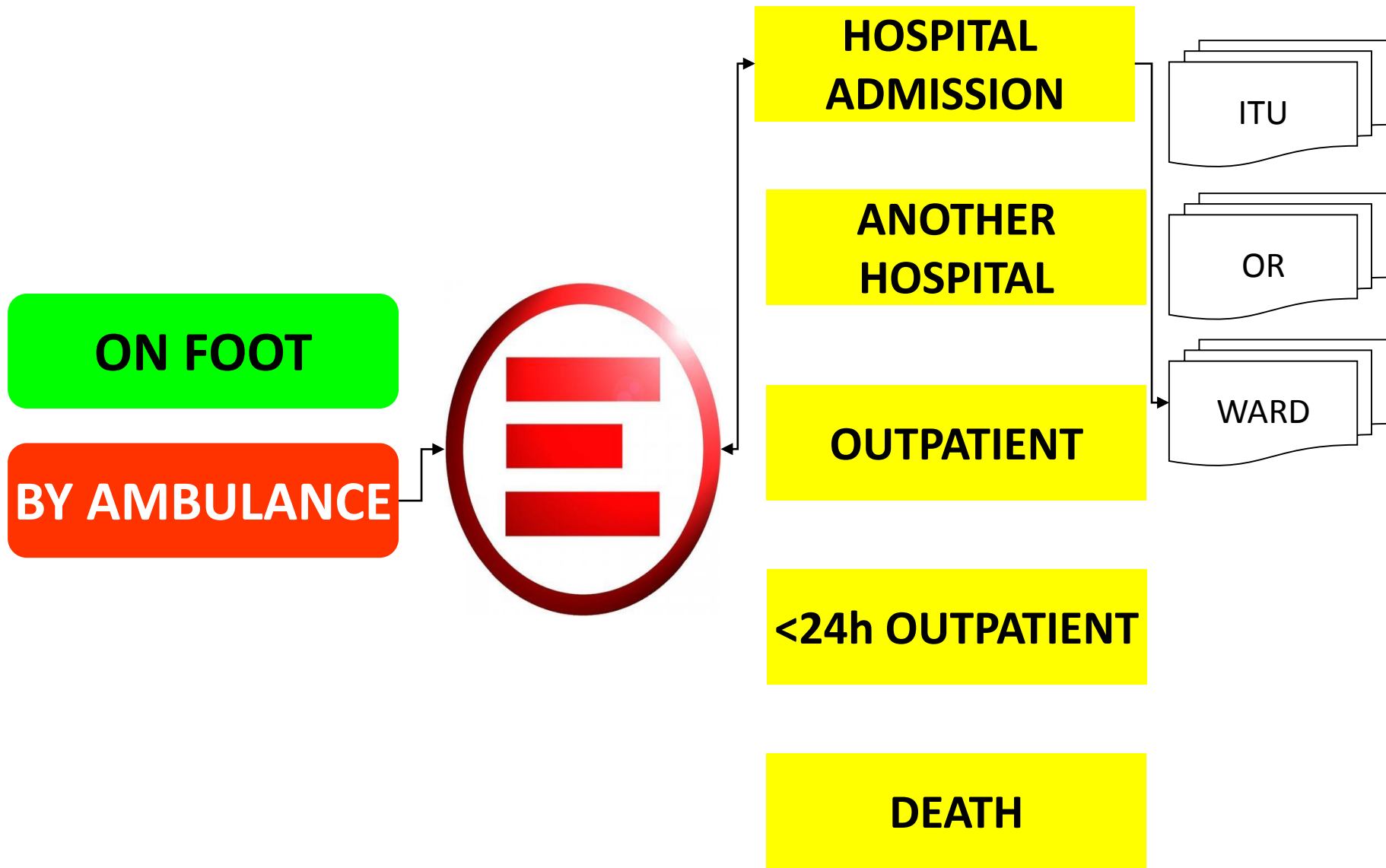


**Division of Emergency Medicine
and Oxyology**









1. Situation

AMBULANCE to ER



2.Situation

SHIFT HANDOVER



3. Situation

END OF LIFE CARE



SITUATION

S

BACKGROUND

B

ASSESSMENT

A

RECOMMENDATION

R



JOHN TUMACK/THE BOSTON GLOBE VIA GETTY IMAGES

**Sürgősségi Orvostani-Oxiológiai
Munkacsoport**



**Division of Emergency Medicine
and Oxyology**