

# SBAR 标准化沟通模式在重症监护室转出交接中的应用

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**摘要:**目的 探讨 SBAR 标准化沟通模式在重症监护室转出交接中的应用。方法 选取 2014 年 1—6 月在上海交通大学医学院附属第三人民医院需转出重症监护室的患者 216 例, 随机分为对照组和观察组各 108 例。对照组采用常规模式交接; 观察组根据标准化沟通模式制订患者转出交接表格, 内容包括生命体征、置管情况、特殊病情与治疗等。比较两组患者转出期间不良事件发生情况及护理书写不完整情况。结果 观察组患者在转出交接中不良事件的发生率与护理文件书写不完整情况均少于对照组, 两组比较差异具有统计学意义( $P < 0.05$ )。转运前后, 两组患者生命体征比较, 观察组较对照组平稳, 差异有统计学意义( $P < 0.05$ )。结论 标准化沟通模式的应用, 规范了患者交接流程, 提高了转出交接的安全性。

**关键词:**重症监护室; 转出交接; SBAR 标准化沟通模式

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**Application of SBAR communication model in transfer out of intensive care unit patients** (Shanghai Third People's Hospital, Shanghai Jiao Tong University School of Medicine, Shanghai 201900, China)

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**Abstract: Objective** To investigate the application of situation-background-assessment-recommendation (SBAR) communication model in transfer out of intensive care unit (ICU) patients. **Methods** A total of 216 cases who needed transfer out of ICU were selected from Shanghai Third People's Hospital, Shanghai Jiao Tong University School of Medicine from January to June 2014. They were randomly divided into the control group ( $n = 108$ ) and observation group ( $n = 108$ ). The routine transfer model was adopted in the control group. The SBAR communication model was adopted in the observation group. According to SBAR communication technique, a transfer-out checklist and standardized transfer-out procedure for critically ill patients in ICU were applied. **Results** The incidences of adverse events during transfer-out, incomplete nursing document writing, and changes in vital signs during transfer-out in the observation group were significantly lower than those in the control group ( $P < 0.05$ ). **Conclusion** The application of SBAR communication technique could standardize the transfer-out procedure for ICU patients, and improve the safety of transfer-out.

**Key Words:** Intensive care unit; Transfer out; Situation-background-assessment-recommendation (SBAR) communication

在监护室工作中, 护理人员需根据医嘱将病情已经平稳的患者从重症监护室转到普通病房。护士在有限的时间内进行全面交接, 是保证护理工作连续性的重要环节<sup>[1]</sup>。根据国际医疗卫生机构认证联合委员会的研究, 执行标准化的交流沟通, 可以有效提高交接质

量, 减少或消除交接过程中安全隐患的发生<sup>[2]</sup>。SBAR 标准化沟通模式是卫生保健组织中应用的有效促进交流沟通的一种技术, S (situation) 现状; B (background) 背景; A (assessment) 评估; R (recommendation) 建议。此涉及信息沟通的每一个环节<sup>[3]</sup>。为了确保患者转出交接环节的准确完成, 确保患者交接环节中的安全。我科于 2014 年 1 月应用标准化沟通模式进行监护室转至普通病房患者的交接, 取得较好效果, 现报道