

# SBAR FOR INCLUSIVE AND EQUITABLE PATIENT CARE

SBAR is a technique that is typically used to frame conversations between health care providers regarding a patient's condition and clinical status. SBAR in this circumstance is adapted to promote respectful and inclusive patient communication and care.

Respectful Patient Care for Black Women*	
<b>SITUATION</b>	A care provider enters a patient room to meet and establish a relationship with a patient who is new to the provider. The patient is a 32-year-old G2, P1 Black woman who identifies as female and who is 38 weeks pregnant in early labor.
<b>BACKGROUND</b>	<p>What are some of the challenges this patient, and other Black women, may face because of racism and discrimination when receiving maternal health care?</p> <ul style="list-style-type: none"> <li>• According to the Centers for Disease Control and Prevention (CDC), approximately 700 women in the United States die each year as a result of pregnancy-related complications. More than 60% of these deaths are preventable, and non-Hispanic Black women experience pregnancy-related deaths at a rate three times that of non-Hispanic White women (CDC, 2019; 2021), a racial disparity that is mirrored across many maternal and infant outcomes.</li> <li>• A recent study revealed that 32% of Black women say they have personally experienced racial discrimination when going to a doctor or a health clinic; 22% of Black women say they have avoided seeking medical care out of concern about discrimination (Robert Wood Johnson Foundation, 2021).</li> <li>• It is commonly reported that Black moms do not feel listened to during care (Aft, 2021).</li> </ul>
<b>ASSESSMENT</b>	<p>Based on what I know, which assessments are a top priority in establishing a positive relationship with this patient?</p> <p>Self-assessment:</p> <ul style="list-style-type: none"> <li>• I will first engage in self-assessment to identify and recognize any personal bias.</li> <li>• I will acknowledge how systemic racism and discrimination affect care for Black patients.</li> <li>• I will reflect on how my previous experiences may impact my ability to provide non-biased care.</li> <li>• I will refuse to allow negative and pervasive stereotypes to influence my interactions with Black patients.</li> </ul> <p>Patient Assessment:</p> <ul style="list-style-type: none"> <li>• I will work to build trust with this patient.</li> <li>• I will ask how this patient would like to be addressed.</li> <li>• I will listen to the patient's concerns about having a new provider.</li> <li>• I will ask about this patient's previous birth experiences, listen, and validate their and their loved ones' concerns with compassion and respect.</li> </ul>
<b>RECOMMENDATIONS</b>	<p>What actions can be taken to help this patient feel heard and safe?</p> <ul style="list-style-type: none"> <li>• I will include this patient in all care decisions from admission through discharge.</li> <li>• I will establish a communication style that the patient prefers.</li> <li>• I will take time to listen respectfully, validate their care needs and concerns, and provide appropriate care and support.</li> <li>• I will act promptly on the signs and symptoms they express to prevent, minimize, or eliminate harm.</li> <li>• I will advocate for this patient when other caregivers do not follow these recommendations, express bias, or disregard the patient's request.</li> </ul>

## FOLLOW-UP ACTION

- After hearing and documenting this patient's previous birthing experience, I will reflect on the experience to determine what I can do to decrease bias and ensure that they receive respectful and compassionate care for this childbirth.
- I will strive to identify and address unit, hospital, and systems issues in the facility where I work that impact the overall care provided for Black patients.

\*Note. Although the words "woman" and "women" are used herein, AWHONN recognizes the existence of diverse sexual orientations and gender identities. In order to provide culturally appropriate, respectful, and sensitive care, health care providers should always ask individuals what words they use to describe themselves, their bodies, and their health care practices.

### References

- Aft. (2021). *The importance of respectful maternity care for women of color*. <https://www.aft.org/hc/spring2021/taylor>
- Centers for Disease Control and Prevention. (2021). *Pregnancy mortality surveillance system*. <https://www.cdc.gov/reproductive-health/maternalinfanthealth/pregnancy-mortality-surveillance-system.htm>
- Centers for Disease Control and Prevention. (2019). *Vital signs: Pregnancy-related deaths, United States, 2011–2015, and strategies for prevention, 13 States, 2013–2017*. <https://www.cdc.gov/mmwr/volumes/68/wr/mm6818e1.htm>
- Robert Wood Johnson Foundation. (2021). *Why discrimination is a health issue*. <https://www.rwjf.org/en/blog/2017/10/discrimination-is-a-health-issue.html>

