# Business case template

#### 1. Background

**Evidence**

* Good communication influences patients’ emotional health, symptom resolution, function and physiological measures (blood pressure), and decreases reported pain and drug usage

Stewart MA (1996). Effective physician-patient communication and health outcomes: a review. Canadian Medical Association Journal; 152: 1423-33.

* Insufficient training in communication is a major factor contributing to stress, lack of job satisfaction and emotional burnout in healthcare professionals.

Fallowfield L, Jenkins V (1999). Effective Communication Skills are the key to good cancer care. European Journal of Cancer; 35 (11): 1592-1597.

Taylor C, Graham J, Potts H, Richards M, Ramirez A (2005). Changes in mental health of UK hospital consultants since the mid-1990s. Lancet; 366 (9487): 742-444.

**National strategies**

Patient safety is identified in the NMC Code (Nursing and Midwifery Council 2008) and the RCN Principles of Nursing Practice (RCN 2010a) as an essential part of nursing care.

Principle C states: "Nurses and nursing staff manage risk, are vigilant about risk, and help to keep everyone safe in the places they receive health care" (RCN 2010b, Principle C).

The RCN website states that “The human factors approach to safer healthcare should be a part of the core curricula of all health professionals, with training needs to be co-ordinated along interprofessional lines.”

**Need for change**

Explain the current situation in your organisation with regard to communication skills and emphasise the need for change.

#### 2. Strategic fit

Explain how running SBAR training would fit with your organisational strategy. This may include patient safety, patient experience, quality of care, staff development or overall fit with the general mission of the organisation.

This links to your “why” and “measures” from Steps 1, 2 and 3.

#### 3. Options

Other options: mention other training programmes available in your area.

#### 4. Preferred option

Explain the preferred option and reasons for choosing preferred option:

#### 5. Details of proposed option

|  |  |
| --- | --- |
| **Target audience:** | Explain who the training will be delivered to including numbers of staff to be trained.  |
| **Facilitators:** | Explain who will deliver the training and how they will be trained. How many trainers will you need?  |
| **Target capacity:** | Number of courses to be run and number of staff trained p.a.  |
| **Venues:** | Detail where training will be held |
| **Resources:** | Explain what resources will be needed to deliver the training:* Computer, projector and screen to show presentation slides
* Flip chart paper and coloured pens for group work
* Tea and coffee for refreshment breaks
* Copies of hand-outs and attendee packs
 |

#### 6. Legal and financial considerations

##### Legal

Health and Safety and Risk Management

##### Financial

* Training costs for facilitators:
* Package cost:
* Learning packs (photocopying cost)
* Venue hire (if applicable)
* Catering (for x people per session)
* Travel expenses (if applicable)

##### Funding options

Suggest where funding will come from.

#### 7. Timetable

|  |  |  |
| --- | --- | --- |
| Who | Action | By When  |
|  |  |  |

#### 8. Management arrangements

Executive Sponsor: a high-level person in your organisation who fully backs the introduction of the training programme and will act as an advocate within the organisation.

#### 9. Other resource implications

**Administration support** for booking venues, ordering catering, advertising training, booking courses and collating evaluation forms.

**Printing** for posters/ flyers to advertise the courses.

#### 10. Risk assessment

Complete the following risk assessment template. Some example risks and actions are suggested:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Nature of risk** | **Likelihood of risk** | **Impact of risk** | **Actions required** | **Actions to be carried out by** |
| Uptake of training courses may be lower than expected | Low | Medium – may result in courses being cancelled due to lack of uptake | Secure senior management support or training and communicate this well with all staff |  |
| Inability to demonstrate impact of training | Medium | Medium  | Collect data before and after training to demonstrate impact.  |  |
| Training not delivered to agreed standards | Low | Medium | Facilitator handbook including person specification is part of toolkit |  |
| Unable to recruit facilitators to train | Low | High | Identify potential facilitators for training |  |
| Services disrupted because of release of staff for training | Low | High | Discuss within organisation to ensure that training plan fits with operational requirements (e.g. avoiding winter pressures and half-term/ holiday) |  |

#### 11. Key benefits and outcomes

* Deliver evidence-based human factors training in communication for support staff and their supervisors.
* Ensure that there is a structured approach for handover and escalation of the deteriorating patient.
* Improve patient safety and experience.

#### 12. Conclusion

Summarise the main points of relevance to your organisation.