Barriers and enablers plan

BARRIERS	*What key barriers do you envisage? Any organisation-wide projects that may affect implementation e.g. restructures or change in IT system?*	
ENABLERS	*What key enablers do you envisage?*	

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Staff barriers to using human factors in communication

This list provides prompts for discussion when developing your action plan. See the summary of behaviour change techniques **(Appendix 5)** for some suggestions on overcoming these barriers.

Knowledge

- Staff unaware that they should do this
- Do not know why it is important
- Do not agree with the guidelines
- Don't know where to find information to help

Skills

- Staff do not have the necessary skills
- Training isn't offered regularly enough
- Training is not adequate

Professional identity

- Staff do not think it's an integral part of their duty of care
- Do not think it's their responsibility
- Are not clear about what their role should be in the process

Beliefs about capabilities

- Staff are not confident about using SBAR for communication/ escalation
- Do not find it easy to use using SBAR for communication/ escalation
- Have previously encountered problems when using SBAR for communication/ escalation…

Beliefs about consequences

- Staff don't think it matters too much if they use SBAR for communication/ escalation
- Don't think it will be a bad thing if they use SBAR for communication/ escalation
- Staff think the costs outweigh the benefits using SBAR for communication/ escalation

Motivation and goals

- Staff generally intend to use SBAR for communication/ escalation
- Other guidelines conflict with using SBAR for communication/ escalation
- Other priorities get in the way

Cognitive processes, memory and decision making

- Staff think it's justified to use SBAR for communication/ escalation
- Staff forget to check to use SBAR for communication/ escalation
- Staff do not usually check using SBAR for communication/ escalation

Environmental context and resources

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- The necessary resources are not available
- Verbal and written communication is not clear enough between staff
- There is not a good enough system in place to ensure SBAR is used for communication/ escalation

Social Influences

- Other staff do not encourage using SBAR for communication/ escalation
- Most staff don't use SBAR for communication/ escalation
- Superiors do not express that they would like staff using SBAR for communication/ escalation

Emotion

- Staff are anxious about using SBAR for communication/ escalation
- Staff worry about using SBAR for communication/ escalation
- Staff feel frustrated about using SBAR for communication/ escalation

Action planning

- Staff do not plan how they will ensure they use SBAR for communication/ escalation
- Staff get plans mixed up regarding using SBAR for communication/ escalation
- Things are too unpredictable for staff to make plans to use SBAR for communication/ escalation

Any barriers that we have missed...?

Source: From Yorkshire & Humber ABC Toolkit

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