



Clinical Handoff Communication and SBAR Training Course

16 – 20 November 2026
Vienna

Clinical Handoff Communication and SBAR Training Course

Ref: 1464_208059 **Date:** 16 – 20 November 2026 **Location:** Vienna **Fees:** 5700 Euro

Overview

Clinical Handoff Communication and SBAR Training Course is a one-week foundation course for healthcare professionals, nurses, clinical support teams, patient safety staff, and shift supervisors who leave with a Unit Handoff Communication Pack. Participants structure essential information, transfer responsibility, confirm understanding, plan contingencies, escalate concerns, document transitions, and improve handoffs across shifts, units, and facilities. Agile Leaders Training Center presents clinical handoff communication and SBAR as practical continuity-of-care tools.

Who Should Attend

- Teams responsible for transferring patient information and care responsibility
- Staff responsible for coordinating shift and unit transitions
- Personnel responsible for patient safety observation and communication feedback
- Supervisors responsible for escalation and continuity of care
- Support teams responsible for transfer documentation and follow-up actions

The course assumes participants communicate patient-care information at work and leaves out clinical diagnosis, legal interpretation, and organization-specific authorization.

Departments and Industries

The course supports departments and industries that coordinate patient transitions and continuity of care.

- Hospital nursing and medical services
- Emergency, critical care, and procedural units
- Ambulatory, rehabilitation, and long-term care services
- Medical transport and interfacility transfer teams
- Patient safety, quality, and clinical governance departments

Learning Objectives

By the end of this course, participants will be able to:

- Apply SBAR to structured clinical handoffs
- Prioritize essential patient and action information
- Use read-back and check-back to confirm understanding
- Analyze escalation needs and contingency plans
- Evaluate handoff quality with observation and feedback



- Build a unit handoff communication improvement plan

Course Agenda

Day 1: Handoff Foundations and Responsibility

- Care Transition and Responsibility Transfer Map
- Handoff Risk and Communication Barrier Checklist
- Sender and Receiver Accountability Matrix
- Patient Identification and Context Verification Card
- Handoff Channel and Interruption Control Guide

Day 2: SBAR Message Construction

- SBAR Situation Statement Builder
- Relevant Background Selection Filter
- Clinical Assessment Summary Template
- Recommendation and Action Request Card
- Urgency, Ownership, and Timeline Tracker

Day 3: Confirmation and Escalation

- Closed-Loop Communication Sequence
- Read-Back and Check-Back Verification Log
- Clarification Question Prompt Set
- Concern Escalation Decision Path
- Contingency and Deterioration Plan Template

Day 4: Transitions and Improvement

- Shift Handoff Content Checklist
- Unit and Facility Transfer Record
- Discharge Transition Information Map
- Electronic Handoff Acknowledgment Check
- Handoff Observation and Feedback Form

Day 5: Clinical Handoff Simulation

- Suggested Exercise: SBAR Message Prioritization
- Suggested Exercise: Read-Back and Clarification Practice
- Suggested Exercise: Escalation and Contingency Planning
- Suggested Exercise: Handoff Observation and Coaching
- Capstone Exercise: Unit Handoff Communication Pack

Practical Exercises

The course uses suggested activities with fictional shift, emergency, unit-transfer, medical-transport, and discharge scenarios.

- Suggested activity: convert an unstructured patient update into an SBAR handoff with clear ownership and timing.
- Suggested activity: use read-back, check-back, and clarification to close communication loops.
- Suggested activity: document escalation triggers and contingency actions for a changing condition.
- Suggested activity: combine templates, observation criteria, feedback, and improvement actions into a unit handoff pack.

FAQs

Who suits clinical handoff communication and SBAR training, and what does it assume?

Clinical handoff communication and SBAR training suits care professionals, support teams, patient safety staff, and shift supervisors. It assumes routine involvement in patient-care communication and does not teach clinical diagnosis.

How does SBAR handoff training differ from general healthcare communication training?

SBAR handoff training focuses on transferring patient information, responsibility, actions, and contingencies during care transitions, while general healthcare communication training covers broader interpersonal, patient, and team interactions.

What information belongs in an SBAR clinical handoff?

An SBAR handoff contains the immediate situation, relevant background, current assessment, and a clear recommendation, supported by patient identification, urgency, ownership, timing, and contingency information when relevant.

Why are read-back and check-back important during clinical handoffs?

Read-back and check-back allow the receiver to confirm key information and the sender to verify shared understanding before responsibility is transferred.

Conclusion

Participants leave with a Unit Handoff Communication Pack containing SBAR builders, verification logs, escalation paths, transition records, and observation forms. The pack creates a shared structure for transferring information and responsibility. It also supports clearer ownership, confirmation, contingency planning, and feedback across care transitions.