

Beyond communication: the role of standardized protocols in a changing health care environment.

January 11, 2012

Vardaman JM, Cornell P, Gondo MB, et al. Beyond communication: the role of standardized protocols in a changing health care environment. *Health Care Manage Rev.* 2012;37(1):88-97.

doi:10.1097/HMR.0b013e31821fa503.

<https://psnet.ahrq.gov/issue/beyond-communication-role-standardized-protocols-changing-health-care-environment>

This qualitative study found that implementation of the SBAR communication protocol had effects beyond simply standardizing communication between nurses and physicians, ranging from empowerment of new nurses to flattening the authority gradient.