



Change Adapt Improve

In collaboration with



TO IMPROVE PATIENT AND
STAFF SAFETY
LAUNCH THE FOLLOWING
PROGRAMS



1. Clinical communication skills enhancement program for consultants and resident doctors



It is an intensive program with hands-on training for the practicing clinicians and covers topics like-

- Communication in different clinical settings
- Patient centred communication
- Practicing informed decision making
- Handing over tools
- Updating the family of a critically ill patient
- Breaking bad news
- Disclosure of medical error
- Handling challenging situations

- Option I – Two days programs
- Option II- One day program

Depending upon the number of topics preferred by the organization

Number of Participants: Around 30 as the program is run in the workshop mode with hands on training.



2. Clinical communication skills enhancement program for medical and dental students



It is an intensive program with hands-on training for the medical and dental students to help them identify essential communications between the doctor and the patient. It covers topics like-

- Communication in different clinical settings
- Patient centred communication
- Practicing informed decision making
- Handing over tools
- Updating the family of a critically ill patient
- Breaking bad news
- Disclosure of medical error
- Handling challenging situations

- Option I – Two days programs
- Option II- One day program

Depending upon the number of topics preferred by the organization

Number of Participants: Around 30 as the program is run in the workshop mode with hands on training.



3. Emotional Intelligence program for doctors and other healthcare professionals-



Emotional intelligence is being recognized as an essential skill for personal and professional effectiveness.

Emotional intelligence programs for the healthcare professionals are found to bring in positive attitude change with improved empathy and sensitivity of the professionals towards patients and their family. The program covers the following topics-

- Know thyself
- How to identify and regulate your emotions
- Learn to read and understand others emotions
- How to proactively nurture the emotional needs of patients and their families
- Empathy and compassion in patient care
- Use of emotional intelligence in creating great teams
- Improving social skills through emotional intelligence
- It is a very interactive program with lot of opportunity to explore one's own emotions and reflective learning
- Duration – one day program
- Number of Participants: Around 30 as the program is run in the workshop mode with hands on training.



4. Leadership and Team Building program for doctors and other healthcare professionals



The program is designed around the following topics:

- Patient centred Care
- Leadership in healthcare- it's all about taking responsibility
- Healthcare- a team work
- Building and nurturing great teams
- Respecting each other
- Group cohesiveness
- Conflict Resolution

- Duration - One day program

Number of Participants: Around 30 as the program is run in the workshop mode with hands on training.



5. Physician wellbeing and work life balance



The program covers the following topics-

- Being mindful of health and well being
- Importance of self-care
- Work life balance
- Emotional well-being -Your emotional health is a greater determinant
- Creating good work environment
- Enjoying life to the fullest
- Building resilience
- Stress and stress management
- The whole program is a rich mix of group activities, introspection,
- Duration - One day program

Number of Participants: Around 30 as the program is run in the workshop mode with hands on training.



6. Train the Trainer Program for the aspiring trainers in Healthcare Communication



The program covers the following topics-

- Content that needs to be included in any clinical communication skills training.
- Designing and customizing the program as per the institution and training needs
- Pedagogy of conducting training
- Possible role plays, activities and questionnaires to be used in the training
- Essential facilitation skills for the trainers
- Dealing with different audience
- Duration - Two days program

Number of Participants: Around 30 as the program is run in the workshop mode with hands on training.



7. Customized program on communication skills requirements for accreditation



The program covers the following topics-

- Understanding accreditation requirements related to Patient's rights and education
- Developing policies and procedures to establish a defined system of communication with the patients and their families including patient's rights and responsibilities
- Identifying challenging situations needing enhanced communication skills
- Developing communication protocols to meet these challenging situations
- Sensitizing and training of all the healthcare providers around these requirements
- Clearly defining unacceptable behaviour and educating the staff about the same
- Duration - One day program

Number of Participants: Around 30 as the program is run in the workshop mode with hands on training.



8. Customized program for Medical college faculty for AETCOM module for MBBS students



The program covers the following topics-

- Understanding AETCOM module in depth
- Developing strategies for implementing AETCOM module in medical colleges
- Pedagogy of conducting training
- Possible role plays, activities and questionnaires to be used in the training
- Essential facilitation skills for the trainers
- Duration – Two days program
- Number of Participants: Around 30 as the program is run in the workshop mode with hands on training.



9. Communication skills enhancement program for Nursing and support staff



The program covers the following topics-

- Importance of communication in Healthcare
- Developing communication competency including verbal and non-verbal communication
- Importance of empathy and positive attitude
- Understanding patient perspective
- Handing over tools
- Sending a referral call
- Inter-personal communication
- Handling difficult situations
- Duration - One day program
- Number of Participants: Around 30 as the program is run in the workshop mode with hands on training.



10. Soft skills and professional grooming for front desk and support staff



The program covers the following topics-

- Communication skills in patient care
- Understanding patient perspective
- Soft skills essential in healthcare
- Professional grooming
- Work place etiquettes
- Work ethics
- Non- negotiable behaviour
- Handling aggressive patient and preventing violence
- Patient's rights and education
- Duration - One day program
- Number of Participants: Around 30 as the program is run in the workshop mode with hands on training.



11. Leadership, Team building, emotional intelligence and interpersonal skills training for administrative and back office staff



The program covers the following topics-

- Acquiring Inter personal skills for a stress-free work environment
- Creating cooperative synergy
- Soft skills essential in public dealing
- Professional grooming and work place etiquettes
- Essential leadership skills for administrative staff
- Importance of emotional intelligence in work place
- Duration - One day program
- Number of Participants: Around 30 as the program is run in the workshop mode with hands on training.

Contact Details



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