

AHPI Institute of Healthcare Quality

Communication in Healthcare



Introduction

Effective communication in patient care is central to Quality Health Outcomes. Communication failure is one of the principal causes of Medical Errors leading to life threatening consequences.

The education curriculum of the doctors and nurses focuses primarily on the clinical and technical skills. To work as a team and deal with patients one requires all together a different set of skills like Communication skills, interpersonal skills, management skills. Incidentally none of the education program addresses these skills.

Even Patient satisfaction greatly depends on the communication skills of the health care providers. Poor communication leads to disappointment, frustration and hostility among the patients and their associates. This is what has led to increased conflict in healthcare and strained doctor- patient relationship.

Program is endorsed by West Bengal University of Health Sciences



About the Program

“Train the Trainer program on Healthcare Communication” is a two days intensive training program conducted in workshop mode, where the participants are sensitized to the importance and benefits of effective communication in patient care. The participants are empowered with the essential communication skills required in healthcare.

Lot of information exchange takes place between healthcare team. Careful, appropriate and timely communication between the team members can prevent medical errors and thereby improve health outcome. The program highlights the importance of responsible communication between the team members.

The training program imparts advance communication skills required in dealing with challenging situations like handling aggressive patient, updating the family of a critically ill patient, breaking bad news etc.

Healthcare is a team work. Group cohesiveness is essential to deliver quality healthcare. The participants during the training are helped to identify their weak areas and develop competencies through self-introspection and mock exercises on communication between the team members.

OBJECTIVES OF THE PROGRAM

The program has been designed to help the participants –

- Appreciate the importance of communication skills in healthcare
- Understand and learn the basic communication skills in patient care
- Understanding & managing patients' expectations
- Understand the impact of poor communication on patient satisfaction, patient safety and quality health outcome
- Inculcating responsible communication between the team members
- Develop competencies for verbal and non-verbal communication
- Identify common communication barrier and how to overcome
- Identify challenging situations and communicate effectively
- Learn to handle aggressive patient and prevent violence and aggressive reactions from patient and public

COURSE METHODOLOGY

Based on the adult pedagogy, the training program is a rich mix of discussion, presentations, role plays, self-introspection questionnaires and videos to show both good and bad behaviour. The two days training program engages the participants in multiple ways and help them evaluate their communication skills.

PROGRAM CONTENT

- Importance of Communication in Patient Care
- Managing Patient Expectation
- Handing over and Patient Safety
- Developing Communication Competency
- Advanced Communication Skills for challenging situations
- Leadership style and its impact on interpersonal communication
- Patient's Rights and Non-Negotiable Behavior
- Case Studies
- Role Play
- Group Discussions

WHO SHOULD ATTEND

Doctors, Nurses, Paramedical staff, Administrative staff and members of quality teams working in Health Care Organizations.

CERTIFICATION

The program comprises of 2 days contact session including 'Hands on Training'. Certificate is issued to all delegates who successfully participate in all the sessions.

Fee Structure

Category	Fee (Rs)	Participation Limit
In-house Program for an Organisation/ Institution	100,000 + Taxes / organisation	30
Open Program for Individuals	5000 + Taxes/ individual	--

Fee Submission

All Cheque/DD drawn in favor of:

Association of Healthcare Providers (India)

Payable at New Delhi

- A/C No : 038601002052 (ICICI Bank)
- RTGS/NEFT IFS Code: ICIC0000386

AIHQ Other Training Programs

- Certified Healthcare Quality Practitioner*
- Certified Internal Auditor-NABH*
- Certified Infection Prevention Control Nurse*
- Clinical Governance & Clinical Audit*
- Standard Treatment Guidelines*
- Infection Control for Healthcare Professionals*



For Program Details refer AHPI website: www.ahpi.in

Association of Healthcare Providers (India)

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