



TwinTech Healthcare Academy, Chennai explores the power of communication in effective health care dispensing and providing the healing touch.



Workshop on Communication Excellence in Healthcare Delivery by TwinTech Healthcare Academy on 25th January 2020.



Session started with a warm welcome note and the need for Communication Skills in professional managers by Shri A. Mahalingam, Managing Director of the institution, he highlighted how Communication in a health care setting is one of the most important tools that we have for providing great patient care and improving patient satisfaction as follows:

- Effective Communication in a hospital or healthcare institution is a vital component related to patient care and safety.
- Root cause analysis of any sentinel event many a time reveals Communication Break or improper communication as one of the prime reasons.
- Communicating the results appropriately of critical tests from the lab, radiology, pathology and like becomes very important. It is more of the 'how'

than 'what' is communicated . Equally vital is the way communication is handled during shift changes and charge handing over.

- Patient movement from one stage of care to another like from operation theater to ICU or a step down unit like moving from ward to OPD for diagnostic need to be correctly documented.
- It is the seamless process involved in communication across the wide set of people in the hospital on the one hand and the patient on the other.
- A hospital that has perfected this communication process is in a far better position to ensure patient care and safety..



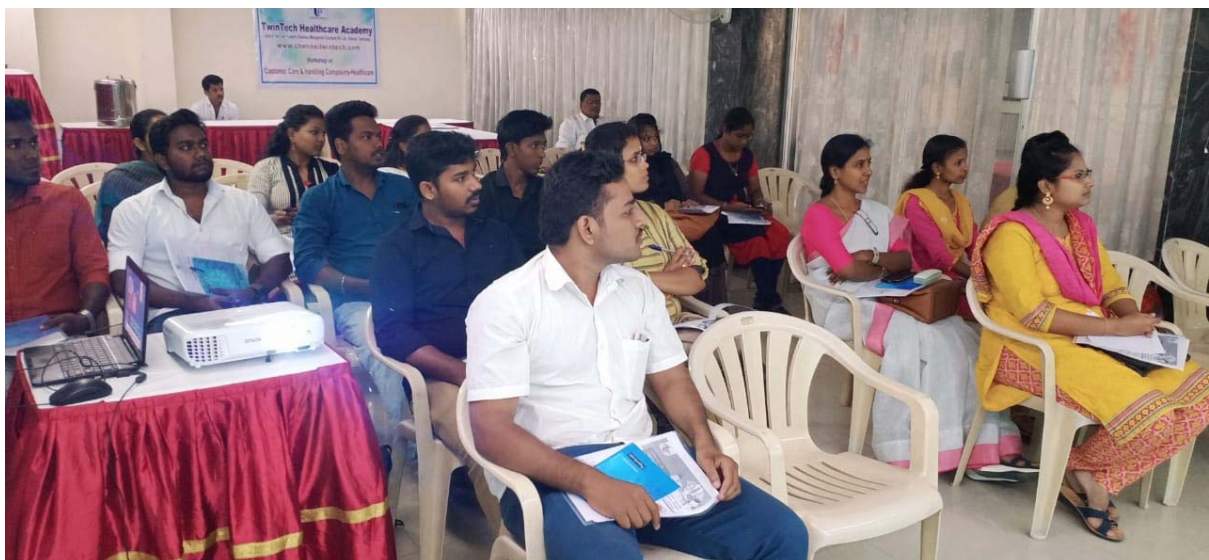
Doctors, Nurses, Healthcare executives and students of allied health science of various reputed Hospitals / Institutions were attended this unique workshop.



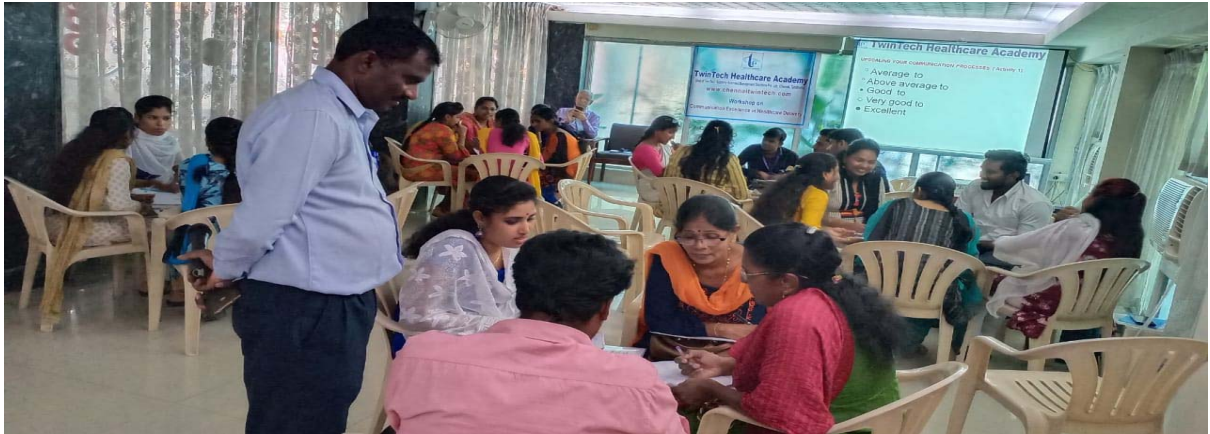
Every patient who comes to a hospital needs to interact with a team of people involved in providing care throughout their treatment process: from doctors, paramedics and nurses to housekeeping and diet teams and their own family and loved ones. With so many points of contact involved, it's understandable that gaps and misconceptions in communication could occur.



Prof R Ramakrishnan a qualified trainer with 5 decades of teaching and training experience started the session with an “ICE BREAKER” which ensured that each and every participant knew each other by their name. The veteran trainer took the participants on an interesting trip providing deep insights in today’s marketing practices elaborating his points with lively and real-time examples coupled with management games.



Knowledge if properly imparted will have its effect on one's attitude and this will change one's behaviour providing him a new skill, and it will become a practice.



The feedback given by the participants was excellent. The high power session ended with a vote of thanks after a brief Q & A session.