



Communication skills for CRRIs – report

1) **Objectives:**

- a. This programme was structured for Interns as :
- b. They are fundamental of Hospital Ecosystem where in they are expected to deliver quality and safety health care to the patients.
- c. To learn basic skills so that they may be able to function under supervision and at the end of the internship independently.
- d. To follow ethics and professionalism in medical practice.

2) **Date: 29<sup>th</sup> to 31<sup>st</sup> Oct 2019**

3) **Targeted audience:** CRRIs Students (n=26).

4) **Schedule of program:** L/SGT and Hands on workshop....3 x 6 h = 18 h

<b>DAY- 1</b>			
<b>S. No</b>	<b>Time</b>	<b>Topics</b>	<b>Facilitator</b>
1	09.00 – 11.00 AM	Why errors occur in the healthcare system and how to prevent them	Dr. Mahalakshmi, DEAN-HPE
2	11.15– 1.00 PM	Principles of written communications + Group work	Dr. K. Jayasingh, Dean
3	02.00 – 4.00 PM	Principles of verbal communications + Group work	Team Psychiatry
4	04.00 – 04.15 PM	Feedback on the Day's events	Team MEU
<b>DAY- 2</b>			
5	09.00 – 09.10 AM	Rappotire's reports	Dr. S. Ilankathir, Associate Professor, Anatomy
6	09.10 – 09.30 AM	Rational considerations before you order diagnostic tests	Dr. Sasmita Mishra, HOD Biochemistry Dr. Umadevi, Asso. Prof, Pathology

**1. Assessment:**

7	09.30 – 09.50 AM	Rational prescription of drugs	Dr. Vijayalakshmi, Emeritus Prof. General Medicine Dr. Asokan, HOD Pharmacology
8	09.50 – 1.00 PM	Group work for diagnostic tests & Prescription	All Faculty
9	2.00–4.00 PM	Medico–Legal issue in practice + Group work	Dr. A. Arthy, Asst Prof., Forensic Medicine
10	4.00–4.15 PM	Feedback on Day’s events	Team MEU
<b>DAY – 3</b>			
11	09.00–09.10 AM	Rappotire’s reports	Dr. S. Ilankathir, Associate Professor, Anatomy
12	09.10–11.10 AM	Principles of ethics in Medical Practice	Dr. Mahalakshmi, DEAN-HPE
13	11.20–12.00 PM	Concept of Essential drugs	Dr. B.R. Asokan, HOD Pharmacology
14	12.00–12.15 PM	Participants Feedback	Team MEU
15	12.15–12.45 PM	Valedictory & Distribution of certificates & CRRI diary	Dean

Program evaluation – by student’s feedback

Effectiveness of the program and learning outcomes can be monitored by periodic evaluation in the work place.

Assessment is essential motivator for students to learn.

## **2. Students Feedback**

The interns conveyed that they were benefited from this program and are more confident for the challenges the face in the hospital then they were before the program. They were more aware of what was expected of them-in terms of communication and documentation. They were also delighted that they had gone through this orientationcourse held in AVMC.

## **3. Outcome:**

1. They understood the importance of the topics discussed and it’s clinical relevance.
2. Learnt about the importance of ethics & professionalism & its application at work place.
3. Learnt about the significance of communication skills.
4. Trainees felt that a rational consideration of ordering diagnostic tests & prescription of drugs was informative & timely.

5. They were immensely happy for group tasks & case discussion.
6. Kirkpatrick model for analyzing evaluation the results of training programme was done. CRRI's showed improvement from Level I to Level III. Faculties were happy with the participation response and felt that all the efforts put in were fruitful.

10	04.00 - 04.15 PM	Feedback on day's events	Dr. B. R. Asokan, MEU Coordinator
<b>DAY – 3</b>			
11	09.15 - 9.20 AM	Rapporteur's Reports	Dr. B. R. Asokan, MEU Coordinator
12	09.20 - 11.20 AM	CBME – Core Competencies and how do they Translate into Practice	Dr. V.N. Mahalakshmi Dean-HPE
13	11.30 – 12.00 PM	Research skills for PGs	Dr. J. Niranjjan, Assot. Prof., CM
14	12.00 - 01.00 PM	Critical Information flow (Workshop)	Dr. J. Govardhan, Assoc. Prof., DVL
15	02.00 - 03.30 PM	How to choose & read a Journal Article (Workshop)	Dr. Prasad, Assoc. Prof., Community Medicine

### **Planning**

1. Involved all MEU team headed by Professor Mahalakshmi started 2weeks before the program. Extensive discussions, guided by Dr Mahalakshmi, on topics allotted according to area of specialization.
2. Discussed important group actives and selection of appropriate case scenarios for every topic and active group participation.
3. Preparation included organization of group activities and division of PGs into groups of 6 around a table to facilitate group discussion and interaction. To make it interesting as well as relevant each topic covered was followed by group activity.
3. Each table was given one case scenario and 10 minutes to study the same. Then they were asked questions about the management and other faults in the case in the handling of the patient.
4. Critical evaluation was solicited. Response was good and applauded.
5. The case scenarios were chosen with great care and very pointed questions were posed by the facility who had spoken on the subject.

### **Numbers of participants**

Number of interns supposed to attend 38. Number who attended all sessions was 29.

### **Feedback**

Each day started with Rapportier's report .One representative from each group was asked to present on previous day's activities. At the end a collective feedback was taken which highlighted the following facts-The PGs had definitely benefited from the program and were now more prepared for the challenges on the clinical side than they were before the program. They were more aware of what was expected of them-in terms of communication and documentation. They were also very happy that they had gone through this orientation course. PGs delighted and honored to have been a part of this first ever inteorientation program held in AVMC.