



SRI BALAJI VIDYAPEETH (SBV)

(Deemed to be University)
U/S 3 of UGC Act 1956
Puducherry-607402

This document contains the details of the
Certificate Course in Communication skills in Health Care
Professionals

conducted by Mahatma Gandhi Medical College & Research Institute,
Sri Balaji Vidyapeeth, Deemed to be University.

(This document is attested from pages 1- 13)


REGISTRAR
SRI BALAJI VIDYAPEETH
(Deemed University u/s 3 of UGC ACT, 1956)
Accredited by NAAC with 'A' Grade
Pillaiyarkuppam, Pondicherry - 607 402.

NAAC 2020



SRI BALAJI VIDYAPEETH (SBV)

(Deemed to be University)
U/S 3 of UGC Act 1956
Puducherry-607402

Criteria 1

Metrix 1.3 : Curriculum Enrichment

1.3.2

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Details of Certificate Course on Communication skills for Health Care

Professionals

Link to documents (Click on the links to navigate to the page)

1. [Link to Prospectus](#)
2. [Brochure](#)
3. [Course Content](#)
4. [Event Report](#)
5. [Sample Certificate](#)
6. [Enrolled list of students](#)


REGISTRAR
SRI BALAJI VIDYAPEETH
(Deemed University u/s 3 of UGC ACT, 1956)
Accredited by NAAC with 'A' Grade
Pillaiyarkuppam, Pondicherry - 607 402.

NAAC 2020



SBV/VAC committee/2019/1

06.05.2019

To

The Heads of Institutions.

SBV constituent Colleges.

Respected Sir /Madam.

We are pleased to inform the decision of the registry that as per the Strategic perspective plan prepared by the Value-added course committee, the following courses have been planned to be conducted for the year 2019-20 as listed below. You are requested to nominate a course co-ordinator for each course, and submit the syllabi for the same before 30.05.2019

Sl.No.	Course	Institution
1.	Certificate course in lactation counselling and Breast-feeding Management	Mahatma Gandhi Medical College and Research Institute, Puducherry.
2.	A credit-based course in Music for Health and Wellness	CMTER, Puducherry.
3.	Certificate Course in Palliative Care for health Professionals	Mahatma Gandhi Medical College and Research Institute, Puducherry.
4.	Certificate Course on Health care intellectual property right	IPR/SBV
5.	Course on E-portfolio Training and Management	Mahatma Gandhi Medical College and



		Research Institute, Puducherry.
6.	Certificate Course in Yoga for Health and Wellness	CYTER, Puducherry.
7.	Certificate Course in Introduction in Basics and Practical Aspects of ELISA and Westernblot	CIDRF, Puducherry.
8.	Certificate Course in Communication skills in Health Care Professionals.	Mahatma Gandhi Medical College and Research Institute, Puducherry.
9.	Certificate Course in Conventional and real-time PCR technology	CIDRF, Puducherry.
10.	Certificate Course in Natural Product Extraction and HPLC	CIDRF, Puducherry.
11.	Certificate Course in Disaster Preparedness in Hospitals	Mahatma Gandhi Medical College and Research Institute, Puducherry

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Pillaiyarkuppam, Pondicherry 605 002.



Sl.No	Course	Organised by	Place
1.	Course on Hospital infection control	Q-Team & IQAC, SBV	Mahatma Gandhi Medical College and Research Institute, Puducherry.
2.	Course on medico legal case		
3.	Course on critical care nursing		
4.	Course on fire safety		
5.	Course on public administration in health		
6.	Course on radiation safety	Q-Team & IQAC SBV	Sri Sathya Sai Medical College and Research Institute, Chennai.
7.	Data analytics in health care management		
8.	Course in quality assurance in operation theater		

Kripa Angeline
Dr. Kripa Angeline,
Member secretary

Copy to:

The Chancellor office, SBV/ The Vice-Chancellor, SBV/
The Registrar, SBV/ The IQAC, SBV/ Dean Research, SBV/ Dean,
MGMCRI/ Dean, SSSMCRI/ Principal, IGIDS/ Principal KGNC/
Principal, SSSCON/ Principal AHS/ Principal, School of Pharmacy/
CMTER/ CYTER/ CIDRF

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Pillaiyarkuppam, Pondicherry-607 492.



Office of the Dean/Acad./2019/42

10.05.2019

CIRCULAR

Value added committee (VAC) of Sri Balaji Vidyapeeth has decided to initiate following value added course for the year 2019-2020 as listed below at MGMCRI. In this regards, departments are directed to nominate a course co-ordinator who will prepare the syllabi and submit the same before 27.05.2019 to undersign.

Sl.No.	Course	Department
1.	Certificate course in lactation counselling and Breast-feeding Management	Department of Paediatrics
2.	Certificate Course in Palliative Care for health Professionals	Department of Surgery
3.	Course on E-portfolio Training and Management	Department of Community Medicine
4.	Certificate Course in Communication skills in Health Care Professionals.	Department of Psychiatry
5.	Certificate Course in Disaster Preparedness in Hospitals	Department of Community Medicine

**DEAN
DEAN**

Mahatma Gandhi Medical College & Research Institute
Fondicherry - 607 402.

Copy to: The Coordinator, VAC Committee, SBV
The Head of the Departments Paediatrics/Surgery/Community Medicine
The GM (Admin)/MS/VP (Curriculum)/VP (Students)
Copy submitted to: The Registrar, SBV for information
The Dean of faculty/ for information
The Vice-Chancellor, SBV for information.
The Chancellor for kind information.

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SRI BALAJI VIDYAPEETH
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Office of the Dean/Acad./2019/42

10.05.2019

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**DEAN
DEAN**

Mahatma Gandhi Medical College & Research Institute
Fondicherry - 607 402.

Copy to: The Coordinator, VAC Committee, SBV
The Head of the Departments Paediatrics/Surgery/Community Medicine
The GM (Admin)/MS/VP (Curriculum)/VP (Students)
Copy submitted to: The Registrar, SBV for information
The Dean of faculty/ for information
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The Chancellor for kind information.

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MAHATMA GANDHI MEDICAL COLLEGE & RESEARCH INSTITUTE
[A UNIT OF SRI BALAJI VIDYAPEETH, A DEEMED UNIVERSITY]
Pillaiyarkuppam, Puducherry – 607402
Phone Nos: 0413-2615449 to 2615454 Fax No: 0413-2615457 Ex:220
DEPARTMENT OF PSYCHIATRY



Date 25.05.2019

From
The Head
Department of Psychiatry
MGMCRI, Puducherry.


To
The Dean
MGMCRI, Puducherry

Respected Sir,

Sub: Nomination course co-ordinator-Regarding.
Ref: Circular Office of the Dean/VAC/2019/1 Dt.10.05.2019

Hereby, I notify that the following faculty is nominated as coordinator for the Certificate Course in Communication skills for Health Care Professionals, and will be coordinating the course on behalf of the Department of Psychiatry, MGMCRI, Puducherry.

Name of the Faculty: Dr. Sunayana Choudhury
Designation: Assistant Professor (Clinical Psychology), Department of Psychiatry


Dr. Sivaprakash B
Professor & Head,
Department of Psychiatry
Head of the Department
PSYCHIATRY
MAHATMA GANDHI MEDICAL COLLEGE
& RESEARCH INSTITUTE
Pondicherry - 607 402.

Enclosed: The syllabus on Certificate Course in Communication Skills for Health Care Professionals.

Copy to: The VAC, SBV.


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Modules to be conducted:

- Essential skills of Communication between Health Care Professional & Patient.
- Advanced Skills of Communication between Health Care Professional & Patient.
- Communicating with special populations
- Communicating effectively in crucial situation & critical context.
- Professional communication
[Includes Pre test, Post Test, Evaluation & Feedback]

It will involve activity/task based small group interactive learning experience with international and national resource persons from multiple specialities. Medium of instruction will be English.

Collaborating Specialities :

Psychiatry, General Medicine, General Surgery, Cardiology, Obstetrics & Gynaecology, Paediatrics, Critical Care Medicine, Palliative Care, Indira Gandhi Institute of Dental Sciences (IGIDS), Dept. of Nursing.

Contact Persons:

Dr. Sunayana

Dept. of Psychiatry,
9655489208

sunayana.2901@gmail.com

Dr. Shivasakthy

Dept. of Prosthodontics, IGIDS
9940724320

shivasakthym@igids.ac.in

Ms. Suganya

Nurse Educator, NS Office
9791203085

sugamohit14@gmail.com



REGISTRAR
INDIRA GANDHI INSTITUTE OF DENTAL SCIENCES (IGIDS)
INDIA
REGULATED BY THE INDIAN COUNCIL OF MEDICAL EDUCATION (ICME)
ACT, 1956
Grade
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VIDYAPEETH**
DEEMED TO BE UNIVERSITY
ACCREDITED WITH 'A' GRADE BY NAAC



**MAHATMA GANDHI
MEDICAL COLLEGE &
RESEARCH INSTITUTE**
Pillaiyarkuppam, Pondicherry - 607 402.



Certificate Course on Communication Skills for Health Care Professionals

(As part of SBV Value Added Interdisciplinary Course Programme 2019)

Conducted by : Department of Psychiatry

Time :
9.00AM to 5.00 PM



Venue :
MGMCRI Campus,
Pondicherry.

Target Audience :

PG Students & Junior Faculties from Medicine, Dental,
Nursing Specialities and Junior Nursing Staff.

Registration
limited to
30
participants

free
for Internal
Candidates

Rs. 5000/-
for External
Candidates

Communication Skills help to build better relationships which in turn lead to better healthcare, good outcome and patient satisfaction. It also enables better teamwork, greater productivity and work satisfaction. Developing these soft skills is both a necessity and an asset for any health care professional to excel in their field of work.

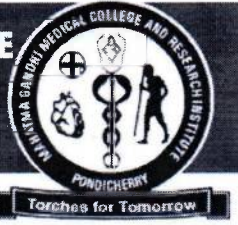


MAHATMA GANDHI MEDICAL COLLEGE & RESEARCH INSTITUTE

MAIN CAMPUS OF SRI BALAJI VIDYAPEETH

(DEEMED TO BE UNIVERSITY DECLARED UNDER SECTION 3 OF THE UGC ACT, 1956)

ACCREDITED BY NAAC WITH 'A' GRADE



Torches for Tomorrow

Certificate Course on Communication Skills for Health Care Professionals

DAY 1: 09-11-2019 (SATURDAY)					
9.00 AM Attendance & Pre-Test					
Sessions	Time	Modules	Topics	Resource Person Medical	Resource Person Nursing/ Dental
1	9.30 to 10.30 AM	Communicating effectively in crucial & critical situations/contexts	Breaking Bad News; Dealing with death & dying	Dr. Shivakumar Iyer (SKYPE SESSION) Critical Care Medicine	-
2	10.30 to 11.15 AM		Communicating prognosis, hope & risk	Dr. Ganesh Babu Surgery	Ms Kripa Angeline, Nursing
TEA BREAK (11.15 to 11.30 AM)					
3	11.30 AM to 12.30 PM	Essential skills of Communication between the Health Care Professional & Patient.	Introduction, Empathy & Rapport, Questioning skills	Dr. Sivaprakash.B Psychiatry.	-
4	12.30 to 1.15 PM		Listening skills	Dr. Sunayana.C. Psychiatry	-
LUNCH (1.15 to 2.00 PM)					
4	2.00 - 3.00 PM	Essential skills of Communication between the Health Care Professional & Patient.	Answering skills, Non-verbal behaviour, Communication checklists	Dr. Sunayana.C Psychiatry	Dr Janani Dental
TEA BREAK (3.00 to 3.15 PM)					
5	3.15 PM to 5.00 PM	Advanced Skills of Communication between the Health Care Professional & Patient.	Information sharing: Models & methods, Counselling & negotiating skills	Dr. Abu Backer (SKYPE SESSION) Psychiatry	Dr Janani Dental
DAY 2: 10-11-2019 (SUNDAY)					
6	9.00 AM to 09.45 AM	Communicating with special populations	Communication between gynaecological and maternity care providers and women	Dr. Seetesh Ghose Obstetrics & Gynaecology	-
7	9.45 AM to 10.30 AM		Communication with the elderly	Dr. Lokesh Medicine	-
TEA BREAK (10.30 to 10.45 AM)					
8	10.45 AM to 11.30 AM	Communicating with special populations	Communication with parents and children	Dr. Kannan Paediatrics	-
9	11.30 AM to 1.00 PM	Professional communication	Teamwork & Conflict Resolution in health care	Dr. Sivaprakash.B, Dr. Abu Backer (SKYPE SESSION) Psychiatry	Ms Kripa Angeline, Nursing
LUNCH (1.00 PM to 2.00 PM)					
2.00 PM to 3.00 PM		Post Test, Feedback & Certificate Distribution			

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BALAJI VIDYAPEETH
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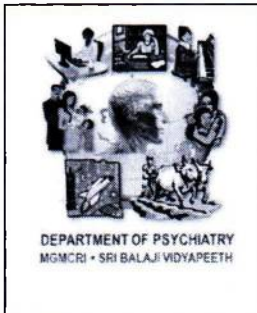
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DEEMED-TO-BE UNIVERSITY
U/S 3 of UGC Act

'A' Grade NAAC 2015

INTERNAL QUALITY ASSURANCE CELL

EVENT REPORT FORM

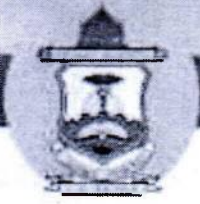


Department of Psychiatry, MGMCRI, SBV.

Name/ Title of the Program
Certificate Course on Communication Skills for Health Care Professionals
Type of the Program <i>(Please mention if this is a CME/CDE/CNE/conference/ workshop/ seminar/ symposium/ panel discussion/ Faculty development program/ student enrichment program/ alumni program/Commemoration days; Also please mention the level, if this is at Regional/ National/ International/ Departmental, Institutional/ University level)</i>
Certificate Course
Conducted by
Department of Psychiatry, MGMCRI, SBV.
Date/ Time
9 th and 10 th November, 2019
Venue
D2 Lecture Hall, Hospital Block, MGMCRI, SBV Campus, Pondicherry.
Target Audience/ Stakeholders
PG Residents, Junior level faculty, PhD & MPhil students from Medical, Dental, Nursing, and Allied Health Science specialities
Number of participants registered / attended
Registered: 40, Attended: 26
Program sponsors
SBV University, Puducherry
Credit points/ hours
UGC credit point – 01

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Objectives of the Program (in bulleted list)

The program was undertaken to teach and enable participants to:-

- ✓ Know what patient and health care provider need to communicate to each other
- ✓ Be able to build rapport with patients, to feel and demonstrate empathy
- ✓ Know about the importance, theoretical aspect, and effective use of Questioning, Listening & Answering skills
- ✓ Know about the implications, theoretical aspect, and effective use of Non verbal skills.
- ✓ Explore factors affecting the communication and behaviour of health care provider and patient.
- ✓ Explore factors affecting communication & behaviour of healthcare provider & patient, and apply them to breaking bad news and other crucial/critical contexts
- ✓ Knowing how to deal effectively with special population of patients like paediatric, geriatric, antenatal mothers.
- ✓ Know what & how to communicate effectively in a team.
- ✓ Ability to resolve conflict in a health setup.

Activities conducted in the Program (in bulleted list)

The programme schedule is given below:

DAY 1: 09-11-2019 (SATURDAY)					
9.00 AM Attendance & Pre-Test					
Sessions	Time	Modules	Topics	Resource Person Medical	Resource Person Nursing/ Dental
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2	10.30 to 11.15 AM		Communicating prognosis, hope & Risk	Dr. Ganesh Babu Surgery	Ms Kripa Angelin - Nursing
TEA BREAK (11.15 to 11.30 AM)					



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3	11.30 AM to 12.30 PM	Essential skills of Communication between the Health Care Professional & Patient.	Introduction, Empathy & Rapport, Questioning skills	Dr. Sivaprakash.B Psychiatry.	
4	12.30 to 1.15 PM		Listening skills	Dr. Sunayana.C. Psychiatry	
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LUNCH (1.00 PM to 2.00 PM)					
2.00 PM to 3.00 PM		Post Test, Feedback & Certificate Distribution			



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Name of Resource Person

Resource Person	Designation	Email ID
Dr. Shivakumar Iyer (External- National) Skype Session	Professor & Head, Critical Care Medicine, Bharati Vidyapeeth University Medical College, Pune, Maharashtra.	suchetashiva@gmail.com
Dr. Abu Backer S. (External- International) Skype Session	Assistant Professor, Psychiatry, College of Medicine Majmaah University, Saudi Arabia	hifromabu@gmail.com
Prof. Kripa Angeline	Nursing Superintendent, MGMCRI, Pondicherry.	ns@mgmcri.ac.in
Dr. Seetesh Ghose	Vice Principal (Curriculum) & Professor, Department of OBGYN, MGMCRI, Pondicherry.	seeteshghose@mgmcri.ac.in
Dr. Lokesh S	Professor and Head, Department of General Medicine, MGMCRI, Pondicherry.	lokeshs@gmail.com
Dr. Ganesh Babu	Professor and Head, Department of General Surgery, MGMCRI, Pondicherry.	ganeshbabucp@mgmcri.ac.in
Dr. Kannan C. (External- National)	Assistant Professor of Neonatology, Department of Pediatrics, JIPMER, Pondicherry.	drkinrevol@gmail.com
Dr. Sivaprakash B	Professor and Head, Department of Psychiatry, MGMCRI, Pondicherry.	psychiatry@mgmcri.ac.in
Dr. Sunayana Choudhury	Assistant Professor (Clinical Psychology), Department of Psychiatry, MGMCRI, Pondicherry.	sunayana.2901@gmail.com



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Detailed report of the program

Communication Skills help to build **better relationships** which in turn lead to **better healthcare, good outcome and patient satisfaction; better teamwork & conflict resolution, better work environment, greater productivity and work satisfaction.** Developing these soft skills is necessary for any health care professional to excel in their services.

As per instructions of the honourable Vice Chancellor, Dr. S.C Parija, a **Certificate Course on Communication Skills for Health Care Professionals** was conducted. It was a 2day SBV value added interdisciplinary program that was organised & conducted by **Department of Psychiatry** on **9th & 10th November, 2019** from **9AM to 5PM** at **D2 Lecture Hall, Hospital Block, MGMCRI Campus, Pondicherry.**

The **target audience** were PG Students & Junior Faculties from major Medical, Critical Care, Dental, Nursing Specialities, junior Nursing Staff as well as Ph.D and M.Phil students from Allied Health Sciences and other specialities. It offered **one UGC credit point.** There were a **total of 09 resource persons** from various specialities & disciplines; including **internal and external (national as well as international)** ones. **Total number of participants** who finally attended the course was **26.** All the **participants** were **internal candidates of SBV** constituent colleges and departments.

The course commenced at 9.00 am on 09.11.19 (Saturday) at D2 Lecture Hall with a welcome address to participants and resource persons by the Course Coordinator. It also included providing brief information about the structure and various components of the course along with expectations from participants; and introducing coordinators and other support staff to be present over next two days. This was followed by participants signing their attendance and then administering the Pre-test (electronically on mobiles) to all of them. The pre test comprised a set of 15 multiple choice questions involving various scenarios with a weightage of two marks each. The first session started at 9.30 am. It was a Skype session from Bangalore conducted by a well known national level expert. It included a power point presentation along with few related group activities and plenary. The subsequent sessions were mostly direct face to face sessions. The 5th and last session of the day was a Skype session conducted by an international expert from Saudi Arabia. The sessions on day one focused mostly on basic/elementary skills of communication with brief overview of advanced skills apart from communication in critical contexts of patient care. Attendance from participants was once again obtained before wrapping up the day's sessions.

On the second day i.e. 10.11.19 (Sunday), once again after marking attendance for participants, the sessions began at 9.00 am and all were direct face to face sessions. The sessions focused on various aspects of communication in special populations and contexts as well professional communication within members of a healthcare team (last session of the day). Each of the sessions lasted for 1 1/2 to 2 hours; which included power point presentations interspersed or followed by video demos and/or group tasks related to the lecture followed by



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interactive discussions and clarifications with audience and summing up the topic. Tea and lunch breaks were provided at appropriate times. The course ended with collecting feedback electronically (using specially prepared google forms on mobiles) from participants about the course. This was followed by electronic administration of the Post test with the same set of questions, this time with access to correct answers at the end. Finally, a vote of thanks was delivered by the coordinator and Course Certificates were distributed. Out of 26 participants 4 could not be issued certificates as their attendance was inadequate (<75%). These individuals were instructed to attend the missed sessions in the next round of course conduction for receiving certificates. Thus finally 22 participants received certificates.

A combination of different teaching learning activities were used during the course which included Lecture, Small group teaching by employing group activities/tasks, Video demonstrations and Self Directed Learning (Self Reading). Study materials, viz., ppts, freely downloadable e books, journal articles and other books to be purchased- all such references were shared online with participants before and during the course. Many of the sessions saw active participation from the audience and generated useful interactions and discussions between participants and resource persons. Most of the participants were found to be quite forthcoming and enthusiastic.

Summary of the report

(in minimum 150 words, in a prose format for web information, social media and press)

A Certificate Course on Communication Skills for Health Care Professionals was organised & conducted by Department of Psychiatry on 9th & 10th November, 2019 from 9AM to 5PM at D2 Lecture Hall, Hospital Block, MGMCRI Campus, Pondicherry. It was a 2day SBV value added workshop based interdisciplinary program. The target audiences were both internal and external PG Students & Junior Faculties from major Medical, Critical Care, Dental, Nursing Specialities, junior Nursing Staff as well as Ph.D and M.Phil students from Allied Health Sciences and other specialities. It offered one UGC credit point. There were a total of 09 resource persons from various specialities & disciplines; including internal and external (national as well as international) ones. The duration of each session spanned between one and half and two hours, and two sessions were conducted on Skype. Total number of participants was 26. The course comprised of three major modules- basic and advanced communication skills for patient-health care professional dyad and a third one on professional communication (teamwork); and the sessions involved a combination of teaching learning methods like Lecture, employing small group activities/tasks, Video demonstrations and Self Directed Learning (Self Reading). The participants were also provided online study materials. It included welcome address, Pre-test, Post- test, Feedback, Certificate distribution, and vote of thanks. The participants were enthusiastic and interactive and seemed to enjoy the new learning experience.

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Feedback analysis/ interpretation and future action plan for further improvement in Quality

The feedback forms were obtained from participants and analysed. Analysis attached.

- ❖ Similar endeavors in future must include more external resource persons (e.g. Knowledge partners) and participants, streamline curriculum to avoid time pressure, avoid Skype sessions if possible, levy basic minimum charges on internal participants, reduce fee amount for external participants, plan effective fund generation, avoid scheduling on Sundays.

Please ensure if the following enclosures have been attached.

Enclosures Check List			
Invitation/ Brochure/ Circular	✓	Analyzed feedback report in graphical form	✓
Sample certificate	✓	Geo-tagged good quality photographs <i>(enclose separately as attachment as well as in word document with legends)</i>	✓
Sample feedback form	✓	Any other (Please type here)	

Compiled by:

Dr. Sunayana Choudhury (Course Coordinator)

Assistant Professor of Clinical Psychology,

Dept of Psychiatry, MGMCRI

Endorsed by:

Dr Sivaprakash B,

Professor & Head of Psychiatry, MGMCRI

(Name/Signature with Date)

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**SRI BALAJI
VIDYAPEETH**
DEEMED TO BE UNIVERSITY
ACCREDITED WITH 'A' GRADE BY NAAC
RANKED 72 ALL INDIA BY NIRF 2019



DEPARTMENT OF PSYCHIATRY

A Constituent Unit of Sri Balaji Vidyapeeth (SBV)

Deemed to be University,

Puducherry

CERTIFICATE COURSE ON COMMUNICATION SKILLS FOR HEALTH CARE PROFESSIONALS

This is to certify that

Mr./ Mrs./Ms. /Dr.

was a Resource Person / Co-ordinator for the Certificate Course on Communication Skills for Health Care Professionals

with..... UGC credit point conducted by Department of Psychiatry,

Sri Balaji Vidyapeeth, Deemed-to-be University, Puducherry,

fromto....., 2019.

S. Choudhury

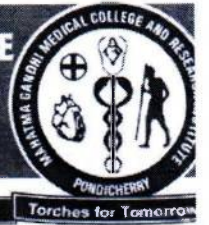
Dr. Sunayana Choudhury
Course Co-ordinator

[Signature]

Dr. A. R. Srinivasan
Registrar, SBV

[Signature]

Dr. Subaprakash B.
Head, Department of Psychiatry,
MGMCRI



Certificate Course on Communication Skills for Health Care Professionals

Enrolled list list of students for Certificate Course in Communication skills in Health Care Professionals

Day 1(09.11.2019- Saturday): Forenoon

Table with 4 columns: S. no, Name, Department, Signature. Contains student enrollment details for the certificate course.

40 Participants Applied
16 dropped out last moment

P. Chandrasekhar