

GVK EMRI
CME
Essential Soft Skills for Health Care Professionals



Batch 1: May 26 – 27, 2015

Batch 2: May 29 – 30, 2015

GVK Emergency Management and Research Institute
Devar Yamzal, Medchal Road, Secunderabad – 500 078

Tel: 040 – 2346 2600 M: + 91 9160433323

www.emri.in

In collaboration with GLOCAL Academy (UK)

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www.emri.in

COURSE DESCRIPTION

The importance of effective communication in clinical practice has been highlighted in several reports. Medical Council of India (MCI) in its vision 2015 document recommended early integration of communication skills training into medical curriculum. This course has been established by GLOCAL Academy (UK) in collaboration with GVK EMRI, India to enhance doctor abilities to deal with various aspects of advanced communications.

The contents of the course has sound research evidence base by GVK EMRI & GLOCAL Academy (UK) and is delivered by faculty who are expert trainers from United Kingdom and India. Teaching techniques such as interactive small group exercises and role-plays form part of democratic, collaborative and participative learning environment. Participants will have hands on opportunity to practice skills and receive constructive feedback in a safe and supportive environment.

Course Learning Objectives

Upon conclusion of this program, participants should be able to:

1. Increase awareness of own communication skills
2. Explore strategies to improve quality of clinical communication
3. Increase confidence in responding to difficult communication situations
4. Describe how an optimum healthcare team works together constructively and effectively
5. Enhance inter-professional communication
6. Maximizes your communication skills and ensures that your negotiations are effective
7. Enhances leadership and management skills

Intended Audience

The intended audience for this course includes Specialists, Post Graduates, Private Practitioners, Academicians, Primary care doctors and Interns.

Credit Hours

The CME programme “Essential Soft Skills for Health Care Professionals” is accredited by the Andhra Pradesh Medical Council with 4 credit hours each on May 26 – 27 and May 29 – 30, 2015.

Registration

Registration is available online at www.emri.in

The registration fee includes tuition, electronic course syllabus, refreshments and lunches. To limit the number of registrants for a course, conference room facilities may necessitate closing of enrollment; therefore, early registration is advised. A letter of confirmation will be sent upon receipt of payment and completed registration form. Please present the confirmation letter when checking in at the meeting registration desk.

Registration Fee: 2000 Rs/-
Registration is available online at: www.emri.in

Last day for submission of Online Filled – in Registration form: 18/05/2015

If you require additional information, please contact:

GVK Emergency Management and Research Institute

Devar Yamzal, Medchal Road, Secunderabad – 500 078. Telangana

Website: www.emri.in E-mail: info@emri.in

Tel: **040 – 2346 2600** | Mobile: **+91 9160433323**

Cancellation policy

If you cancel your participation in this course, your registration fee, less a Rs. 1500/- administrative fee, will be refunded when written notification is received by GVK Emergency Management and Research Institute before May 20, 2015 (email: info@emri.in or fax#: 040 – 2346 2178). **No refunds will be made on or after May 20, 2015.**

Canceled registrations are non-transferable. GVK Emergency Management and Research Institute reserves the right to cancel or postpone the course due to unforeseen circumstances. In the unlikely event GVK Emergency Management and Research Institute must cancel or postpone this course, GVK Emergency Management and Research Institute will refund the registration fee, but is not responsible for any related costs, charges, or expenses to participants, including fees assessed by travel/lodging.

Program Schedule

Tuesday, May 26, 2015 & Friday, May 29, 2015

| Time | Topic |
|---------------------|--|
| 8.30 - 9.00 am | Registration and coffee |
| 9.00 - 9.15 am | Welcome Speech |
| 9.15 - 10.00 am | Effective communication skills Lecture |
| 10.00 - 10.45 am | Adult learning lecture |
| 10.45 - 11.15 am | Coffee |
| 11.15 am - 12.30 pm | Group 1- Leadership Workshop |
| 11.15 am - 12.30 pm | Group 2- Dealing with sad, bad and difficult news workshop |
| 12.30 - 1.30 pm | Lunch Break |
| 1.30 - 2.45 pm | Group 2- Leadership Workshop |
| 1.30 - 2.45 pm | Group 1- Dealing with sad, bad and difficult news workshop |
| 2.45 - 3.00 pm | Break |
| 3.00 - 3.50 pm | Group 1- Team working |
| 3.00 - 3.50 pm | Group 2- Conflict resolution and negotiation |
| 3.50 - 4.40 pm | Group 1- Conflict resolution and negotiation |
| 3.50 - 4.40 pm | Group 2- Team working |
| 5.00 - 5.30 pm | Reflections of the day and closure |

After coffee break the participants will be divided into two small groups of 20 each (group 1 and group 2). These groups then attend the workshops as shown in the timetable. Two workshops will run simultaneously. This will enable effective small group learning and teaching.

Wednesday, May 27, 2015 & Saturday, May 30, 2015

On day the participants will be divided into four small groups and attend respective sessions.

Four Simultaneous sessions on Reflective practice, Feedback, Time Management and Presentation skills. (45-minute sessions)

Participants will be divided into four groups (10 each). This will enable for effective small group work

| Time | REFLECTIVE PRACTICE | FEEDBACK | PRESENTATION SKILLS | TIME MANAGEMENT |
|------------------|--|----------|---------------------|-----------------|
| 9.00 – 9.45 am | GROUP 1 | GROUP 2 | GROUP 3 | GROUP 4 |
| 9.45 – 10.30 am | GROUP 2 | GROUP 3 | GROUP 4 | GROUP 1 |
| 10.30 – 11.00 am | Coffee/Tea Break | | | |
| 11.00 – 11.45 am | GROUP 3 | GROUP 4 | GROUP 1 | GROUP 2 |
| 11.45 – 12.30 pm | GROUP 4 | GROUP 1 | GROUP 2 | GROUP 3 |
| 12.30 – 1.30 pm | Lunch Break | | | |
| 1.30 – 4.30 pm | Role – Play Exercises/Case Scenarios <i>Case scenarios will include all the topics covered in the course. The participants will have excellent opportunity to practice the strategies and get instant feedback from fellow participants and facilitators.</i> | | | |
| 4.30 – 5.00 pm | Closing lecture “Future of Medical Education and Practice” | | | |

Faculty:

International Faculty

1. **Dr Srikanth Mada**, MRCP UK (Member of the Royal College of Physicians., United Kingdom), MRCP Endo (Membership of the Royal College of Physicians, Endocrinology), FRCP (Edin)(Fellow of the Royal College of Physicians, Edinburgh), CCT G (I) M (Certificate of Completion of Training General Internal Medicine), PG Cert Medical Education (Post Graduate Certificate in Medical Education)
2. **Dr Krishnakanth Naineni**, MRCPGP (Member of the Royal College of General Practitioners), PG Cert Medical Education (Post Graduate Certificate in Medical Education), Member of Association for Medical Education in Europe (AMEE), GP (General Practitioner)

National Faculty

1. **Dr G.V. Ramana Rao**, MBBS., MD., DPH., PGDGM
Dr Ramana Rao is Director of Emergency Medicine Learning Center and Research at “108” GVK Emergency Management Research Institute, Hyderabad, India (www.emri.in)
 He carries three decades of experience as Public Health Expert and Master Trainer.
 He has completed MD with Community Medicine from Osmania Medical College. He is also a post – graduate diploma holder in Public Health and Geriatric Medicine.
 HE is in – charge for international training center at GVK RMRI which organizes global certification programs of cardiac, trauma and obstetric life support skills (AHA/ACEP and AAFP – BLS, ACLS, PALS, ITLS, BLSO/ALSO). He is the chief editor of Indian Emergency Journal.
 He is a member of National Ambulance Code Committee and member of Committee on National Guidelines for Pre – Hospital Trauma Care formed by Government of India.
 Dr Ramana Rao is recipient of Society of Emergency Medicine (SEMI) Excellence Award 2014 for his contributions to Emergency Medical Services.
2. **Dr Usha Saie**, MBBS, MD in Hospital Administration
3. **Dr Shashikanth**, MBBS., PGDHA (Post Graduate Diploma in Hospital Administration)

Certification: The certificate will be awarded on the last day after closure of CME.