

Training programme Report: Empowering health care team with Confidence, Compassion, Empathy and Effective Communication

As a part of NABH related initiatives, the Patient Advocacy Committee has organized a comprehensive training session titled **“Connect and Protect”** from 10.00 AM to 12 .30 PM at Swasthy Hall, on 19th July 2025. The programme aimed at empowering health care team with confidence, compassion, and empathy by strengthening the behavioural change, communication skills and interpersonal approach of staff members who engage directly with patients and the caregivers. This initiative was conducted in alignment with the institution’s ongoing efforts to uphold patient-centred care standards and enhance service delivery at all levels.



The training was facilitated by Mr. Rajilan M.C., a Government of India certified Corporate Trainer and Founder of the Research Academy for Creative Excellence (RACE). Mr. Rajilan M.C. delivered a thought-provoking and dynamic session that addressed a wide spectrum of practical and psychological aspects in patient care. The programme was attended by diverse group of hospital staff, comprising nurses, medical records personnel, medical social workers, reception /front office staff and finance team members.



The session was formally inaugurated by Dr. Kavita Raja, Medical Superintendent, SCTIMST. In her inaugural address, she emphasized the importance of calm, respectful, and empathetic communication with patients. She highlighted that showing patience, refraining from aggressive behaviour and using simple gestures during unforeseen delays or challenges

can pacify the situation and build patient trust. She stated that training session plays a key role in shaping a positive work culture where respectful behaviour, empathy and a sense of duty become part of everyday actions.



During his session, Mr. Rajilan M.C. highlighted several foundational elements crucial to delivering effective patient-centred care. He emphasized the vital role of both interpersonal and intrapersonal communication within healthcare environments, noting that strong internal communication among staff will lead directly into better and more empathetic interactions with patients. He also underscored the importance of establishing a responsive and structured management system to address patient concerns swiftly and appropriately to reinforce trust and transparency. Mr. Rajilan highlighted the need for building united and

collaborative teams, stressing that teamwork across departments is essential for delivering consistent and high-quality care. He suggested for the formalization of a patient relationship policy that would guide staff behaviour and communication standards ensuring a uniform approach to patient engagement. Additionally, he recommended implementing continuous in-house training programs supported by peer learning will enhance personnel and share best practices effectively. He also pointed out the importance of situational awareness encouraging staff to assess each scenario with sensitivity and respond with empathy and professionalism.



Mr. Rajilan further noted that every patient enters the hospital with expectations, and it is the responsibility of healthcare personnel to meet those expectations with dignity,

compassion and respect. He discussed the importance of effective communication strategies, crowd management techniques and the need to understand and respond to the emotional states of both patients and bystanders. He emphasized that staff should not only



function from an administrative or procedural mindset but must also adopt the perspective of the patient and their families in order to deliver truly empathetic care. He stressed the need to build a culture that values safety, quality of service and accountability, particularly when working with public resources. Mr. Rajilin had addressed the necessity of embracing technological advancements and upgrading infrastructure to meet modern healthcare demands. The session also included interactive group activities designed to strengthen team

unity and improve service delivery strategies. Participants actively contributed their thoughts and feedback aimed at enhancing patient care services.

The session concluded with a vote of thanks delivered by Ms. Rajitha R.V, Senior Nursing Officer (OPD). The programme was co-ordinated by Mr.Sisir Rj J., Social Worker and Mr. Chaitanya, PRO.

