



**PROGRAM FEES**  
**₹2500/-**  
 (Inclusive of Taxes)

## CAHO-AHPI One Day Workshop On **Enhanced Clinical Communication**

Communication errors are the biggest cause of patient dissatisfaction resulting in violence and legal problems. This one day training program is designed to enhance the communication skills of Clinicians & nursing staff and to minimize these issues and improve patient satisfaction.

CAHO and Metro Hospital & Cancer Research Centre are conducting the Enhanced Clinical Communication skills programme to healthcare professionals in hospital preparing for Entry Level Certification of NABH.

**Program Date**  
**21st April 2018**

**Venue**  
**Metro Hospital &  
 Cancer Research Centre  
 Jabalpur**

### PROGRAM AT A GLANCE

- Principles of Communication
- Importance of Communication skills in patient care
- How is it different from day to day communication
- Preventing and handling aggressive patient behavior
- Handling adverse events
- Clinical team communication-handing over tools
- Understanding unacceptable communication
- Breaking bad news, counselling in critical areas, critical procedures

### WHO SHOULD ATTEND

-  Clinicians
-  Administrator
-  Quality Team
-  Nursing Staff

**FOR MORE  
 DETAILS  
 CONTACT**

**Last Date for Applications**  
**17th April 2018**

**How to Apply**  
 E-mail: metro\_cancerhospital@yahoo.com

**Contact:**

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**Helpline : 0761 - 400 0002**