

To
24/3/21
The Principal
DAPMRVDC

Sub: Report of the Patient safety and communication skills workshop and white coat ceremony 16th to 18th March, 2021

Respected Madam

At the outset, the health professional education Unit would like to thank you for the permission and support extended to conduct the patient safety and communication skills workshop and white coat ceremony for the third year undergraduate students. A total of 49 UG students and 10 PG students benefited from the program.

The students have identified the various aspects which facilitated their learning process and have requested for more such training programs which focus on soft skill development and patient management. Please find attached the detailed report from each session, as well as the expenses incurred. The resource material has been stored at <https://drive.google.com/drive/folders/18mGw0T-51uicyoCInr9pHy3jGCLX5tfo?usp=sharing>

The soft copies can be accessed on the above link.

We are looking forward to your feedback and continued support in conducting similar programs benefitting the students and faculty alike in the times ahead.

Thanking you once again,

Dr. Bhagyalakshmi G
Officer in Charge
HPEU
DAPMRVDC
DAPMRVDC

Dr. Jyotsna S
Co-ordinator
HPEU

Annexure:

1. Reports from the workshop on Ethics and professionalism, communication skills, infection control and empathy workshops
2. Student feedback from the White coat ceremony
3. Bills
4. Certificate template.

Annexure 1: Report on the Feedback from students on **Ethics & Professionalism Workshop**

Session conducted on 16/03/2021 & 18/03/2021 for 3 hours duration.

Resource person: Dr. D K Srinivas

Organizers: Dr. Jyotsna S, Dr. Sahana , Dr. Roopak

➤ **100% of the students have rated the session very helpful**

The key factors which facilitated the learning process were:

1. Group activities, discussions and Interactive sessions - Elaboration on the Idea of what ethics actually mean.
2. To inculcate the moral behaviour in the daily life and striving to be a better human being.
3. Punctuality, Humbleness and Professionalism by the speaker.
4. Encouragement and Detailed explanation of each ethical values by the speaker.

The take home messages identified by students from the workshop are:

1. Ethical values – Empathy, Reflection, Patient safety
2. Altruism – Duty comes first
3. Importance of Accountability & Punctuality
4. Imply the Pillars of Professionalism in my work
5. Compassion, Confidentiality and Communication
6. How to blossom as a professional dentist and take appropriate decisions ethically
7. The concept of ethics, professionalism, consent, the do's and don't's , behavior attributes. Being empathetic, sincere in one's work.

Three Golden words – Thank you, Sorry and Please.



The workshop was an excellent example for blended learning. The chief resource person was online, while the internal resource team co-ordinated the activities offline.

Annexure 1: Report on the Communication Skills Workshop

Speaker: Mr. Raghotham Rao

Organisers : Dr. Sarita Yanduri and Dr. Suma S

Date: 17-03-2021

A question wise summary of the feed back form is as follows.

Question 1 : On a scale of 1 to 10 rate the usefulness of the session, with 1 being least helpful and 10 being very helpful.

37 people (75.5 %) found it very helpful with a rating of 10 while 10 students rated it 9.

Question 2: Today, what impressed me or interested me most was ...(please explain why)

The students found the session to be very interesting and enjoyable. The speaker's enthusiasm and the games and activities were what impressed them the most and they found the session to be excellent and that usage of real life examples would help them improve their communication skills.

Question 3. Today, what facilitated my learning was ...

The students found the method of conducting small activities and games along with a comfortable and enjoyable atmosphere facilitated their learning process. The ease of interaction of the speaker and the style of communication was found to be very useful.

Question 4. What did you learn today that you anticipate to use in your work?

The students felt that by the end of the workshop they understood that the importance and need of being an active listener and that having empathy for others and being clear in communication are essential in their dental practice.

Question 5. Was there anything you did not understand during today's sessions? Please provide specific examples.

All 49 students responded that the session was very good and that they understood everything very clearly .

Question 6. Please rate the following statements using a 1 through 5 scale where: 1= Disagree Strongly 2= disagree; 3= not sure; 4= agree; 5 = agree strongly

32 people did not agree that the sessions were difficult . 33 students strongly agreed that the information learnt could be applied to their practice . Majority felt that the trainer actively engaged them in the session and the presentation met their professional needs. 28 students strongly felt that the after the session they were confident in their capacity to ensure patient safety and management.

Question 7. Any other comments & suggestions

Most felt that the session was very useful and interactive. One student recommended a few breaks in between the sessions.

Question 8. Role played by “communication” in a dentist-patient relationship

Prior to the workshop only 5 students felt that communication played an important role in dentist patient relationship but this increased to 28 students after the workshop.

Question 9. Factors influencing communication skills

Before the workshop only one student knew about the factors influencing communication skills but at the end 24 students gave a rating of 10.

Questions 10, 11, 12, 13 :

The understating of the role of “**active listening**” ,”**body language**” “**awareness of one’s communication skills**” and “ **confidence levels**” greatly improved on comparing the preworkshop responses and the post workshop responses.



Annexure 1: Report on the Infection control Workshop

Internal resource persons:

Day 1: Dr M B Bharathi, Ms Kavyashree and Dr Divya

Day 2: Dr. Seema, Dr. Sindhu, Dr. Sudhir, Dr. Shivaprasad, Dr. Deepti, Dr. Sahana, Dr. Sarita

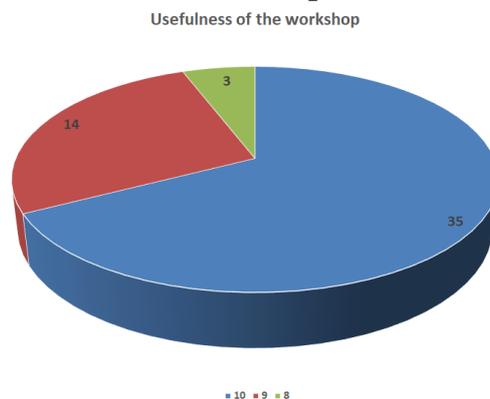
The first day oriented the students about the various infection control practices followed in the institution. Special emphasis was given with sterilization protocols and instrument hygiene protocols to be followed.

The second day various activities were conducted using hypothetical situations to provide the students a hands on experience on sterilization, hand hygiene, measures to be followed during needle prick and hazardous material spillage, blood spillage and biomedical waste management.

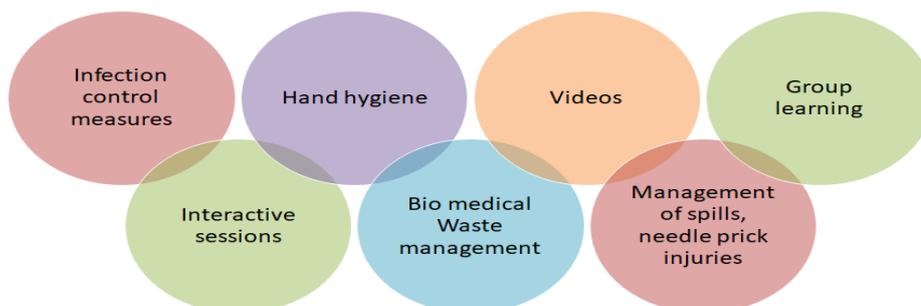
The students enjoyed the workshop with active participation. The feedback report and photographs are attached.

Feedback on Infection Control Workshop

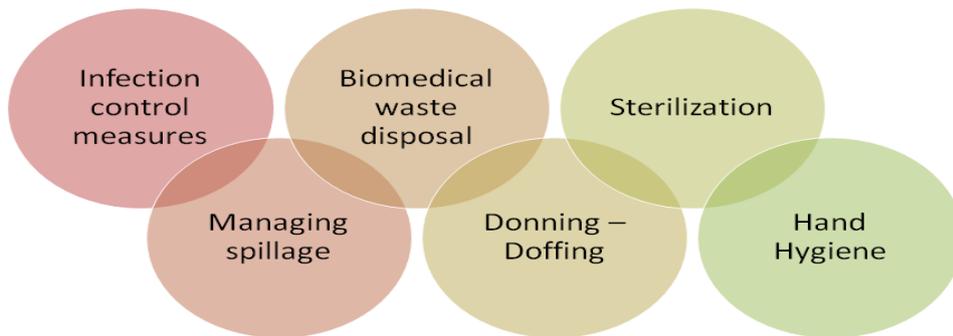
1. Usefulness of the Workshop



2. What impressed / facilitated my learning the most?

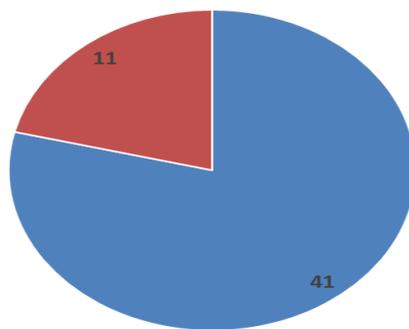


3. What did you learn that you anticipate to use in your clinics?



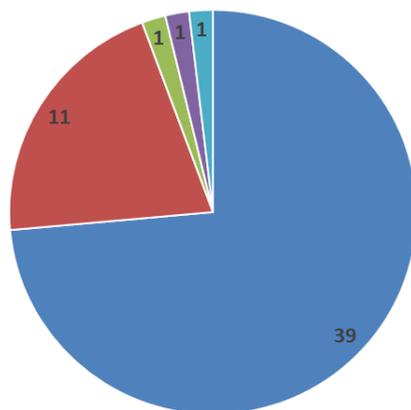
4. Please rate the statement - I can apply the information in my clinical setting.

Application in clinical postings



■ 5 Strongly Agree ■ 4 Agree

5. As a result of this training, I feel more confident in clinical examination, management and safety of patients



■ 5 strongly agree ■ 4 Agree ■ 3 Not sure ■ 2 Disagree ■ 1 Strongly Disagree

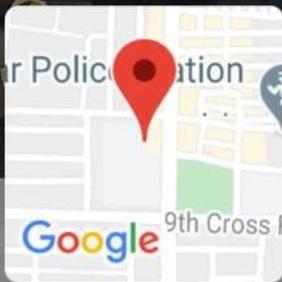
Photographs of the infection Control Workshop



Orientation Session by Dr MB Bharati



Group activities by Ms Kavyashree



Bengaluru, Karnataka, India

Aster RV Hospital, CA-37, 24th Main Rd, ITI Layout, 1st Phase, J.

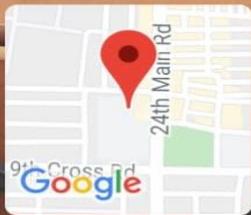
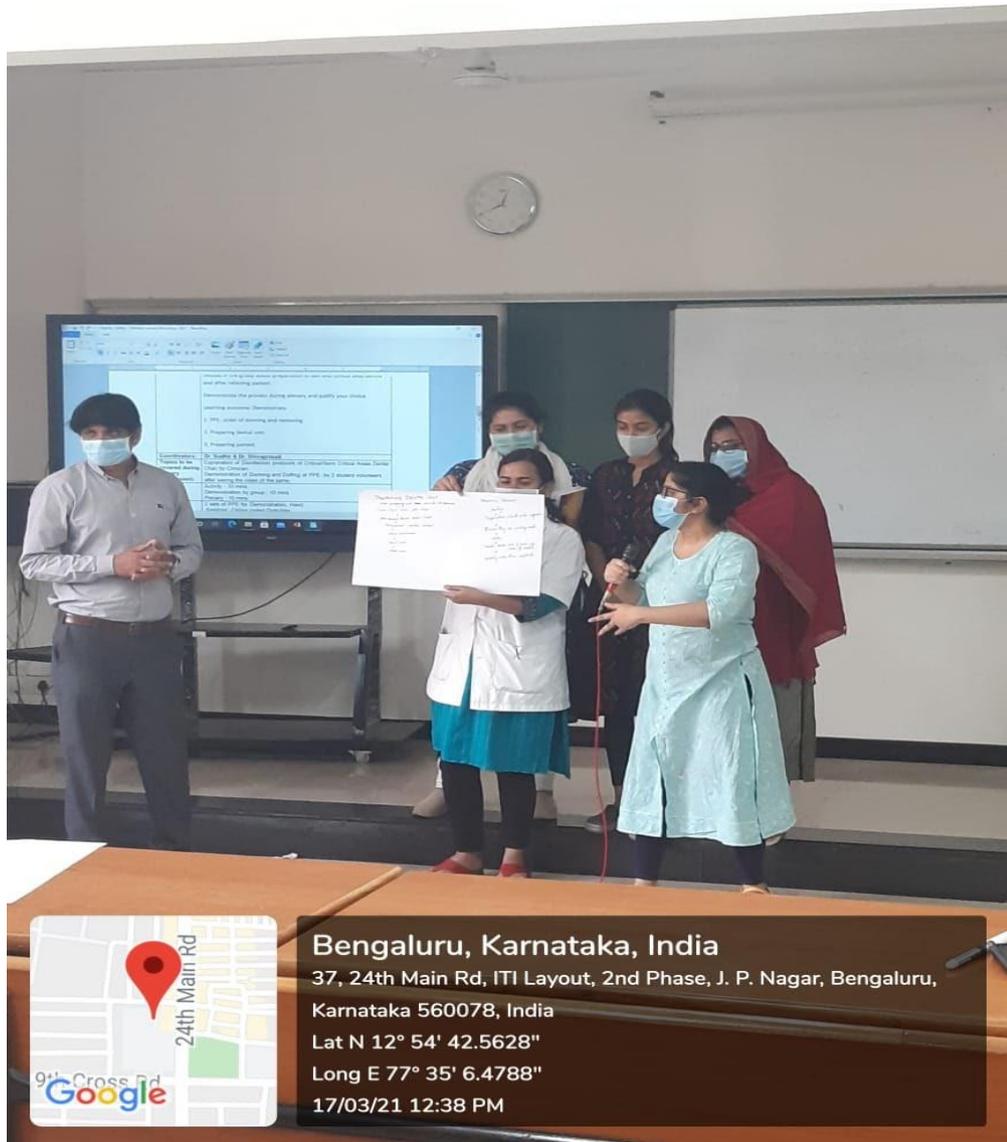
P. Nagar, Bengaluru, Karnataka 560078, India

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Hand Hygiene session by Dr Seema



Bengaluru, Karnataka, India

37, 24th Main Rd, ITI Layout, 2nd Phase, J. P. Nagar, Bengaluru,
Karnataka 560078, India

Lat N 12° 54' 42.5628"

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Group activity

Annexure 1: Workshop on Empathy and humanities

Workshop designed and developed by : Dr. Deepti Vadavi

Internal resource persons: Dr. Divya and Dr. Subhash

The empathy and humanities workshop was initiated with the objective to develop humane and responsible dentists who are able to provide quality oral health care to their patients. To achieve this the workshop focussed on the following:

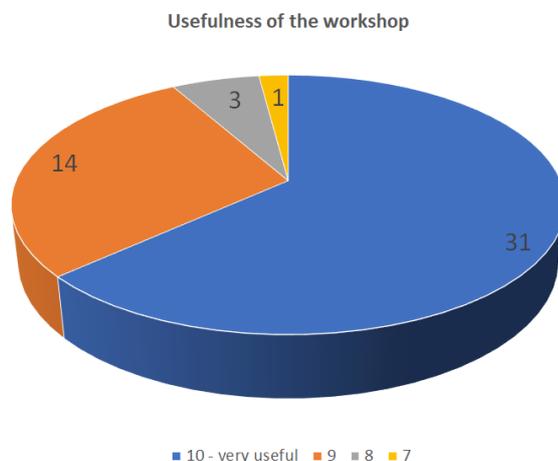
1. Helping the students understand the meaning of empathy. Differentiate between sympathy & empathy
2. Appreciate and practice skills like active listening, recognize microexpressions. These help in demonstrating empathic behavior with each other and patients.
3. To get a hands on experience on handling various types of patients and learn their empathic management through a role play.

The feedback obtained from the students emphasizes that the students liked the workshop and are able to appreciate the importance of active listening. The detailed feedback is attached.

As empathy and humanities development is a continuous process, the concepts need to be reinforced to the students so as they are able to handle the various challenges they face in their clinics. Hence, we wish to introduce reflective practice among students by asking them to share their clinical experiences over google forms and hold need based (monthly/bi monthly) sessions with the students to clear their doubts on empathic behavior demonstration with patients.

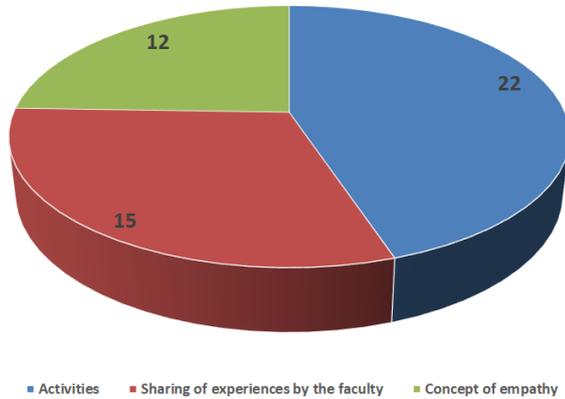
Feedback on Empathy and Humanities workshop

1. Usefulness of the Workshop

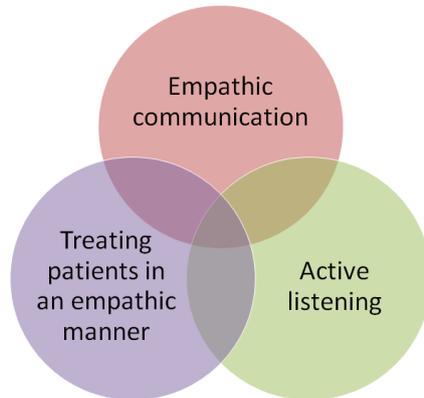


2. What impressed / facilitated my learning the most?

What facilitated my learning the most?

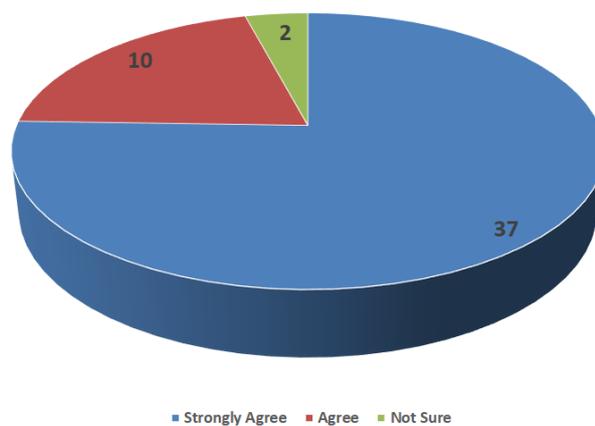


3. What did you learn that you anticipate to use in your clinics?

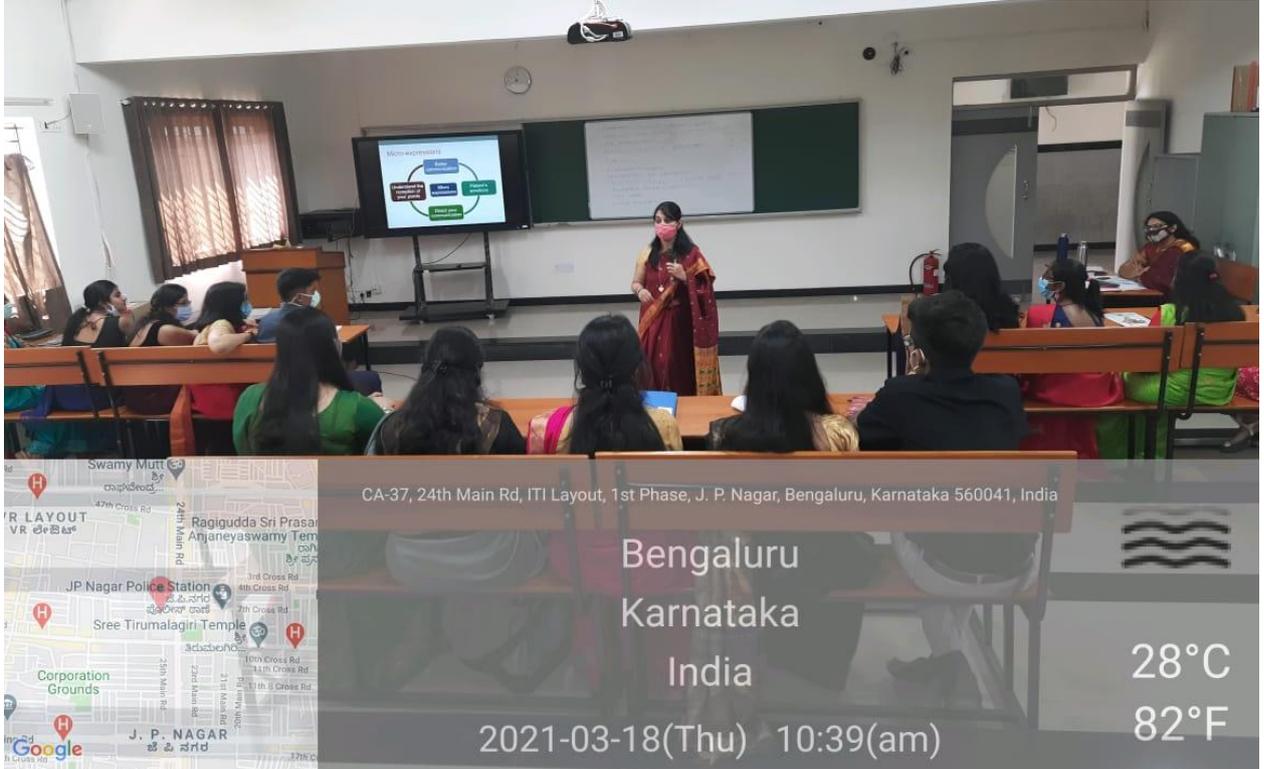


4. As a result of this training, I feel more confident in my capacity to deal with patients empathetically.

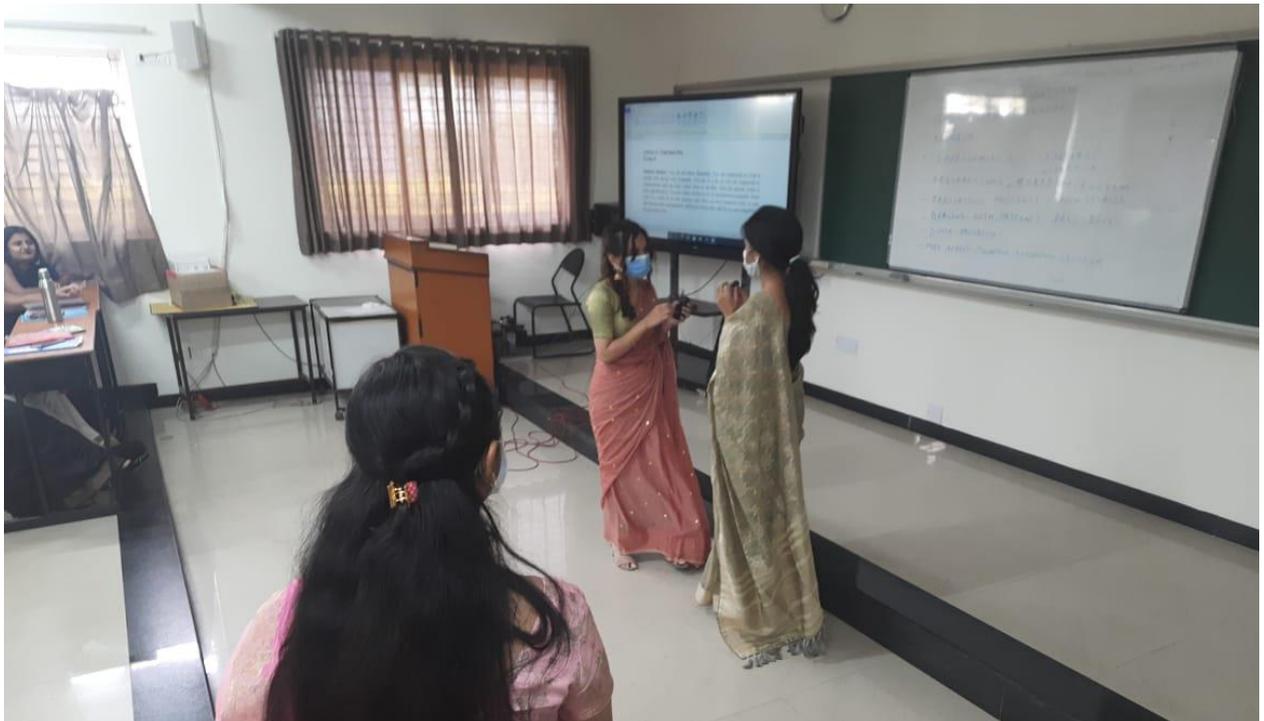
Confidence in treating patients



Photos of the Workshop



Workshop in Progress



Role Play on Empathic Behaviour with Patients



Day 1-16.3.21 Group Photo



Day 2 - 18.3.21 Group Photo

Annexure 2: Feedback from the student representatives on the workshops and white coat ceremony

Good afternoon to one and all present here,

I, Dharika Suresh from third year BDS, on behalf of all my fellow batchmates would like to take this opportunity to appreciate and offer our sincere gratitude for the wonderful workshops that were conducted for us and also for making the most awaited white coat ceremony happen amidst the given situation

Just the fact that only few colleges do this is enough to make us feel lucky but having a workshop on ethics and professionalism where we were given a chance to interact with people like Dr D K Srinivas or the communication skills workshop by Mr. Raghobham Rao, and to learn so much from it has left us feel blessed

Not only that, the way these workshops were conducted, filled with activities especially the infection control and patient safety workshop, the demonstration and the videos deserve a special mention

The workshops have opened our eyes towards how integral it is to learn and practise basic things like punctuality, empathy, active listening, effective communication and so on, in better words, how much difference all this makes in our lives

I, for one, really got a better idea of how my life as a dentist would be and what responsibilities come with it

Although all the stuff I mentioned are majorly directed towards being a better clinician or a practitioner, I would like to mention the other part of our learning in the last three days and that is, these workshops made us realise the power of learning through interactive sessions and how much we actually missed them because we have been attending online classes for over a year now

Not only that, even though we all have been together as a batch since more than two years now, we get chance only to interact with our adjacent roll numbers or our friends, but thanks to workshops, I interacted with my classmates more in the last three days than from last three years because of all the shuffling, group activities and discussions

Overall, if I could rate the experience it is 10/10, but if I can rate the learning, it's definitely 11/10

It's not only these things, small things like sending an encouraging message on the group, the google form feedbacks, efforts to make our activities creative, attention to small details, it's outstandingly appreciable

So, my words might not do the justice but we are really grateful and glad and extend our gratitude to our respected principal, Dr Asha Iyengar Ma'am, Dr Bhagya ma'am, Dr Jyotsna ma'am, Dr Deepthi ma'am, Health education unit and the hospital infection control committee and Dr Roopak sir for making this happen for us

As a student, We have been looking forward to white coat ceremony since the day we knew about it and I would be lying if I say we didn't discuss about it in all our video calls during the lockdown, that's how much it meant to us

We really wish our parents were here, but we respect the protocol taken as it is the right decision to make

We promise to apply and practise everything we learnt and do our best

Thank you so much, we shall cherish this for the longest time.

