



# सुसंवाद अभियान<sup>®</sup>

(Communication Skills Training)

“Government Approved - State-Wide Movement”

## Report of State - Wide Movement



Conducted by



[www.theoriginfoundation.org](http://www.theoriginfoundation.org)



(Communication Skills Training)

“Government Approved - State-Wide Movement”

A New beginning by Medical Education Department, Government of Maharashtra



**Honorable Shri. Girish Mahajan**

Cabinet Minister for Medical Education, Government of Maharashtra

**Dr. Sandeep Mane**, President - Origin Foundation, proudly submitted a detailed report of “Susanwaad Abhiyaan”- A State-wide movement, to Honorable **Shri. Girish Mahajan Sir**, Cabinet Minister For Medical Education, Government of Maharashtra. This movement was conducted under his guidance to teach Communication Skills to over 3000 medical trainees in all the Government Medical Colleges across the state of Maharashtra in a span of 1 year. The dream is to include Communication Skills training in the Medical Curriculum.

**Honorable Shri. Sanjay Deshmukh**

Secretary - Medical Education and Drugs Department,  
Government of Maharashtra

**Dr. Pravin H. Shingare**

Director - Medical Education and Research,  
Government of Maharashtra

**Dr. Sandeep Mane**

Chief Counsellor

Chief Trustee - President, Origin Foundation

Conducted By



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## Meeting at Maharashtra University Of Health Sciences (MUHS - Nashik)



### Proposal submitted to Include Communication Skills Training in Medical Curriculum

Origin Foundation received a warm welcome from the Maharashtra University of Health Sciences (MUHS), Nashik. It was a honour to present the report of the “Susanwad Abhiyaan” to the highly distinguished Officers of the University, Hon. Vice Chancellor, Prof. Dr. Shri Deelip Mhaisekar Sir, Hon. Pro Vice Chancellor Prof Dr. Mohan Khamgaonkar Sir, Hon. Registrar Dr. Kalidas Chavan Sir and Dr. Sandeep Gundre Sir of Student Welfare Dept. The Origin Foundation has been selected by the MUHS to offer **Personality Development Program** to the young trainee doctors across the state of Maharashtra. A proposal has been submitted to include Communication Skills Training in the Medical Curriculum. The Origin Foundation will strive selflessly to create a new generation of highly sensitive and trained expert doctors.





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## Inauguration Ceremony

A Statewide Movement to develop Doctor Patient bonding



“A New beginning” by

Medical Education Department, Government of Maharashtra and

Conducted by “Origin Foundation”, Thane on 17th June 2017

- Honorable Shri. Girish Mahajan** (Minister for Medical Education, Government of Maharashtra)  
**Shri. Sanjay Deshmukh** (Secretary for Medical Education and Drugs , Government of Maharashtra)  
**Dr. Pravin Shingare** (Director for Medical Education and Research, Government of Maharashtra)  
**Dr. Prakash Wakode** (Joint Director of Medical Education, Government of Maharashtra)  
**Dr. Tatyrao Lahane** (Dean, Grant Medical College and Sir JJ Hospitals)  
**Dr. V. P. Kale** (Vice Dean, Grant Medical College and Sir JJ Hospitals)  
**Dr. Sanjay Surase** (Medical Superintendent, Grant Medical College and Sir JJ Hospitals)



### **DR. SANDEEP MANE**

**FRCOG (UK), CCST (UK), MD, FCPS, DGO, DICOG**

Royal College (London) certified Laparoscopic and Hysteroscopic Surgeon, UK Certificate of Completion of Specialist Skills Training (CCST) from Royal College, London Surgical skills training in-charge, Royal College, London, UK Consultant in Reproductive Medicine and Surgery Director, Origin International Fertility Centre, Thane, India Chief Trustee-President, Origin Foundation, India

Dr. Sandeep Mane obtained advanced fertility skills and qualified to become a consultant in the UK. He held many clinical posts in the UK & USA over a period of 12 years. He was In-Charge of the surgical skills training at the Royal College, London. He trained thousands of doctors from all over the world. He returned to India and established the Origin International Fertility Centre at Thane, which has brought happiness to numerous infertile couples from India and abroad.

Dr. Mane formed the Origin Foundation with a view to bring happiness in the society by working in the field of health, education and art. He conducted the **“Susanwaad Abhiyaan”** at 20 medical colleges across the state of Maharashtra with the help of the Medical Education Department, Government of Maharashtra, to offer Communication Skills training to all resident doctors. A proposal to include communication skills training in the medical curriculum has already been submitted to the Hon Shri Girish Mahajan Sir, Cabinet Minister, Medical Education Department, Government of Maharashtra.

A healthy and a happy society can be given the positive influence of education to create good human beings for the sake of peace and harmony. He would like to establish a **“Donation Day”** to develop a culture of giving so that the poor and the needy can benefit.







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## **Background of the “Susanwaad Abhiyaan”**

### **“Susanwaad Abhiyaan” for a good Doctor - Patient Relationship**

A good doctor-patient relationship is the focus of a quality healthcare service. A doctor needs to have good medical knowledge and skills, but at the same time be a good human being so that the patient can have trust in the treatment offered. The current medical education has heavily focused on giving good medical knowledge. Some importance has been given to learning practical skills, but very little has been done to develop the attitude and communication.

Over the years, the medical students lost their focus on providing holistic healthcare. As undergraduate students, interns and as junior resident doctors, they have been very busy and the stressful lifestyle was not conducive to developing sensitivity towards their patients. Excessive workload, lack of adequate rest, improper eating habits and lack of time due to patient workload made it impossible to learn communication skills without any formal training. The communication skills are not currently in the syllabus and hence there is no desperate need for the trainee doctors to acquire these skills. Some doctors face language barrier making their job much more difficult.

Most patients coming to the government setup are not very demanding and may accept the minimal communication as long as they get their required treatment, but the scenario is very different in the private setup. In recent times, the access to information has become very easy. The patients come to a doctor with a lot of knowledge. They are able to verify the treatment process undertaken by the doctors and are prepared to question the doctor. If there is a lack of proper communication, the trust is missing and this leads to a lot of misunderstanding. These situations have got out of hand and even violence took place against some doctors. The actual physical attack is just the tip of the iceberg. The real problem is the growing unhappiness and mistrust amongst the patients against the doctors and the healthcare services. Even if violent attacks stop, litigation will continue to rise. The aim should be to develop trust and respect and avoid violence and litigation. Patients want doctors who treat them using their medical knowledge and skills as well as communicate with them effectively.



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Sr. No.	Program	Duration
1.	Address by the Dean of the respective Govt. Medical college	2.00 pm
2.	Orientation to Communication Skills	2.30 pm
3.	Basic principles of communication skills in medical profession	2.45 pm
4.	Objective structured clinical examination modules (OSCE)	3.15 - 4.30 pm
	A. History Taking	
	B. Consent taking	
	C. Breaking bad news	
5.	Audiovisual- Doctor-Patient relation	10 mins
6.	Objective structured clinical examination modules (OSCE)	4.40-5.40pm
	D. Death in ICU - Handling angry relatives	
	E. Emergency in Casualty	
	F. Staff Communication	
7.	Importance of Ethics, Attitude and Behaviour in Medicine	5.40 - 6.00pm

Outline of Proposal to Introduce Communication in Curriculum

<b><u>Undergraduate Medical Course</u></b>		
<b>Module Component</b>	<b>Purpose and Process</b>	<b>By</b>
<i>*Why do we need Communication Skills ?</i>	<i>Sensitization of the students and the faculty</i>	<i>Susanvaad Abhiyaan Origin Foundation</i>
<i>*What to Teach in Curriculum?</i>	<i>ATCOM Module is ready and has defined the content</i>	<i>Medical Council of India</i>
<b>How to Teach Communication Skills ?</b>	<b>Train the Trainers Implement ATCOM Module</b>	<b>Origin Foundation to Design</b>
	<b>Introduce One day Compulsory Course on Communication, Attitude, Ethics, Behavior.</b>	<b>Origin Foundation to Design</b>
<b>How to Assess the Trainees ?</b>	<b>For Assessment and Feedback</b>	<b>Origin Foundation to Design</b>
<b>All Resources required will be designed by Origin Foundation</b>		

<b><u>Postgraduate Medical Course</u></b>		
<b>How to Teach Communication Skills ?</b>	<b>Introduce One day Compulsory Course on Communication, Attitude, Ethics, Behavior. Add this day to Existing Research ————— Methodology ————— Training</b>	<b>Origin Foundation to Design</b>
	<b>Advanced ATCOM Module To be Considered ??</b>	<b>Origin Foundation to Design</b>

\*Why and What to teach has already been established- Work is done  
 -How to Teach and How to Assess needs to be designed and implemented





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## Feedback of 3000 attending Doctors across Maharashtra

### Questionnaire

1. How would you rate today's workshop?	Excellent 100%	Poor 0%
2. Do you feel such guidance is necessary?	Yes 92%	No 8%
3. Did you feel benefitted by today's workshop?	Yes 97%	No 3%
4. Would you like CME points for this workshop?	Yes 74%	No 26%

## Feedback from

**Dr. Pravin H. Shingare**

Director Medical Education and Research,  
Government of Maharashtra



**DIRECTORATE OF MEDICAL EDUCATION & RESEARCH**

Govt. Dental College & Hospital Building 4<sup>th</sup> floor, St. George's Hospital Compound, F.D'mello Road, Mumbai - 400 001.  
Tel. No. - +91-22-22620361-65/22652251/97/99. Telegram - "MEDICATNSEARCH" Fax - +91-22-22620562/22652168  
Website : <http://www.dmer.org>

**Date - 14/01/2018**

**Dear Dr. Sandip**

The Origin Foundation has done the great work.

Your dedicated service to the Government Medical Colleges and Hospitals has helped our organization a lot. This has improved the communication skill among the resident doctors. This has helped the Institution in reducing incidence of attacks on doctors.

Though the Government of Maharashtra has not provided the financial support, you continued to work without any monetary gain.

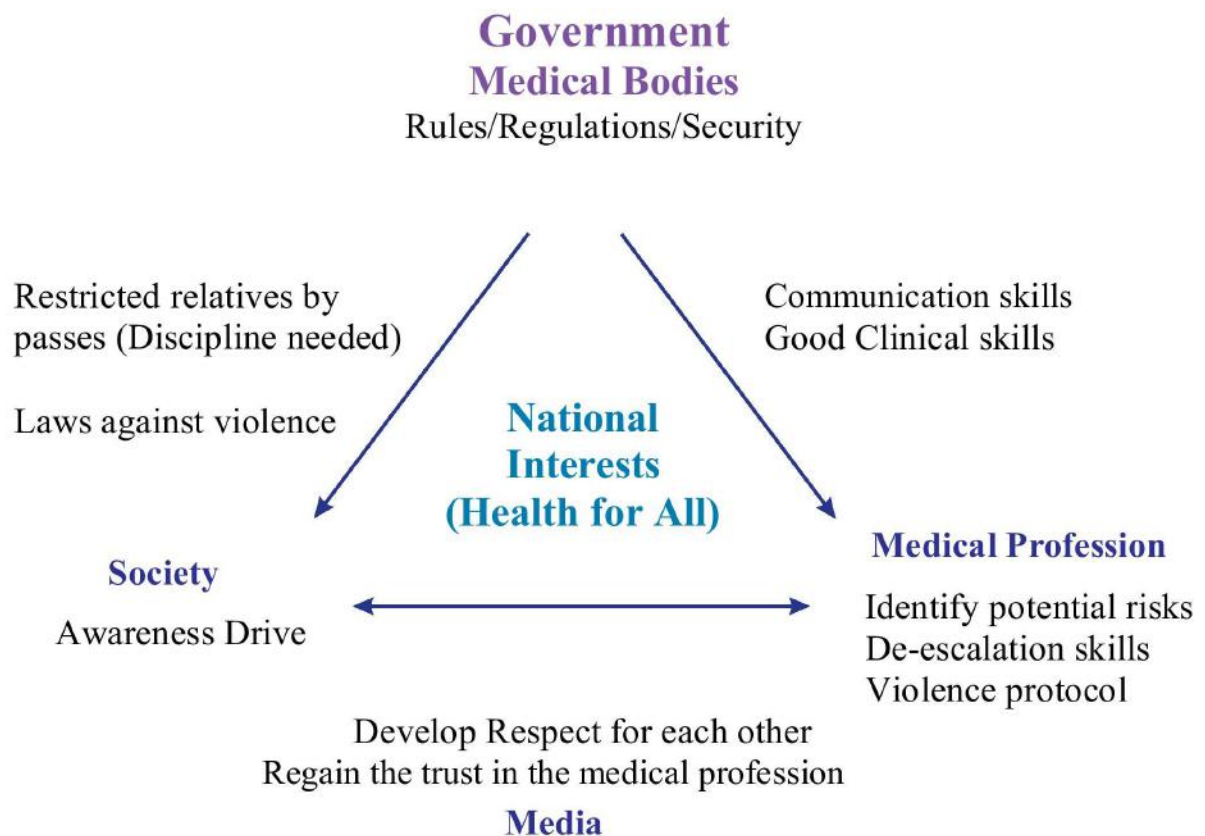
Yours Faithfully,

Dr. Pravin H. Shingare

Director Medical Education & Research,

Mumbai

## Doctor-Patient Bonding





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## Workshop has been conducted at the following colleges

Sr. No	Colleges	Region	Date
1	Grant Medical College and Sir J.J Hospitals	Mumbai	17-06-2017
2	Armed Forces Medical College	Pune	20-08-2017
3	Seth G.S. Medical College & KEM Hospital	Mumbai	16-09-2017
4	B.J. Government Medical College	Pune	22-09-2017
5	Government Medical College	Nagpur	07-10-2017
6	S.B.H. Government Medical College	Dhule	13-10-2017
7	Dr. Vaishampayan Memorial Govt. Medical College	Solapur	10-11-2017
8	R.C.S.M Government Medical College	Kolhapur	18-11-2017
9	Government Medical College, Miraj	Sangli	24-11-2017
10	Rajiv Gandhi Medical College	Kalwa	29-11-2017
11	Government Medical College	Aurangabad	16-12-2107
12	Government Medical College	Akola	05-01-2018
13	Shri. Vasantao Naik Government Medical College	Yavatmal	06-01-2018
14	Government Medical College	Gondia	19-01-2018
15	Indira Gandhi Government Medical College	Nagpur	20-01-2018
16	S.R.T. Rural Government Medical College, Ambajogai	Beed	16-02-2018
17	Government Medical College	Latur	17-02-2018
18	Government Medical College	Chandrapur	24-02-2018
19	Dr. Shankarrao Chavan Government Medical College	Nanded	10-03-2018

**B. J. Government Medical College  
PUNE**

Dr. Chandanwale, Dean, BJGMC & SGT  
Pune

Congratulations to Dr. Sandeep Mane for conducting such nice and effective workshop. Excellent oration and very effective in communicating to audience. It is needed for not only for residents but also for all doctors. The way he delivered his views and solutions for today's problem was very very admirable. I wish him a great success for his noble endeavor he has undertaken, Wishing him very all the best.



Dr. Ajay Chandanwale  
Dean  
BJGMC and SGT Pune





Government Medical College  
NAGPUR

7/10/17

- Excellent Experience -
- Needs such workshop regularly - 6 months intervals or yearly
- Skit play, interactive discussion really helpful.
- Just a suggestion - Please include cases or problems occur while giving pathology report & relatives have issues. How to handle?

Dr. P.M. Kodate  
Asstn Prof, Pathology.



Shri Bhausaheb Hire Government Medical College  
DHULE

डॉ. प्रम. व्ही. घोरपडे अधीनस्थ, अधिकाधिकार  
आज दि. १३/१०/१६ गेली ही का-डा-व.  
सह विद्यार्थ्यांमध्ये डॉ. संदीप भाजे  
आपली त्यांचे सामुहाद्वारे सुसंवाद  
आणिमान घडवून आणत या  
विद्यालयातील एम् रेसीडेंट डॉक्टर  
आपली सेवा कडू करविले इत्यादी  
होत. डॉक्टर आपली सेवा अधिक  
सेवा साधिल्यासाठी डॉ. भाजे यांनी  
अनेक उदाहरणांद्वारे कुशल  
कारणिते आपली सेवा साधिल्या  
आडवरी कशा दुर से होतिल या  
बालती शाळातून पर घातली  
Sympathy and Empathy मधील  
फरक समूहाने सांगितला Crisis  
Management या संवादात  
विषय डॉ. व्ही. व्ही. आप  
व्याप्त मिश्रितय लोक मिश्रित.  
डॉ. भाजे यांनी कडू उपक्रम करत  
इत्यादीत गुणवत्ता आहे. त्यांचे या  
मधील लक्षात अनेक सुनिश्चि, धन्यवाद





**Dr. Vaishampayan Memorial Government Medical College  
SOLAPUR**

origin foundation has taken lot of effort to train the resident doctor" of various medical colleges. Today they have taken communication skill training programme at VMGMC Solapur.

I am personally very much thankful to origin foundation Dr. Saideep and his whole team-mates for taking lot of efforts to make this programme successful.

This workshop will sensitize & motivate all residents to avoid upward incidences in hospitals today & in future.

Such workshops should be need at the hour & should be conducted periodically.

Thanks once again  
Date.





Government Medical College  
**MIRAJ**

Dr. N B GAIKHARAD

Asso. Prof. (BCh)  
GMC MIRAJ  
Dep. Med. Sup.  
PVPKH, Sangli.

Very happy with the mitoxime  
started by Dr. Mane.

I hope this will help our  
residents a lot.

Best wishes.

  
24/11/19



Rajarshee Chhatrapati Shahu Maharaj Government Medical College  
**KOLHAPUR**

I heartily congratulate Origin Foundation and the team led by Dr. Sandeep Mane for this highly desirable and relevant initiative. I am sure that C.P.R. Hospital residents will benefit immensely from the deliberations. I wish you the very best for your future endeavours.

*Dr.*

Dr. Jaiprakash Ramesh  
Dean  
R.C.S.M. Govt. Medical  
College and C.P.R. General  
Hospital, Kolhapur







Government Medical College  
**AURANGABAD**

16/12/2017

Role plays are  
excellant. Lectures by  
Dr. mane was excellant.  
Eye opening experience.

Dr. Syeda Afroz  
GMC A'bad.



Government Medical College  
**AKOLA**

I was very happy to host the workshop on communication skills conducted by Dr. Mane and his origin foundation team.

This highly effective workshop has sensitized my students, Interns, and Residents towards Communications and its role in patient care.

Thanks!

Rajesh P. Kayabarte  
5-1-18  
Dr. Rajesh P. Kayabarte  
Dean,  
Government Medical College,  
Akola





Shri. Vasantao Naik Government Medical College

## YAVATMAL

Email - manishshrivinayak@gmail.com

This workshop is very effective  
in training of UG/PG students  
of this college.

I congratulate our MED  
for taking initiative for starting  
Communication Skill workshop

I congratulate origin foundation  
of SV Nave along with his  
dedicated team.

I am impressed the way  
origin foundation is implementing this  
workshop

  
6/1/18






Government Medical College  
**GONDIA**

Email ID - dr.rukhmode@gmail.com

This is a great pleasure to me and our college faculty and students. With this communication skill workshop our students and doctors get new methodology of communication as well they get sensitive how to communicate with the patient and their relatives.

Thanks to Dr. Mane Sir and his staff for the appreciable skill workshop not only at GMC, Gondia but in whole Maharashtra also.

Thanks again

  
19/11/18  
(Dr. V.P. Rukhmode)  
Vice-Dean, GMC,  
Gondia.



# Indira Gandhi Government Medical College NAGPUR

It is a great opportunity for budding doctors to learn & imbibe the communication skills which are very essential to develop a dialogue with the sufferer. The recipient one is a patient who is already in distress but the doctors need to have patience to deal with his agony as well as his anxiety. These types of workshops is a very commendable initiative of the Health Department. We wholeheartedly welcome this

idea & am sure that it will be beneficial to avoid any conflicts in the doctor-patient relationships.

Thanks once again to the initiative of Dr. Mane & his team for the training.

Arundha Shrikhande  
(Dr. Mrs) A.V. Shrikhande  
Dean (Addl. Surg) IGGMC  
20/1/18

To Respected Sandeep Mane Sir,  
Communication skills - that is the need of the day. Human being is superior & bestowed with his ability to speak. But yes that should be delivered in structured manner with sympathy & empathy & in a manner that the next person will understand. First of all Doctor has to be a good person & his attitude that 'it starts with me'. This type of training will definitely bring the best out of us. Very much needed in today's days.

Dr. Priya Dhengre  
Asst. Prof.  
Dept. of Community Med  
IGGMC, Np





S. R. T. Rural Government Medical College  
AMBAJOGAI

15/2/2018

Resp. Dr. Sandeep Sir  
and Arjio Foundation team

Conducted today workshop on  
'Communication Skills' at SRTR GMC  
Ambajogai -


Workshop was very useful for  
resident doctors as well as  
senior doctors & students.

Dr. Sandeep explained with the  
help of line role play & with  
case how to communicate to patient,  
how counsel with relatives &  
how handle bad breaking new relat  
to disease -

He has focused right- balance  
on ethics, attitude & behaviour of  
a doctor.

what practices should be cultivated  
& what practices should be eradicated  
explained in nice way

THANKS alot -

  
Dr. Vedprakash V  
SRTR GMC Ambajogai

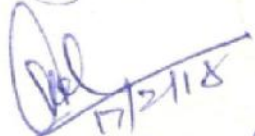




Government Medical College  
LATUR

Dr C R Dode  
Vice Dean  
- Govt. med. college  
Latur  
17/11/2018

I congratulate Dr Sandeep Mane  
and his team for achieving  
Excellent work shop on Patient  
Doctor Relationship. My honor to  
share the comprehensive  
Account he has shared with  
the audience  
Thank you

  
17/11/18  
Dr C R Dode  
V. Dean, Govt.  
med. college Latur




**Government Medical College  
CHANDRAPUR**

24.02.2018

This session on communication skills by Orisipoo foundation by Dr Sandip Mane and his team was very useful for resident doctors and other students. It will definitely help doctors in future when they will serve society.

Thanks to our Hon. minister sir, Secretary sir, Director sir and Orisipoo foundation for this valuable training regarding communication skills.

  
Dr. S.S. Mane  
Dean  
GMC, Chandrapur.


24 Feb 018.

Resp. sir

Really great session of communication skill training with you on dt. 24.02.2018

This topic should be included in UG curriculum (may be in FMT) & practical workshop (like today) should be conducted, even in urban med college & rural hospital, to prevent violence against doctors.

Thanks.

  
Dr. V. Shokle  
Asst. prof FMS  
GMC Chandrapur





Dr. Shankarrao Chavan Government Medical College  
NANDED

Resp Sir,

This was an excellent communication skill workshop and real eye opener to even senior faculty members to like us.

Very Dedicated team  
My congratulations to  
Dr Sandeep Mane &  
~~the~~ Origin foundation.

Dr. M. E. K. K.  
Prof. of Path.







Event held at Gadkari Rangayatan on 2nd July, 2017

**“ORIGIN - Adarsh Doctor Puraskar”**



Sitting from Right to Left:

**Award Winners**

Dr. Ravindra Kolhe and Dr. Mrs. Smita Kolhe - Bairagarh, Amravati  
Dr. Shashikant Ahankari and Dr. Mrs. Shubhangi Ahankari - Osmanabad  
Dr. Rajendra Dhamane and Dr. Mrs. Sucheta Dhamane - Ahmednagar  
Dr. Himmatrao Bawaskar and Dr. Mrs. Pramodini Bawaskar - Mahad

Standing from Right to Left:

**Chief Guests**

Dr. Alka Mandke- Anesthetist and Social worker  
Mr. M.V.Deshmukh - Ex Chief of Maharashtra Fire Services  
Mr. Nitin Desai - Art Director, Production designer  
Dr. Avinash Supe - Dean, Seth G.S. Medical College & KEM Hospital  
Dr. Sandeep Mane - President, Origin Foundation  
Mr. Jayu Bhatkar - Assistant Director, Doordarshan  
Mr. Bhimrao Panchale - Ghazal Nawaz  
Mr. Sanjay Shinde - DCP, Kalyan

Senior doctors and other professionals participated in this social cause. Each Guest had a unique view about this subject.

They showed us their commitment to the society.

We are extremely grateful to them for sparing their valuable time on a Sunday with us.



*Thank You*







The Origin Foundation, Opp. Hiranandani Meadows, Off Pokhran Road 2, Thane (W)

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[www.theoriginfoundation.org](http://www.theoriginfoundation.org)