

Enhancing Patient Experience through Empathy and Professionalism.
A Training Session for Security Staff and Unit Helpers

The Patient Advocacy Committee organized an training session titled “**Connect and Protect**” aimed at enhancing good and polite behaviour among the hospital’s security staff and unit helpers in various OPD’s on 30th August 2025. This initiative, aligned with NABH standards, was designed to improve the overall experience of patients and bystanders by fostering respectful and compassionate interactions within the hospital environment.



The session was expertly facilitated by Mr. Rajilan M.C., a Government of India certified Corporate Trainer and the Founder of the Research Academy for Creative Excellence (RACE). Throughout the training, Mr. Rajilan emphasized the critical role of teamwork in ensuring smooth and efficient hospital operations. He also addressed the importance of effective communication and relationship building skills to create positive and trusting interactions with patients and their families.



During the training, Mr. Rajilan shared valuable techniques for managing stress and addressing personal emotions which can influence professional conduct. He stressed the importance of preventing conflicts with patients and using effective de-escalation methods to maintain a safe and peaceful environment. Additionally, he highlighted the need to uphold respect and dignity for every individual patient, visitors and staff alike which plays a vital role in fostering harmony and trust within the hospital community.

He also encouraged the participants to remain vigilant and proactive, showing genuine compassion and empathy in all their interactions with patients and bystanders. Mr. Rajilan emphasized that thoughtful and sincere behaviour greatly enhances the quality of patient care and overall experience. The session equipped the security staff and unit helpers with practical skills to not only ensure patient safety but also build meaningful connections, thereby creating a more caring and supportive hospital atmosphere.



The session concluded with a vote of thanks delivered by Mr. Sisir Raj J., Social Worker and co-ordinated by Mr. Sisir Raj J., Social Worker and Mr. Chaitanya, PRO

Date: 13.10.2025