

A Report

2018

Training Programme for Patient Care Counsellors



We reach out and care



VISION 2020: The Right to Sight—INDIA

PBMA's H V Desai Eye Hospital

Organise Training Programme for

Patient Care Counsellors

Date: 28 & 29 September 2018 | Venue: H V Desai Eye Hospital, Pune

Supported By



VISION 2020: The Right to Sight-INDIA

D-21, 2nd Floor, Corporate Park,
Near Dwarka Sector – 8 Metro Station
Dwarka Sec- 21, New Delhi- 110077

Date: 08 - 09 December 2016



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World No. 1 in spectacle lenses



Introduction:

One of the key challenges faced by eye hospitals include the struggle to increase surgical volumes and revenues. While increasing outpatient volumes is one concern, a more important strategy is to monitor and increase uptake of services – including uptake of surgery, spectacles, medicines and adherence to essential follow up visits. Patient counselors play a key role in increasing this uptake. However, many eye hospitals struggle with this challenge, despite having a counseling cadre.

In view of this, VISION 2020: The Right to Sight- INDIA organized a two day training programme on "**Patient Care Counselors**" on 28 & 29 September 2018 at PBMA's HV Desai Eye Hospital, Pune, Maharashtra.

Participants included patient counselors and managers based in eye hospitals. The workshop was largely attended by counselors who play an important role in counseling the patients and was also attended by few head of the organizations and administrators. This workshop was about counseling methodologies.

Build capacities of patient care counselors to effectively counsel both paying and non-paying patients to undergo surgical treatment

Objective of the workshop:

Participation:

Encouraging participation observed in the workshop. Fifty six delegates from 21 organizations from 8 states participated in the workshop. Professionals/personnel involved in optical counseling benefitted from the workshop.

Agenda:

Day-1: 28 Sep 2018 (Friday)		
Time	Sessions	Resource Person
9:00 -9:30 AM	Registration	
9:30 -9:50 AM	Introduction and Inauguration	Col. Dr. Madan Deshpande
9:50 -10:00 AM	Review of basic clinical knowledge	Dr Sucheta Kulkarni
10:00 -10:10 AM	Refresher on clinical Knowledge -Glaucoma	Dr Vidya
10:10 -10:30 AM	Types of Cataract Surgery :Basic and Advance	Dr Atul Hegade
10:50 -11:10 AM	Question and Answers	
11:10 -11:30 AM	Tea Break	
11:30-12:00 PM	Cataract Surgery counselling - What Patients needs to know and Rapport Building	Mr Shourav Das
12:00 -12:20 AM	An enabling environment for counselling	Mr Ved Praksad Mishra
12:20 -12:40 AM	Cataract surgery counselling protocol	Mr Ved Praksad Mishra
12:40 to 1:00 PM	Counselling for premium IOLs	Mr Ved Praksad Mishra
1:00 -1:15 PM	Question and Answers	
1:15 -2:15 PM	Lunch	
2:15 -2:45 PM	Role of monitoring and Feedback	Dr Rajesh Kapse
2:45 -3:15 PM	Role play	
3:15 -3:25 PM	Question and Answers	
3:25 -3:45 PM	Tea Break	
DAY -2: 29 Sep 2018 (Saturday)		
Time	Sessions	Resource Person
9:00 -9:10 AM	Refresher on clinical Knowledge -Retina	Dr Sucheta Kulkarni
9:10 -9:20 AM	Refresher on clinical Knowledge -Pediatric Eye care	Dr Nikhil Rishikeshi
9:20 -9:50 AM	Paediatric Cataract and Special Category (Aniridia ,Complicated Cataract ,Coloboma)	Dr Nikhil Rishikeshi
9:50 -10:10 AM	Refresher on clinical Knowledge -Cornea & Eye Banking	Dr Shilpa Joshi
10:10 -10:30 AM	Counselling for chronic conditions (Including Amblyopia)	Dr Mahesh
10:30 -10:50 AM	Developing health Education metrial	Dr Kuldeep Dole
10:50 -11:00 AM	Question and Answers	
11:00 -11:20 AM	Tea Break	
11:20 -12:30 AM	Role Play -HVDEH counsellors	HVDEH team
12:30 - 12:50 PM	Feedback	
12:50 -1:10 PM	Certificate Distribution	
1:10 PM	Lunch & Departure	

Programme:



Welcome by Col M Deshpande

Programme started with a formal welcome of the delegates by **Col. Dr. Madan Deshpande**, Chief Medical Director, PBMA's HV Desai Eye Hospital and **Mr Mrinal Ray Madhaw**, Programme Manger, VISION 2020 INDIA and then the programme was inaugurated.

Further to the welcome speech and setting up the workshop agenda, the session started with the presentation of **Dr Sucheta Kulkarni** on 'Review of Basic Clinical Knowledge'. She started her presentation with quiz and then gave an overview on various eye diseases with nature of all the diseases whether they are preventable, curable or non curable.



Dr Sucheta Kulkarni

Subsequent to this, **Dr Atul Hegade** made a presentation on 'Types of Cataract Surgery: Basic and Advance'. He elaborated about Intra Capsular Cataract Extraction (ICCE) and Extra Capsular Cataract Extraction (ECCE) and also defined its broad classifications. He spoke on indications of ICCE, its techniques and disadvantages. He further explained about ECCE, it's methods and advantages which has now replaces ICCE almost in most of the part of world. He also focused on contraindications of ECCE. He spoke on Small Incision Cataract Surgery (SICS), Phacoemulsification, IOL implementation and post operative course of ECCE.



Dr Atul Hegade

Dr Vidya made presentation on 'Refresher on Clinical Knowledge - Glaucoma'. Her presentation was focused on signs & symptoms, diagnosis of the disease and treatment. She explained about anterior segment OD, Fundus OD, Fundus OS and also explained Primary Angle Closure Glaucoma and the process of grading of angel width.



Dr Vidya

Post tea break session **Mr Shourav Das** from Alcon made presentation on

'Cataract Surgery Counseling - What Patients needs to know and Rapport Building'. He made his presentation in three major areas: Primary Skills, Techniques and Patient Rapport. Under Primary Skills he spoke about primary rules of cataract counseling and the skeleton of cataract surgery counseling. Under Techniques he focused on the art of recommendation, objective doodling (Making patients information material a resource by marking important points to refer while reading at home), post operative counseling and counseling script and importance of telling reverse package to the patients. Under Patient Rapport, he spoke on probing and patient profiling system. He informed the ground rules to be focused during the counseling to make the patient and the attendant comfortable and to make them feel important by doing ice- breaking by asking



Mr Shourav Das

few open ended questions. Further he explained on how patients should be explained about the surgery, lens and procedure by using visual aid and presentations and not to use only verbal communication. It is essential to check in between the patients understanding on whatever the Counselor is informing them. He emphasized on making these a habit. He informed on ideal split of cataract counseling session. He gave several examples to make the delegates understand the topic.

Mr Ved Prakash Mishra from Hoya made presentations on an 'Enabling Environment for Counseling, Cataract Surgery Counseling Protocol and Counseling for Premium IOLs'. He started with a brief introduction to counseling and the need of the counselors. He explained on how counselors plan an important role bridging the gap between the doctor and the patient and by providing value added services to patients by passing useful information which helps patient to choose right surgery and suitable lens. He also explained the objectives and basics of counseling. He also emphasized on the points to be remembered by the counselors during the counseling, their knowledge about the hospital and its services. Further he explained on how an enabling environment for counseling can be made. Under this section he described about the basic infrastructure, materials needed and the counseling protocols. Procedure of the surgery also to be informed to the patients and how to assist patients in selection of correct lens was discussed during the presentation.



Mr Ved Prakash Mishra



Dr Rajesh Kapse

Post Lunch, **Dr Rajesh Kapse** spoke on monitoring and feedback. He discussed the basic problems, hospitals faces in getting feedbacks. Some of the participants responded that sometimes patients take the feedback forms along with them. Many times, hospitals fail to get feedbacks as they forgot to open the feedback box, Dr Rajesh added. He emphasized on feedback system which can help organisations to fill the gaps.

A role play was conducted after the presentations to show how counselors should deal with the patients.

Two plays were conducted during the session. First role play showed the improper communication with the patients and the second one showed the proper communication. . And then the discussion held to point out the gaps identified during the role play. Further Ms Sangeeta Patil shared an issue related to insurance and suggested that the counselors should also ask from the patients whether they are covered with insurance or not.



Role Play by delegates

Day two started with presentation of **Dr Sucheta Kulkarni** on 'Refresher on Clinical Knowledge –Retina'. She initiated with the basics of retina, its function and common general diseases affecting the retina. Prevention and early treatment is the key to any retinal disease. She then focused on key messages for counselors they should always keep in their mind.

Dr Shilpa Joshi presented on 'Counseling in Cornea'. She gave the basics of cornea, signs and symptoms of the disease and its cure. She also informed about the complications of

pterygium surgery and the good outcomes of Therapeutic Keratoplasty. She used many pictures and graphics to define it better.

Dr Nikhil Rishikeshi made presentation on Refresher on clinical Knowledge -Pediatric Eye care and Paediatric Cataract and Special Category (Aniridia ,Complicated Cataract ,Coloboma). During his first presentation, he explained about the paediatric cataract, its signs and symptoms and also the causes. He shared the important facts and classifications of congenital cataract, Aniridia with cataract, cataract with typical iris coloboma etc. Further to that he explained the management of paediatric cataract. In his second presentation he spoke about the importance of early identification of the problem and described common eye disorders. And at last he spoke on the points which should be taken care by all for their regular eye check up.



Dr Nikhil Rishikeshi

Further to this **Dr Mahesh Tikekar** made presentation on Counseling for Amblyopia And Chronic Conditions. In his presentation he emphasized on the given points to be known by the counselors:

- Knowledge about Amblyopia
- Causes of developing Amblyopia
- Different types of Amblyopia
- Corrective measures and
- Counselors role



Further he also explained about the frequent doubts on eye glasses for children, signs of vision problems in children and at last he discussed about the myths in our society on eye care.

At last **Dr Kuldeep Dole** presented about developing health education material. He informed the audiences that these materials can be developed in the organization or can also be downloaded online. He also focused on use of these materials and videos to make the patient understand clearly about the disease, and its management. This plays an important role to get high convergence rate.



Dr Kuldeep Dole

Towards the end, delegates were suggested to implement the learning's in their own organisation. Participants appreciated the workshop as a good participatory workshop. The workshop wrapped up at 13:00 hrs with vote of thanks to the delegates by Dr Sucheta Kulkarni and Mr Mrinal Ray Madhaw.

Dr Mahesh Tikekar



GROUP PHOTO

Gratitude:

- *Our sincere thanks to PBMA's HV Desai Eye Hospital for their support towards conducting this workshop*
- *Our special thanks to all resource persons for their effort and time to make this workshop successful by disseminating their institutional and individual vast experience and knowledge*
- *Our sincere thanks to all CAB Members for their support for the training programmes*
- *Our sincere thanks to all the delegates, participated in the workshop and thanks for their encouraging response*
- *We are thankful to the leaders of our member organisations for sending their representatives to attend the workshop*
- *We are extremely thankful to each and every one who supported us to make this workshop a grand success*

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