SUDEEP GHOSH

Corporate Trainer | AI, Behavioural and Process Excellence | Healthcare and Manufacturing

sudeep@humanskills.in · +91 76987 09916 · humanskills.in · Rohtak, Haryana (Delhi NCR)

Patient Experience and Six Sigma for Healthcare

A full-day programme for front-desk, nursing and caregiving teams — where behaviour is trained and the improvement is measured.

Why this programme exists

Most patient-experience training ends with a feedback form. Staff are told to be more empathetic, the session closes, and three months later the complaint pattern is unchanged. The reason is that behaviour and process are taught separately, if at all. This programme treats them as one problem: how a patient is treated is a behaviour, and how consistently that happens is a process.

The two tracks

Track A — Patient Experience (behaviour)

- Empathetic communication: listening, tone, breaking difficult news
- Complaint handling and service recovery under pressure
- Front-desk presence, first impressions and wayfinding
- Handling angry or anxious patients and families
- Difficult conversations with colleagues and supervisors
- Managing emotional load on shift: self-regulation and recovery after difficult interactions

Track B — Six Sigma (process)

- Mapping the patient journey and locating delay points
- Defect and delay analysis: where service actually fails
- Root cause analysis on repeat complaints
- SOP adherence checks after training
- A small set of metrics the team can maintain

How the two combine

1. **Diagnose.** Read the complaint log and walk the patient journey with the team, so the training starts from their real failures rather than a syllabus.
2. **Train.** Behaviour modules built on those scenarios, practised through role-play and feedback rather than lecture.
3. **Measure.** Agree two or three indicators before the session — complaint resolution time, repeat complaints in a category, front-desk wait, patient feedback on a specific touchpoint — and report against them after six to eight weeks.

Format and what the client receives

Full-day (6 hours), on-site or online, for cohorts of 15 to 30. Includes a pre-session scoping call with the clinical or operations lead, customised scenarios drawn from the client's own complaint data, participant handouts, a short post-programme summary against the agreed indicators, and verifiable e-certificates with QR validation on completion.

Delivery record: behavioural and patient-interaction modules for caregiving teams at Apollo Home Healthcare and AIDIAS Consulting Group; programmes for Dr. Reddy's Laboratories through Argyle HR Solutions; work with dental and urology practices in Haryana. 2,700+ learners across 60+ workshops.

What you receive: the baseline captured in week one, and a written report against two or three agreed indicators at six to eight weeks. Every participant gets a QR-verifiable certificate.