



MEDIA RELEASE

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OET launches whitepaper on communication and patient safety

Today OET – the Occupational English Test – launched a new whitepaper on the role of communication in delivering patient safety. The whitepaper was released in honour of the World Health Organization's (WHO) inaugural World Patient Safety Day. World Patient Safety Day aims to raise global awareness about patient safety and encourage global solidarity and action.

The OET whitepaper examines various global healthcare trends, from the rise in non-communicable diseases to the empowered consumer, and the demands these trends place on the communicative ability of healthcare staff. It also studies the impact of communication on patient satisfaction, engagement and compliance, and safety.

Finally, the whitepaper discusses how OET can assist healthcare recruiters and employers in ensuring their staff have the communication skills required to deliver effective and safe care.

Sujata Stead, CEO of Cambridge Boxhill Language Assessment (the owners of OET), said: "We are delighted to present the healthcare industry with this work on the role of communication in delivering patient safety. Research shows that poor communication can lead to patient harm or even death, and we at OET are committed to empowering the healthcare industry with the communication skills for success."

"I congratulate WHO on making patient safety a global health priority and encourage you to download the whitepaper. We look forward to discussing with you how OET could contribute to your patients' safety by ensuring staff have the necessary language proficiency and clinical communication skills," she added.

The whitepaper may be downloaded from the OET website:
<https://www.occupationalenglishtest.org/l/patient-safety-whitepaper/>.

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About OET

OET is an international English language test that assesses the language communication skills of healthcare professionals who seek to register and practise in an English-speaking environment.

OET results are accepted by healthcare boards and councils in the UK, Ireland, Australia, New Zealand, Singapore, Dubai, Namibia and Ukraine as proof of English language proficiency. OET is also recognised in Australia and New Zealand for visa purposes.

Available at more than 130 venues in 41 countries, OET is owned by Cambridge Boxhill Language Assessment, a venture between Cambridge Assessment English and Box Hill Institute, Australia. For more information visit <http://www.occupationalenglishtest.org>.

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