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OET organized a successful Healthcare Communication Forum

Sujata Stead, CEO, CBLA: “We will continue to help healthcare professionals deliver safe and effective care”.

Kochi: The Occupational English Test (OET), the only international English language test designed specifically for healthcare professionals, has organized its second successive Healthcare Communication Forum in India at Marriot Hotel, Kochi on 21st November 2019. The opening address and welcoming remarks were given by Ms. Sujata Stead, CEO, Cambridge Boxhill Language Assessment.

During the one-day event more than 100 participants from across India took part in this forum. Attendees from UK, Australia and India spoke at the event. The Forum connected the experts from Healthcare industry, hospital administration, healthcare job recruiters, education and academics to discuss and address on various topics related to healthcare industry.

Since Kerala is known for healthcare innovations and services, OET conducted its second Healthcare Communication Forum in Kochi like previous year. The Forum discussed the various opportunities, challenges and recent trends of the healthcare profession both in India and globally.

A panel discussion took place in the morning on “the Importance of Communication in Healthcare” chaired by Ms. Sujata Stead, CEO, Cambridge Boxhill Language Assessment. Other interesting topics like “Developing English skills for success in the workplace”, “Educating healthcare professionals for the future”, “Tackling the healthcare workforce crisis”, and “How education can transform clinical communication in healthcare” were addressed in both morning and evening sessions in the forum.

Ms Sujata Stead, CEO, Cambridge Boxhill Language Assessment, Australia addressed the forum as follows: “OET plays a key role in ensuring Indian healthcare professionals choosing to work abroad have the workplace language skills for success in their overseas workplace. Many of these same professionals then bring their learnings and experience back home, to the benefit of all Indians. We will continue to help healthcare professionals deliver safe and effective care”.

Other speakers at the forum included:

- Mr Sasidharan Nair, Chairman, Overseas Development and Employment Promotion Consultants (ODEPC, Government of Kerala)
- Ms Elin Sandberg, Head of Programmes - Global Engagement, Health Education England, UK,
- Dr Indu Arneja, Founder, Indian Institute of Healthcare Communication, New Delhi



- Dr Balakrishna Shetty, Vice Chancellor, Sri Siddhartha University, Bangalore
- Prof. Roy K. George, President, Trained Nurses Association of India (TNAI), New Delhi

Quoting a medical Journal Dr. Indu Arneja said, “Extensive research has shown that no matter how knowledgeable a clinician might be, if he or she is not able to open good communication with the patient, he or she may be of no help.”

The OET Healthcare Communication Forum is one of the world’s leading strategic forums in healthcare communication. Speakers at this Forum are leading experts from the healthcare industry, communication studies, Government officials, employers and academics.

In this era of information overload, short attention spans and non-stop distractions, effective communication is becoming increasingly vital to the success of healthcare practices. Sometimes just talking to the patient for a few minutes before discussing their medical condition, asking a few extra questions, and providing helpful information and educational materials can make all the difference. Healthcare professionals need to be open to other people’s identities and to understand cultural differences.

[Download a free OET whitepaper on the role of communication in patient safety.](#)

OET is recognized as proof of English language proficiency for registration purposes by major healthcare boards and Councils in the UK, Ireland, Australia, New Zealand, Dubai, Singapore, Malta, Namibia and Ukraine. It is also accepted in Australia and New Zealand for visa and immigration purposes.

About OET:

The Occupational English Test (OET) is designed to meet the specific English language needs of the healthcare sector. It assesses the language proficiency of healthcare professionals who wish to register and practice in an English-speaking environment. OET is owned by Cambridge Boxhill Language Assessment (CBLA), a venture between Cambridge Assessment English and Box Hill Institute.

To learn more about OET visit: www.occupationalenglishtest.org

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