

HEALTHCARE ACADEMY

Healthcare

Safer care, stronger teams, and staff who stay.

Programmes for hospitals, clinics and health facilities on leadership and retention, quality and patient safety, compassionate communication and multidisciplinary teamwork.

4

practical courses for clinical and administrative teams

3

ways to learn: in-house, open-house and online or blended

200+

clients served by CDC Consult since 2003

The courses at a glance

Four programmes for health facilities that want safer care, stronger clinical teams and better patient experience. Each draws on evidence-based practice and real healthcare scenarios, and can be tailored to your facility.

- 01 Leadership & Staff Retention in Healthcare**
Keep your best clinical and support staff, and keep them motivated.
- 02 Quality & Patient Safety Management**
Build a culture of safety that reduces errors and protects patients.
- 03 Compassionate & Patient-Centred Communication**
Communicate with patients and families with empathy and clarity.
- 04 Teamwork in Multidisciplinary Health Settings**
Get doctors, nurses and support staff working as one team.

WHO SHOULD ATTEND

Clinical and administrative leaders, unit heads and supervisors, nurses, physicians and specialists, front office staff, and administrative and support staff in hospitals, clinics and other health facilities.

CHOOSE HOW YOUR TEAM LEARNS

In-house

Customised training delivered at your facility, for your teams only.

Open-house

Scheduled sessions at a neutral venue, learning alongside peers from other facilities.

Online and blended

Through Adansonia, CDC's e-learning platform, with progress tracking and certificates.

COURSE 01 · CDC-HC-01

Leadership & Staff Retention in Healthcare

Keep your best clinical and support staff, and keep them motivated.

Leaders learn to apply evidence-based retention strategies, including stay interviews and professional development pathways, to reduce turnover and protect institutional knowledge.

MODULES

1. Strategic Leadership for a Thriving, Resilient Workforce
2. Retention Strategies: Stay Interviews, Mentorship & Development Pathways
3. Resilience Coaching, Recognition & Motivational Engagement
4. Conflict Resolution & Promoting Psychological Safety

WHO SHOULD ATTEND

Supervisors · Unit heads · Administrators

COURSE 02 · CDC-HC-02

Quality & Patient Safety Management

Build a culture of safety that reduces errors and protects patients.

Covers quality management, patient safety principles, risk reduction, clinical governance and continuous quality improvement.

MODULES

1. Foundations of Quality & Patient Safety, and Leadership's Role
2. Incident Analysis & Clinical Error Prevention
3. Quality Improvement Tools: PDSA, 5S, Lean & Workflow Mapping
4. Implementing & Sustaining Safety Programmes with KPIs and Audits

WHO SHOULD ATTEND

Healthcare managers and administrators · Nurses · Supervisors · Support staff

COURSE 03 · CDC-HC-03

Compassionate & Patient-Centred Communication

Communicate with patients and families with empathy and clarity.

Participants practise managing difficult conversations, using non-verbal cues and maintaining patient dignity, to improve patient experience, compliance and outcomes.

MODULES

1. Empathetic Listening & Building Trust with Patients
2. Communicating Medical Information Clearly & Ethically
3. Managing Patient Anxiety & Difficult Conversations
4. Structuring Patient-Centred Conversations for Better Outcomes

WHO SHOULD ATTEND

Nurses · Front office staff · Physicians and specialists

COURSE 04 · CDC-HC-04

Teamwork in Multidisciplinary Health Settings

Get doctors, nurses and support staff working as one team.

Participants learn to resolve conflict across professional boundaries, hand over efficiently and use structured communication tools such as SBAR to improve team safety and patient outcomes.

MODULES

1. Clarifying Roles & Responsibilities Across Disciplines
2. Structured Communication Tools: SBAR and Consistent Handoffs
3. Conflict Management & Collaborative Decision-Making
4. Briefings, Debriefings & Shared Goal Alignment for Patient Safety

WHO SHOULD ATTEND

Nurses · Physicians · Specialists · Administrative and support staff

HOW EVERY PROGRAMME WORKS

Learning you can measure

1**Baseline test**

Before training, participants take a pre-assessment, so facilitation is pitched at their level and learning gaps are clear.

2**Practical delivery**

Case studies, group work and real-world exercises, tailored to your facility's needs and delivered by experienced practitioners.

3**Outcome test and evaluation**

A post-assessment measures improvement against the baseline. Participants receive feedback within 24–48 hours, and your facility receives the evaluation results.

Courses can be combined into a tailored programme for your facility. Online participants on Adansonian have their progress tracked and receive a certificate of participation.

Bring these programmes to your facility

- 1 Tell us what your teams need**
Choose one course or several, and the clinical and administrative teams you want to reach.
- 2 Receive a tailored proposal**
We adapt content, duration and format to your facility and shift patterns, with dates and a quotation.
- 3 Train in-house, open-house or online**
Delivered at your facility, at a public session, or through Adansonia, with assessments and an evaluation report.

TALK TO US

Akosua Darkwa
Edinam Dzandu

0544 332 030

akosua@cdcconsult.org

edinam@cdcconsult.org

info@cdcconsult.org

CDC CONSULT LTD

Tel: +233 302 912645 / 434447

P. O. Box CT 4723, Cantonments, Accra

www.cdcconsult.org

www.adansonia.org

ALSO FROM CDC CONSULT TRAINING

Corporate Performance · Pharmaceuticals · FMCG · Distributors & Route-to-Market · Banking Without Barriers · Women & Youth Empowerment · Youth Employment & Enterprise Accelerator · Hospitality