More than 18,000 patients die in Australian hospitals each year, and another 50,000 suffer permanent disability, due to adverse events. Communication breakdowns are a key element in the majority of these unanticipated adverse events.

The CAPS Program aims to provide communication awareness and practical tools to improve the safety and efficiency of communication in healthcare. The topics covered have application to inter-personal, inter-professional and staff-to-patient communications. The program is specifically designed to include non-clinical as well as clinical staff.

If you work in the health system, whatever your role, YOU have a part to play in developing better communication practices at work. In this way, everyone of us can help to reduce the amount of unnecessary patient harm.

I do not directly interact with patients. Am I expected to attend?
Yes. Every employee (including casual) of Community and Oral Health Directorate (COH) is required to attend the CaPS Program in 2019. The program was developed for ALL QLD Health staff, of all streams and levels. It is for all clinical and non-clinical staff alike, because everyone contributes to the ‘communication culture’ of their workplace.

ALL COH staff are to attend on one of the following dates in 2019:

  - Tuesday 12th February
  - Wednesday 27th March
  - Wednesday 1st May
  - Thursday 6th June
  - Thursday 19th September
  - Wednesday 16th October
  - Tuesday 12th November
  - Monday 9th December

Attention Line Managers:
You will need to start planning now, to ensure you get your teams through this important program in 2019!

Where: Brighton Auditorium
Time: 8am to 4.30pm
Enquiries: COH Education 3631 7437
Bookings: COH-Education@health.qld.gov.au

This course is delivered by an external provider.