



UNIVERSITY OF GHANA
MEDICAL CENTRE LTD
World Class Patient Care, Training and Research

NEWSLETTER

2025 QUARTER **3 EDITION**



INSIDE THIS EDITION

 **Event Highlights**

 **Staff Spotlight**

 **Titbits from the Directorates**

 **Medical Affairs**

 **Ground Rounds**

 **Global Health Days**

 **Pharmacy**

 **Human Resource**

 **Medical Training and Simulation Centre**

 **Medical and Scientific Research Centre**

 **Awards & Recognitions**

 **Donations**

 **Articles Corner**

 **Tours/Visit**

 **Laughter, the best medicine**

 **Announcements and Advertisements**

EVENT HIGHLIGHTS

GOOGLE EXPLORES NEW FRONTIERS IN HEALTHCARE INNOVATION WITH UGMC



UGMC buzzed with excitement on July 24, 2025, as a delegation from Google, led by Vice President and Head of Google Research, Yossi Matias, paid a working visit to the Centre. The visit, which was part of the ongoing 'Akuaba Project' collaboration with the UGMC Medical and Scientific Research Centre (MSRC), provided an opportunity to explore fresh possibilities for partnership in advancing healthcare research and innovation.



NEW ICT LAB TO BOOST STAFF TRAINING AND EFFICIENCY

On Thursday, September 11, 2025, the IT department officially launched a brand-new ICT Lab on the 2nd Floor of the MTSC building.

The state-of-the-art facility is designed to enhance staff digital skills, provide hands-on training, and improve access to technology-driven learning. Equipped with modern computers and high-speed internet, the head of our ICT department Mr. Richard Aggrey, stated that the lab will serve as a hub for capacity building, innovation, and efficient service delivery.

This initiative reflects UGMC's commitment to continuous learning and professional development, ensuring staff are well-prepared to meet the demands of world-class patient care, training, and research.



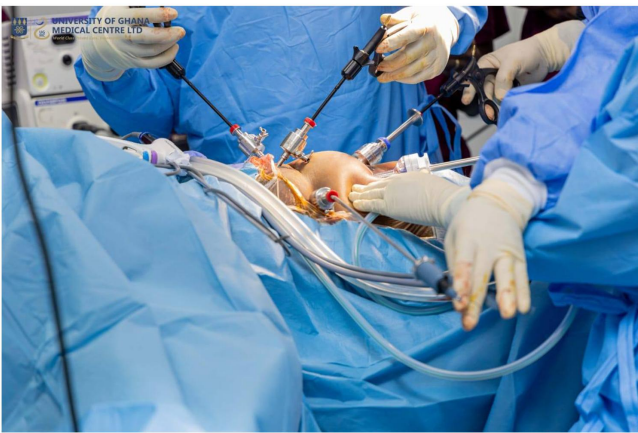
TITBITS FROM THE DIRECTORATES

MEDICAL AFFAIRS

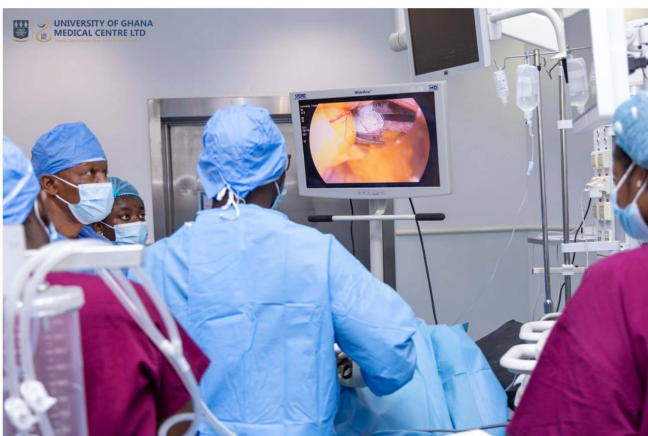
GHANA'S FIRST LAPAROSCOPIC GASTRIC SLEEVE SURGERY AT UGMC

The Centre made history on July 24, 2025, by performing its maiden laparoscopic gastric sleeve surgeries, a minimally invasive weight-loss operation using just five small incisions. The multidisciplinary surgical team, led by Dr. Kennedy Ondede of Kenya, with the support of our Surgeons Dr. Dominic Darkwa and Dr. Emmanuel Nachelleh, successfully performed the procedure on three patients.

According to Dr. Darkwa, these surgeries come at a crucial time as obesity affects roughly 17 - 25% of adults in Ghana, increasing risks for heart disease, diabetes, joint pain, and respiratory issues. By reducing stomach size, the procedure helps patients eat less and encourages the body to burn stored fat, with fewer side-effects and faster recoveries compared traditional surgery.

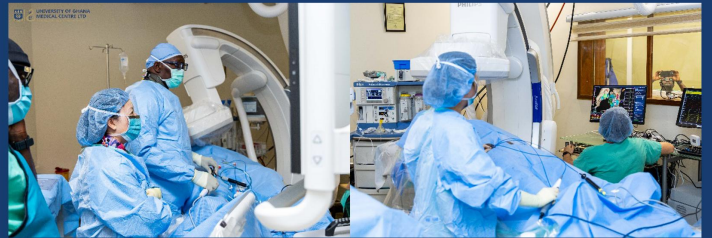


Our CEO, Dr. Abdul-Samed Tanko, stated that this achievement demonstrated the Centre's commitment to performing quaternary end medical procedures. He encouraged individuals struggling with obesity to seek medical assessment and noted that advanced minimally invasive options like the gastric sleeve procedures, comes with less risk to patients.



FIRST CARDIAC ABLATION PROCEDURES IN GHANA

From the 7th-11th of July 2025, UGMC in collaboration with Mount Carmel Heart & Vascular Centre and the National Cardiothoracic Centre, successfully performed 17 cardiac ablation procedures targeting Atrial Flutter and Supraventricular Tachycardia (SVT), the first time such treatments have been done in Ghana and West Africa. Led by Dr. Kamel Addo and supported by a multidisciplinary team including Dr. Frederick A. Akoto and Dr. Martin Adu-Adadey, Cardiology Specialists, the initiative used advanced equipments donated by the Cardiovascular Education Foundation. Patients were carefully screened, and the procedures were successfully performed.



This achievement not only brings life-changing care closer to home for many Ghanaians but also establishes UGMC's growing capability in cardiac electrophysiology. CEO, Dr. Abdul-Samed Tanko confirmed that this pioneering work sets the stage for continued knowledge transfer, capacity building, and positions UGMC as a regional leader in treating heart rhythm disorders.

The president of the republic of Ghana, His Excellency, John Dramani Mahama extended warm congratulations to the exceptional team of medical professionals from the Centre, the Mount Carmel Foundation (USA), and the National Cardiothoracic Centre of the Korle-Bu Teaching Hospital, for -achieving this groundbreaking medical feat.



SAVING LITTLE HEARTS: UGMC PARTNERS WITH QATAR CHARITY FOR FREE PAEDIATRIC CARDIAC CARE

From 17th to 22nd August 2025, the centre, in collaboration with Qatar Charity, provided free life-saving heart procedures for children with congenital heart defects. This initiative, which began three years ago, continues to grow, with 40 children benefitting from the procedure this year.



On average, 10 procedures were performed daily, offering families access to care that would typically cost between \$5,000–\$6,000 per surgery. For many, this programme represents hope and a second chance at life, lifting the heavy financial and emotional burden of paediatric heart care. UGMC CEO, Dr. Abdul-Samed Tanko, praised the partnership, noting its impact on delivering world-class, compassionate healthcare to vulnerable patients and their families.

UGMC KICKSTARTS PROSTATE CANCER AWARENESS MONTH 2025

The Centre (UGMC) collaborated with the Ghana Association of Urological Surgeons (GAUS) and the Ghana Health Service (GHS) on September 2, 2025, to officially launch the Prostate Cancer Awareness Month – as part of efforts to get Ghanaian men to prioritize early screening and treatment. Dr. Mary Monney-Bortey, Head of Urology at UGMC, emphasized that prostate cancer remains the most common cancer among Ghanaian men, and urged those aged 40 and above to get screened annually. Prof. Matthew Kyei, Consultant Urologist and Associate Professor of Surgery at the University of Ghana Medical School shared the alarming statistics that more than half of prostate cancer cases in Ghana are diagnosed late, when prognosis is much poorer.



At the launch, the CEO announced was UGMC's plan to establish a Prostate Cancer Registry, in partnership with Ghana Health Service. CEO Dr. Abdul-Samed Tanko reminded attendees that catching cancer early greatly improves survival odds and encouraged a shift toward proactive healthcare practices among men. This was shortly followed by free screenings that saw about 471 participants.

PUMPING LOVE AND LIFE: UGMC'S HEART DAY HIGHLIGHTS

The Centre joined the global community to commemorate World Heart Day 2025 with an engaging and educational session focused on raising awareness about cardiovascular health. The event, which featured a thought-provoking lecture by Dr. Foster Fokuo on "*Heart Failure*", highlighted the increasing burden of heart-related diseases in Ghana and emphasized the importance of early detection, regular screening, and healthy lifestyle choices.



UGMC's Cardiovascular and Cardiothoracic teams were celebrated for their dedication and expertise in managing heart conditions and saving lives daily. The session also served as a reminder to the public to regularly check their blood pressure, blood sugar, and cholesterol levels, and to adhere strictly to prescribed medications. Through initiatives like this, UGMC continues to demonstrate its commitment to promoting preventive health and empowering Ghanaians to take charge of their health.

TITBITS FROM THE DIRECTORATES PHARMACY

WORLD PHARMACISTS' DAY CELEBRATED WITH IMPACTFUL ACTIVITIES

In the lead-up to World Pharmacists Day 2025, the UGMC Pharmacy Directorate showcased the vital role pharmacists play in healthcare through a series of inspiring initiatives.

From an educational field trip to Atlantis Life Sciences in Prampram on August 24, to a community outreach at St. Stephen's Catholic Church, Darkuman on August 31, and collaborative free health screening at the The Chamber of Oil Marketing Companies (COMAC) PET Games on September 13, our pharmacists truly embodied service and innovation during this year's Pharmacy Day Celebration.



GROUND ROUNDS

**UNIVERSITY OF GHANA
MEDICAL CENTRE LTD**

GRAND ROUNDS

TOPIC:
TRAUMA INFORMED CLINICAL CARE:
IMPLICATIONS FOR DISEASE
MANAGEMENT AND CLINICAL
LEADERSHIP

SPEAKER:
Dr. (PSYCH) PAUL A. KUMI
BA, MPHIL, PHD, CCTS
MEDICAL PSYCHOLOGIST,
TRAUMA SPECIALIST

28TH AUGUST, 2025
8:00AM | MTSC, AUDITORIUM

ONLINE VIA
MICROSOFT TEAMS
MEETING ID: 381 473 621 550 4
PASSCODE: my3IT2M2

**UNIVERSITY OF GHANA
MEDICAL CENTRE LTD**

GRAND ROUNDS

TOPIC:
MANAGEMENT OF HEART
FAILURE

SPEAKER:
DR. FOSTER NKETIAH FOKUOH
CONSULTANT, CARDIOLOGY

29TH SEPT, 2025
1:00PM | MTSC, AUDITORIUM

ONLINE VIA
MICROSOFT TEAMS
MEETING ID: 352 721 035 055 7
PASSCODE: mN2p43N

GLOBAL HEALTH DAYS

Prostate Cancer Awareness Month - 2nd September 2025

World Pharmacists Day – 25th September 2025

World Heart Day today – 29th September 2025



To crown the celebrations, our pharmacists shared UGMC's locally produced sanitizers with clients on World Pharmacists Day itself.

We salute our dedicated pharmacists for their continuous commitment to quality care and patient safety.



TITBITS FROM THE DIRECTORATES HUMAN RESOURCE

July 2025

Town Hall Meeting - 10th July

Mini Orientation for new staff - 23rd July

August 2025

Leadership Training for

Directors and HODs - 12th - 14th August

September 2025

Clinical orientation for residents and
other staff- 2nd - 5th September

October 2025

Main orientation for staff - 1st and 2nd October

HR Focus Awards @AICC - 17th October

TITBITS FROM THE DIRECTORATES MEDICAL TRAINING AND SIMULATION CENTRE

The period from July to September 2025 marked another milestone of growth and transformation at the Medical Training & Simulation Centre (MTSC) and its collaborating departments. Through a range of specialized training programmes and hosted institutional activities, the Centre continued to empower healthcare professionals and provide a dynamic platform for capacity building, research, and academic excellence.

Training Activities

Neonatal Resuscitation Training

The quarter saw the third Neonatal Resuscitation Training of the year, that brought together nine UGMC nurses and midwives and two students from the Ghana College of Nurses and Midwives. This initiative continues to strengthen maternal and newborn care, ensuring that frontline healthcare providers are well-prepared to respond to neonatal emergencies and improve outcomes for mothers and babies.

Basic Life Support (BLS) Training

In September, the Physiotherapy Department participated in a BLS training session that engaged 22 participants, including physiotherapists, administrative staff, and porters.

This department-focused program forms part of UGMC's ongoing efforts to establish a comprehensive emergency response system across all clinical areas. Additional courses are already scheduled for the fourth quarter.

The Radiology Department also received a BLS course for 26 staff members, including radiologists, radiographers, sonographers, a medical physicist, and administrative and support staff. This session was strategically scheduled before the Quality Assurance Audit for Diagnostic Hospitals, expected to occur in November 2025.

A total of 81 medical students were also trained in BLS in three different sessions. This was part of their end-of-rotation hands-on practical session in Anaesthesia. MTSC extended its reach beyond UGMC with a BLS session for 10 external participants, four paramedics from the 37 Military Hospital, and six students from the University of Ghana, further reinforcing its mission to advance life-saving skills across Ghana's healthcare ecosystem.

Basic Emergency Care (BEC) Course

The Centre conducted the 5th cohort of the Basic Emergency Care (BEC) Course, training 30 UGMC staff from diverse professional backgrounds. To date, 150 UGMC clinical staff have completed the program, which focuses on practical assessment and management of emergency cases. The ultimate goal is to ensure that all UGMC staff receive BEC training to standardize emergency care and strengthen response readiness across the hospital.

Advanced Emergency Trauma Course (AETC)

As part of postgraduate training in Emergency Medicine, the MTSC hosted a five-day Advanced Emergency Trauma Course (AETC) for 28 emergency medicine residents from UGMC and Korle-Bu Teaching Hospital (KBTH).

Through realistic, scenario-based simulations, participants enhanced their trauma management, communication, and decision-making skills, which are vital competencies for handling complex emergency cases.

Infection Prevention and Control (IPC) Training

In collaboration with the Infection Prevention and Control (IPC) Department and Human Resource Directorate, the Centre held a dynamic training program, focused on hygiene, safety, and best practices in infection control for 16 newly recruited porters.

The session underscored the role of IPC in promoting quality, safe, and patient-centered care, particularly within high-risk clinical environments.

Other Key Activities and Events Hosted at the MTSC

Beyond its core training activities, the Centre hosted several significant academic, professional, and institutional programs during the third quarter. These events highlighted MTSC's versatility as a hub for examinations, stakeholder meetings, workshops, and health-related engagements across diverse disciplines.

In July, the Centre provided venue support for the Medical and Dental Council (MDC) examinations for foreign-trained candidates held from the 15th to 16th, followed by the Public Health Department's IDSR and Mpox training as well as a Research Department workshop from the 16th to 17th. On July 18th, the Occupational Therapy Department conducted a specialized training session.

August was particularly eventful. From the 11th to 14th, the University of Ghana Medical School (UGMS) held its MBChB Final Part 1 Clinical Examinations, which saw the participation of 287 candidates. Subsequently, from the 15th to 16th, the Physiotherapy Department conducted a Manual Therapy for Knee Disorders Training. On August 21st, UGMS organized the Senior Clerkship End-of-Rotation Clinical Examinations (Group A1/A2) involving 53 students. The month also featured several important meetings, including those hosted by SOSCHI UG on August 28th, the Paediatric Society of Ghana on August 29th, and CILT Ghana on August 30th.

In September, the Ghana College of Physicians and Surgeons conducted its Membership Examinations for the Faculty of Family Medicine on September 2nd, followed by another examination on September 3rd. On the same day, the Urology Department launched activities marking the World Prostate Awareness Month. From September 3rd to 5th, M Data organized an HR Analytics Training, and on September 4th, the Outpatient Department (OPD) held a Triaging Theory Session.

The month continued with the Physiotherapy Department's Group Therapy Session for Geriatric Patients on September 9th, and a Workplan Development Training organized by the Quality Management Department from the 10th to 11th. On September 11th, the University of Ghana Department of Social Work held a seminar on the Transition of Persons with Disabilities from Tertiary Education to the labour force, followed by a Public Lecture on Healthy Ageing by the Physiotherapy Department on September 12th in celebration of World Physiotherapy Week. The quarter concluded with a Stakeholder Engagement Meeting for a PhD project led by Innes Agbenu from the Ministry of Health on September 16th.

Impact and Outlook

By the end of September 2025, over 250 healthcare professionals had directly benefited from MTSC-led training programs, in addition to the numerous participants and collaborators involved in the various academic, clinical, and stakeholder events hosted at the Centre. Each session fostered teamwork, confidence, and a culture of preparedness, reaffirming UGMC's commitment to continuous professional development and service excellence.

As the year progresses into its final quarter, the Medical Training & Simulation Centre remains steadfast in its mission to deliver transformative, evidence-based learning experiences and serve as a vibrant hub for collaboration, innovation, and the advancement of healthcare education and practice in Ghana.

TITBITS FROM THE DIRECTORATES MEDICAL AND SCIENTIFIC RESEARCH CENTRE (MSRC)

AWARDS & RECOGNITIONS

Huge congratulations to Dr. Christian Owoo, Director of the Medical Training and Simulation Centre (MTSC), on joining the Global Steering Committee of the Vital Anaesthesia Simulation Training (VAST) as West Africa's representative! Your leadership continues to strengthen Ghana's role in advancing safe surgery and improving maternal and child healthcare through world-class training. Ayekoo!



UGMC Pharmacists Attain Prestigious Fellowships with the Ghana College of Pharmacists!

A hearty congratulations to our outstanding pharmacists for achieving this remarkable professional milestone:

- Dr. Josephine Mensah – Fellow (Senior Specialist, Infectious Diseases)
- Dr. Fareeda S. Brobbey – Fellow (Senior Specialist, Infectious Diseases)
- Pharm. Nana Ama Buadiba Osei – Member (Specialist, Infectious Diseases)

- Dr. Rosemond Effah – Member (Specialist, Maternal Health)
- Dr. Audrey Geraldo – Member (Specialist, Cardiology)
- Your hard work, dedication, and excellence continue to raise the bar for pharmacy practice at UGMC. Keep soaring and shining!



UGMC Nurses Excel at the 6th MoH Excellence Awards
 UGMC's Nursing & Midwifery Directorate made the centre proud at the 6th Ministry of Health Nursing & Midwifery Excellence Awards held on 5th September 2025.

Mrs. Judith Asiamah, Director of Nursing & Midwifery Services, was inducted into the Hall of Fame, while Mrs. Rita Odonkor, Deputy Director of Nursing Services, won the Leadership & Governance Award. Principal Nursing Officer Abigail Aryee was also recognised as a finalist in Clinical Excellence. Congratulations to our outstanding nurses for shining bright and inspiring excellence in healthcare!



UGMC Pharmacists Raise the Centre's Flag High on World Stage

UNIVERSITY OF GHANA MEDICAL CENTRE LTD
 World Class Patient Care, Training and Research

Congratulations



PHARM. NANA AMA BUADIBA OSEI
 Antimicrobial Stewardship Programme Manager

The University of Ghana Medical Centre Ltd proudly celebrates you for being nominated as a Young Scientist Award Finalist at the International Pharmaceutical Federation (FIP) World Congress in Copenhagen, Denmark, held from August 31 to September 3, 2025

Ayekoo!

University of Ghana Medical Centre | @ugmedicalcentre

UNIVERSITY OF GHANA MEDICAL CENTRE LTD
 World Class Patient Care, Training and Research

Congratulations



DR. AUDREY SIKA GERALDO
 Head of UGMC Emergency Pharmacy

The University of Ghana Medical Centre Ltd proudly celebrates you for being awarded with the Overall Best Hospital Pharmacy Poster at the International Pharmaceutical Federation (FIP) World Congress in Copenhagen, Denmark, held from August 31 to September 3, 2025

Ayekoo!

University of Ghana Medical Centre | @ugmedicalcentre

UNIVERSITY OF GHANA MEDICAL CENTRE LTD
 World Class Patient Care, Training and Research

Congratulations



BEST POSTER AWARD FINALISTS

Four posters presented by the UGMC team were recognized as finalists at the International Pharmaceutical Federation (FIP) World Congress in Copenhagen, Denmark, held from August 31 to September 3, 2025. The team was led by Director of Pharmacy, Dr. Josephine Mensah, Dr. Audrey Geraldo, Pharm. Nana Ama Buadiba Osei and Pharm. Angela Appiah Kuffour

The University of Ghana Medical Centre Ltd proudly celebrates you on this achievement

Ayekoo!

University of Ghana Medical Centre | @ugmedicalcentre

DONATIONS

UGMC continues to receive remarkable support from individuals and organizations who share in our mission of delivering world-class, compassionate care. Each gesture of generosity strengthens our commitment to making a difference, one patient at a time.

This quarter saw a donation of reusable gowns from Consolidated Shipping Agencies Ltd.

Date	Donor	Items Donated
08/08/25	Consolidated Shipping Agencies Ltd	Reusable medical gowns

ARTICLE CORNER

EMOTIONAL INTELLIGENCE: A MUST HAVE FOR EVERY CUSTOMER SERVICE PROFESSIONAL

Mimi Mandrakes

Snr. Admin Manager

Client Services & PR Department



The stretch from Adenta to Okponglo may seem like a quick 15-minute drive. At least, that's what I like to tell myself and no, don't quote me on it. I don't drive yet, but I'm convinced that once I do, it'll take me 15 or 10 minutes to get to work, minus traffic, of course.

Now, if you're not behind the wheel, the story is completely different. Public transport can turn that "quick ride" into a one-to-two-hour obstacle course. First, there's the walk to the bus stop, then the wait for a trotro while silently praying not to hear the dreaded "No Legon! No Okponglo!" from the mate. Add in endless stops to "load" passengers, squabbles between drivers, conductors and passengers, traffic officers flexing their authority, and street boys demanding fees for picking passengers from authorized bus stops, and by the time you finally get to work, you're already exhausted. Mentally, physically, and emotionally.

You make it to your desk, drop your bag, and just as you let out a sigh of relief, someone says, "Oh good, we were waiting for you. There's a client here with a complaint."

Your first thought?

"At least let me catch my breath first, eh?"

But instead, you swallow that frustration and smile, because the client standing there is also having a rough morning. Now, both of you are navigating stress on different fronts. Here's the thing: your emotions do matter, but timing matters even more.

As my boss likes to say, "Customer service is like acting. The moment the director shouts 'ACTION!', you set aside your problems and perform." It's a simple analogy, but a powerful one. Like acting, it takes practice, continuous, intentional practice.

This is where Emotional Intelligence (EI) comes in. According to Wikipedia, EI is "the ability to perceive, use, understand, manage, and handle emotions." Unlike IQ, which measures reasoning ability, EI is about navigating human interactions. Think of that brilliant colleague who's excellent at their job but constantly loses their temper. High IQ, low EQ.

Mastering EI involves developing four key skills:

- Self-awareness: Recognizing and understanding your own emotions and triggers
- Self-regulation: Managing emotional reactions instead of letting them control you
- Social awareness: Understanding what others are feeling, even when they don't say it outright
- Relationship management: Handling interactions in a way that builds trust and connection

Emotional intelligence is essentially the bridge between you, your clients, and your team, ensuring everyone walks away from the interaction feeling valued.

Self-Awareness: The First Step

Self-awareness is like having a mirror for your emotions. It helps you understand your strengths, weaknesses, and behaviour patterns, making it easier to grow and make better decisions. When you're self-aware, you can manage your reactions and adapt smoothly to different situations. It's about noticing what's happening in and around you, then choosing to respond thoughtfully instead of on impulse.

Strategies to Build Self-Awareness:

- Be mindful of your thoughts, feelings, and triggers
- Identify patterns in your reactions to common stressors
- Seeking feedback from trusted colleagues or mentors
- Try psychometric tests to gain deeper insight into your personality

Self-Regulation: Your Internal Steering Wheel

Self-regulation is what keeps you from losing your cool when a customer pushes your buttons. It allows you to pause, think, and respond instead of reacting impulsively.

Imagine a patient's relative is upset because lab results are delayed. Your first instinct might be to get defensive, but self-regulation helps you stay calm, empathetic, and professional.

Strategies for Self-Regulation:

Pause before responding

- Give yourself a moment to think before replying, especially in emotionally charged situations. This helps prevent reactive comments and keeps the conversation calm and constructive
- Recognize you always have a choice in how you react
- Understand that there are consequences for your actions and words

In customer service, staying composed isn't just polite, it's a superpower

Social Awareness: The Secret Skill of Reading the Unsaid

Social awareness is like having emotional radar. It's the ability to notice what others are feeling, even when they don't say it outright.

In a healthcare setting like UGMC, patients and families often won't verbalize their fears, but their body language speaks volumes. A clenched fist, a tense expression, or a quiet nod can reveal more than words. Empathy allows you to respond in ways that make them feel seen and supported.

Studies show that in communication, 55% of the impact comes from body language, 38% from tone of voice, and just 7% from the actual words spoken (Mehrabian, 1971).

That means a warm smile or calm tone can do more to reassure a patient than carefully chosen words alone. In other words, your face, body and your voice need to match your message.

Strategies to Improve Social Awareness

Listen actively and without interruption

- Give the speaker your full attention instead of thinking about what you'll say next.
- Nod occasionally and use verbal affirmations like "I understand" or "I see" to show engagement.
- Avoid cutting in, even when you think you know where the conversation is going.

Watch for nonverbal cues like tone and facial expressions

- Pay attention to body language, such as crossed arms, fidgeting, or lack of eye contact, which can reveal discomfort
- Notice changes in tone. A raised voice or slower speech may signal frustration or fatigue.
- Consider the whole context, not just the words being spoken.

Show empathy by acknowledging feelings without judgment

- Use phrases like, "I can see how that must be frustrating," or "That sounds difficult."
- Avoid dismissive responses such as "Don't worry about it" or "It's not a big deal."
- Remember, empathy is about validating feelings, not fixing the problem immediately

Be fully present during conversations

- Put phones and other distractions aside to show genuine respect for the speaker's time and concerns
- Maintain steady eye contact and open body language (no crossed arms or standing akimbo) to convey attentiveness
- Avoid multitasking. Presence builds trust and connection

Ask clarifying questions to ensure understanding

- Use open-ended questions like, "Can you tell me more about how that made you feel?"
- Repeat back key points to confirm you've understood correctly: "So, what you're saying is...". This helps avoid misunderstandings and shows you care about accuracy

Practice cultural sensitivity

- Be mindful of cultural differences that may influence communication styles, gestures, or expectations.
- When unsure, ask respectfully rather than assuming

Seek feedback from colleagues or supervisors

- Ask others how they perceive your listening and empathy skills
- Use their input to identify blind spots and areas for growth. Think of feedback like wedding jollof, take it, even if it's not as smoky as you like it

Example: A relative says, "It's fine," when following up on an enquiry while crossing their arms and avoiding eye contact. A socially aware response might be, "I can see this is frustrating for you. Let me check on the update and get back to you."

Relationship Management: Building Bridges, Not Walls

Strong relationships don't happen by accident. They're built through clear communication and trust. In customer service, this skill helps you transform basic interactions into lasting connections.

Strong relationship management skills are key to building trust and fostering teamwork, especially in healthcare where emotions often run high. Here are practical ways to strengthen this skill:

Practice non-verbal cues in front of a mirror or camera

- Observe your posture, facial expressions, and hand gestures
- Ensure your body language communicates openness and confidence. There's no point saying 'I'm calm' while looking like you're ready to wrestle
- Record short videos of yourself. Check if your 'I'm listening' face actually looks like you're listening, not plotting lunch

Role-play scenarios with colleagues

- Simulate real-life interactions, such as addressing an upset patient or collaborating with another department
- Switch roles so you experience both perspectives, the service provider and the client or colleague. This can be an exciting activity during training

This safe practice environment builds confidence and helps refine communication strategies before facing high-pressure situations

Develop emotional control during difficult interactions

- Pause and breathe before responding in emotionally charged situations
- Focus on solutions rather than blame to keep conversations productive

Show appreciation and recognition

- Acknowledge the efforts of team members and clients alike
- Small gestures like a “thank you” or a compliment can go a long way in fostering strong relationships

Be consistent and reliable

- Follow through on promises and commitments
- Inconsistency erodes confidence and strains professional relationships

Remember, patients don't just hear what you say, **they feel it**. Emotional intelligence isn't about being perfect; it's about being aware and intentional. Whether you're navigating a client meltdown, calming a worried relative, or simply surviving the morning commute, these skills help you stay grounded and effective.

At the end of the day, customer service is like performance, except this time, there are no rehearsals.

So, when a client throws you shade, hand them sunscreen, and empathy too.

TOURS/VISITS

At UGMC, every visit is an opportunity to share knowledge, inspire curiosity, and build lasting partnerships. Throughout the year, we've welcomed students, professionals, and delegations from various institutions and countries eager to experience our world-class facilities and innovative healthcare practices.

From educational tours to professional exchanges, these visits continue to strengthen our role as a hub for training, collaboration, and excellence in healthcare delivery and research.

Here are our guests for this quarter:

- University of Houston, USA – 7th July 2025
- National Nursing Assessment Service (NNAS) Of Canada – 8th July 2025
- Twifo Praso Senior High School – 9th July 2025
- UG, Dept. of Dietetics and University of South Florida, Tampa, US – 10th July 2025
- Officials of the United States Embassy – 11th July 2025
- US Naval Medical Research Unit (NAMRU) Team – 11th July 2025
- South Western University – 16th July 2025
- Penn State University – 18th July 2025
- Team from Google – 24th July 2025
- University of Virginia, USA and Family Health University – 1st August 2025
- Visit by NAMRU and US Embassy Health Unit – 6th August 2025
- Visit by FUJI FILM, Japan – 6th August 2025
- Visit by Students of Accra Technical University – 15th August 2025
- Visit by Taichung Hospital – 18th August 2025
- Visit by HCOWA Association with representatives from the Medical and Health Industry Expo and AI Diagnosis Deployment and Project Cooperation Summit – 19th August 2025
- Visit by The Greenhouse School – 21st August 2025
- Visit by Health Concern Ghana – 26th August 2025
- The Ambassador of Burkina Faso – 11th September 2025
- B-Braun, Germany – 26th September 2025
- University of Pennsylvania – 29th September 2025
- St. Francis Xavier Hospital – 30th September 2025
- The World Bank Team - 30th September 2025

LAUGHTER IS THE BEST MEDICINE

• Patient: "Doctor, will I be able to play the piano after the surgery?"

Doctor: "Of course you will."

Patient: "Great! I never could before!"

• Why did the ECG technician get promoted?

They always knew how to read between the lines!

• We asked our customer service team what they need most.

They said: "Patience... and probably a raise."

CONTACT US

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