

# Case Study: Redefining Staff Training

## For Dr. Kulin Kothari's Premier Eye Hospital in Mumbai

### Client Overview

As Dr. Kulin Kothari's Bombay City Eye Institute & Research Centre (BCEIRC) moved into a new 12,000 sq. ft. facility at Marine drive, they felt the need to **ensure seamless patient experiences**.

To support this vision, **Somaa Health delivered a tailored staff training program** to elevate service standards in line with its world-class reputation.



### Opportunities for Growth

We conducted **primary research** by engaging with employees across departments to assess key gaps. This research helped identify the specific challenges and opportunities for improving staff efficiency:

#### PATIENT FLOW

Improve calling systems & guidance for new visitors.

#### TEAM MORALE

Hold regular meetings & boost staff recognition.

#### COMMUNICATION

Enhance focus, reduce noise, & introduce sign language support.

#### ROLE CLARITY

Standardise onboarding, define roles, & set clear expectations.

### Our Approach & Outcomes

To tackle these challenges, Somaa Health conducted a specialised **staff training session led by Dr Neha D. Kamat, emphasising communication, teamwork, and excellence in patient care.**

#### About our Trainer: Dr Neha Kamat

Dr Neha D. Kamat is a practising psychologist specialising in health, nutrition, & mental wellness. **She designs customised programmes & workshops for enhancing team performance.**



#### Communication & Professionalism

✓ Trained on **verbal and non-verbal cues, tone, body language, and maintaining a silent, stress-free, and professional environment.**



#### Teamwork & Collaboration

✓ Encouraged staff to **recognise their strengths and contributions** within the team.  
✓ Fostered a more cohesive, motivated team with a **shared commitment to patient excellence.**



#### Patient Flow & Management

✓ **Interactive and practical learning** through role-playing exercises, real-world patient management scenarios, active listening, and empathy training.  
✓ **Strategies** to handle peak-hour congestion, improve coordination, & assist new patients efficiently.



# Thank You!

Please don't hesitate to reach out to us if you have any questions!

Prepared by  
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