

Internship
at
La Femme Fortis, Jaipur

By

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Observational Learning:

Section - 1: Introduction: Brief description of the organization profile and the specific objectives



Introduction to Fortis Healthcare Ltd.

Fortis Healthcare Limited is a chain of hospitals, headquartered in India.

Fortis Healthcare Limited is a leading integrated healthcare delivery service provider in India. The healthcare verticals of the company primarily comprise hospitals, diagnostics and day care specialty facilities. Currently, the company operates its healthcare delivery services in India, Dubai, Mauritius and Sri Lanka with 43 healthcare facilities (including projects under development), approximately 9,000 potential beds and 392 diagnostic centres.

In a global study of the 30 most technologically advanced hospitals in the world, its flagship, the Fortis Memorial Research Institute' (FMRI), was ranked No.2, by 'topmastersinhealthcare.com, and placed ahead of many other outstanding medical institutions in the world.

Malaysia's IHH Healthcare Bhd has become the controlling shareholder of Fortis Healthcare Ltd by acquiring a 31.1% stake in the company. Fortis Healthcare also appointed four persons from IHH Healthcare to its board in a meeting held at Mohali on Tuesday. The board approved the allotment of over 230 million shares through preferential issue to Northern TK Venture Pte Ltd, a wholly owned indirect subsidiary of IHH Healthcare, at ₹170 per share of ₹10 face value. In 2019, Fortis Healthcare announced that it has completed the acquisition of RHT Health Trust (RHT) assets for an enterprise value of Rs 4,650 crores.

Fortis Healthcare is acquired by [Manipal Hospitals](#) and [TPG Capital](#) with a deal of ₹3900 crore along with approved sale of its 20 percent stake in SRL to Manipal Hospitals

Fortis engrosses a place of pride in India's healthcare service providing system.

Fortis Journey

Brand Fortis was established in 1996 with the vision, 'to create a world class integrated healthcare delivery system in India, entailing the finest medical skills combined with compassionate patientcare.

Fortis Healthcare is the country's 'fastest' growing healthcare group. We have grown

from first hospital at Mohali (Chandigarh) which opened in 2001 with over 45 healthcare facilities as of today. These include the world famous Escorts Heart Institute and the erstwhile Wockhardt facilities. From North to South, East to West, Fortis truly has India covered - the frontier city of Amritsar, to Ludhiana, Mohali, the National Capital region, Mumbai, Bangalore, Mysore, Chennai, Kolkata and many more destinations are all home to Fortis facilities. Fortis occupies a place of pride in India's healthcare delivery system.

The Brand and the Logo



The Fortis brand with its distinctive logo is a synthesis of human values of trust, ethics and service and quality healthcare. We project clinical excellence, distinctive patient care, transparency in actions & high level of integrity and excellence is all that we do. Our logo projects these very values. The integration of the hands (in a distinctive 'green' with a 'red dot') and the human figure is completely seamless and is representative of 'Fortis' responsive approach to healthcare. The green colour of hands is representative of health, wellbeing, compassion, nurturing and generosity while the red dot gives an immediate association to our Indian roots, while it is also represents energy, spirituality, courage and symbol of good luck.

At Fortis we intrinsically believe that excellence is a not a destination – but a journey

Vision

"Saving & Enriching Lives"

Mission

"To be a globally respected healthcare organization known for Clinical Excellence and Distinctive Patient Care"

❖ Values

✓ Patient Centricity

Commit to 'best outcomes and experience' for our patients

Treat patients and their caregivers with compassion, care and understanding

Our patients' needs will come first

✓ Ownership

Be responsible and take pride in our actions.

Take initiative and go beyond the call of duty

✓ Innovation

Continuously improve and innovate to exceed expectations
Adopt 'can-do' attitude
Challenge ourselves to do things differently

✓ **Integrity**

Be principled, open and honest
Model and live our 'values'
Demonstrate moral courage to speak up and do the right things

✓ **Teamwork**

Proactively support each other and operate as one team
Respect and value people at all levels with different opinions, experiences and
Put organization needs' before department / self-interest

FORTIS LA FEMME HOSPITAL

“Fortis Healthcare Limited (Fortis) launched La Femme, a comprehensive and distinctive boutique hospital for women offering a holistic range of medical services catering to all stages of a woman’s life.

Fortis La Femme has been conceptualized keeping in mind contemporary women and the multiple roles they play. It aims to be their chosen healthcare partner by offering top notch clinical care, state of the art facilities and infrastructure and trained and experienced staff in a warm and nurturing environment. This facility is the second of its kind in the Fortis network; the first La Femme, in New Delhi, has earned a formidable reputation for itself over the last decade in providing personalized, tailor made, healthcare solutions for women.

Dedicating the facility to the service of women, **Mr. Bhavdeep Singh, Ex CEO, Fortis**, said, “Fortis La Femme, Jaipur, extends the brand taking forward the legacy of its predecessor in New Delhi, which has earned a formidable reputation for itself in addressing every dimension of healthcare for women. This center clearly recognizes that a woman needs specialized medical care in a nurturing and comforting environment and we will go the extra mile to deliver that promise.”

Focused on ‘Making Strong Women Stronger,’ La Femme gifts women medical care matching international standards through a pool of clinical specialists, superlative nursing care and efficient hospital staff who are equipped to manage all patient needs with empathy and warmth. The 28 bed women’s health and wellness facility, located at Malviya Nagar in the heart of Jaipur, has a variety of rooms to suit all needs, including twin, single and deluxe rooms and presidential suites.

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Chapter1. - INTRODUCTION-

1.1 ABOUT FORTIS ESCORTS, HOSPITAL

- Fortis Healthcare is a leading integrated healthcare delivery service provider in India.
- Fortis Escorts Hospital, Jaipur is the first NABH accredited multi-super specialty hospital at Rajasthan, established in 2007 with the mission to bringing quality medical care to Rajasthan.
- The hospital has a global recognition for its clinical team and world class medical amenities to match that.
- Over the years, the hospital has established numerous clinical benchmarks with many firsts to its credit like Rajasthan's first water birthing, first laparoscopic whipple's case etc.
- It is a 250 bedded hospital offering multi-super specialty care.

1.2 OVERVIEW OF THE HOSPITAL:



Figure1: Fortis Hospital View

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