

**Internship at
Fortis Escorts Hospital, Jaipur**

By

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Internship Report

1.1 Introduction - A gap analysis is a method of assessing the differences in performance and what is expected, to determine whether business requirements are being met and, if not, what steps should be taken to ensure they are met successfully. Gap refers to the space between "where we are" (the present state) and "where we want to be" (the target state). A gap analysis may also be referred to as a needs analysis, needs assessment or need-gap analysis.

1.2 Goals Of Internship – The patient after receiving the consultation from various doctors present in O. P. D. is being provided with prescription consisting of various parameters including the following :-

- a) Admission
- b) Investigations
- c) Diagnosis
- d) Medicines And Dosages

In case of patient advised with only medicines, the patient purchases the medicines and leaves the hospital.

But in cases of patients advised with **admission, investigations** and **diagnosis**, the patient should normally opt for the services being provided by the hospital. As per the hospitals past one year record there has been significant drop in the patients availing the services at the hospital.

Hence the main aim is as follows: -

- To indicate the gaps in terms of structure, process and outcome.
- To suggest alterations in structural designs, process of the facilities to meet the requirement.
- To give corrective and preventive action of the gaps identified.

In this document we will be identifying the reasons why the patients are not opting for further services as prescribed by the doctors in the hospital and after analyzing the gaps in conversion process of i) O. P. D. – I, II, III, Paediatric, ii) Preventive Health Check, iii) Patient Help Desk, iv) Patient Counselling, v) I. P. D. Billing departments will try to provide

1.3 Organizational Profile –

1.3.1 The Brand - Our Journey

Brand Fortis was established in 1996, by our Founder Chairman Late Dr. Parvinder Singh, who instituted it with the vision *'to create a world class integrated healthcare delivery system in India, entailing the finest medical skills combined with compassionate patient care.'*

Fortis Healthcare is the country's 'fastest' growing healthcare group. We have grown from first hospital at Mohali (Chandigarh) which opened in 2001 to over 55 facilities 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.

1.3.2 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.

- (i) Vision** – Globally respected healthcare organization recognized for Clinical Excellence and distinctive Patient Care.
- (ii) Mission** – To be preferred Super Specialty Healthcare provider of International standards known for patients centric care and Clinical Excellence through Continual Improvement of processes and outcomes.

1.3.3 Quality Policy – To create a world class integrated healthcare delivery system in India, entailing the Finest medical skills combined with compassionate patient care.

1.3.4 Values –

(i) 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.

(ii) Integrity: - Be principled, open and honest. Model and live our 'Values'. Demonstrate moral courage to speak up and do the right things.

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

(iv) Ownership: - Be responsible and take pride in our actions. Take initiative and go beyond the call of duty. Deliver commitment and agreement made.

(v) Innovation: - Continuously improve and innovate to exceed expectations. Adopt a 'can-do' attitude. Challenge ourselves to do things differently.

1.4 Services Provided By Hospital/Organization –

Fortis is a Multispecialty Tertiary Care Hospital catering to the city of Jaipur. There are various floors in the hospital dedicated for the purpose of care. They are as follows:-

1) Basement – Following Departments are present:-

- a) Human Resource
- b) Marketing Department
- c) Finance Department
- d) Staff Dining Hall
- e) Change Room
- f) IPD Pharmacy
- g) Medical Store
- h) Kitchen
- i) Laundry
- j) Engineering Department
- k) Housekeeping Department
- l) Security Department
- m) Quality Department

2) Ground – Following Departments are present:-

- a) Ophthalmology
- b) Emergency
- c) Main Lobby
- d) O.P.D. – I, II
- e) Cardiology & Neurology
- f) Executive Health Check
- g) Cardiology Lab (Non Invasive)
- h) X – Ray, C.T. Scan, and M.R.I. – (Radio Diagnostic Imaging)
- i) Blood Bank
- j) Lab Services
- k) High Dependency Units
- l) Medical I.C.U. – I, II.
- m) Cafeteria
- n) O.P.D. Pharmacy
- o) Executive Dining

3) First Floor – Following Departments are present:-

- a) Cath Lab
- b) C.C.U.
- c) General Ward
- d) Neuro Ward
- e) Physiotherapy Ward
- f) I. T.
- g) N. I. C. U.
- h) Library
- i) Training Hall
- j) Dining Hall
- k) Gastroenterology
- l) Dental

- m) Laboratory Medicine
- n) Labour Room
- o) Delivery Room / LDR

4) Second Floor - Following Departments are present:-

- a) O.T.
- b) O. T. Recovery – I, II
- c) C. S. S. D.

5) Third Floor - Following Departments are present:-

- a) Semi Private Room
- b) Ward
- c) Private Room

6) Fourth Floor - Following Departments are present:-

- a) Semi Private Room
- b) Ward
- c) Private Room

7) Fifth Floor- Following Departments are present:-

- a) Semi Private Room
- b) Ward
- c) Private Room

8) Sixth Floor- Following Departments are present.

- a) Semi Private Room
- b) Ward
- c) Private Room

9) Seventh Floor-- Following Departments are present.

- a) Semi Private Room
- b) Ward
- c) Private Room

Near the Stairways after entering the gate leading to I st Floor, space is reserved for **parking wheel chairs and stretchers**.

On each floor there are **Janitors rooms** stocked with the following:-

- i) Gloves
- ii) Hand Wash
- iii) Phenyl
- iv) Fragrance
- v) Blanket

On each floors there are **AHU rooms, Electrical Room, and PAC Room** dedicated for the purpose of access to wiring and air conditioning ducts at any point of time.

On each floor there is **Fire Alarm System** Installed. There are two types of Systems installed:-

- i) Electronic Systems with sprinklers and Fire Sensors on ceiling in each of the departments.
- ii) Manual Systems comprising of: -
 - a) Fire Extinguishers,
 - b) Water Pipes in Glass Window.

Fire Exit is provided on each floor with separate exclusive passage with gated entries in case of fire.

Following **Pass Codes** are displayed on the walls for awareness during fire.

1) **R. A. C. E.**

R – Rescue all persons in danger.

A – Alarm – Dial 56/ 4942

C – Contain/Confine – Close all the doors

E – Extinguish (If Trained) and Evacuate.

2) **P. A. S. S.**

P – Pull the pins between the handles.

A – Aim the nozzle at the base of the fire.

S – Squeeze the handle.

S – Sweep from side to side

On each floor there are Control Valves for gas supply installed secured in the glass window which can be accessed by opening the chamber closed with a glass window.

On each floor there are Medical Gas Alarm System with Normal, Medium, Low, Indicators regarding Oxygen and Vacuum by PES Installation System.

On each floor there is a Dirty Utility Room having –

i) Disposal Carts for Dirty Utility –

a) Black – Plastic Wastes

b) Red – Human Wastes

c) White – Used Clothes

d) Yellow – Human wastes Including Hair, Nails etc

ii) Mopping Units

iii) Dispensers for Cleaning Solutions and Hand Wash.

On daily basis in the morning the spray of **Anti Mosquito liquid** with the help of Specialized Equipment is carried out by Pest Control of India by their specified personnel's present in the Hospital.

Safety Codes being followed in the Hospital are as follows:-

- i. Blue – Individual Disaster
- ii. Yellow – External Disaster
- iii. Grey - Internal Disaster
- iv. Red - Fire Disaster

- v. Pink – Baby Missing
- vi. Purple – Fight/ Fight Likely
- vii. Orange – Hazmat Spill

Patients Charter Of the Hospital:-

Rights	Responsibilities
• Care • Compatibility + Dignity • Information • Preferences • Right To Redress	- Honesty In Disclosure - Rx In Confidence - Intent For Health Prevention - Transparency & Honesty - Conduct

1.5 Departments visited –

- 1) O. P. D. – I, II, III, Pediatric,
- 2) Preventive Health Check
- 3) Patient Help Desk
- 4) Patient Counseling
- 5) I. P. D. Billing Department