

Internship at
Fortis Hospital, Bannerghata, Bengaluru

By

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Organization Profile

Fortis Hospital, Bannerghatta road, Bangalore



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. The company operates its healthcare delivery services in India, Dubai, Mauritius and Sri Lanka with 54 healthcare facilities (including projects under development), approximately 10,000 potential beds and 260 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.

VISION "Slaving & 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

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 backgrounds.

Put organization needs' before department / self-interest.

Ownership

Be responsible and take pride in our actions.

Take initiative and go beyond the call of duty.

Deliver commitment and agreement made.

Innovation

Continuously improve and innovate to exceed expectations.

Adopt a 'can-do' attitude.

Challenge ourselves to do things differently.

Achievements

Accredited by-NABH & JCI

India's first hospital to be awarded medical tourism Certificate and now it is the third best hospital in medical tourism.

It has the Global Marketing Excellence award-warded for the attack the attack campaign.

It has India Health and Wellness award

It ranked as number 2 best multi-specialty hospital in Bangalore.

Certified with Nursing Excellence-AHPT Award 2016

Excellence in Health Care Award – AHPI for Quality beyond Accreditation.

HOSPITAL LAYOUT:

Shashti, Union minister of Health. It is a super specialty hospital focusing on the upper end of the tertiary care spectrum offering comprehensive care around cardiac, orthopaedics, neurology, woman and child care and minimal access surgery with 255 bedded capacity. Joint Commission International (JCI) accredited in 2008, reaccredited Fortis hospital, Bannerghatta road was formally inaugurated on 17th December 2006 by Mr Yoganand in 2011 and in 2014. National Association Board for Health Hospital and Health Care providers (NABH) accredited in 2012.

Location:

Fortis Hospital, Bannerghatta road is located in south Bangalore, just opposite to the Indian Institute of Management, Bangalore (IIM-B). The Hospital is in the focal proximity of Multinational companies like Honeywell, Accenture, and oracle.

Basement:

- Medical record department
- General OPD (gastroenterology, general medicine, pharmacology, ENT)
- Clinical research room
- Pathology
- Blood bank
- CSSD
- Auditorium
- Conference room
- Mortuary
- Administration
- House keeping
- Maintenance
- IP pharmacy
- Stores
- Purchase
- Linen/soiled linen room

1st Floor:

- Emergency department- ER/minor OT/ nebulization bay/ radiometer machine
- Radiology
- Orthopaedic department
- Neurology department op pharmacy
- Health check-up
- Dialysis
- Ortho plaster room
- Physiotherapy, Main reception - Billing/ Admission / TPA

2nd Floor:

- Gynaecology
- Paediatric OPD
- Foetal medicine
- Vaccination rooms
- Dental OPD
- Dermatology OPD
- IVF/ IVF OT/ IVF LAB/ DAY CARE
- Obstetric triage area
- LDRP
- NICU
- Gynaecology OT/ Labour room
- Colposcopy room
- General ward
- On call registrar's room
- RO plant
- Fire room
- Generator room

3rd Floor:

- Urology department
- Cardiology OPD / pulmonology OPD / CVTS
- Echo/TMT/PFT procedure room
- Cath-lab
- Cath-lab recovery
- Cardiac care unit
- MICU
- Paediatric medical intensive care unit

4th floor:

- OT

- PSICU
- CSICU
- NSICU
- PACU
- Endoscopy/ bronchoscopy

5th floor:

- IT department
- ICU attender's waiting lounge
- Cafeteria
- IT department
- ICU attender's waiting lounge

6th Floor:

- 6th A Wing cardiac / CVTS/ paediatric cardiology wards
- 6th B Wing surgical specialties

7th Floor:

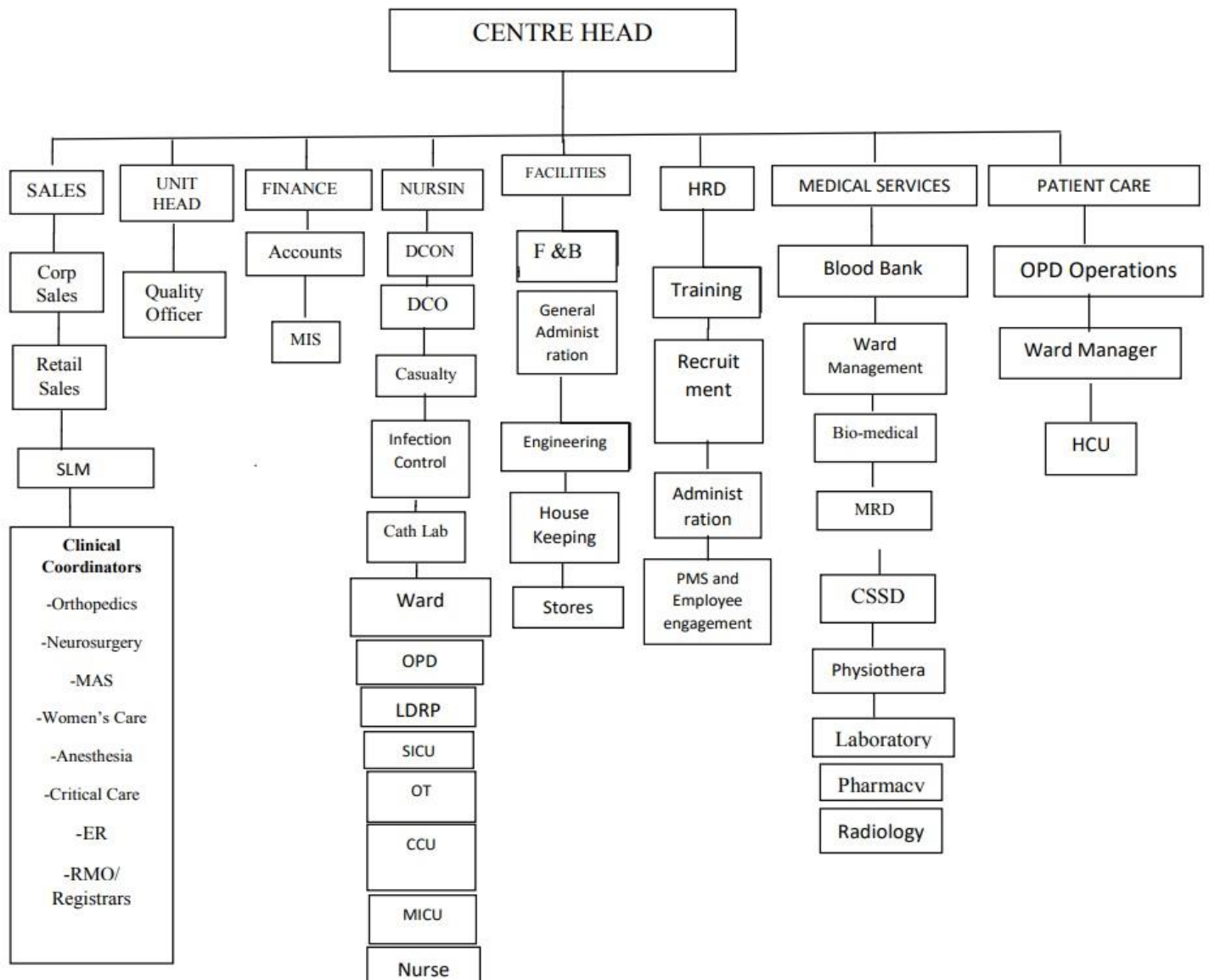
- 7th A Wing gynaecology / paediatric wards
- 7th A Wing lamina floor / chemo preparation room
- 7th B Wing Medical specialties
- 7th B Wing infection control room

8thFloor:

- Fortis Operation department (FOS)
- HR department
- Marketing department
- Accounting/payment department
- Conference room

9thFloor: International customer relations / Marketing Department

ORGANIZATION STRUCTURE AND MANAGEMENT



FACILITIES AND SERVICES AT HOSPITAL

Department	Scope of Services
Anaesthesia	The DA offers Anaesthesia, pain relief and critical care services to surgical specialties including cardiac surgery, neurosurgery, orthopaedic surgery, minimal access surgery, obstetrics and gynaecology, urology, plastic surgery and dentistry. The DA also provides anaesthesia and pain relief cover to cardiac catheterization laboratory, MRI, endoscopy unit and CT rooms.
Cardiology OPD	The following services are available in cardiology non-invasive lab: • ECG • 2D Echocardiography • Trans oesophageal Echocardiography • Dobutamine Stress Echo • Stress Test (TMT) • 24 hrs. Holter Monitor • 24 hrs. B.P Ambulatory Test • Pulmonary Function Test
Cath lab	<u>DIAGNOSTIC PROCEDURES</u> • Coronary Angiography • Coronary Angiography with Graft Study • Right Heart Catheterization • Peripheral Angiography • Carotid Angiography • Renal Angiography • Cerebral Angiography • Electro physiology studies <u>THERAPEUTIC PROCEDURES</u> • TPI • PPI (Single Chamber, dual Chamber, Biventricular & combo)

	• R F Ablation • I C D Insertion. <u>Valvuloplasty</u> • BMV / PTMC / B • Pulmonary Valvuloplasty • Aortic Valvuloplasty <u>Angioplasty</u> • Coronary Plain Balloon Angioplasty • Coronary Angioplasty with Stent • Rot ablator Angioplasty • Peripheral Angioplasty • Carotid Angioplasty. <u>Other Interventional Procedures</u> • Embolization with Coil / Gel. • Intra Coronary Thrombolysis. • I V C Filter Implantation. • PTSMA • ASD Closure • VSD Closure. • PDA Closure (Device & Coil). • IAB Insertion. (IABP) • Pericardial Tapping
Dermatology	• General dermatology – Acne, Autoimmune disorders, Eczema, Hair loss, Psoriasis, skin cancer screening, Skin infections, Warts, Skin growth. • Surgical dermatology • Derma to pathology • Cosmetic dermatology – Topical medications for facial discoloration, Light bases hair reduction, Botox, • Patch testing

Dental	• Oral examination • Teeth whitening, teeth cleaning • X-rays • Crowns, filling and bridges • Implants, extractions, Root canals, surgical implant placements, scaling • TMJ treatment • Denture
ENT	• Comprehensive evaluations of speech and language □ Hearing aid evaluations / Cochlear implants and bone-anchored hearing aids • Comprehensive hearing tests for adults and children, including new-born • Endoscopic evaluations of the upper airway to assess structural problems related to the sinuses • Endoscopic procedures (Laryngoscope, oesophagostomy and Bronchoscopy) • Audiology – hearing test, new-born hearing testing, Evoked potential testing, such as auditory brainstem response, to assess hearing of patients who cannot respond behaviourally
General Medicine	• Common illness and chronic diseases • Febrile illness • Infectious diseases • Adult immunization • Depression, fatigue and headache management • Ordering and interpreting diagnostic studies, lab tests and X-rays • Prescribing medication and treatments • Health screening
General Surgery	• Trauma surgeries – Cholecystectomy, Appendectomy, etc.

	• Laparoscopic surgeries – Bariatric surgery, Hernia repairs • Colorectal surgeries – Inflammatory bowel diseases, Diverticulitis, Rectal cancer • Endocrine surgeries - Thyroid gland removal
Gynaecology/ OBG	• Pre – conception planning • Prenatal care, including all routine testing • Caesarean Section • Nutrition counselling • Foetal – risk screening • Childbirth and breast-feeding education • Postnatal care • General health, nutrition, and weight loss education • Cervical Dysplasia • Endometriosis • Fibroids • Gynaecological Procedures • Infertility • Menstrual disorders • Ovarian Cysts • Pelvic floor disorders
Ophthalmology	• OPD consultation only
Orthopaedic	• Joint Replacement Surgeries • Bone problems – tumour's, infections, fractures, malunion, spinal deformities • Joint problems – arthritis, bursitis, dislocation, joint pain, joint swelling, ligament tears • Bone deformities • Soft tissues injuries – Carpel tunnel syndrome, tendon or ligament injuries, tendinitis, ganglionic cysts • Surgical –Amputation, fractures, ligament reconstruction,

	tendon repair
Pathology	• Pathology • Microbiology • Biochemistry • Histopathology • Haematology • Serology
Paediatric	• Neonatology • NICU • Growth & development clinics • General Paediatrics • Paediatric Cardiac ICU • Paediatric Medical ICU • Paediatric General Surgery
Psychiatry (OPD consultation)	• Psychiatric counselling • Family counselling • De-addiction program – drug addition, substance abuse, alcohol abuse. • Mental illness – mood disorder (bipolar disorder, depression), schizophrenic illness, OCDs, anxiety disorder, cognitive behavioural therapy (CBT)

SCOPE OF SERVICES

Department	Scope of Services
Cardiology	• Invasive Cardiology • Preventive Cardiology • Endovascular program • Electrophysiology AF ABLATION ASD / VSD / PDA Closure Balloon Atrial Septoplasty Cardiac 3D Mapping CARDIAC CATHETERISATION – PAEDIATRIC Cardiac Catheterization Paediatric Carotid \ Peripheral \ Renal Angiogram Carotid \ Peripheral \ Renal Plasty Check Angio Combo Device Implant Coronary Angiogram CORONARY ANGIOGRAM + FFR Coronary Angioplasty CRT-D Day care Angiogram (Package) EP Studies Heart Failure Device Implant ICD IMPLANT - SINGLE CHAMBER ICD IMPLANT - DOUBLE CHAMBER Implantable Loop Recorder IVC Filter Implantation PERIPHERAL VENAL ANGIOPLASTY PERIPHERAL VENOGRAM PERMANENT PACE MAKER - SINGLE CHAMBER

	PERMANENT PACE MAKER - DOUBLE CHAMBER RF Ablation (Complex) RF Ablation (Simple) Temporary Pacing Valvuloplasty / PBMV / PTMC
Cardiovascular thoracic surgery	• Coronary Artery Bypass Grafting (CABG) • Valve surgeries • PPI • Congenital Heart Surgery • Open Ascending and Arch Repair Procedures • Abdominal Aortic Aneurysm Repairs • Valvotomy • Angiography • All Angioplasties • Minimally Invasive Surgery

The hospital will not provide care to the following patients

- Patients with burns more than 10%
- Patients suffering from psychosis
- Active cases of pulmonary tuberculosis in case the identified isolation rooms are occupied.

Support Department

Department	Scope of Services
Account and Finance	• All patient collections • Collections from billing points in the hospital • Disbursement of payments to Doctors, Vendors and others • Ensures compliance with statutory and regulatory formalities, • Book keeping and • Generation of MIS Reports for Top Management • Inventory and Receivables Control • Ensuring financial safety and Security in all transactions
Biomedical Engineering	❖ Installation of new medical equipment. ▪ Receive equipment. ▪ Verification equipment. ▪ Installation of equipment at site. ▪ Testing and commissioning. ▪ Handover equipment to the user department ❖ Calibration of equipment ▪ Prepare the list of equipment for calibration. ▪ Perform the calibration and maintain the calibration reports. ▪ Update the history cards. ❖ Equipment breakdown management ▪ Receive breakdown call. ▪ Log complaint in complaint register. ▪ Resolve complaint ▪ Monitor equipment performance ▪ Equipment history register updated
Central Sterile	• The department of CSSD works on 24hrs shifts all 365 days.

Supply Department (CSSD)	• All the processes of cleaning, disinfection and sterilization are done under total aseptic condition in house, • The technical staffs work in three shifts ensuring manning of all stations 24 hours. • Housekeeping activities taken care by housekeeping attendant. • The policy of urgent communication when situation warrants to be mentioned in the communication register. • On-going activity to increase the quality of services to all the departments that require sterile supplies and equipments
Dietary Department	The patient's recovery is aided by a nutritionally balanced diet prepared under constant supervision and hygienic condition to aid speedy recovery. Counselling of the understanding of the patient and family is the core activity carried out which leads to better understanding of the diet plan. Different types of diet are ordered for patients). The department also extends counselling to outpatient with or without referrals. Additionally the department is also involved in community nutrition education programs and imparting training to college students.
Endoscopy	<u>Diagnostic procedures</u> • OGD Scopy • Colonoscopy • Sigmoidoscopy • ERCP • Bronchoscopy • Laryngoscopy <u>Therapeutic procedures</u> • Balloon Dilatation • Sclero therapy • OGD Bleeding ulcer injection

	• Banding • Polypectomy • Colon injection • Sigmoidoscopy with Banding • Bronchoscopy • Liver Biopsy • PEG tube placement • OGD with APC • Colonoscopy with APC • Ascitic tapping
Food and Beverage Department	The food services department aims at providing high quality, hygienically prepared food to meet the nutritional needs of patients, appropriate meal services for employees as approved of by the management and provision of cafeteria services to meet food and refreshment needs of guests, OPD patients and patient relatives.
House Keeping Services	• To deliver the soiled linen collected from various departments of the hospital to the laundry person after proper counting and preparing gate pass. • To receive the washed linen from the laundry after verification of the gate pass and to note the shortage in any linen item given to the laundry, informing the same to the head of the department. • Distribute the desired quality of each linen item to all the user departments and entering the same in the concerned checklist. • To prepare linen sets in the night for distributing it to the patients the next day (morning). • To distribute one linen set to each line attendant in the wards. • To distribute linen set to the companion of patient admitted in ICU in the night and collect back the same next morning.

	These sets are kept according to the bed number in the cupboard. • To deliver aprons (doctor's coat) of the consultants at their work place on Monday and Thursday and to collect the used aprons that are sent to the laundry. • To deliver the green and blue linen to CSSD on receipt from laundry • To deliver two sets of uniform to the nurse staff as per her/his employee number after entering it in the register. • To maintain register for receipt of soiled uniform from nurse staff. • To conduct regular meeting of CSSD / Administrators / Linen for deciding status of linen and to take decision regarding mending / condemnation of linen. • To ensure that the linen which is to be mended is done on priority and then put in circulation. • To get the green/blue linen stitched according to the hospital requirement. • To do regular linen inventory stocktaking.
Maintenance	• The department is responsible to provide the following broad support to the hospital. • Electric Support Services • HVAC Support Services • Medical gas storage and distribution Services • Other Miscellaneous Repair and Maintenance Support Services • The Electrical Support Services of the department has been an outsourced function where the skilled labour services have provided by Contracted Vendor as per the terms and condition of the agreement.

	• The plumbing support services have been outsourced function where the skilled labour services provide by the contractor vendor as per the terms and condition of the agreement. The contracted services also provide skilled manpower for other general maintenance support and plumbing support, including carpentry, painting and masonry work. • The HVAC Support Services have been outsourced function where the skilled labour services have been provided by the contracted Vendor as per the terms and condition of the agreement.
Neuro Lab	• EEG • Video EEG • EMG • NCS • VEP/SSEP/BAER
Physiotherapy	❖ Electro therapy – ▪ EMG-Bio ▪ Laser ▪ Short wave diathermy ▪ Ultra sound therapy ▪ Trans-cutaneous Nerve Stimulator ▪ Electrical Muscle Stimulator ▪ Paraffin wax bath ▪ Infra-Red Radiation ▪ Interferential Current Therapy ▪ Cervical / Lumbar Traction Exercise therapy – Core Strengthening, Pilates, Spinal exercises, Antenatal exercises. Post-Partum exercises, Aerobics, Yoga, Exercises for Wrist and Hand, Elbow, Shoulder, Ankle and foot,

	Knee, Hip, Neck and Shoulder girdle, Back and Abdominal, Pelvic floor exercises (Kegel's exercises) • Fat loss program' • Antenatal, Post natal program • Senior citizen fitness class • Stoke rehabilitation • Cardiac rehabilitation • Orthotic advice • Chest physiotherapy • Posture correction and Ergonomic advise • Gait training • Walking aid advise • Joint mobilization and manipulation techniques • Balance and coordination training • Intensive care unit management • Paediatric Neuro-physiotherapy • Neuro physiotherapy • BMI
Radiology and Imaging	• MRI services • CT imaging • X-ray imaging • Ultrasonography
Infection control and prevention	1. To reduce the health-care associated infections to as minimum as possible. • To introduce, educate and implement the various concepts and processes of infection control ❖ To prescribe, procure and co-ordinate availability of ➤ Hand hygiene products. ➤ Antiseptic and disinfectants for environment cleaning. ➤ Protective gears like gloves, masks and gowns.

	➤ Vaccines, drugs for Post Exposure Prophylaxis • To monitor the quality and microbiological safety of food and water in all the areas of the hospital (patient, staff, visitor areas). • To lay down guidelines for the cleaning, disinfection and sterilization in Central Sterile Supply Department and other areas like endoscopy, dialysis & Cathlab. • To protect the health care workers by immunization program and prevention of needle stick injuries through education improving reporting through EPINET system and establishing protocols for sharp waste disposal. • To lay guidelines and oversee the implementation of Single use devices re-use policy.
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