

**Internship
at
Fortis Hospitals,
Delhi**

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The logo for IIHMR University, featuring a stylized 'i' in a square followed by the letters 'IIHMR' in a large, bold, serif font, and the word 'UNIVERSITY' in a smaller, sans-serif font to the right.
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PART I

INTRODUCTION TO FORTIS HEALTHCARE LIMITED

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 centers.

Vision

“Saving and Enriching Lives”

Mission

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

Values

- Patient Centricity
- Integrity
- Teamwork
- Ownership
- Innovation

Journey of FHL

Brand Fortis was established in 1996, by 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. They 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.

INTRODUCTION TO FHSB



Fortis Hospital, Shalimar Bagh, New Delhi, is a multi-super specialty Hospital offering super specializations within departments, with the mission of providing quality medical care. It commenced its operations in 2010 and serves the residents of North, West and North-West Delhi, and the neighboring states.

The hospital is equipped with 262 beds and is spread over an area of 7.34 acre with built up area of 3.87 lakh sq. ft.

Fortis Hospital, Shalimar Bagh, strives to be the champion for quality and patient centricity and is an NABH accredited hospital. It is the first hospital building in India to have registered for the green building rating system. It has been designed as an energy efficient building that compiles with the ECBC and is undergoing TERI GRIHA green rating certification. The hospital has received 3 Star rating for its building by the Bureau of Energy Efficiency, Government of India, under the Ministry of Power, making it only hospital from Delhi to receive such recognition.

Top Specialities

- Cardiology
- Obstetrics and Gynecology
- Nephrology
- Ophthalmology
- Dermatology

Clinical Specialities:

1. Anesthesiology
2. Bariatrics
3. Cardio Thoracic and Vascular Surgery
4. Cardiology
5. Clinical Nutrition and dietetics
6. Critical Care
7. Dentistry and Maxillo-Facial Surgery
8. Dermatology
9. Diabetes and Metabolic Disorders
10. Emergency Medicine
11. ENT
12. Endocrinology
13. Foetal Medicine
14. Gastroenterology and Hepatology
15. General and Laparoscopic Surgery
16. GI and Hepatobiliary Surgery
17. Hematology
18. IVF
19. Internal Medicine

- 20.Mental Health and Behavioral Sciences
- 21.Minimal Access Surgery
- 22.Neonatology
- 23.Neurosurgery
- 24.Nephrology
- 25.Obstetrics and Gynecology
- 26.Oncology
- 27.Ophthalmology
- 28.Organ Transplantation
- 29.Orthopedics and Joint Replacement
- 30.Pediatric Surgery
- 31.Pediatrics and Neonatology
- 32.Physiotherapy an Rehabilitation
- 33.Plastic/ Cosmetic Surgery
- 34.Pulmonology/Respiratory Medicine
- 35.Radiology
- 36.Rheumatology

Fire Safety System

There are various safety equipment in OPD and IPD which includes

- Fire Extinguisher and Hose reel
- Hydrant System
- Fire Detection System (Smoke Detector, Heat Detector, MCP, Hooter cum Flasher, Fault isolator)
- Fire alarms (Code Red)
- Emergency fire exits – there are nine fire exits in the hospital

Different Codes

- Code Blue – Individual Disaster. Dial 77
- Code Red – Fire. Dial 88
- Code Grey – Internal Disaster. Dial 88
- Code Pink – Baby Missing. Dial 88
- Code Purple – Fight/Physical Altercation. Dial 88

In-Patient Department

IPD is distributed over four floors (2nd-5th) in B wing of Fortis Hospital including a total no of 242 beds. Every bed side has: details of consultant and nurse written on top of every bed, room equipment checklist and important instructions. Every Floor has central nursing station with information board covering designation and contact no. of Duty Doctor, Administration Staff and Support Staff. Nurses' names with shift timing and designation are also mentioned.

Nurses to bed ratio is 3:1 in IPD. Turnaround Time for cash patient is 3hrs and for a cashless patient is 5hrs. Average Length of Stay for simple Laparoscopic

surgery is 2 days. There are four GDAs (Ground Duty Assistants) 4\ on every floor in every shift.

Out-Patient Department

OPD is distributed over four floors (ground-3rd floor) in A wing of Fortis Hospital. Every floor has a procedure room and a front desk. Appointments are centralized and are recorded on the Hospital Information Management System. As soon as appointments are fixed, a text message is sent to the patient confirming the appointment. No walk-in patient is turned away, and staffs try to accommodate these patients between the appointments already scheduled for the day. Each OPD has a waiting area of a capacity to handle 50-100 patients waiting

Emergency Department

Due to the unplanned nature of patient attendance, this department provides initial treatment for a broad spectrum of illness and injuries, some of which may be life threatening and that require immediate attention, except for major burns. It is located at the ground floor with its own dedicated entrance and operates 24 hours a day.

Patients are either transferred to other departments or are discharged within 4 hours.

Central Sterile Supply Department

It is a Supportive, non-medical service department. It provides sterile devices, equipment, to the departments like operation theatre, cath lab and others

Cath Lab

Procedures done are Angiogram, PTCA, Ballooning, Stunts, Pacemaker, EPS (diagnostics and therapeutic) and Time taken :

- Diagnostic – 30-45mins
- Therapeutic – 1-2hrs

Number of Procedures – 10-15 procedure done in a day including emergencies. Consent form filled at the time of admission in case of day care procedure, on the table in case of emergency, and in wards in case of IPD patient.

There are 22 beds and 2 isolation room.

Dialysis Unit

It includes day care procedure and Bed turnaround time for a procedure is 4 hours. There are 11 dialysis machines. 900 dialysis procedures per day are carried out. Total manpower in dialysis unit is 14 personnel.

Inflow of Patient is mostly OPD but there are IPD patients also.

Endoscopy

It is located on 2nd floor. Procedures carried out per day - 20-25 Endoscopy, 5-8 colonoscopy, 2-3 EUS and 2-5 ERCP's.

Blood Bank

FHSB has its own blood bank. All blood groups are available. But it is preferred that patient arranges blood through his relatives or any friend and should give replacement.

Quality Assurance Department

The goal of this department is to maintain and perk up the standards. Quality Assurance is the activity of providing evidence needed to establish quality in work, and the activities that require good quality are being performed effectively. All those planned or systematic actions that is necessary to provide enough confidence that a product or service will satisfy the given requirements of quality.

Human Resource Department

The goal of the department is to ensure availability and retention of quality talent to meet the organization goals and objectives and overall growth and development of employee's orientation and functional training.

Medical Records Department

The goal of this department is the collection of all the discharged/expired health record charts. The Medical Record Department staff ensures the confidentiality, preservation, storage and retention of the patients. Medical records are given only to authorized person with their due signature on the medical record requisition slip. It is mandatory to inform (register) birth and death cases within 21 days of occurrence to Government Bodies. All records are destructed by shredding the documents.

Medical Gases

This department is situated on the upper basement of FHSB. This department's chief responsibility is to ensure the timely provision of all the medical gases where ever they may be required.

Marketing Department

This department is situated on the upper ground floor of FHSB. The chief function of this department is to market the services of FHSB. Fortis Hospital is now at such a stage that it need not indulge in extensive marketing activities. Fortis Healthcare Limited is a brand name recognized internationally, which is evident from its large international patient base. In fact, this brand is so well known that it has not invested in large billboards and does not spend too much on Out-of-Home advertising. This hospital does have a strong presence on Facebook, and is followed by many.