

**Internship
at
Fortis Hospital, Bannerghatta,
Bangalore**

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INTERNSHIP REPORT

INTRODUCTION

The objective of internship is to give practical experience to the internee in handling managerial issues, which are likely to come up in day to day administration. The internship equips the internee with necessary skills in managing multiple tasks as they are expected to be engaged in as many departments of the hospital as possible. It also gives an insight about the work culture of the health set up.

Internship provides a chance to meet different people from within and outside of the organization .It provides an insights about various protocols observed in the organizations and the way to acquire skills to accomplish them. It also familiarizes the internee with different departments, staffing and equipments used in them. Observing human skills and understanding documentation, finance and accounting procedures prepares the students for future managerial role.

Fortis hospital, Bannerghatta provided me with the opportunity to learn and practice salient features and responsibilities of quality and operations medical services as I was mainly posted in this department. During my internship I also got chance to visit different departments and observe their working . It enhanced my knowledge and understanding about the standard policies and procedure followed, layouts, equipment used, the manpower involved , and other managerial issues in different departments of hospital.

ORGANIZATIONAL PROFILE

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, Singapore, Dubai, Mauritius and Sri Lanka with 55 healthcare facilities (including projects under development), approximately 10,000 potential beds and 270 diagnostic centers.

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:-

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

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.

Hospital Logo



The "**Healing Hands**" logo—two hands fusing seamlessly with a human form, expresses reassuring approach to healthcare and serves as a constant reminder of the patient-centricity that is fundamental to organization ethos.

The logo reflects organization's commitment to achieving excellence in healthcare delivery by bringing together the best of technology, medical expertise, and patient care. It emphasizes the human values that govern every facet of our organization.

Green, the dominant color, is representative of the health and well-being organization seek to bring to those it minister to, while red indicates the dynamism with which it strive to make it a reality.

Distinctive, vibrant, memorable and contemporary, The Fortis Healthcare logo is a fitting visual signature of an organization that seeks to excel, lead and serve.

Global Network:-

Over the past decade, Fortis has transformed itself to become one of the fastest growing integrated healthcare delivery networks in the Asia-Pacific region. Its special brand of healthcare beyond borders spans 5 countries, many of which represent the fastest-growing healthcare delivery markets in the world. Its portfolio of healthcare businesses is rich and multi-dimensional, extending to multiple verticals and comprising:

Dubai



India



Mauritius



Singapore



Sri Lanka



Fortis Hospital, Bannerghatta:-

Fortis Hospital, Bannerghatta, Bangalore, is a 400 bed, JCI certified and NABH accredited multi-specialty tertiary care hospital. Backed by over 150 consultants and 800 other Para-medical staff, the facility offers super-specialty tertiary care services for about 40 specialties such as Cardiology, Cardiac Surgery, Urology, Orthopedics, Neurology, and Neuro-Surgery. It commenced operations way back in 1999 and since then have been a familiar, trusted and comforting presence, ministering to the healthcare needs not only of the immediate community but also of global patients. It touches about 12000 lives every month, and has been instrumental in introducing technologies such as Custom Fit Knee and

HIFU technology for Prostate Cancer to India. It has been ranked as the best hospital in Bangalore for cardiac care, by the 8th annual Outlook Hospital Survey, 2012.



Its approach, based on patient centricity, state-of-the-art emergency response, integrity, teamwork, ownership and innovation, combines compassionate patient care with clinical excellence, to achieve a single-minded objective... Saving and enriching lives.

Facility Layout

Level -1(Basement)

- Laboratory
- Blood Bank
- OPD consultation rooms (General Medicine, Urology ,Gastroenterology, ENT, General Surgery)
- Medical Records
- Auditorium
- Administration block (Accounts, HR marketing Administration)

Level 1

- Emergency
- ATM
- In patient billing
- Dialysis
- OPD Consultation rooms (Bone and Joint, Brain and Spine ,Vascular Surgery)
- Health check up
- OP pharmacy
- Physiotherapy

- Radiology
- Senior citizen help desk

Level 2

- OPD Consultation rooms (Woman care, Child care, Dental)
- Nest (room no 221 to 230)
- Creation (assisted reproduction centre)
- Neonatal intensive care unit
- Labour rooms
- General wards 3
- Operation theatre (OT 9 To OT 11)

Level 3

- OPD Consultation rooms (Cardiology, Cardiac surgery, Pulmonology)
- Non Invasive cardiology (ECHO, TMT)
- Catheterization
- Laboratory intensive care units (Medical ICU's ,Coronary Care Unit, Pediatric medical ICU)
- General wards 1 & 2

Level 4

- OT complex (OT 1 to OT 8)
- Surgical intensive care units (Cardio surgical ICU, Neurosurgical ICU, pediatric surgical ICU)
- Endoscopy

Level 5

- Food court
- Attender waiting lounges

Level 6

- 6th A wing (bed No 611 to 648)

- 6th B wing (bed no 651 to 688)
- Royal suites

Level 7

- 7th A wing (bed No 711 to 748)
- 7th B wing (bed no 751 to 788)
- Executive suites

SERVICES PROVIDED BY HOSPITAL

Centers of Excellence

- ❖ Cardiac Science
- ❖ Renal Science
- ❖ Bone & Joint
- ❖ Neuro Science
- ❖ Critical Care
- ❖ Emergency & Trauma
- ❖ Gastro Science

Clinical Specialties

- | | |
|----------------------------|----------------------------------|
| • Anesthesiology | • Neonatology |
| • Chest Medicine | • Oncology |
| • Dental | • Ophthalmology |
| • Dermatology | • Paediatrics |
| • Diabetology | • Physiotherapy |
| • Endocrinology | • Plastic Reconstructive Surgery |
| • ENT | • Psychiatry |
| • Foetal Medicine | • Pulmonology |
| • General Surgery | • Radiology |
| • Gynaecology & Obstetrics | • Rheumatology |
| • Hepatobiliary Surgery | • Speech Therapy |
| • Infertility | • Sports Medicine |
| • Internal Medicine | • Thoracic Surgery |
| | • Vascular Surgery |

Super-specialties

- Urology
- Cardiology- 1. Invasive
 - 2. Preventive
 - 3. Endovascular program
 - 4. Electrophysiology
 - 5. Non-Invasive Cardiology
- Nephrology-1. Dialysis
 - 2. SLED Therapy
 - 3. CRRT
- Critical care and Pulmonology
- Pediatric Surgery
- Plastic Surgery
- Neurosurgery
- Thoracic Surgery
- Neurology
- Gastro-entriology
- Infertility and assisted reproduction centre- Creation

Support Departments

- Pharmacy
- CATH lab
- Neuro Lab
- Endoscopy
- Laboratory
- Physiotherapy
- Radiology
- Biomedical Engineering
- Materials -1. Purchase Department
 - 2. Stores Department
- Central sterile supply department
- Dietary department
- House Keeping
- Human Resource
- Finance
- Linen
- Security
- Maintenance
 - 1. Electrical support services
 - 2. HVAC Support services
 - 3. Medical gas storage and distribution services
 - 4. Other Miscellaneous Repair and Maintenance support services
- Food and beverage Department

Services Not Available

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 all the identified isolation rooms are occupied.

Facilities

- ✓ Cafeteria
- ✓ Parking
- ✓ Pharmacy
- ✓ Valet Parking
- ✓ Info Desk
- ✓ Blood Bank
- ✓ ATM
- ✓ Wi-Fi Service

DEPARTMENTS VISITED/WORKED

During my internship I-

- ❖ Worked with the quality team of medical services and also performed tasks assigned by Operations medical services.
- ❖ Visited and acquired a comprehensive understanding of the functioning and management of various medical and non medical departments and areas of hospital.

The following are the responsibilities assigned to me by the organization:

- ✓ To conduct a study based on discharge advice as a part of QIP.
- ✓ Worked in team for the closure of the Non-compliance identified during NABH assessment -Designed the MSDS display sheet for housekeeping department.
- ✓ To track & post Signages/ displays /posters required in & out, throughout the hospital. (NABH requirement or those implemented as a part of quality improvement process)
- ✓ To conduct various clinical audit as per the requirement of the NABH and corporate office-full file audit(Live MRD),consent form audit, audit of death files, initial assessment audit
- ✓ Collected data and evaluated the degree of conformity to the initiative started for elderly patient to avoid medication error.

- ✓ Co-ordination of MOS- CESC Validation monthly meeting.
- ✓ Assisted the Manager- Medical Services and quality officer in their day to day work.
- ✓ Co-ordination of smooth and systemic implementation of new consent forms and withdrawal of old consent forms from all the wards, ICU, Radiology, Emergency and Day Care Centers.

PROBLEMS AND ISSUES IN VARIOUS DEPARTMENT

- No separate utility lift. Soiled/clean linen, all sorts of biomedical waste and all people using same lift for transportation.
- TAT for Discharge Process is very high. Discharge is often delayed and is time consuming, causing inconvenience to the patient.
- Noise level in all the nursing station is very high, disturbing the patient and making people around uncomfortable.
- Use of IT is very limited making a lot of process time consuming.
- Staff attrition, affecting the quality of services provided.

OBSERVATIONS/LEARNING

- Being in the quality team, I got an opportunity to learn the whole process of NABH and JCI (starting from preparation of policies & procedures & manuals, documentation control, monitoring of quality indicators, conducting Internal Audits & their closures).
- Learned to apply the standards of NABH and JCI for various departments in practical.
- Learned the art of auditing various departments with respect to NABH and JCI.
- Learned about various quality indicators and their monitoring.
- Learned about the various committees and their composition, purpose, roles and responsibilities.
- Insight about required coordination between different departments and the ways to maintain it.
- Different day to day operation issues and their solutions.

- Importance and different ways of proper documentation.
- Management of manpower and handling issues related to them.

PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

- ❖ Designing of MSDS display sheet for housekeeping department.
- ❖ Internal audit-MRD (concurrent)
- ❖ Survey -To Assess the Attitude and Perception of Healthcare Professionals towards Accreditation. (Technicians-blood bank, CSSD, radiology, Dialysis and Nurses- Dialysis, Blood bank, General ward, Radiology.)

EXTRAORDINARY GOOD/ADVERSE EVENTS

Something to inspire from:-

1. Resource maximization initiative by Fortis, encouragement and motivation of staff, patient and attenders for the cause by means of posters.
2. Variety of Employee engagement activities providing platform to showcase their talent and as well as helps in reducing the work stress.
3. Seniors first- Priority to elderly patients, separate information desk, discounts on services and reserved seats.
4. Behaviour of staff towards patient is exceptionally good. Every complaint or query is heard with lots of patience and politeness.

Something to learn from:-

Nursing Staff was instructed to clean the cannula of the patient frequently by consultant which was not followed resulting into the blockage of cannula and also risked the life of patient .Code blue was announced. Fortunately proper measures were taken on time and patient life was saved.
