

**Internship
at
Fortis Escorts Heart Institute, Delhi**

**Submitted By
Pooja Mehta**

**MBA Hospital & Health Management
2013-2015**


**Institute of Health Management Research,
Jaipur
2015**

INTRODUCTION TO FEHI

Fortis Escorts Heart Institute, formerly known as Escorts Heart Institute and research center, a pioneer in the field of fully dedicated cardiac care facility in India is a Fortis (Fortis Healthcare (India) Ltd.) network hospital. Fortis Healthcare is the fastest growing hospital network in India.

Fortis Healthcare led by the vision of late Dr.Parvinder Singh of creating an integrated healthcare delivery system in India acquired Escorts Heart Institute and Research Centre Ltd. in 2005. Established in 1988, Escorts celebrated 22 years of Cardiac excellence last year.

Fortis Escorts Heart Institute has set benchmarks in cardiac care with its path breaking work over the past 22 years. Today, it is recognized world over as a centre of excellence providing the latest technology in Cardiac Bypass Surgery, Minimally Invasive Surgery (Robotics), and Interventional Cardiology, Non-invasive Cardiology, Pediatric Cardiology and Pediatric Cardiac surgery.

The hospital is backed by the most advanced laboratories performing complete range of investigative tests in the field of Nuclear Medicine, Radiology, Biochemistry, Hematology, Transfusion Medicine and Microbiology.

Fortis Escorts Heart Institute has a vast pool of talented and experienced team of doctors, who are further supported by a team of highly qualified, experienced and dedicated support staff and cutting edge technology like the recently installed Dual CT Scan.

Currently, more than 200 cardiac doctors and 1600 employees work together to manage over 14,500 admissions and 7,200 emergency cases in a year.

The hospital today has an infrastructure comprising of around 310 beds (it currently enjoys 100% occupancy rate), 6 Cath Labs besides a host of other world-class facilities.

FEHI has a capacity of 310 beds, 9 Operation Theatres, 2 Heart Command Centers, and 1 Heart Station besides an array of other world-class facilities. EHIRC provides top end services in areas of acute care, invasive and non-invasive cardiology and state-of-the-art surgical procedures, besides playing a leading role in prevention and the reversal of heart disease.

MISSION:

Our Mission is to improve the quality of health care and become the most revered healthcare service provider in India.

VISION:

“To create a world-class integrated healthcare delivery system in India, entailing the finest medical skills combined with compassionate patient care.”

ACCREDITATIONS

- **Joint Commission International, USA**
- **National Accreditation Board Hospitals and Healthcare Providers (NABH)**
- NABH (Blood Bank) Accreditation
- International Organization For Standardization (ISO) 9001:2000 Certification
- **SUPERBRAND 2008 Award**
- **NABL**
-

VALUES

- **Vision:** Imbibe and share the vision.
- **Integrity:** Lead through honesty and integrity.
- **Respect:** Earn respect.
- **Trust:** Gain patient trust.
- **Understanding:** Commit to compassion, care and understanding.
- **Own:** Own quality excellence.
- **Share:** Develop and share success.
-

DEPARTMENTS:

- Cardiothoracic and Vascular Surgery
- Cardiology
- Preventive and Rehabilitative Cardiology
- Pediatric and Congenital Cardiology and Surgery
- Pediatric Cardiac Care
- Anesthesiology and Critical Care
- Critical Care Medicine
- Radio Imaging
- Hematology
- Biochemistry
- Microbiology
- Internal Medicine and Diabetology
- Orthopedics
- Pulmonology
- Nephrology
- Neurology
- Dental Surgery
- General Surgery, Adult and Pediatric
- ENT
- Ophthalmology
- Physiotherapy
- Gastroenterology
- Thoracic Surgery and Thoracic Surgical Oncology
- Nuclear Medicine

SERVICES:

- Diagnostic Services

- Treatment Services
- Pediatric Heart Care
- Escorts Heart Alert Services
- Preventive Cardiology and Rehabilitation Services
- Emergency services
- Community Outreach
- Critinext

Treatment Services:

- Coronary Artery Bypass Surgery(Standard)
- Coronary Bypass Surgery(MIDCAB)
- OFF PUMP Coronary Artery Bypass Surgery(OPCAB)
- Trans Myocardial Laser Revascularization(TMLR)
- Heart Port Surgery
- Robotic Surgery
- Aortic Aneurysms and Dissections
- Carotid Endarterectomy
- Valve Surgery
- Peripheral Vascular Disease(PVD)

SERVICES OFFERED

- Cardiac Bypass Surgery
- Minimally Invasive Surgery
- Interventional Cardiology
- Non-Invasive Cardiology
- Pediatric Cardiology
- Multi-Specialty Care for Cardiac Patients

VALUE ADDED SERVICES

- Dedicated patient care coordinators to assist patient/attendant
- Travel/ticketing arrangements for patients and relatives
- Receive the patient from Airport-Car/Ambulance
- Arranging sightseeing/shopping/prayer
- Local travel needs for patient's relatives
- Prepaid cell phone card
- Interpreters
- Internet
- Foreign exchange
- All finance related matters under single window

Fortis Escorts Heart Institute is on panel of imminent corporate, PSU, TPA, CGHS, and ECHS for indoor treatment and medical services. It has designed package of corporate health services to ensure that employees of its corporate clients stay healthy and productive. The aim is to impart expert health advice and ensure that medical support is available to the employees of client organizations, whenever they need it. Apart from indoor hospitalization, OPD services, preventive care and treatment for common health related problems are also made accessible to employees and dependants as per corporate policy.

CORPORATE SERVICES:

- Executive health checkups
- On site health checkups
- Emergency services
- Health education and awareness talks
- Outpatient and Hospitalization Services
- First aid and BLS training
- Sick bay/Medical room facility
- Relationship Manage

Fortis Escorts Heart Institute (FEHI) is a renowned name in the field of cardiac surgery, interventional cardiology and cardiac diagnostics. The institute formally came in to existence in October 1988; FEHI was set up as a dedicated cardiac hospital to bring to India the best cardiac care, training of cardiac surgeons and cardiologists and also to conduct research of international standards. The Fortis group took over the hospital on 10th September 2005.

FEHI draws a benchmark in healthcare sector by:

- Providing state-of-the-art world standard healthcare that exceeds expectations of patients and families.
- Pursuing independent as well as collaborative research in all aspects of cardiothoracic medicine and surgery.
- By establishing a network of joint ventures and satellite centers to extend the availability of quality health care to the population at their doorstep.
- Providing expert training for medical, paramedical, nursing and other professionals in the field of heart care.

Networking with other organizations to promote health and wellbeing in society through education, preventive check-ups and community outreach programs.

Moreover, the hospital has some of the latest and most advanced high-technology systems for imaging, radiology and pathology testing in its laboratories.

Some of which are:

- Dual Slice Somatom CT
- MRI-1.5 tesla Cardiovascular
- Da Vinci Robotic Surgery
- Advanced SPECT gamma camera

Adding with an efficient and robust information technology system enables better efficiency and greater patient convenience at the institute.

Fortis Escorts Heart Institute has been setting standards for excellence in healthcare for over 22 years. it is one of the pioneer stands-alone Cardiac Care Hospital to receive JCI(Patient

Care & Safety), NABH(Hospital & Bloods Bank) & ISO accreditation. It is also one of the hospitals to be awarded as super brands.

It has more than 200 cardiac doctors and 1,600 employees who work in tandem to manage over 14,500 admissions and 7,200 emergency cases in a year.

Fortis Escorts Heart Institute is the only cardiac hospital in India to have a dedicated pediatric department with a specialized, highly trained multi-disciplinary team of pediatric cardiologists, pediatric surgeons, anesthesiologists and pediatric intensivists.

Some of the key milestones:

- By March 2010, the hospital has conducted over 131,939 Angiographies, 33,958 Angioplasties and 72,820 cardiac surgical procedures with a success rate over 99.7%.
- Fortis Escorts Heart Institute created a world record in 2001 by performing 4000 cardiac surgeries in a single year.
- In twenty years since its inception Fortis Escorts Heart Institute has treated more than 2 million patients.
- Fortis Escorts Heart Institute is counted among the first to introduce robotic cardiac surgery in Asia, were also the first to introduce YAG laser in India, which is considered a breakthrough in the treatment of coronary artery diseases.
- The Prucka IT version 6.5 is the latest, high-end electrophysiology laboratory equipment for the detection and treatment of complex arrhythmia.
- Fortis Escorts Heart Institute introduced the Fortis escorts Heart Alert Service that has revolutionized cardiac care in India by providing an expert ECG interpretation over telephone within minutes of any chest complaint/symptoms. Patients in India as well as abroad can be benefited by this service.

1.1 PROCEDURES

List of procedure done in the cath lab as follows:

DIAGNOSTIC PROCEDURES

- **ANGIOGRAMS**
 - BRONCHOGRAM
 - CARDIAC CATHETERIZATION
 - CAROTID ANGIOGRAPHY
 - RENAL ANGIOGRAPHY
 - PERIPHERAL ANGIOGRAPHY
- TPI
- CARDIOVERSION
- FLUROSCOPY
- EPS(ELECTRO PHYSIOLOGY STUDY)
- **THERAPEUTIC PROCEDURES**
- CORONARY INTERVENTION
- PTCA
- NON-CORONARY INTERVENTION
- PTA
- AAA
- BALLON VALVOTOMY
(BPV,BMV,BAV)
 - DEVICE CLOSURE(ASD,VSD,PDA)
 - BIV
 - SEPTOSTOMY
 - CARTO
 - RFA
 - SEPTAL ABLATION
 - REPOSITIONING/REPLACEMENT
 - EXPLANTATION
 - PERICARDIAL TAPPING
 - COIL EMBOLATION

- ICD
- IVC
- COMBO
- PPI
- COA

Own experiences:

Department assigned to me was Executive health check-ups department and the responsibilities assigned to me were to coordinate healthcheckups going on in PHC on daily basis.

Apart from that I was responsible for entering data regarding executive health-check-ups and calculating TAT for the same on weekly basis,

My experiences while working with the organization in PHC department were good.

Skills acquired:

Skills acquired during dissertation process are:

Learned to be multitasking, as during the Saturdays or any holiday there are too many appointments for health check-ups that it taught me how to be multitasking person.

It also taught me how to be calm and have patience at the time of panic. As at the time of earthquake in Nepal on 25th April 2015, effects were also felt in Delhi. At the time of earthquake health check-ups were going on in PHC department.

I observed how to maintain patience and make an announcement and safely move the patients out of the building as fast as possible as well as taking care of own life.