

**Internship
at
Fortis Escorts Hospital, Jaipur**

**Submitted By
Gargi Sharma**

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INTRODUCTION

HISTORY

1.1 FORTIS Healthcare limited was formed with the sole objective of providing integrated healthcare by establishing a state of art health delivery system .The vision of the company is to become the most revered healthcare service provider in India. Team Fortis is committed to meet all healthcare needs of its clientele, starting from maintenance of good health to providing global standards in diagnostics, therapeutics and surgical requirements at the time of need. It aims to exceed customer expectations and terms of quality, service, safety and value for money through constant innovation and better product delivery. Fortis healthcare limited has entered into an affiliation with partner's healthcare system. Under this agreement Fortis hospital Mohall will be an international scientific affiliate and collaborate on patient care as well as educational and medical research initiatives. Fortis is India's fastest growing healthcare delivery service provider with operations starting in 2002 in Mohall. Presence in 8 countries including Hong Kong, Newzealand, Singapore, Srilanka, India, Vietnam, Mauritius and Canada to form one of the largest healthcare delivery networks in the Asia pacific region. Fortis Escorts is JCI, NABH (INCLUDING THE BLOOD BANK) and NABL (SRL) accredited. Talent pool of over 23000 people including 4000 doctors and 7300 nurses and paramedics. One of the largest cardiac programs in the world. Fortis logo is represented by the two hands that fuse seamlessly with the human form, express our reassuring approach to healthcare. With green, the colour of healing and is symbolic of our steadfast focus: to ensure the health and wellbeing of those we minister to and red the expression of the dynamic zeal with which we strive to make it a reality. Fortis is associated with FORTIS HEALTHWORLD LTD: NOW RELIGARE WELLNESS, FORTIS HEALTHCARE LTD, FORTIS CINICAL RESEARCH, SRL RANBAXY LTD: NOW SRL LTD, RELIGARE ENTERPRISE LTD.

Executive Chairman: Mr Malvinder Mohan Singh **Executive vice chairman:** Mr Shivinder

Mohan Singh **Global CEO**: Mr.Vishal Bali **India CEO**: Mr Aditya Vij. Fortis Jaipur inaugurated on 2nd August 2007 **Number of beds: capacity:** 350. NABH accreditation received in June 2008 (within 10 months of operations, NABL and Blood bank)

Facilities: 24-hour Blood Bank, 24-Hour Ambulance service, 24-hour Chemist shop, Cafeteria, EPABX No: 0141-2547000, Emergency number: 0141-2547009 Website-www.fortishealthcare.com.: Speciality services available: Cardiology, Orthopedics, Neurology, Urology, Gastrology, Obstetrics and Gynecology, Nephrology, General Surgery, ENT, Ophthalmology, Dermatology, Radiology.

1.2 FORTIS VISION: Globally respected healthcare organization recognized for clinical excellence and distinctive patient care.

1.3 FORTIS MISSION: To be the preferred super speciality healthcare provider of international standards known for patient centric care and clinical excellence through continual improvement of processes and outcomes.

LOCATION:

The access to the hospital is very easy. The hospital is located on JLN Marg road, Jaipur. The address of the hospital is:

Fortis Escorts Hospital, Jaipur

Jawahar Lal Nehru Marg,

Malviya Nagar,

Jaipur- 302107

Rajasthan, India

Tel: 91-141-2547000

AREA:

Spread over 6.68 acres with an investment of Rs. 1.10 billion, it has an operational bed facility of 210 beds with an installed bed capacity of 300 beds.

1.4 NUMBER OF DEPARTMENTS:

There are presently 34 functional departments in the hospital comprising of Clinical and Non clinical departments. The detailed information about each department visited is given later. The list of functional departments is as follows:

1.4.1 Clinical departments:

1. Infection control
2. CSSD (Central Sterile Service Department)
3. Physiotherapy
4. CTVS
5. SICU
6. NICU
7. LDR
8. Operation theatres
9. Triage/Emergency
10. HDU (High Dependency Unit)
11. Radiology
12. General ward
13. Laboratory's
14. Dietetics
15. MICU
16. CCU
17. Dialysis
18. Cath Lab

1.4.2 Non clinical departments:

1. Engineering
2. Biomedical Engineering
3. Finance
4. Marketing
5. Human Resource
6. House keeping
7. Laundry
8. Pharmacy
9. Medical Records
10. Food & beverages
11. Security
12. Central stores
13. Quality Assurance
14. Research
15. Patient Welfare Department
16. Information Technology

1.5 SERVICES PROVIDED:

There is a long exhaustive list of services provided by the hospital comprising of clinical and non-clinical services. Both the services go hand in hand for maintaining the efficacy and efficiency of the organization for the patient and staff welfare.

1.5.1 Clinical services:

1. Cardiac Surgery
2. CTVS
3. Cardiology
4. Renal Science
5. Nephrology
6. Urology
7. Neurology

8. Neuro Surgery
9. Gastro Intestinal Diseases
10. Internal Medicine
11. Pulmonology
12. Endocrinology
13. Dermatology
14. Psychiatry
15. General Surgery
16. Plastic Surgery
17. Paediatric Surgery
18. Obstetrics
19. Gynaecology
20. Paediatric
21. Neonatology

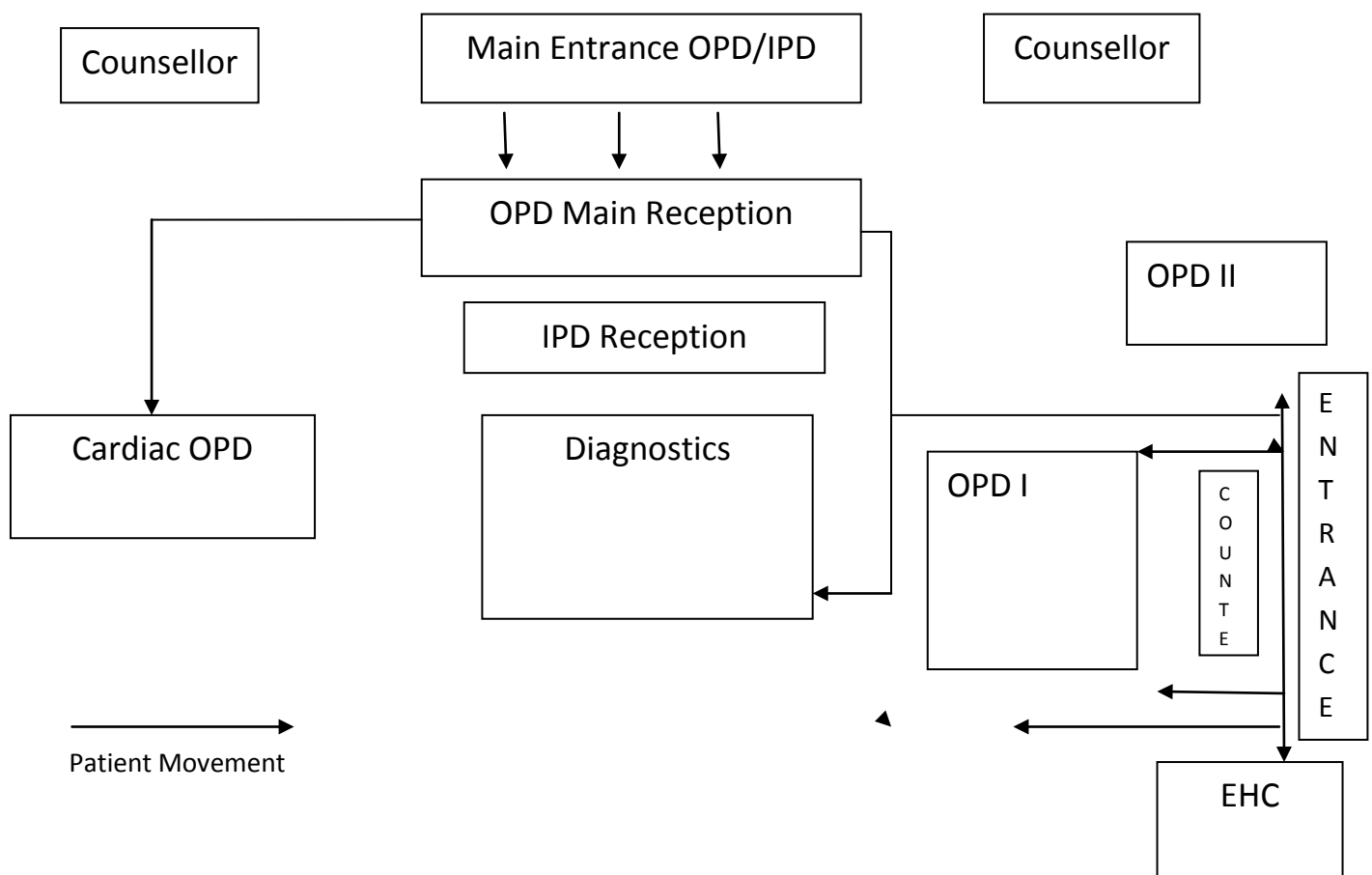
1.5.2 Non Clinical services:

1. Housekeeping & Laundry
2. Pharmacy
3. Medical Records
4. Food & beverages
5. Security
6. Central stores
7. Training and development

1.5.3 OPD WORKING:

Outpatient services in hospitals have evolved in line with patient needs demands and expectations from a limited service offering basic & minor clinical services to highly evolved & organized services. It is the first point of contact between patient's, their relatives & hospital & its staff. It is referred to as "shops window of the hospital".

Layout of OPD Patient flow:



Roles & Functions:

- To provide community a major source of specialist diagnostic medical opinion
- To treat on ambulatory & domiciliary basis all cases this can be treated.
- To refer patients for admissions to the hospital
- To carry out after care & medical rehabilitation after discharge

1.5.4 IPD WORKING:

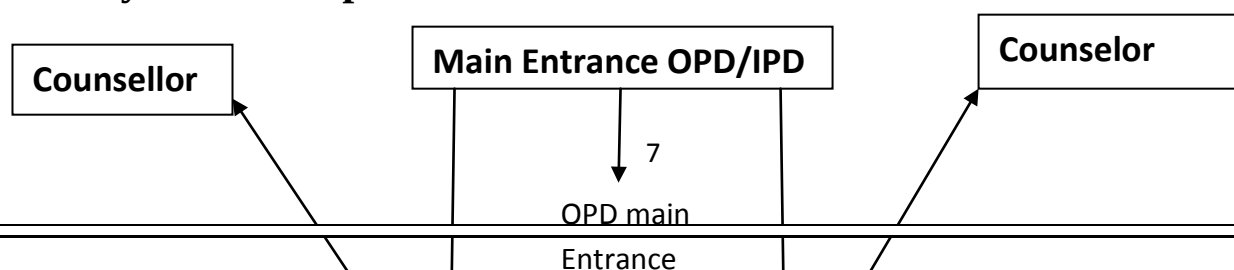
Inpatient services are Hospital services and items furnished to an inpatient of a hospital by the hospital, including bed and board, nursing and related services, diagnostic and therapeutic services, and medical or surgical services. Indoor services are also known as “Nursing Services” and provided to such patients who have been admitted in the hospital, either for observation, investigation or treatment.

Roles and functions:

To provide highest possible quality of medical and nursing care for the patients

To furnish most desirable environment substituting as temporary home for the patient

1.5.5 Layout of IPD patient flow:



IPD reception (Patient can also come from OPD's)

Patient → movement

1.6. DEPARTMENT INFORMATION:

The organization comprises of the clinical and non clinical departments. Each department has its own operations.

2.0 Non clinical departments:

1. QUALITY ASSURANCE DEPARTMENT

Goal: Headed to maintain and perk up the standards.

Quality assurance, or QA for short, is the activity of providing evidence needed to establish quality in work, and that activities that require good quality are being performed effectively. All those planned or systematic actions necessary to provide enough confidence that a product or service will satisfy the given requirements for quality.

Documents maintained:

Standard Operating Procedure (SOP's)

Policies

Manuals

Plans

Committees

Quality Indicators

Internal Audit

Medical Audit

Training Record

QA Programmes

Clinical Guidelines

2. HUMAN RESOURCE DEPARTMENT

Goal: To ensure availability & retention of quality talent to meet organization goals and objectives. Overall growth & development of employee's orientation & functional training.

Departmental Structure (Unit)

Head- HR

Assistant Manager-Training

Executives-2

Junior Executives-2

Data Entry Operator-2

2.1 Scope of Services:

- Manpower Planning
- Recruitment Process
- Internal job posting process
- Pre Employment Health Check-up
- Trainings
- Attendance & leave management
- Appraisal & Promotion Process
- Statutory compliances
- Medical Benefits
- Employee Welfare Programs
- Disciplinary Action
- Grievance Handling
- Medical by laws
- Payroll Management
- Budgeting

3. MEDICAL RECORDS

Goal: Medical Records Department is the custodian of all the discharged/ expired health record charts. The Medical Records Department staffs ensure the confidentiality, preservation, storage and retention of the documents of the patients.

Departmental Structure:

Executive, Medical Records: Reporting to Medical Director

Document maintained by the department:

- IPD/OPD Files receive register
- IPD file dispatch register
- OPD file dispatch register
- Death register
- Birth register

Scope of Services:

The workflow of the department can be broadly divided into following steps:

1. Record collection
2. Analytical Evaluation
3. Codification
4. Assembly / storage
5. Retrieval
6. Data generation

4. PHARMACY

Goal: The Goal of the Pharmacy is to procure and provide the Medicines to the patient.

Functions of the Department

- a. Receipt of Material (centralized receipt at Receiving Bay)
- b. Issue of Material to patients and various Departments (Centralized dispensing from Main Stores)
- c. Physical Stock Verification

Departmental Structure

OPD Pharmacy → 2 Pharmacist, 1 GDA in Shifts

IPD Pharmacy → 1 Incharge, 3 Pharmacist, 1 Accountant, 1 GDA, 1 Housekeeping.

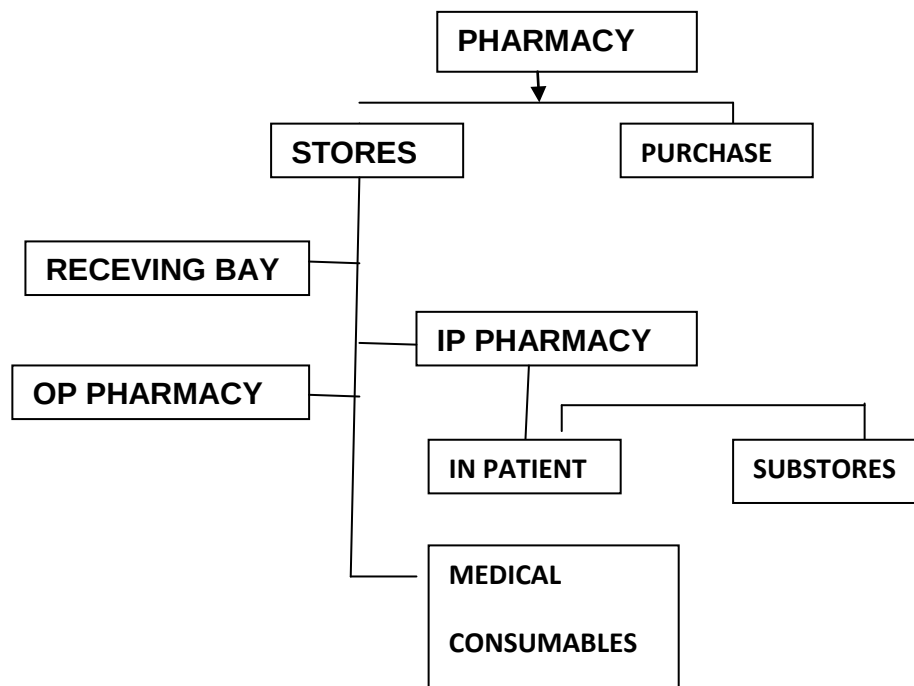
Scope of Services:

The scope and complexity of services provided by this department is to give services of all range of medicine and surgical Items to the patient and the ward and OTs. The types & areas served are all the Department of the Hospitals like General ward, ICUs, OTs and Bio-Medical.

Services include:

- a. Procuring and providing the genuine medicine to the patient.
- b. Deliver the medicine to the Wards and OTs.
- c. Discharge Summery of patient (medicine issued)

2.2 Process Flows:



5. HOUSE KEEPING

Goal: To achieve defect free room with 100% hygiene and cleanliness. To maximize patients satisfaction with minimum cost.

Departmental structure:

Head of Department, Supervisors, Contractual Supervisors, GDA and Cleaning Staff.

Scope of Services:

The scope and complexity of services provided by this department is:

- Cleaning of all areas.
- Providing water
- Providing room amenities
- Providing services like glass cleaning , pest controlling , horticulture and in house laundry
- Waste disposal

6. LAUNDRY

Goal: To deliver spotlessly clean and hygiene linen and uniforms to the user departments.

Departmental Structure:

Supervisor, Contractual Supervisor, Contractual Attendants, GDAs, Tailor

At lower level it comprises of: 2 Laundry Supervisor, 2 Contractual supervisor, 2 Washing man , 2 Iron man and 3 Helpers.

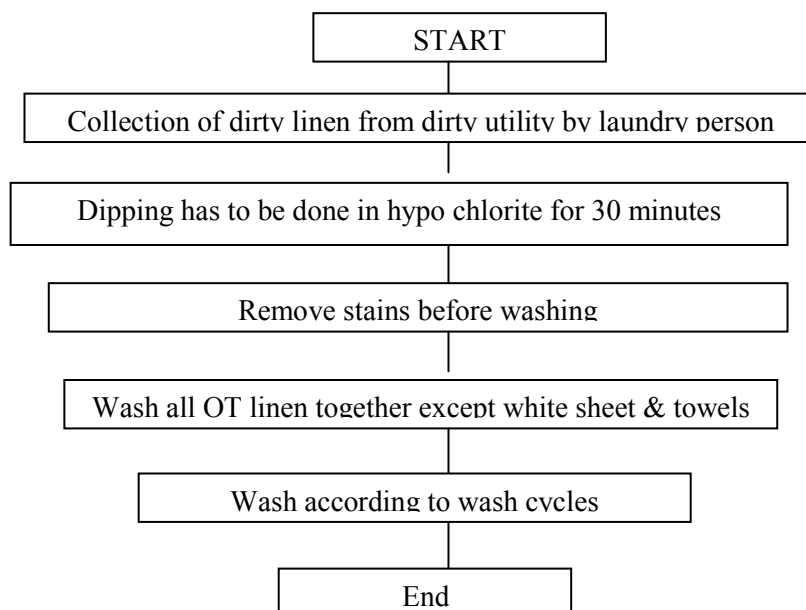
Document maintained by the department:

- Cloth incoming register
- Cloth outgoing register
- New Linen stitch register
- Alteration register

2.3 Scope of services:

The scope and complexity of services provided by this department is to provide:

- Providing clean linen and uniforms
- Treat infected/ contaminated linen
- Treat heat labile linen



7. MARKETING:

Goal: Marketing department is responsible for the revenue generation through Brand building, Retail Sales, Corporate Marketing PR & Media Communications & liaison with Government. Some of key activities of the department are Brand Awareness, Events Management, Corporate Social Responsibility, and ensures Business & Growth in line with Organizational Objectives.

Functions of the Department

The department works together in cohesion as a team to achieve following Objectives

1. To achieve Financial Budgets for the Unit.
2. To outgrow competition in dynamic market by strong presence through Contact programs & Events.
3. To position Brand Fortis as Leading Healthcare Service Provider with Patient Centric approach to Medical Fraternity.
4. Design and implement growth tools and plan for Annual and Medium term Strategy for Unit in line with Organization Objective
5. Planning of Events like CME's, Camps, Preventive Medicine Lecture, and Friends of Fortis for patient interface with Unit.
6. Plan and conduct events based on with Corporate Social Responsibility.

Departmental Structure:

The department has three Area Sales Executives, on duty 24*7 principle.

Documents maintained by the department:

- Tariff Maintenance
- Media Report

8. FINANCE

Goal: To provide accurate relevant and timely financial information necessary in making right business plan and decisions.

Departmental Structure:

Finance Controller, Asst. Manager-Finance, Executive-Finance, Jr. Executive Billing – 2, Account Officer – 2, Account Assistant – 2, Billing Asst. – 5

Scope of Services:

The scope & complexity of service provided by this department is:

- Business building insights.
- Areas for lowering cost & improve profitability.
- Updating of bills on daily basis for IPD patients.
- Customer (Patient's Attendant) satisfaction for billing concern.

The Billing staff has overall responsibility for coordination of various functions (Pharmacy, Wards etc.) and daily basis report for admission , Collection to higher management and Administration of the department, and they maintain a log of all the problems that arise on day to day basis and provide the necessary solution as deemed proper and reasonable.

Department serves all departments for finance & billing aspect.

9. INFORMATION TECHNOLOGY

Goal: Provide IT Value to end users with respect to their day to day function.

Departmental structure:

The four members IT Team have a team leader, one for Software and three for IT infrastructure and communication system.

Scope of Services:

The scope and complexity of services provided by this department is Application Software (Medtrack & Prodigious)

- IT Infrastructure
- Hardware & Network
- Anti Virus Services
- Internet Services
- Email Services

10. FOOD & BEVERAGE

Goal: To provide food and beverages and fulfill the needs and desires of our esteemed customers.

Functions:

1. Daily auditing of stores and kitchen area.
2. Take rounds of the entire service area with and after the service timings.
3. Shift wise briefing and de briefing of the contractual staff to ensure smooth and flawless functioning.
4. Monitoring of services and sales at various outlets like Coffee shops, Executive/Doctor's dining hall.
5. Regularly maintain the departmental reports.

Departmental structure:

1 – HOD, 2 – Sr. Supervisor, 1 – Supervisor (3), 72 – Contractual Staff

11. ENGINEERING

Goal: To manage all engineering equipment and machines & supervising day to day hospital maintenance work and ensuring smooth functioning of all facilities of hospital.

Functions of the Department:

1. Responsible for managing plant engineering equipment, utilities, spares and consumables like Diesel generator, Plumbing, Pipeline, Ventilation, Air conditioning, Carpentry, Sewage treatment, Water treatment etc
2. Responsible for controlling consumption / provisions of power, water etc
3. Address and resolve escalated complaints and grievances from the user departments.
4. To ensure planned & timely progress and completion of commissioning activities and take proper handover from the project team regarding the engineering works.

Department Team:

Chief Engineer (1), Shift In charge (3), Shift supervisor (1), Electrician (7), Plumber (4), Gas manifold (3), HVAC (3), Fitter (1)

Scope of Services:

The scope and complexity of services provided by this department is to coordinate with various department medical and non medical so that there is no hindrance in day to day work of all facilities.

The department monitor all the facilities such that diesel generator, steam boiler, hot water boiler, firefighting equipment, air conditioning chiller plant ,sewage treatment plant, RO plant, soft water plant, tube well, all plumbing work, carpentry work etc.

12. PATIENT WELFARE DEPARTMENT

Goal: To make and position the hospital as a “Centre of Excellence” by ensuring customer satisfaction through personalized customer care , following the guiding principles of empathy, care and compassion to make the patients feel cared for.

Functions of the Department:

1. To maintain a good relation with the patients / attendants in the hospital through personalized service.
2. Managing patients/ attendants expectations as well as keeping the interests of the organization alive.
3. To enhance the value of services being provided by making the patient and the attendant comfortable and acquainted to the hospital.
4. To improve the quality of service from the patients perspective through their feedback.
5. To look beyond the patients / attendants grievances, to identify loopholes in our existing system and the factual problems of the patients.
6. Networking within the organization for the benefit of the patient / attendant and to ensure the action on the feedback.

Departmental Structure: Four Patient Welfare Officers

Scope of Services:

The scope and complexity of services provided by this department is to enhance the customer satisfaction. The types and ages of patients served are patients of all age group.

13. BIOMEDICAL ENGINEERING:

Goal: To install, commission and maintain all medical equipments in an efficient and cost effective way and make technical appraisal and recommendation for purchase of new equipments.

Functions of the Department

1. To administer and ensure timely maintenance of all medical equipment
2. To ensure timely trouble shooting of technical faults of the medical equipment
3. Provide inputs to commercial department about new / renewal of contracts with equipment supplier including annual maintenance / comprehensive maintenance contracts.
4. Ensure that the downtime of the equipment is the lowest
5. Audit all processes related to the delivery of medical gases

Departmental Structure:

Bio medical Engineer (1), Technician (2)

14. SECURITY

Goal: To provide a proactive, competent service, to protect the life and property of every individual present in our premises.

Objectives: The Security departments' responsibilities can be broadly classified into three basic categories:

- a. To protect and conserve the hospital's property and prevent pilferage.
- b. To prevent any action or situation that might result in an injury or death when a patient/ attendant/visitor/ employee are lawfully on the hospital premises.

Departmental structure:

Chief security officer (1), Supervisors (4) (pay roll), Contract supervisors (4), Guards

Documents maintained:

- Audits
- Mock drills
- Complaint register

Scope of services:

- Security against intrusion, theft & robbery
- Transport & parking control
- Investigation & corrective action
- Informing the police for any ML cases
- Access control
- Key Management
- Disaster & Fire management
- Mortuary Management

2.4 CLINICAL DEPARTMENTS

Goal: To provide medical care and treatment to patients with all types of diseases.

Scope of services:

OT

All types of Cardio-thoracic and vascular surgeries are performed here.

High Risk surgeries are also performed with Heart Supporting system & advanced Perfusion techniques.

SICU-CTVS and general surgery, CCU and general ward:

Services include:

- Invasive Monitoring
- Patient assessment (Physician, nursing, dietary and physiotherapy)
- Personal needs
- Dietary needs
- Bed-side x-ray, physiotherapy
- Transfer to ward
- Patient and family education

CSSD

Provide clean & sterile supplies which help in reduction of Infection & improve the Quality of care.

Infection control:

- To educate staff on biomedical waste segregation and management.
- To review epidemiological surveillance data and identify areas of intervention.
- To identify patients and or staff with communicable/potentially communicable infections and institute appropriate measures in such cases.

Dialysis

Removing waste and excess water from the blood and is used primarily to provide an artificial replacement for lost kidney function in people with renal failure.

Paediatric, NICU

To provide world class tertiary level management of critically sick babies & children. Specialized services will include Paediatric surgery, Neurosurgery, Physiotherapy & child Psychology.

Labour Delivery Room (LDR)

Outpatient care for patients coming to the OPD.

Includes- Obstetrics consultation, investigations and referrals and opinions from other departments, if required.

Physiotherapy:

Facilities in Department of Physiotherapy

Electrotherapy, Diagnostic, Mechanical, Manual Mobilization Therapies, Exercise Therapy, Chest Physiotherapy, Gynae/Obstetric, Fitness, Post Operative Cardiac Surgeries, For Neurological Disorders and Geriatrics

HDU, Triage and ICU

The role of all three is to some extent same.

They provide intensive nursing care and monitoring. Patients with critical medical problems are treated in this highly focused specialized environment, featuring the best intensive care medical personnel and cardio-pulmonary monitoring equipment available. Procedures performed

Included bronchoscopes, central venous lines, peripherally inserted line, arterial line, pulmonary artery catheter, Temporary pacemakers, Percutaneous tracheotomies, PEG placement and chest tube placement.

Cat lab:

The range of services includes all the elective and emergency procedures across the whole spectrum of Cardiology. CAG's, PTCAs, BMV's, Device closures, EP studies, RF ablations, Pacemaker implantations, Peripheral stentings, Rotas ablation and many other cardiology procedures are performed in the Cath Lab.

Dietics:

Dieticians provide an array of patient care services, including, nutritional assessment, counselling services, and enteral and parenteral feeding recommendations. The food service section of the department is committed to provide all IPD patients with fresh hygienic food. Menus are planned to take advantage of seasonal foods and changing patient preferences.

Laboratory:

The Department of Lab Medicine offers a comprehensive menu of more than 3000 regular and specialized tests performed through state- of- the- art equipment and based on more than 95 technologies.

2.5 LIST OF DEPARTMENT / SERVICES

A. Clinical services

- General Medicine
- General Surgery
- Ear, Nose, Throat
- Gynaecology and Obstetrics
- Paediatrics
- Orthopaedics
- Ophthalmology
- Dermatology
- Dental Sciences
- Radiology
- Psychiatry (Mental Health)

B. Diagnostic services

- Laboratory – Haematology, Biochemistry, Pathology
- Imaging – X-ray, MRI-Scan, CT-Scan
- ECG, EEG
- Ultra sonography

C. Ambulatory Care

- Outpatient services
- Emergency
- Pharmacy services (dispensary, stores)
- Post Partum unit

D. Therapeutic services

- Clinical consultation services
- Clinical inpatient services
- Operation theatres – (General, Eye, Gynaecology, Orthopaedics, ENT, Mother Care Package, Minor OT, Kidney Transplant Unit, Cath and CTVS Ot's, Neurosurgery, Plastic Surgery)
- Delivery suite

E. Other services

- Kitchen (for patient, attendants, employees)
- CSSD
- Purchase Stores (general, medical)
- Mortuary and Post mortem room
- Medical gases (Cylinders)

F. Administrative and ancillary services

- Hospital administration
- Housekeeping
- Security
- Ambulance
- Hospital Management Information System
- Food and Beverages
- Engineering and Biomedical Engineering
- Finance
- Marketing
- Human Resource
- Quality Control and Quality Assurance
- Patient care and Welfare services
- Fortis Operating System

2.6 DEPARTMENTS WITH BED DISTRIBUTION

S.No.		
1	General ward	17
2	Paediatric ward	16
3	Labour room	3
4	Observation ward	6
5	Isolation ward	4
6	Cardiac monitoring unit	10
7	Critical care unit	10

2.7 SERVICES AND DEPARTMENTS

GROUP A: CLINICAL SERVICES	
Internal Medicine	Yes
Obstetrics and Gynaecology	Yes
Paediatrics and Neonatology	Yes
Orthopaedics	Yes
Ophthalmology	Outsourced
ENT	Yes
General Surgery	Yes
Dermatology	Yes
Dentistry	Outsourced
Emergency Medicine	Yes
Anaesthesia	Yes

Critical Care Medicine	Yes
Psychiatry	Yes
Chest and TB	Yes
Rehabilitation	Yes
Radiology	Yes
Pathology	Yes
Blood Bank	Yes

GROUP B: SUPPORT SERVICES	
Maintenance	
Civil works	Yes
Water	Yes
Electricity	Yes
Fire safety	Yes
Communication	Yes
Medical records	Yes
Amulance service	Yes
Cssd	Yes
Laundary	Yes
Security and fire	Yes
Waste management services	Yes

GROUP C: ADMINISTRATIVE SERVICES	
General administrative	Yes
Finance	Yes
Housekeeping services	Yes
Training and development	Yes
Material management	Yes

2.8 INFRASTRUCTURE

2.8.1 ENTRANCE

Main Entrance	Lobby Waiting area for patients and their family Public utilities (Toilet ,bathroom and Telephone etc)
Reception	Enquiry may I help you desk) Registration
Pharmacy and Dispensary	Issue counter Drug store

2.8.2 EMERGENCY (CASUALTY)

Entrance	Trolley and wheel chair bay Waiting area for patients and family
Reception	Enquiry Registration Cash counter Work area for staff
Public facilities	Jam ja jee food corner Pavitarm food corner Amul dairy Parking space Security and fire control room

2.8.3 OUTPATIENT AREA

Patient accommodation areas	Single sharing room Double sharing room General ward Intensive care unit High dependency unit Observation ward
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2.8.4 DIAGNOSTIC DEPARTMENT:

Zones	Functions
	Enquiry/registration Reports and records Sub waiting areas
IMAGING	Changing room Sub waiting area Dark room Developing area
ULTRASOUND ROOM	Ultrasound room Changing room Toilet

2.8.5 LABORATORY SERVICES

Reception	ENQUIRY/REGISTRATION
	Sample collection and receiving area Sub waiting area Main labs: pathology ,haematology ,biochemistry

SUPPORT AREA	Washing and disinfection
STAFF ACCOMODATION	Pathologist Microbiologist Staff technicians Infection control in charge

2.8.6 BLOOD BANK

Reception	ENQUIRY/REGISTRATION
	Enquiry/registration Bleeding room Donor rest room Laboratory Storage Issue counter storage

2.8.7 OPERATING ROOM

ZONES	FUNCTIONS
OT	STERILE ZONE Operating room Scrub area Instrument trolley Anesthesia area Disposable room Dirty corridor room Clean area Nursing area Clean utility area Janitor's room Trolley bay Preanesthesia bed Recovery room Toilet Frozen section Protective zone

	Staff changing room including the lockers, toilet, rest room and pantry Anesthetist room Store Preanesthetic room Waiting area Preparations room Sterilization area
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2.8.8 LABOUR ROOM

LABOUR ROOM	Nursing station Examination /preparation room Recovery bed Delivery area Scrub and gowning area
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2.8.9 CSSD (Central sterile supply department):

ZONES	FUNCTIONS
C.S.S.D	Staff changes room with lockers Unsterile receive area Washing area Assembly Sterilization area Sterile store Issue area Trolley bay General store Office for supervisor Rest room for staff Toilets
Laundry	Entrance area for changing and lockers Dirty linen receiving area Sorting area

	Sluicing Hydro instruction Washing Drying area Calendaring area Steam press Store Tailoring area Issue counter Trolley bay Supervisor office Staff rest room and toilet
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2.8.10 LAUNDARY

ZONES	FUNCTIONS
Kitchen department	Entrance with the staff change and lockers Cold storage Dry store Washing area Chopping area Cooking area Serving and distribution area Crockery wash area Steward room Vegetable store area Utensil store area

2.8.11 GENERATOR AND SUBSTATION ROOM:

ZONES	FUNCTIONS
Generator substation room	Switch board Generator room Fire safety equipment Electric panel room

Mortuary	Office area Body wash area Body storage Autopsy room
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STORE:

Medical Surgical General store	Surgical store area Medical store area Linen Stationary Chemical Housekeeping Electrical Furniture Condemnation room Office area Issue counter Trolley bay
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2.8.12ADMINISTRATIVE AREA:

Zones	Functions
Administrative Area	Medical record area Billing and accounts

	Human resource Office for medical superintendent Nursing superintendents Secretary for area Waiting area Conference area Library Staff office Toilet
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2.8.13 SPECIAL MARKTING CAMPAIGN

- Nanhi Chaan(plant tree for each girl child born)
- Golden Age club(senior citizens)
- ANTENATAL PROGRAMME(For expecting mothers)
- Spandan(Awareness talk by clinicians from various specialties)
- Saksham(BLS for Police ,Auto Rickhaw drivers,etc)
- YATN:(consultation and other services for the deaf and dumb)
- ADOLESCENT HEALTH PROGRAM(Sessions in schools)
- HIV AIDS (awareness talks at corporates)
- SAHAYAK (Dialysis support)
- Community outreach program(ANGADWARI CAMPS)
- CHETNA- Focus on GIRL CHILD
- FRIENDS of Fortis

2.8.14 Special Health check up packages- Preventive Health CHECK UP PACKAGES

1. Cardiac check up

2. Comprehensive health check up(male)
3. Comprehensive healthcare check up (female)
4. Whole body check up(Male)
5. Whole body check up(Female)
6. Whole body elective check up(male)
7. Whole body elective check up(female)

2.8.15 VALUES OF THE ORGANIZATION:

P- PATIENT CENTRICITY

I – INTEGRITY

N-INNOVATION

T-TEAM WORK

2.8.16 Types of leaves:

1. Casual leave: It is 7 days in a year. Minimum half day and maximum 2 days at a stretch. Lapses at the end of the year.
2. Sick leave: 5 days in a year .minimum half day .accurate but not encashed at the end of the year.
3. Privilege leave: 30 days in a year (credited @2.5 days per completed month).A minimum of 15 days PL should be availed in subsequent year.
4. Maternity leave:3 months (can be availed only twice in ones career with the organization)
5. CHILD ADOPTION LEAVE: A female employee can avail leave of 3MONTHS from the date of adoption a child less than 1 year of age

6. Paternity leave: An employee would be entitled to a paternity leave for 10 days to be taken a stretch within 6 months of the birth /adoption of a child less than 1 year .(can be availed only twice in ones career with the organization)
7. Bereavement leave:An employee would be entitled to bereavement leave for 4 days in the event of demise of an immediate family ember.
8. In house medical benefits for sel and dependents
9. Accidental benefits and mediclaim /esi (based on band)
10. Appraisal process: annually (only for confirmed employees)- in march for A ,V,AS ,VS band b, w band and above.

2.8.17 EMPLOYEE RIGHTS AND RESPONSIBILITIES:

RIGHTS:

1. FORTISIAN has the right against discrimination and harassment
2. FORTISIAN has the right of pregnancy or parental leave
3. FORTISIAN has a right to take meal break during a day
4. FORTISIAN has right to avail medical benefits as per the policy laid down by the company
5. FORTISIAN has right to register a complaint against the grievances by filling up the grievieance form
6. FORTISIAN has a right to get a salary in the first week of every month
7. FORTISIAN has a right to choose not to continue working with the organization by serving notice period applicable to him or her.
8. FORTISIAN has a right to a safe workplace
9. FORTISIAN has a right to ask for his/her role clarity.
FORTISIAN has right to seek guidance from seniors

10. FORTISIAN has right to be treated with respect and dignity.

2.8.18 RESPONSIBILITIES:

1. FORTISIAN has the responsibility to arrive at work on time.
2. FORTISIAN has the responsibility to dress suitably for the job
3. FORTISIAN has responsibility to obey safety rules
4. FORTISIAN has responsibility not to discriminate or harass others in workplace
5. FORTISIAN has responsibility not to act in a way that puts the employee or others at the risk of injury in the workplace.
6. Responsibility to notify the supervisor /hod prior to the absence. In the event of emergencies when prior notification is not possible, employees are obligated to notify the supervisor.
7. Responsibility to inform HR department for change in name, address, telephone no, marital status or the number of dependents.
8. Responsibility of the employees to wear their id cards during the duty hours
9. Responsibility to immediately report injuries /accidents
10. Responsibility to complete the vaccinations as per the existing protocol
11. Responsibility to complete ongoing education
12. Responsibility to carry out reasonable requests and instructions of the supervisor
13. Responsibility to maintain confidentiality at the workplace.

2.8.19 HR POLICIES

1. GRIEVANCE POLICIES: Written request (grievance form)to hr – complaint redressed within a week

2. Policy or consequence management's risk, medium risk and high risk, warning letter issued to errant employee results in written explanation being demanded /termination.
3. Sexual harassment: All cases of sexual harassment (Same or different gender) reviewed by anti sexual harassment committee(Dr shallu kakkar,prateek Singh –hr, Nihar Bhatia QS,Reena singh pcs ,devesh bansal (legal advisor)
4. Whistleblower policy: safeguards those who raise the voice against the wrong /illegal, unethical practises /wrong conduct within the organization.

2.8.20 EMPLOYEE RECOGNITION /APPRECIATION (DURING MONTHLY HTML)

1. MOST promising doctor of the month
2. ANGEL NURSE OF THE MONTH
3. STAR EMPLOYEE OF THE MONTH
4. PRIDE OF FORTIS(QUATERLY)
5. Florence night angle award (for nurses)
6. GEM OF FORTIS(TECHNICIANS ADMIN

DO'S AND DON'TS:

1. Display ID cards all times.
2. Cooperate with frisking by security team at staff entrance.
3. Keep phone on silent /vibration mode or instrumental ring tone.
4. Inform HR promptly regarding change in telephone number/address /family.
5. Adhere to dress code guidelines-no casual attire.
6. Official mail to be checked/cleared regularly to avoid deactivation/IT Policy.

7. Maintain cleanliness in hospital premises(5S)/Sparkle initiative-Dust free, infection free and spread the “Sparkle” culture.

NABH(NATIONAL ACCREDITATION BOARD FOR HOSPITALS &HEALTHCARE PROVIDERS)REFRESHER:

Sr. NO.	BAG COLOR	WASTE DESCRIPTION	DISPOSAL/ TREATMENT	AREA OF COLLECTION
1	YELLOW	HUMAN TISSUES	INCINERATION	ALL
2	RED	PLASTICS	AUTOCLAVE THEN SHRED	ALL
3	BLACK	ALL KITCHEN WASTE GENERAL WASTE	SECURED LAND FILL	ALL
4	BLUE SHARP CONTAINER	SHARPS	CHEMICAL TREATMENT & SHREDDING	ALL

NEEDLE STICK INJURY: Wash area in running water (no milking), inform supervisor, report to triage, incident form filled.

OCCUPATIONAL HAZARDS: Infection, Radiation, Medical Gases.

FIRE SAFETY: RACE: Rescue, Alarm, Confine, Extinguish/Evacuate

PASS: Pull the pin, Aim the nozzle, Squeeze the handle, Sweep from side to side.

DISASTER CODES:

CODE BLUE-55	INDIVIDUAL DISASTER
CODE RED-56	FIRE DISASTER

CODE YELLOW-55	EXTERNAL DISASTER
CODE GREY-55	INTERNAL DISASTER
CODE PINK-56	BABY MISSING
CODE PURPULE-56	FIGHT LIKELY
CODE ORANGE-56	HAZMAT SPILL

HAZMAT(HAZARDOUS MATERIAL):

- Major spill >30ml call for HAZMAT team(Engineering) 56
- Minor spill <30ml locate nearest Hazmat kit, wear PPE, ask security personnel to clear area, call HK in –charge for help, mark spill boundary with chalk.
 - o Blood spill –pour 1% hypochlorite and allow disinfection of spills for at least 20 mins, soak with adsorbent tissue, use tongs/scoop to transfer tissue to yellow bag, seal and label bag, mop area with 1% hypochlorite, fill Hazmat Incident Form, submit to Hazmat Team Leader.