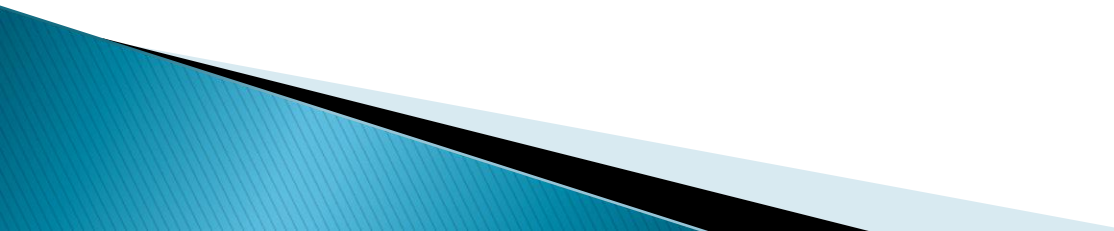
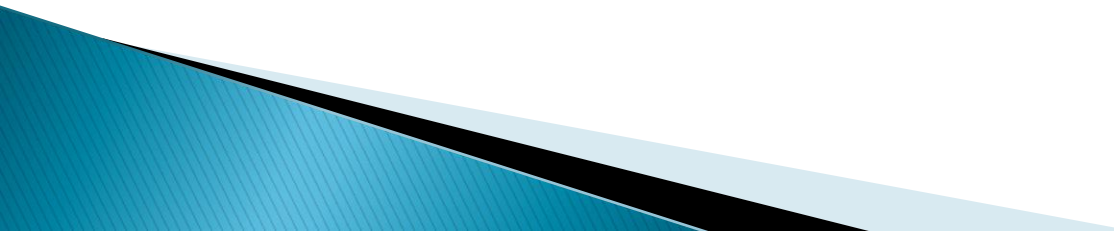


INTRODUCTION TO FEHI

- ▶ Established in 1988, 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.
 - ▶ 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.
- 

FEHI STANDARDS

- ▶ 1:1 Nursing ratio(In all critical areas)
 - ▶
 - ▶ 4:1 Doctors ratio
 - ▶
 - ▶ Success rate 99.2%
 - ▶
 - ▶ Mortality 0.8%
 - ▶
 - ▶ Infection rate <0.3%
 - ▶
 - ▶ Constant technological Innovations
- 

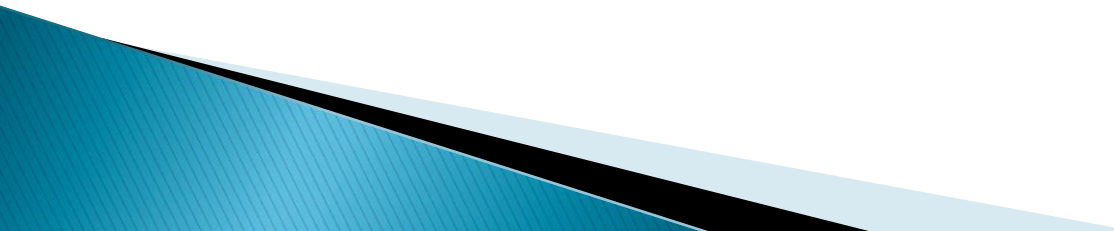
ONE STOP SHOP

- ▶ The concept of one stop shop in itself is a new and has been first time introduced in India by **Fortis Escorts Heart Institute, New Delhi.**

Services coming under one stop shop include-

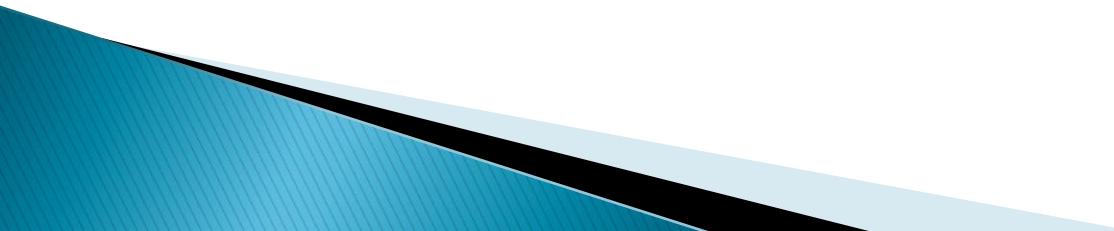
- ▶ One time registration
- ▶ Approval for Corporate, PSU, Panel patients
- ▶ TPA formalities
- ▶ Bed management
- ▶ Issue of passes
- ▶ Financial counseling
- ▶ Admission of the patient
- ▶ Clearance and money deposition
- ▶ Discharges

The new dimensions coming up with this concept would be–

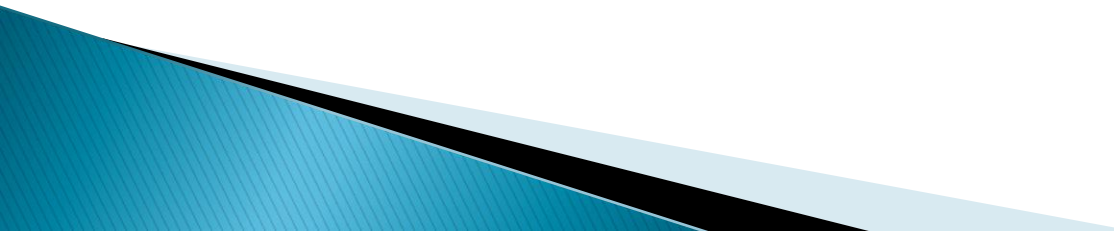
- ▶ Paperless organization.
 - ▶ Centralization.
 - ▶ Reducing patient waiting time
 - ▶ Providing comfort to the patients.
 - ▶ Addressing to their concerns.
 - ▶ Handholding of the patients by the facilitators
 - ▶ Accepting hospitality as part of the culture of the organization.
 - ▶ Issuing passes to the attendant to create smooth patient flow
- 

RESEARCH QUESTION

How is the newer concept of one stop shop going to impact the service excellence of the hospital (**Fortis Escorts Heart Institute New Delhi**) than the traditional concept for admissions and counseling?



OBJECTIVES OF THE STUDY

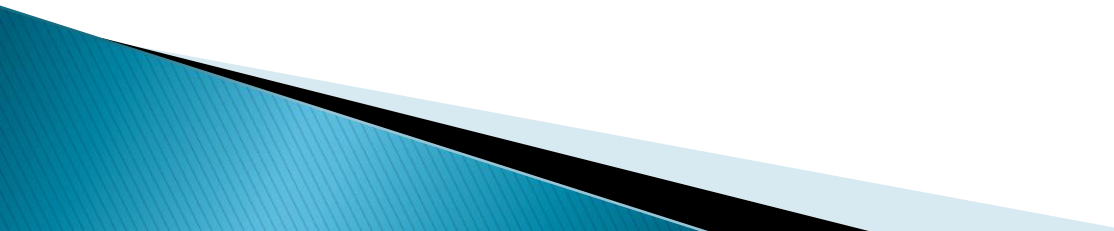
- ▶ To Identify the gaps in the processes of admissions and counseling in the traditional (older) system till now.
 - ▶ Assess the service excellence, the concept of one stop shop would provide to the hospital in near future.
 - ▶ To Implement and provide recommendation to smoothen the Admission and counseling processes
- 

METHODOLOGY

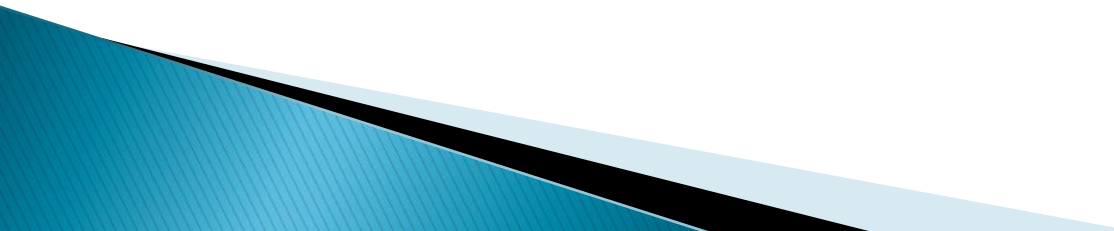
- ▶ **Study area:** Patient care services department
- ▶ **Study design:** Analytic study design
- ▶ **Study period:** 20th Feb'2015 to 30th Apr'2015
- ▶ **Study tool:** Microsoft excel
- ▶ **Sampling Technique:** Random sampling
- ▶ **Study population:** Inpatients
- ▶ **Sample size:** 200 Inpatients
- ▶ **Data collection method:**
 - **Primary data-** Observation(Tracking sheet)
 - **Secondary data-** Through HMIS

FINDINGS

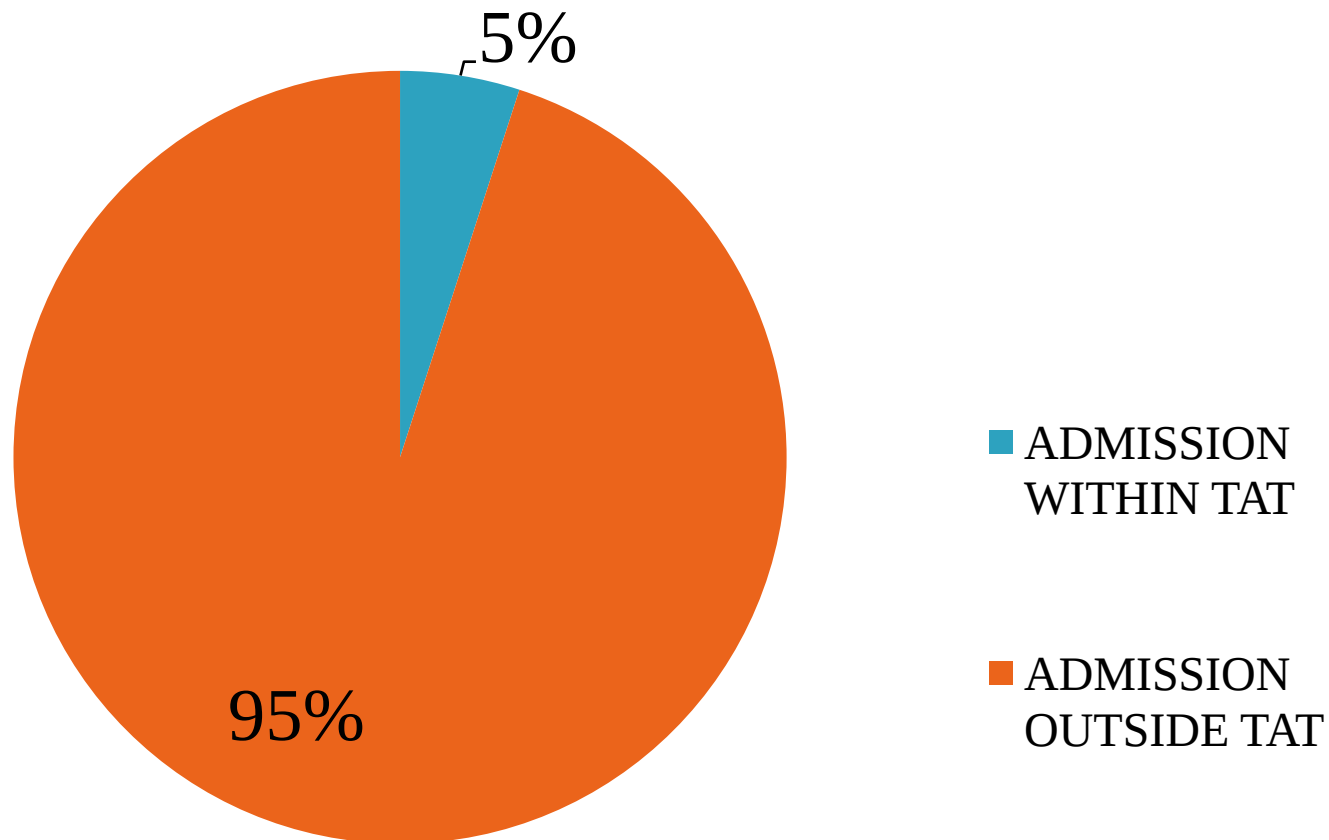
OLD LOBBY

- ▶ TOTAL NO. OF PATIENTS TAKEN=100
 - ▶ NO . OF PATIENTS WHOSE ADMISSION IS DONE WITHIN TAT=5
 - ▶ NO . OF PATIENTS WHOSE ADMISSION IS DONE OUTSIDE TAT=95
 - ▶ AVERAGE WAITING TIME =34 MIN
 - ▶ AVERAGE PROCESSING TIME=15 MIN
- 

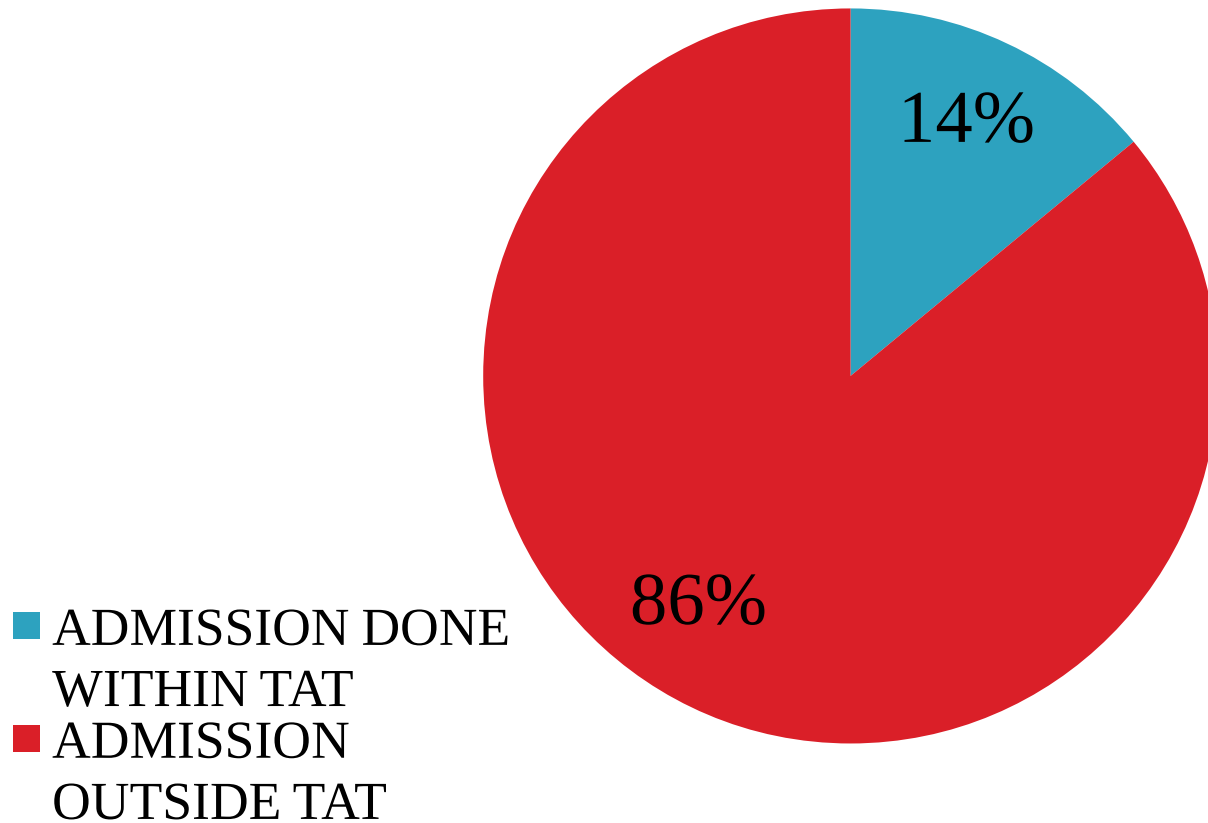
NEW LOBBY

- ▶ TOTAL NO. OF PATIENTS TAKEN=100
 - ▶ NO . OF PATIENTS WHOSE ADMISSION IS DONE WITHIN TAT=14
 - ▶ NO. OF PATIENTS WHOSE ADMISSION DONE OUTSIDE TAT=86
 - ▶ AVERAGE WAITING TIME =21MINUTES
 - ▶ AVERAGE PROCESSING TIME=16 MINUTES
- 

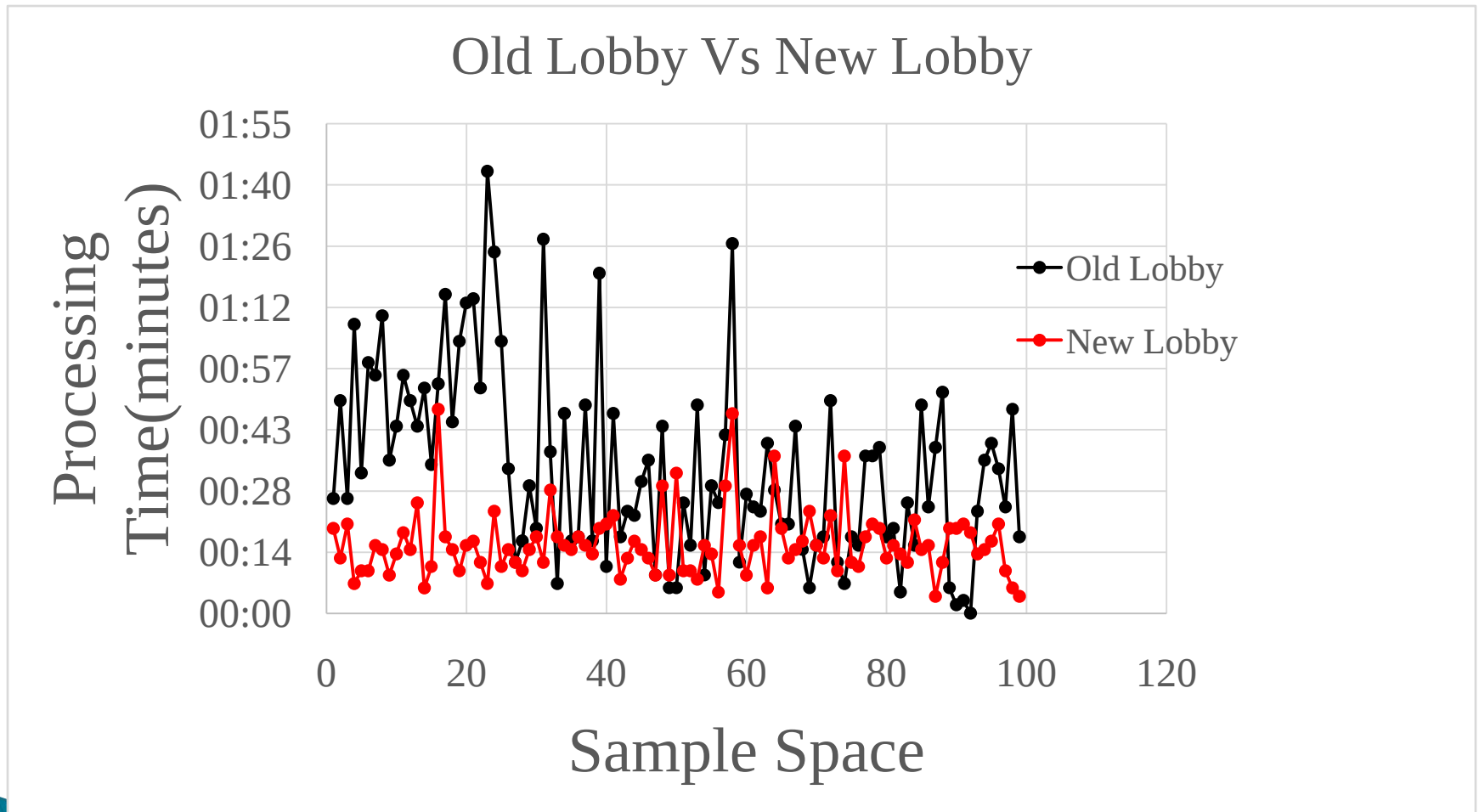
PIE CHART SHOWING PERCENTAGE DISTRIBUTION IN OLD LOBBY



PIE CHART SHOWING PERCENTAGE DISTRIBUTION IN NEW LOBBY

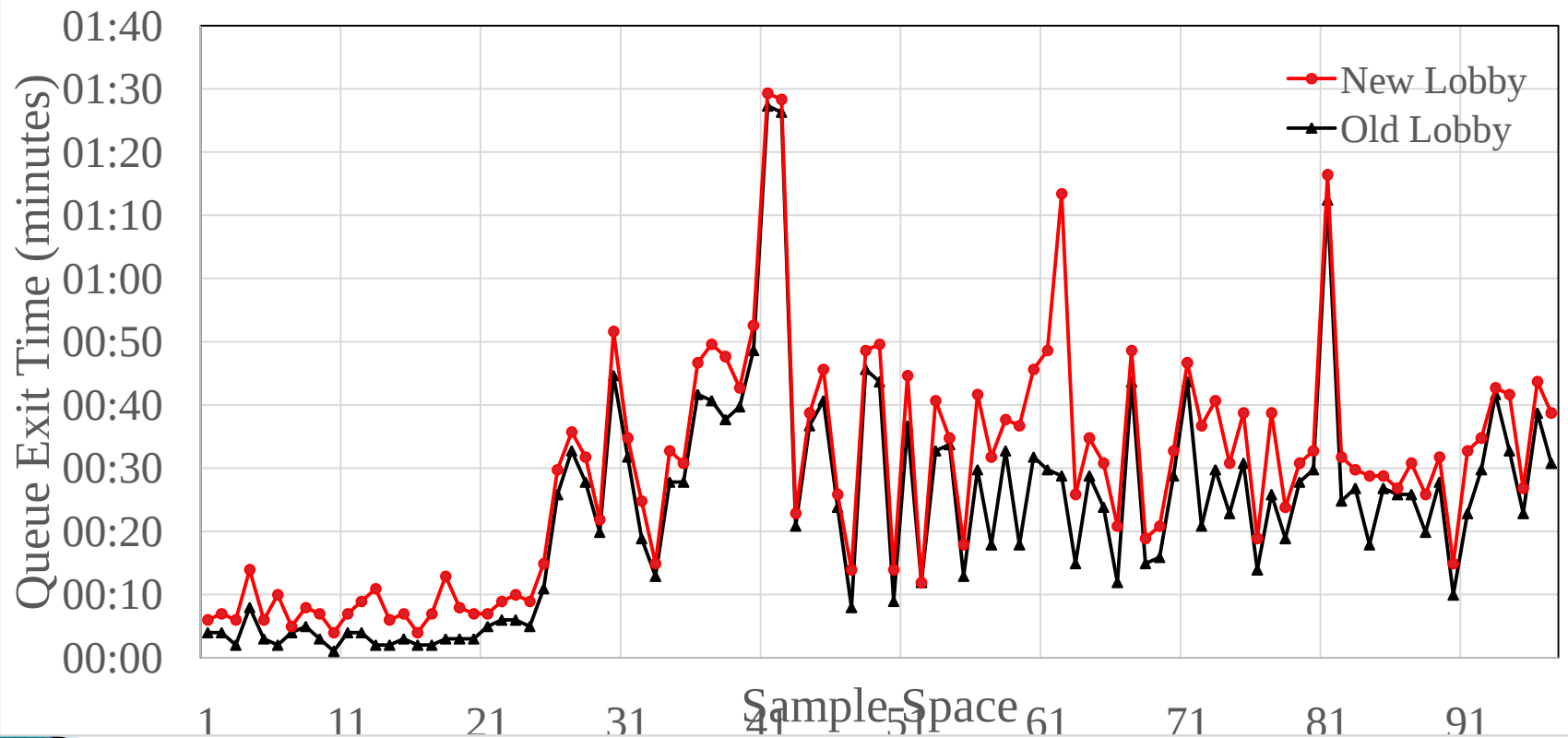


CUMULATIVE CHART SHOWING PROCESSING TIME OF OLD & NEW LOBBY

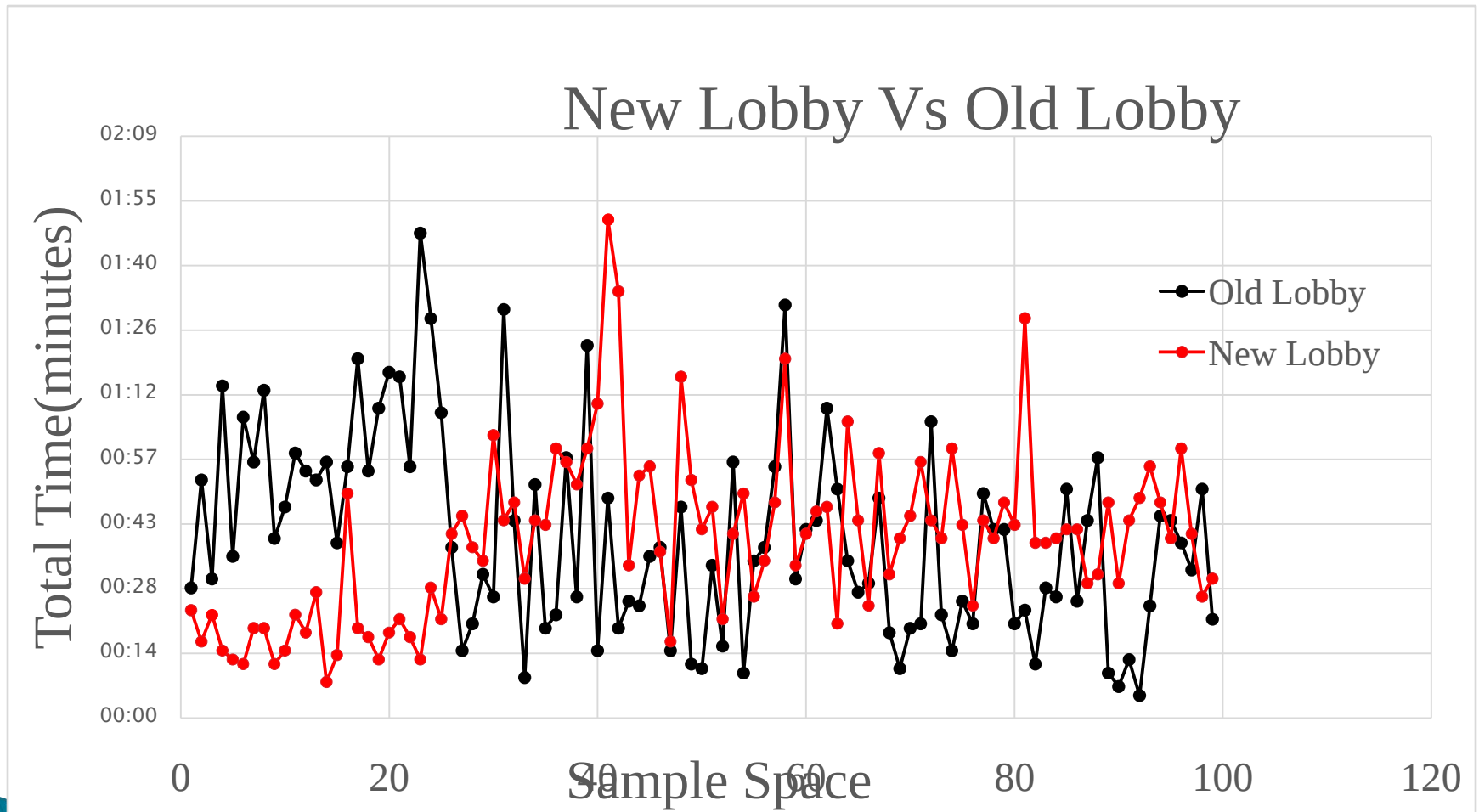


CUMULATIVE CHART SHOWING QUEUE EXIT TIME OF OLD & NEW LOBBY

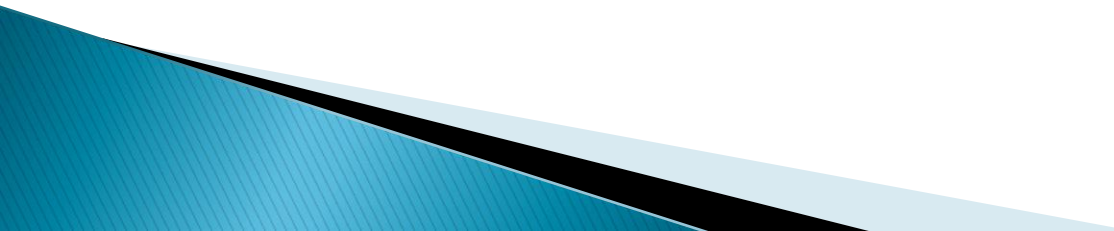
New Lobby Vs Old Lobby

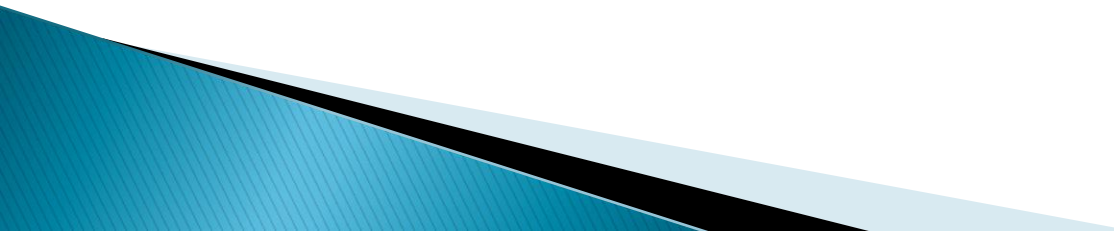


CUMULATIVE CHART SHOWING TOTAL TIME OF OLD & NEW LOBBY



RECOMMENDATIONS

- ▶ The admission request form should be complete ,legible and self explanatory
 - ▶ Proper signage's indicating directions and name in new lobby so that patients need not run here and there
 - ▶ Token system with digital display outside the cubical for the convenience of patients in order of queue management
 - ▶ TPA formalities to be processed prior to admissions
 - ▶ Complete admission ,counseling and TPA docket to be made itself in cubicles
- 

- Bed should be allotted prior to admissions & counseling
 - Cubicles could be made transparent so that patient waiting outside do not panic and he is aware of the admission process inside the cubical.
 - RFID, proper identification tag and docket for proper tracking of patients till he reaches his room and final destination
 - Proper feedback from each patient after his process is completed so to enhance the process with appropriate suggestions
- 

THANK YOU

BY:

Dr. URVI SINGH