

**Internship
at
Fortis Hospital, Vasant Kunj, New Delhi**

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1.1 INTRODUCTION TO FORTIS HEALTHCARE

Fortis Healthcare Limited is a leading, pan Asia-Pacific, integrated healthcare delivery provider. The healthcare verticals of the company span diagnostics, primary care, day care specialty and hospitals, with an asset base in 5 countries, many of which represent the fastest-growing healthcare delivery markets in the world.

Fortis Healthcare is driven by the vision of becoming a global leader in the integrated healthcare delivery space and the larger purpose of saving and enriching lives through clinical excellence.

Fortis Healthcare is driven by the vision of saving and enriching lives through clinical excellence. Currently, the company operates its healthcare delivery network in India, Mauritius, Singapore, Sri Lanka and UAE with 75 hospitals, over 12,000 beds, 600 primary care centres, 191 day care specialty centres, 230 diagnostic centres and a talent pool of 23,000 people.

A number of factors make Fortis Healthcare the ideal choice for those looking for high quality diagnostic, medical or surgical services:

- A large network of integrated healthcare services across Asia-Pacific
- World class medical facilities with the latest technologies
- Medical specialists who have been trained in the best medical institutes across the world. They have been globally acclaimed and are renowned medical experts
- End-to-end services combined with personalised care to ensure a seamless stay
- Great value for money



Type	Public BSE: 532843
Industry	Health care
Founded	2001
Founder(s)	Vishal Bali
Headquarters	Delhi, India
Owner(s)	Malvinder Mohan Singh Shivinder Mohan Singh
Website	http://www.fortishealthcare.com

1.2 VISION

To be a globally respected healthcare organisation known for Clinical Excellence and Distinctive Patient care

1.3 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.

1.4 THE LOGO



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

The logo reflects our 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 colour, is representative of the health and well-being we seek to bring to those we minister to, while red indicates the dynamism with which we 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.

1.5 LEADERSHIP TEAM

BOARD OF DIRECTORS

- **Malvinder Mohan Singh**, Executive Chairman
- **Shivinder Mohan Singh**, Executive Vice Chairman
- Mr. Sunil Godhwani, Chairman and Managing Director of Religare Enterprises Limited (REL)
- Harpal Singh, Mentor and Chairman Emeritus of Fortis Healthcare.
- Dr. Brian W Tempest, Independent Chairman of Religare Capital Markets, a Non Executive Director of SRL Diagnostics, Fortis Healthcare and Glenmark Pharmaceuticals Ltd
- Mr. Gurcharan Das
- Dr. P. S. Joshi
- Ms. Joji Sekhon Gill, Strategic Human Resources Director
- Mr. Pradeep Ratilal Raniga
- Uday Dhawan, Managing Director with Standard Chartered Private Equity (SCPE)

MANAGEMENT TEAM

Mr. Malvinder Mohan Singh, Executive Chairman, Fortis Healthcare Limited

Mr. Shivinder Mohan Singh, Executive Vice Chairman, Fortis Healthcare Limited

Mr. Balinder Singh Dhillon, President, Fortis Healthcare Limited

Mr. Sandeep Puri, Group Chief Financial Officer, Fortis Healthcare Limited, India

Mr. Aditya Vij, Chief Executive Officer, Fortis Healthcare Limited, India

Mr. K. Srivatsan, Chief Financial Officer, Fortis Healthcare International

Ms. Tan Poh Lan, Chief Executive Officer, Fortis Healthcare, Singapore

Mr. Capri Jalota, General Manager - Operations, SRL Diagnostics, UAE

Dr. Simmardeep Singh Gill, Chief Operating Officer, Fortis Clinique Darné, Mauritius

1.6 INTRODUCTION TO Fortis Flt. Lt. Rajan Dhall Hospital, Vasant Kunj, New Delhi



Fortis Flt. Lt. Rajan Dhall Hospital, Vasant Kunj, New Delhi, is a 150 bed NABH certified multi-specialty tertiary care hospital. Spread over a sprawling 1, 50, 000 sq. ft, it is a manifestation of Fortis Healthcare's vision of creating "a world-class integrated healthcare delivery system in India, entailing the finest medical skills combined with compassionate patient care", and delivering it in a comfortable ambience that makes residents feel like they're at home.

Fortis Hospital Vasantkunj strives to be the champion for Quality and Patient Centricity and is an accredited hospital. The hospital aims at satisfying patients, family and community while respecting patient's rights and educating them about their responsibilities in receiving the best out of our healthcare delivery system. It is this partnership between patient and the hospital that we cherish the most. Fortis Hospital Vasantkunj is constantly striving to be as patient-centric and attendant-friendly as possible. Eminent and proficient doctors and a highly efficient nursing facility of the hospital work painstakingly towards ensuring safety and effectiveness of medical treatment, taking into account individual disparities in health conditions.

From the pursuit of this mission emanates a passion to excel. The hospital has been designed and developed to deliver patient care with maximum ease, warmth and effectiveness. It is equipped with 150 beds and brings a wealth of medical expertise with the finest talents

amongst doctors, nurses, technicians and management professionals in an environment that enables them to deliver the highest quality of healthcare through state-of-the art facilities that aims to leave no stone unturned in perfecting ever enhancing patient centric care. Enhanced by the warmth & care of the professionally trained nurses and housekeeping staff, Fortis Hospital, Vasant Kunj, recreates the comfortable ambience of home within its four walls.

Within a short span the hospital has created an indelible niche in the highly competitive Multi specialty hospitals in the NCR area.

Their 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.

CENTERS OF EXCELLENCE

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

CLINICAL SPECIALTIES

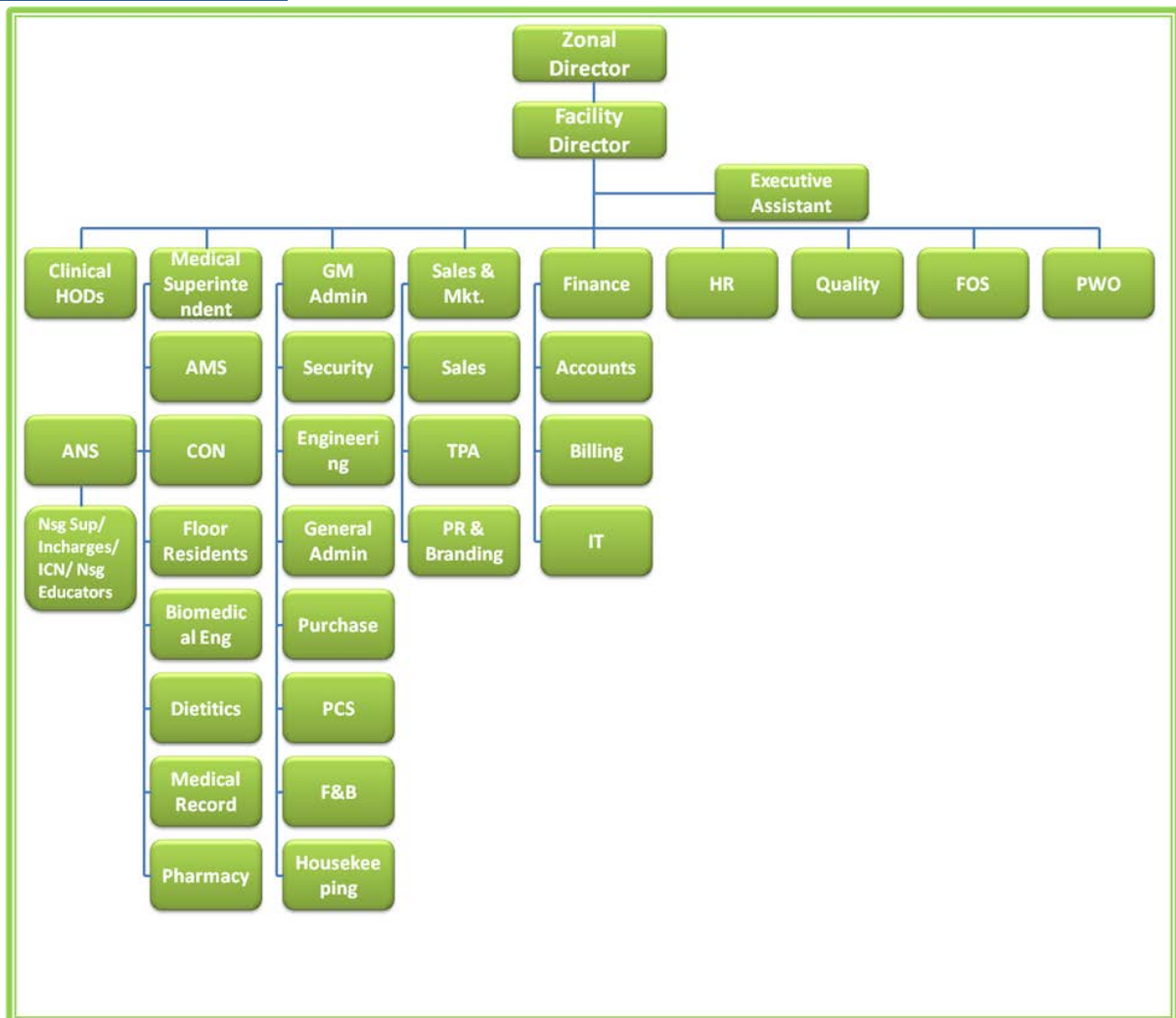
- Anesthesiology
 - Chest Medicine
 - Dental
 - Dermatology
 - Diabetology
 - Endocrinology
 - ENT
 - Foetal Medicine
 - General Surgery
 - Gynaecology & Obstetrics
 - Hepatobiliary Surgery
 - Infertility
 - Internal Medicine
 - Intervention Radiology
 - Nuclear Medicine
 - Oncology
 - Ophthalmology
 - Paediatrics
-

- Physiotherapy
- Plastic Reconstructive Surgery
- Psychiatry
- Pulmonology
- Radiology
- Rheumatology
- Speech Therapy
- Sports Medicine
- Thoracic Surgery

OTHER FACILITIES

- Cafeteria
- Parking
- Baby Sitting
- Pharmacy
- Valet Parking
- Info Desk
- Blood Bank
- Money Changer
- ATM
- Library
- Wifi Services

1.7 ORGANOGRAM



1.8 PRIVACY & MEDICAL ETHICS

- How Patients are protected (Physically, Mentally)

Hospital follows all universal safety precautions to protect our patients both physically and medically. A patient safety management committee is in place to monitor this.

- All sterile zones with highly sophisticated CSSD

Hospital maintains the highest sterile and clean conditions in our OTs. We have a weekly terminal disinfections programme and we have a highly sophisticated CSSD.

- OT Fumigation

Apart from daily disinfections, they have a weekly terminal disinfections programme.

- Infection Control

- ❖ The hospital has an infection control committee.
- ❖ They do regular infection control audits and carry out surveillance across various areas in the hospital.
- ❖ They keep surveillance on water sources, finger dubs, floor areas, prevalent flora in the hospital and do air checks.
- ❖ They do regular outbreak analysis of infection based on infection control audits.
- ❖ They have an infection control nurse who is responsible for maintaining adequate hygienic conditions in the hospital.

- Waste Management

- ❖ The hospital is registered under the Punjab Pollution Control Board and follows all the necessary protocols for proper management of waste produced in the hospital.
- ❖ Hospital has adequate provision of resources to facilitate the proper handling of waste according to given standards.
- ❖ They have an education programme for all our staff members about proper habits for waste disposal in their respective areas of work.

- Secure Building Access

- ❖ Easy doorways
- ❖ Walk ways
- ❖ Lifts, Staircases and connectivity of all areas of the hospital
- ❖ Fire Exits
- ❖ Regular fire fighting drills are conducted

- Security Guards in Hospital Premises, Security of Patient Belongings
Security guards are posted at all strategic locations in the hospital to ensure safety of the hospital's property and assets, the patients and their attendants.

- Policy regarding Medical record protection... What measures are taken to secure their privacy and information

- ❖ The hospital does not disclose or share our patient's medical and other details concerning the hospital.
- ❖ All records and documents related to patients can be accessed only after taking due approval from the medical superintendent, director administration and the COO of the hospital.
- ❖ In case of MLC/ death records are approved from the medical superintendent, director administration, and the COO of the hospital. Also the records are checked and verified by the consultants before being handed over.
- ❖ For records, related to psychiatry patients and high risk diseases can be accessed with due approval of the medical superintendent.
- ❖ All records requested will be furnished by the hospital authorities within 72 hours of request.
- ❖ The hospital follows ICD 10 coding.

- Data Security & Electronic Data encryption

- ❖ All the electronic data and information in the hospital is highly secured and can be accessed by concerned people using a password assigned by the hospital.

- ❖ Scanning of mails and other electronic information is done regularly to safeguard transmission of data to any external source through and inbuilt fire walls.
- ❖ There is a network and domain security accessing password system for shared resources.
- ❖ We have different modules for various functions in the hospital and each module can be used at different levels by different users (at operational level, MIS level etc.)
- ❖ Every employee in the hospital is assigned personal passwords to access any electronic information like mails, reports etc.
- ❖ All the employees are given telephone dialling codes and all the calls are monitored to ensure the safety and security of internal information.

- Medical Ethics

Hospital has a medical ethics committee in the hospital which reviews the quality of patient care, medical practices being followed, patient safety, which fosters ethical medical practices in the hospital.

- Code Blue Committee

They have a well defined Code Blue protocol for prompt and safe management of patients medical cardio pulmonary resuscitation.

- Equipments

They have the latest equipment in the hospital to ensure the highest standards of patient care and safe delivery of care to our patients. The equipment is periodically checked for its functional and electrical safety.

- Nursing

Nursing has a well adhered reporting system to ensure continuous a quality improvement process. A well defined fall prevention policy is in place to protect patients from falls.

1.9 INTERNATIONAL PATIENT SERVICES

At Fortis Healthcare, they realize that International Patients looking for treatment in India have special needs and requirements. In order to provide a highly specialized service, they offer seamless patient services of world-class quality. From the warmth of our greeting at the airport, to the speed of registration and smoothness of discharge, they have set unparalleled service standards across the country.

- Assistance with Finding a Doctor
- Remote Consultation

You will, of course, have to travel for actual treatment, but they can streamline that by giving you advice and information regardless of your current physical location.

- Scheduling Appointments

The International Patient Services team will help you with scheduling appointments with the doctors.

- **Cost Estimates**

After reviewing your medical reports the team of doctors will diagnose the ailment and recommend a course of treatment. Based on this, they will then estimate the cost of treatment. The cost estimation service is free.

- **Payment Options**

For patient convenience they offer a number of payment modes:

- ❖ **Wire Transfer**

- ❖ **Direct payment at the hospital:**

Pay your hospital bill at the hospital directly through cash, card, or traveller's cheques.

- ❖ **Insurance**

- **End to End Assistance during stay**

The International Patient Services team will smoothen your stay at every stage, from the moment you arrive till you go back. They will:

- Fix the initial consultation with the doctor(s)
- Schedule standard pre-surgical tests required
- Explain your pre/post-surgical medication to you
- Make sure you get a comprehensive written medical report on discharge
- Arrange for a consultation with the dietician who will then personalize our special international menu to your medical and religious needs, and tastes.
- Organize daily email updates to your referring doctor and your family back home

- **Visa and Travel Assistance**

- **Special Dietary/ Religious Needs**

They are sensitive to specific requirements and will gladly provide the following on request:

- ❖ Isolation on Fridays for those of the Jewish faith
- ❖ Specially made food for Jains
- ❖ Facilitating prayer service for the patient and/or companion
- ❖ Prayer mats in the rooms for Muslims

- **Assistance with Hotel Bookings**

- **Airport Transfers**
- **Interpreter Services**
- **Updating the folks at home**
- **Local Sightseeing**

1.10 OBSERVATIONAL LEARNINGS

EMERGENCY SERVICES

Triage, Trauma & Ambulances Services

The hospital has a well-equipped 7 bedded Emergency Unit supported by over 56 beds dedicated to the Critically-ill and a round the clock team of Physicians, Radiologists, Anesthesiologists, and Surgeons and specially trained nursing staff.

The Hospital has a dedicated Code Blue team that comprises of an Emergency Physician, Cardiologist, Anesthetist and a Nurse who respond to all such Emergencies within a few minutes.

The Emergency Unit at Fortis, Vasantkunj, is well-designed to provide seamless connectivity between the Radiology unit, the Lab and the Emergency Unit.

CRITICAL CARE

The patients who require acute advanced care are taken to the Intensive Care Unit (ICU) which does round the clock monitoring & management. The Unit constitutes: -

- Remote Controlled Critical Care beds with advanced ventilators and monitoring systems
- International Protocols of Medical and Nursing Care
- Point-of-care testing.
- Bedside Imaging i.e. X-ray, Ultrasonography, Echocardiography, Peripheral Doppler
- Bedside Hemodialysis, Endoscopy and Bronchoscopy
- Microprocessor controlled Ventilators to support adults and children

FACILITIES

Round-the clock Emergency Services

24 hour Ambulance Services

For any Accident and Emergency our 24 hours Ambulance service is always on call.

Advance Critical Care Department

- Post operative or emergency care is done for successful recovery
- We have some specialized ICUs like :
 - ❖ Medical ICU [MICU]
 - ❖ Paediatrics ICU [PICU]

- ❖ Surgical ICU (SICU)
- ❖ CTVS ICU

- Provide individual round-the-clock care backed with the most advanced equipment.

The ICUs are equipped with the most advanced facilities:

- ❖ Modular monitors that measures the blood oxygen, ECG, Temperature, Respiration, EEG, Blood Pressure, Invasive Blood Pressure constantly and display them at a Central Station.
- ❖ Adequate number of ventilators to handle simultaneous emergencies.
- ❖ 1:1 nurse patient ratio in the ICU

OPERATION THEATRE

The Fortis Hospital Vasantkunj has 5 advanced Operation Theatres in India. The state-of-the-art operation theatres have laminar air flow to eliminate the chances of any infection.

The operation theatres are equipped with high-tech facilities like:

High-end endoscopic, arthroscopic and spinal discectomy equipment for advanced and complicated procedures

IMAGING AND DIAGNOSTICS

The accurate the diagnostics, the better is the treatment. To achieve this we have the most advanced equipment to ensure the best possible images. In Fortis Vasantkunj, the radiology services are outsourced to **MAHAJAN IMAGING**.

High end, latest generation, Cardiac Volume CT from Siemens with adaptive spiral 4D facility

- 1.5 tesla MRI
- High end Ultra Sound Machines
- Digital X-rays

The hospital also offers facilities for Mammography and Bone Densitometry. Sonography caters for multifaceted services for abdomen, small part and Obstetric mapping round the clock. State-of-the-art equipment consists of colour & power Doppler and interventional ultrasound.

LABORATORY MEDICINE

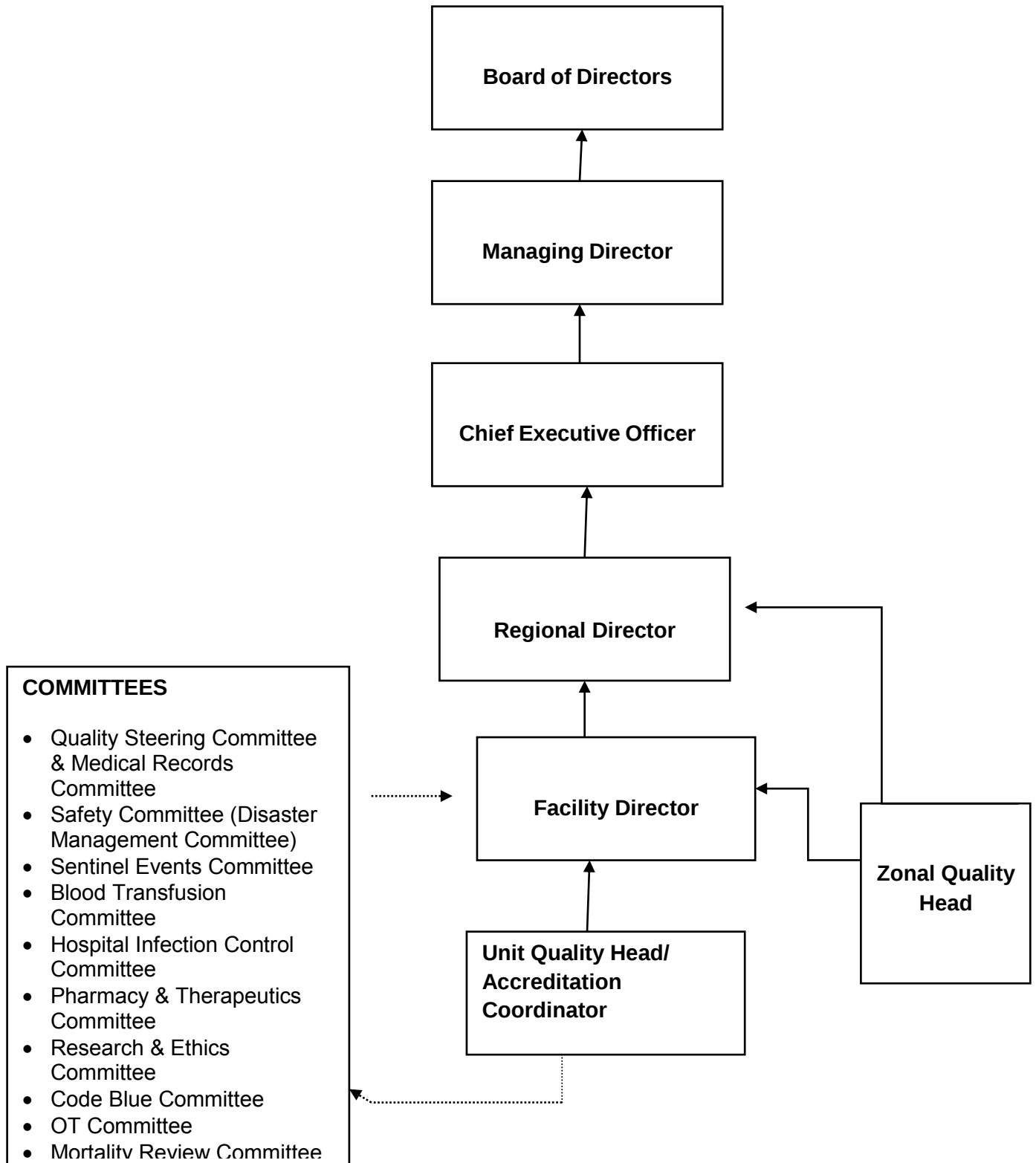
India's largest pathology laboratory - Super Religare Labs - formerly known as SRL Ranbaxy, manages our pathology services, including biochemistry, microbiology and histopathology. SRL is one of the handful of NABL certified labs in the country which strictly follow the protocols of the College of American Pathologists (CAP). The result is cutting edge accuracy and speed in investigation, enabled by the high-tech procedures and state-of-the-art equipment.

TRANSFUSION MEDICINE AND BLOOD BANK

- The Blood Bank is equipped with state-of-the-art equipments
- Uses advanced techniques for processing/screening of blood and its components
- All mandatory screening for the transfusion transmissible diseases like HIV1 and HIV2, HBV, HCV, Syphilis and Malarial Parasite with sensitive and specific Enhanced Chemiluminescence method is being performed.

QUALITY DEPARTMENT

COMMUNICATION FLOW FOR QUALITY MANAGEMENT



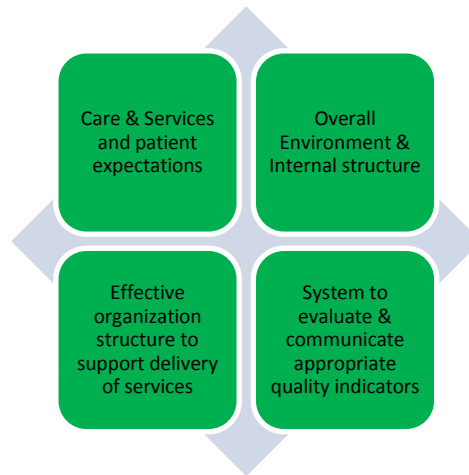
QUALITY MANAGEMENT SYSTEM (QMS)

GENERAL REQUIREMENT

Quality Management System of hospital is established, documented, implemented and maintained for continual improvement in accordance with requirements of NABH Standards.

The purpose of Quality Management system at FHVK is:

- To provide Excellence in quality medical Care by employing world class professionals and latest technologies.
- To enhance customer satisfaction through effective application of system in all areas of the hospital.
- To focus on continual improvement in all departments of the hospital to achieve customer delight.



Responsibility - Top Management is responsible for establishing, implementing and maintaining the quality system as well as for checking and reporting the effectiveness of quality system and initiating corrective action through the process owners.

System Description

FORTIS HOSPITAL VASANT KUNJ HAS-

1. Identified the processes needed for the QMS and their application throughout the hospital
2. Determined the sequence and interaction of these processes.

3. Determined criteria and methods needed to ensure that both the operation and control of these processes are effective.
4. Ensured the availability of resources and information necessary to support the operation and monitoring of these processes.
5. Monitors, measures and analyses these processes and
6. Implements the actions necessary to achieve planned results and continual improvement of these processes.

Fortis Hospital, VK has documented its policies, process, program, procedure, and instructions and has communicated this to all relevant personnel and has ensured that these documents are understood and implemented.

The respective Department Head/ In Charge ensures that all the personnel working in the Hospital have understood the Quality Policy, Quality Assurance system and the objective for adopting the Quality Assurance System.

Fortis Hospital VK outlines its Quality Assurance System through three-tier documentation structure as below.

1. **Quality Manual**- An outline of Fortis Hospital VK policies and functioning of its management system.
2. **Standard Policies** consists of mandatory policies as required by the NABH and additional procedures as identified by FHVK which are required to ensure effective planning, operation and control of the processes.
3. **Instruction Manual/Standard Operating Procedures** has been documented wherever department-wise and have all the standard processes, steps followed, responsibilities and details of specific activities / checks to be performed for particular operation / task. This document is maintained by the respective department.

Quality Officer has the overall authority, responsibility and commitment to communicate, implement, control and supervise the compliance of this management system with standards.

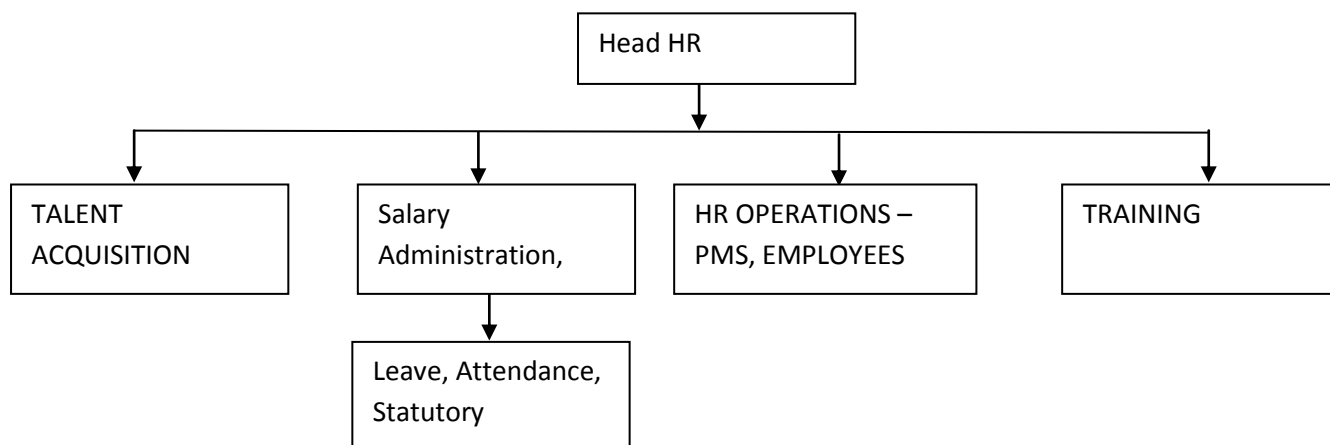
The roles and responsibility of the Quality Officer include:

- Establishing and maintaining a management system
- Document control
- Documentation of all management system activities
- To ensure that quality manual is up to date

- Schedule and conduct of internal audit
- Schedule and conduct of management review meeting
- Ensuring corrective and preventive action arising from the above

DEPARTMENT OF HUMAN RESOURCE

Functional Organizational Structure



I. ATTENDANCE

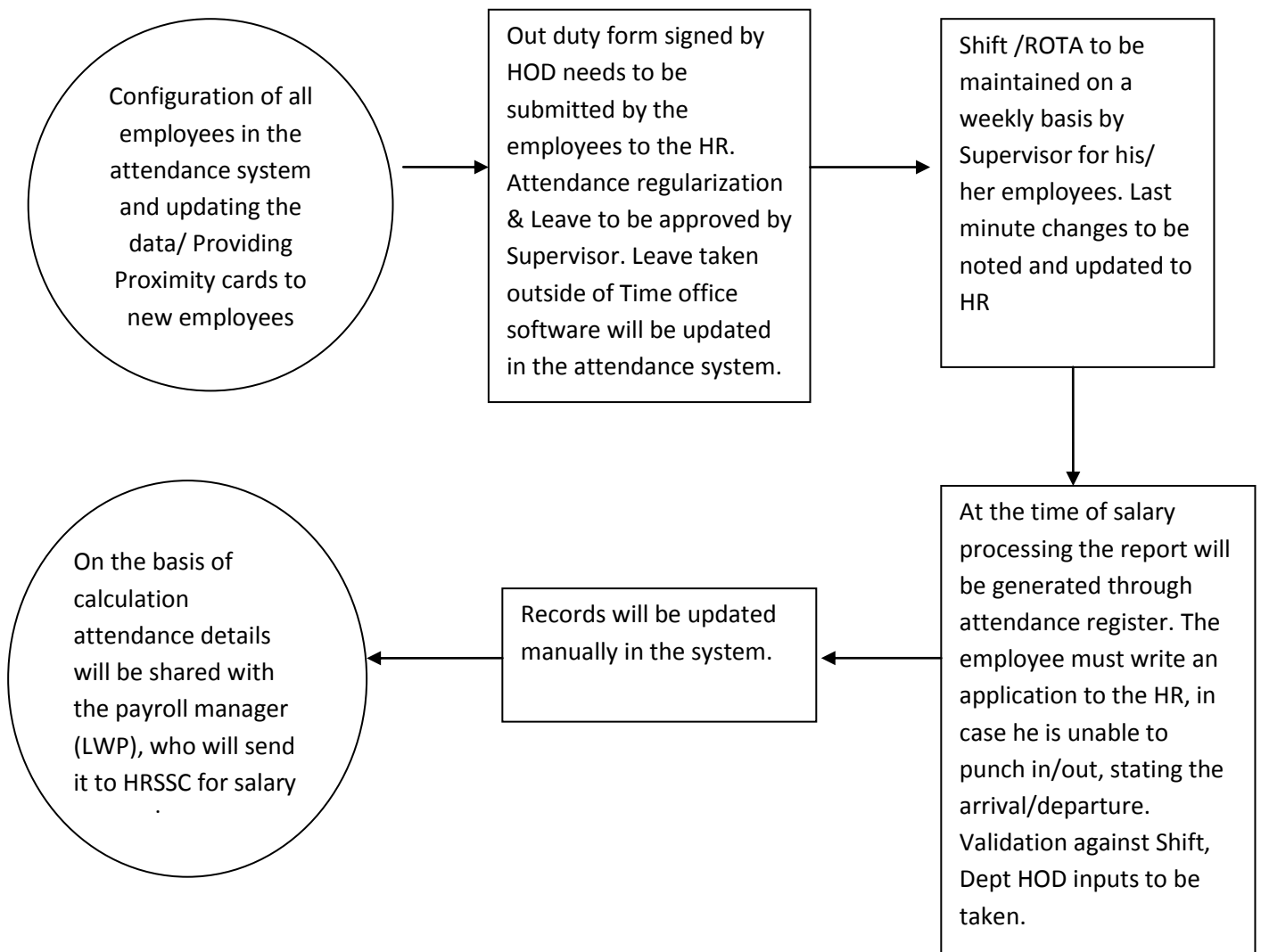
Objectives of the process

S. No.	Objective and Objective Description	Classification of Objective for function (Primary or Secondary)
1	To update and maintain employees attendance record on a daily basis	Primary

Base Requirement for Attendance

S. No.	Requirement	Description	Reasons for being Base Requirement
1	Attendance recording machine	Records and updates the attendance for all the employees.	To configure the attendance of all the employees.
2	Out duty form	Form to be filled during the time of leave required.	Need to be filled up in case the leave is required by the employees.
3	Attendance register	Register where all the records are mentioned manually. In addition to online record from Attendance machine.	To configure the attendance of all the employees manually.
4	Time office software (In some locations)	Time office software (as standalone HRIS or as a software with attendance machine for reports)	Where leave and attendance regularization is done through a software

Flowchart



II. RECRUITMENT PROCESS

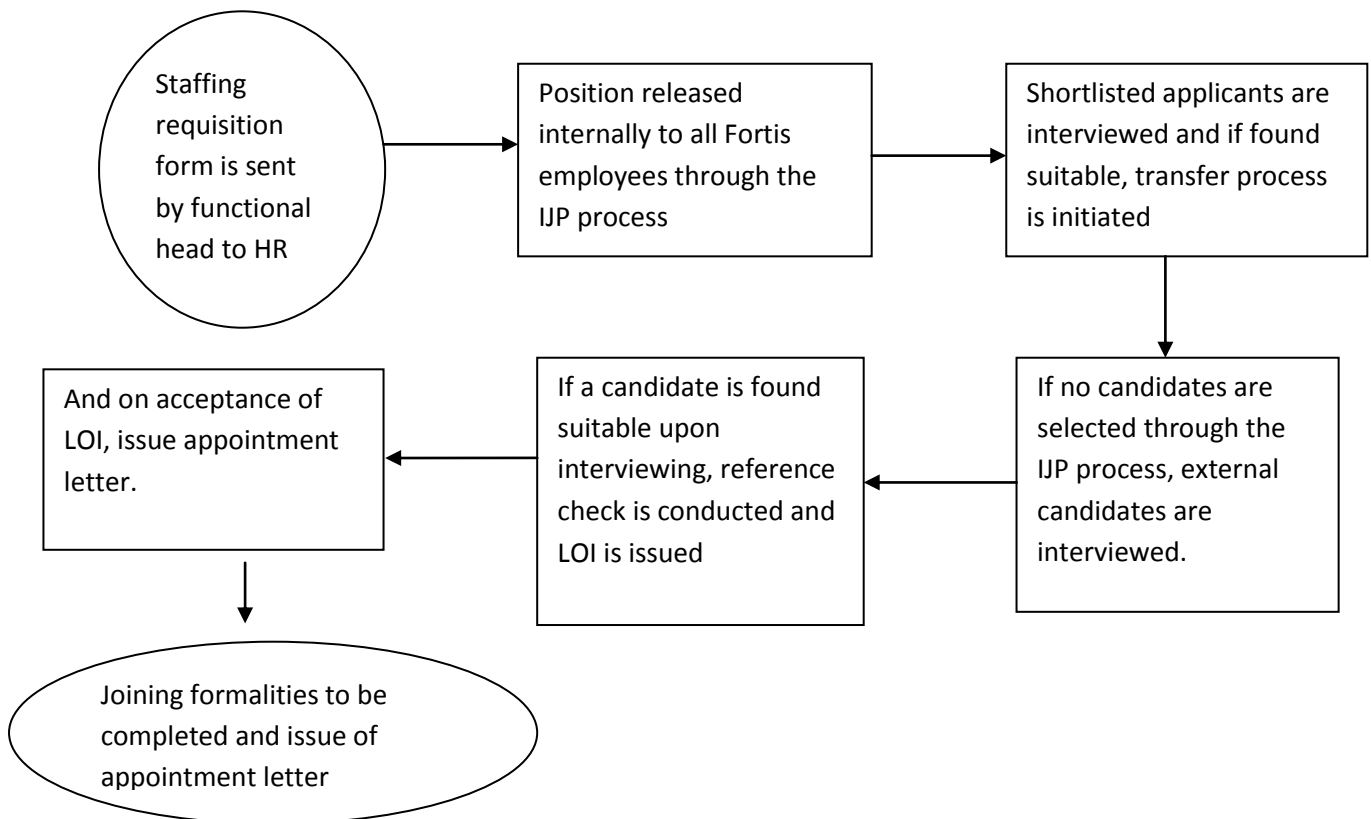
Objectives of the process

S. No.	Objective and Objective Description	Classification of Objective for function (Primary or Secondary)
1	To hire quality people with right attitude as per the timelines.	Primary

Base Requirements

S. No.	Requirement	Description	Reasons for being Base Requirement
1	Staffing requisition form		To proceed for filling the vacancies in the company.
2	Internal/ external data	Internal and external sources for recruitment	To source the best profiles by using the best source.
3	Compensation sheet		Tells about the budget for the current position.
4	Interview assessment form		Gives the written results of the interviews.
5	Personal data form		
6	LOI		To be issued if the candidate is selected.
7	PEHC		Used for medical checkup
8	Appointment letter		To be issued after the date of joining

Flowchart

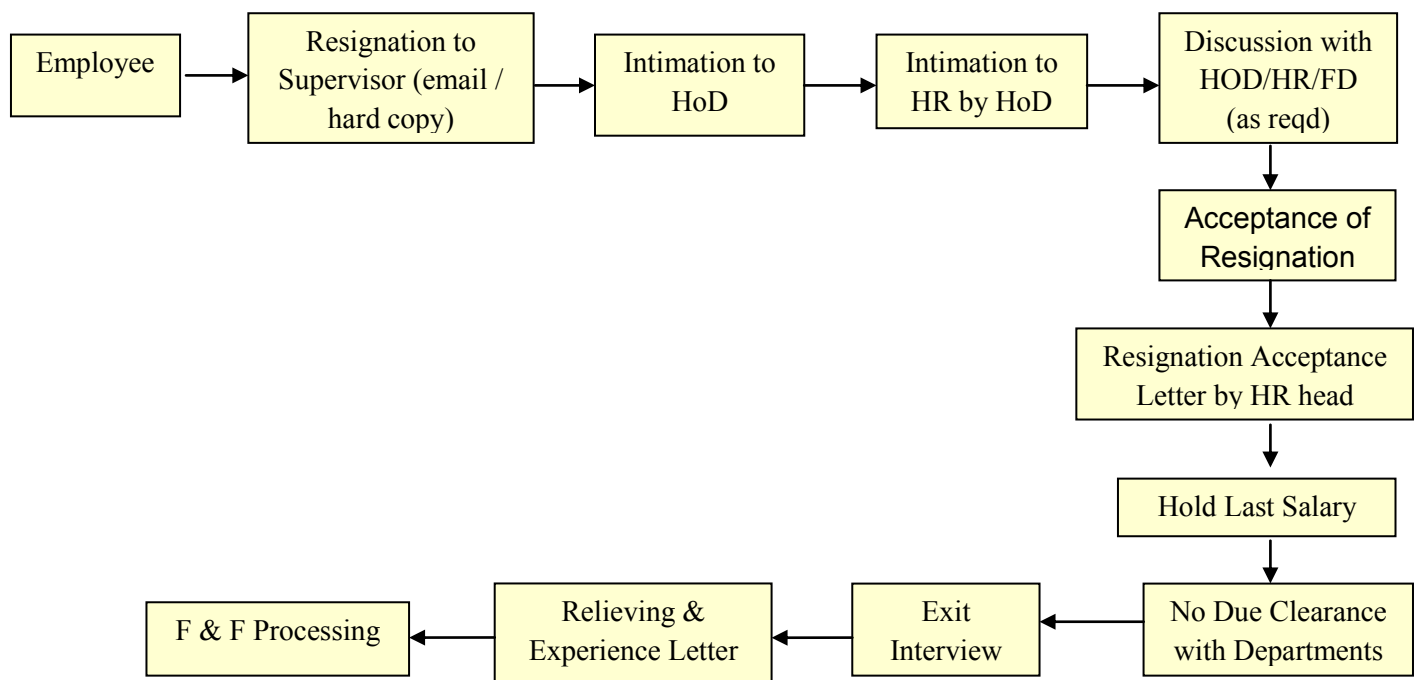


III. EXIT PROCESS – RESIGNATION

I. Base Requirements

S. No.	Requirement	Description	Reasons for being Base Requirement
1	Resignation Letter/ email	An intimation to immediate supervisor & HR	
2	Exit Interview	Feedback from employee on his reason to leave and feedback on the organization	In order to maintain a positive working environment suggestions and comments of employees are considered.
3	Clearance / No Dues Form	To ensure that NO DUES are pending.	
4	Relieving & Resignation Acceptance Letter	Confirmation of resignation.	To relieve the employee from the services of the Company.

Flowchart



IV. PROCEDURE FOR APPRAISAL

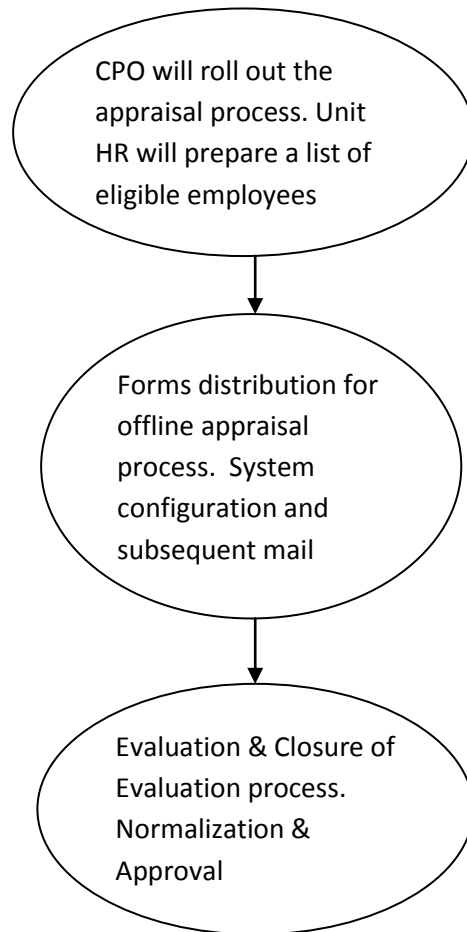
Objectives of the process

S. No.	Objective and Objective Description	Classification of Objective for function (Primary or Secondary)
1	To ensure timely evaluation of performance of the employees	Primary

Base Requirements

S. No.	Requirement	Description	Reasons for being Base Requirement
1	Eligibility lists	It gives the details of employees joining date and their appraisal thereof	It helps in deciding appraisal properly
2	Bell Curve	The highest point in the curve or the top of the bell represents the most probable event. All possible occurrences are equally distributed around the most probable event, which creates a downward-sloping line on each side of the peak.	It helps in normal distribution of given data set
3	Appraisal forms/ Online system	Forms to be used for evaluation / Online system configuration for Online Appraisal	It helps to get the data with ease and efficiency

Flowchart



V. MANPOWER PLANNING

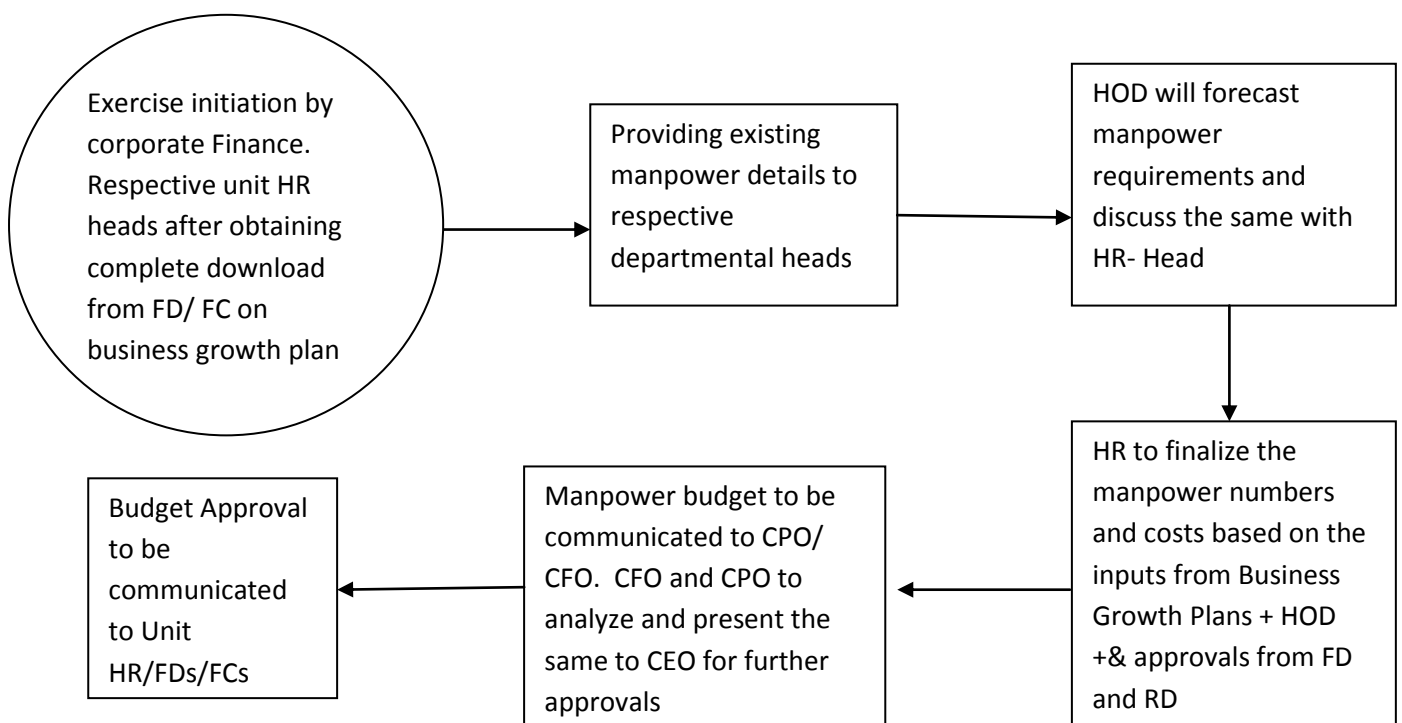
Objectives of the process

S. No.	Objective and Objective Description	Classification of Objective for function (Primary or Secondary)
1	To facilitate effective manpower planning & budgeting across the organization.	Primary

Base Requirements

S. No.	Requirement	Description	Reasons for being Base Requirement
1	Employee database	Employee database is a solution that helps organizations to manage employee data with ease, consistency and accuracy.	Provide existing manpower details
2	JD	A job description is a list of the general tasks, or functions, and responsibilities of a position. It may often include to whom the position reports, specifications such as the qualifications or skills needed by the person in the job, or a salary range.	JD for all new positions
3	Organogram	An organizational chart is a diagram that shows the structure of an organization and the relationships and relative ranks of its parts and positions/jobs.	Provides reporting structures.

Flowchart



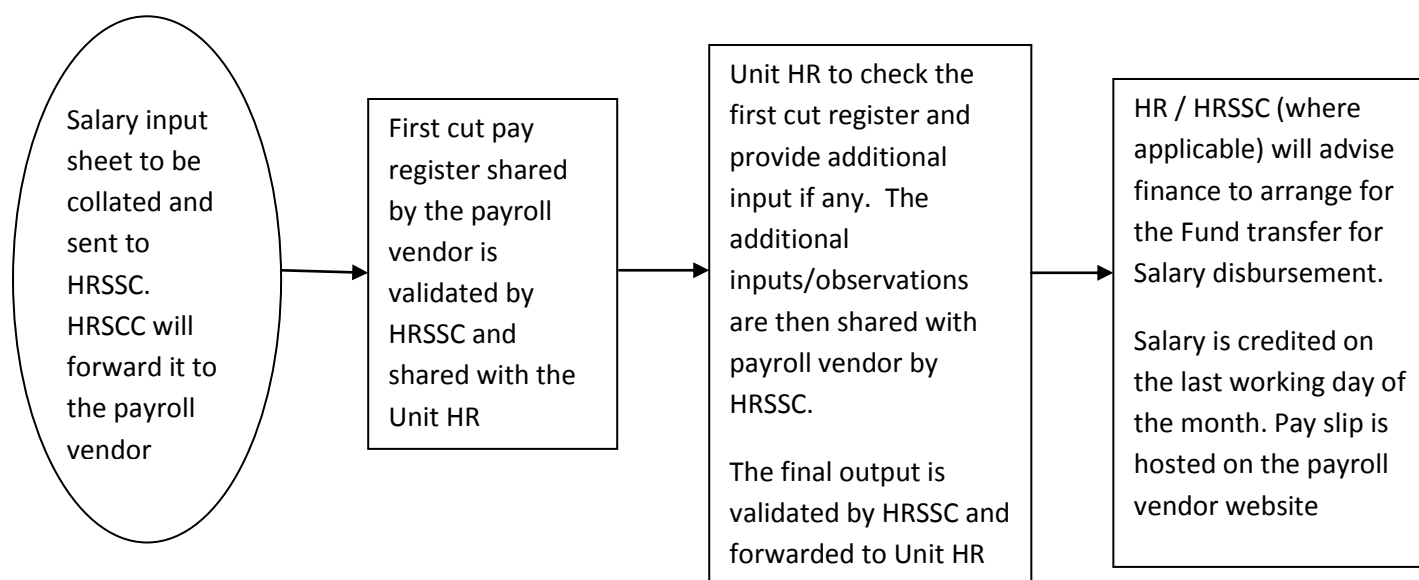
VI. SALARY ADMINISTRATION

Objectives of the process

S. No.	Objective and Objective Description	Classification of Objective for function (Primary or Secondary)
1	To ensure timely, accurate and smooth disbursement of salary to the employees	Primary

Flowchart

Monthly



Annual

