



HISTORY

Fortis Healthcare Limited is a prominent healthcare delivery service provider in India. It was founded in 1996 by the Singh brothers and started with the establishment of its first hospital in Mohali, Punjab. Later on, the hospital chain purchased the healthcare branch of Escorts group and increased its strength in various parts of the country. Fortis faced challenges related to corporate governance and financial irregularities in the late 2010s, leading to a restructuring and change in leadership. In 2018, IHH Healthcare acquired a majority stake in the company, bringing stability and new management. Since then, Fortis has focused on optimizing operations, controlling costs, and improving patient care.

DESCRIPTION

Fortis Escorts Hospital, Faridabad, is a 210-bed multi-speciality hospital providing primary and tertiary medical care in all major specialties. The hospital has established itself as a leading healthcare services provider in the region and has been delivering exceptional clinical care for over 40 years. It was the first hospital in the city to be accredited with the coveted National Accreditation Board for Hospitals & Healthcare Providers (NABH)

VISION

Fortis escort strives for excellence in fulfilling the community's medical needs, bringing together diverse disciplines & skills to provide exceptional care.

Mission

To be globally respected healthcare organization known for Clinical Excellence and Distinctive Patient Care

ANTI MICROBIAL STEWARDSHIP

Antimicrobial stewardship is an integral part of quality and patient safety initiatives in healthcare organizations & also plays a crucial role in ensuring patient safety, reducing healthcare-associated infections, and combating antimicrobial resistance. It involves a set of strategies and interventions aimed at ensuring that antimicrobial medications are used judiciously, in the right dose, duration, and route of administration.

PURPOSE OF PROJECT

- Optimize patient outcomes
- Combat antimicrobial resistance
- Minimize adverse effects
- Reduce healthcare costs
- Reserve antimicrobial resources
- Promote sustainability

Difference Between Theoretical & Practical Understanding –

Practical exposure in hospital management focuses on real-world application, skill development, and learning from experience, while theoretical understanding provides a foundation of knowledge, frameworks, and analytical tools. Both elements are essential for comprehensive learning in hospital management, with practical exposure enhancing the application of theoretical

Challenges faced during hospital internship -

- High workload and multitasking.
- Communication and teamwork.
- Initially collecting data in such a big organisation was difficult.

Usefulness of Hospital Internship

- Hands-on clinical experience.
- Exposure to diverse medical cases.
- Learning from experienced healthcare professionals.
- Interprofessional collaboration

On Specific Management Function



Learnings During Internship

- **Healthcare operations -** understanding of how different departments and units collaborate to ensure smooth operations and efficient delivery of healthcare services.
- **Quality improvement and patient safety –** Internships provide exposure to quality improvement initiatives and patient safety protocols & learn about quality metrics, data analysis, accreditation processes, regulatory compliance, and continuous quality improvement practices.



Suggestions

- Nurse allocation as soon as patient admits.
- Appreciation must be given to new employees to provide support, guidance & sense of familiarity.
- Restricted medicines Guidelines poster should be displayed in ICU , Emergency .