

Vision: Saving and enriching lives

Mission: To become globally respected healthcare organization known for clinical excellence and distinctive patient care

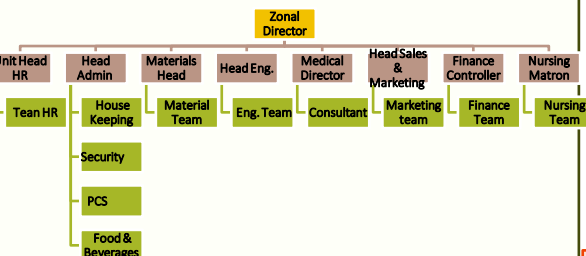
Organization brief history and description

- Fortis currently has 4 JCI and 26 NABH accredited hospital across country with its branches in Sri Lanka, Nepal and UAE.
- Fortis Escorts Hospital Jaipur, is a 275-bed NABH accredited multi-specialty hospital in Rajasthan. This hospital has established itself as one of the best tertiary care centers in the region.
- Fortis was established in 1996 and was founded by Shivinder Mohan Singh and Malvinder Mohan Singh. Fortis Jaipur was set up in the year 2007.
- Fortis Jaipur is a pioneer in high-end procedures such as kidney transplants, total knee and hip replacement aided by robotic computer navigation, adult and pediatric cardiac surgery, and the treatment of congenital heart defects.

THEORETICAL INSIGHTS AND PRACTICAL OBSERVATIONS

- THEORETICALLY, WE STUDIED ABOUT THE DIFFERENT TYPES OF COLOR BINS USED FOR BIOMEDICAL WASTES SEGREGATION WHICH WAS PRACTICALLY FOLLOWED IN DIFFERENT DEPARTMENTS OF THE HOSPITAL.
- THEORETICALLY ICU SHOULD BE NEARER TO OT WHICH WAS SEEN PRACTICALLY, MOREOVER CSSD WAS AT THE SAME FLOOR.
- PRACTICAL EXPOSURE OF PATIENT SAFETY IMPLEMENTATION METHODS AND THEIR AUDIT WAS SEEN AS STUDIED IN THEORY.
- TPA COUNTER AND IPD ADMISSION IS PREFERRED IN GROUND FLOOR WHILE PRACTICALLY CASH AND TPA ADMISSIONS WERE DONE ON 5TH FLOOR WHILE TPA OFFICE WAS LOCATED IN BASEMENT FLOOR.

ORGANIZATIONAL STRUCTURE



STRENGTH-

- ESTABLISHED REPUTATION
- INFRASTRUCTURE
- NEXT GENERATION CATH LAB
- HIGH END PROCEDURE FOLLOWED BY ROBOTIC COMPUTER NAVIGATION
- STONGE MEDICAL TEAM
- TIE UP WITH GOVT. SCHEMES (RGHS, CGHS, ECHS, GOVT PSU'S, etc.)

WEAKNESS-

- HIGH PRICE LIMITS CERTAIN POPULATION SEGMENT.
- CAPACITY CONSTRAINTS ACCORDING TO PATIENT VOLUME THUS PATIENT HAS TO WAIT LONGER.
- LACKS SUFFICIENT NURSING STAFF
- PATIENT DISSATISFACTION DUE TO HIGH OPD WAITING TIME.

SWOT ANALYSIS

OPPORTUNITIES-

- GROWING HEALTHCARE MARKET
- MEDICAL TOURISM
- TECHNOLOGICAL ADVANCEMENT

THREATS-

- COMPETITORS SUCH AS EHCC, NARAYANA, CK BIRLA AND OTHER MEDIUM RANGE HOSPITALS.
- REGULATORY CHALLENGES
- PUBLIC HEALTH SECTORS

LEARNING-

- ADMISSION PROCESS, DISCHARGE PROCESS, ISSUES ASSOCIATED, FINANCIAL COUNSELING PROCESS.
- LAB CORRELATION, OPEN FILE AUDIT, SOME PATIENT SAFETY AUDITS.
- ANALYZING DATA RELATED TO ADMISSION TIME INTERVALS
- COMMUNICATION, HMIS.

USEFULNESS OF INTERNSHIP-

- PRACTICALLY SEEN ALL THE DEPARTMENTS AND CAN CONNECT WITH THE SYLLABUS, GOT TO KNOW ABOUT ITS MANAGEMENT, COORDINATION.
- LEARN TO COMMUNICATE, BEHAVIOR IMPROVEMENT, TEAM WORKING, PROFESSIONALISM.
- UNDERSTOOD THE PATIENT REACTION DURING PANIC AND ANGER
- SITUATION AND SAW THE WAY TO DEAL THE SITUATION.

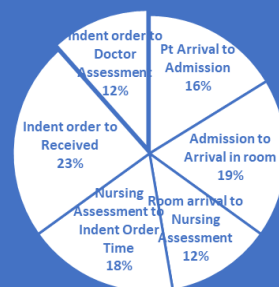
CHALLENGES FACED DURING INTERNSHIP-

- INITIALLY COLLECTING DATA IN SUCH A BIG ORGANIZATION WAS DIFFICULT.
- INITIALLY STAFF HESITATED TO COORDINATE DUE TO UNKNOWN IDENTITY.
- PATIENT ENCOUNTER ASKING FOR VARIOUS SUPPORT.

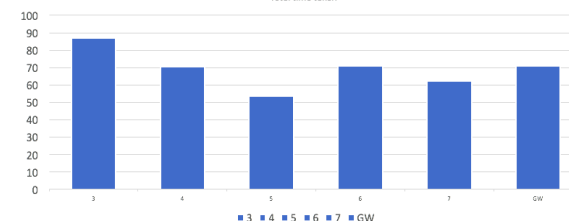
AYUSH KUMAR (1481), MBA HM-27
DHIRENDRA KUMAR- PROFESSOR (FACULTY GUIDE)
DR. SHIKHA SHARMA- QUALITY MANAGER (ORGANIZATION MENTOR)

- SAMPLE=** ALL NEW ADMISSIONS
- SAMPLE SIZE=** 136
- STUDY INTERVAL=** 10:00 AM TO 4:30
- POPULATION=** CASH AND TPA PATIENT (EXCLUDING DAYCARE)
- SAMPLING METHOD USED=** SIMPLE RANDOM SAMPLING
- OVERALL ADMISSION AVERAGE TIME FOUND - 1 HR 35 MIN**

CHART TITLE



Total time taken



GAPS IDENTIFIED-

Nursing and GDA staff shortage, no clear instruction for admission process, no direction signage for admission desk, delay discharge, late nursing assessment during staff shift change, late pharmacy indent arrival.

PROPOSED SUGGESTIONS AND SOLUTIONS-

- Nurse allocation as soon as patient admits
- Separate bill desk for 3rd and 4th floor
- Proper direction signage for admission desk
- Improvement in number of nurse and GDA staff
- Shifting of hospital pharmacy at upper floor rather than basement floor.
- Admission floor and TPA office should be either in the same floor or adjacent floor.