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DESCRIPTION OF ORGANIZATION :

Fortis Memorial Research Institute (FMRI), established in 2012 with goal of bringing world class healthcare to people in India, is a 330-bedded Super Specialty Hospital. A part of the larger Fortis Healthcare network, FMRI is the Flagship hospital of the group.

- Equipped with state-of-the-art infrastructure, Cutting Edge medical technologies and a highly skilled and renowned team of doctors, it was ranked 29th Position in the list of “World’s best smart hospitals 2023 (Newsweek Survey)”
- It is also the only ELSO Certified Training Centre for training in ECMO program in the country.
- The hospital has received various accreditations, including Joint Commission International (JCI), National Accreditation Board for Hospitals & Healthcare Providers (NABH) and the NABL for its laboratory and Blood Bank.

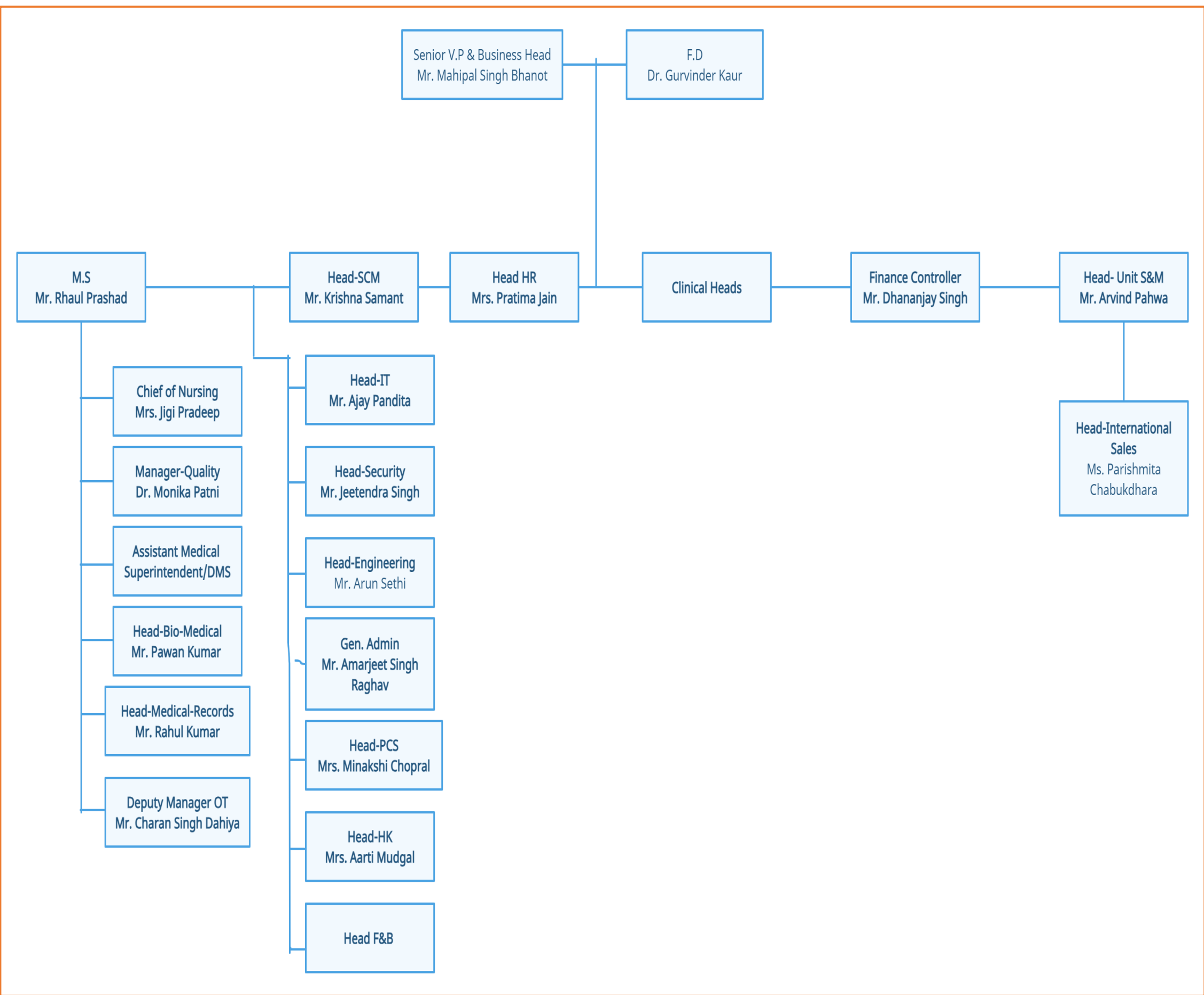
VISION : Is to be a leading healthcare organization by fostering medical research, advancing medical education, and offering first-rate patient care. FMRI seeks to improve healthcare standards.

MISSION : The goal is to offer patients kind and individualized healthcare, seeks to achieve clinical excellence through a patient-centred approach.

CORE VALUES :

- Innovation
- Ownership
- Teamwork
- Integrity
- Patient Centricity

ORGANIZATION STRUCTURE



DELAYS IN OPERATION THEATRE AT FMRI – A DESCRIPTIVE STUDY

INTRODUCTION TO THE PROJECT

Delay in the operating room refers to any unforeseen or lengthy waiting period that happens between a patient's scheduled operation time and their actual surgery time. Delays in surgical procedures can be caused by a variety of circumstances, including logistical concerns, patient-related complications, staff challenges, equipment problems, or unexpected circumstances. Long waiting time or delay of surgical procedure from scheduled time causes patient discomfort and increases patient's stay in the hospital especially for the day care patients. OT delays also effects the patient's mental health as it requires a lot of mental preparation for the patient to undergo a surgical procedure. In order to reduce the delays in OT the coordination and cooperation of all other departments is required.

OBJECTIVES

- To study the process involved in optimal functioning of Operation Theatre.
- To find out the average number of delays from the scheduled time in the operation theatre.
- To find out the reasons for the delays in the operation theatre to improve the quality of patient care

METHODOLOGY AND DATA COLLECTION

☐ Nature of Data:

- Primary data was collected of 250 patients by everyday interaction with the OT staff to find out the reporting time or **(wheel in time)** is recorded when the patients enters the operation theatre for surgical process) of the patients in the Operation Theatre for the surgical process and reasons for the delay. Interviews were conducted through call for the patients who did not get admitted for the surgeries.
- Secondary data was collected from OT management staff i.e., List of planned surgeries.

☐ Study Design: Quantitative study (Survey and Descriptive Research)

☐ Sample Size: 250 patients

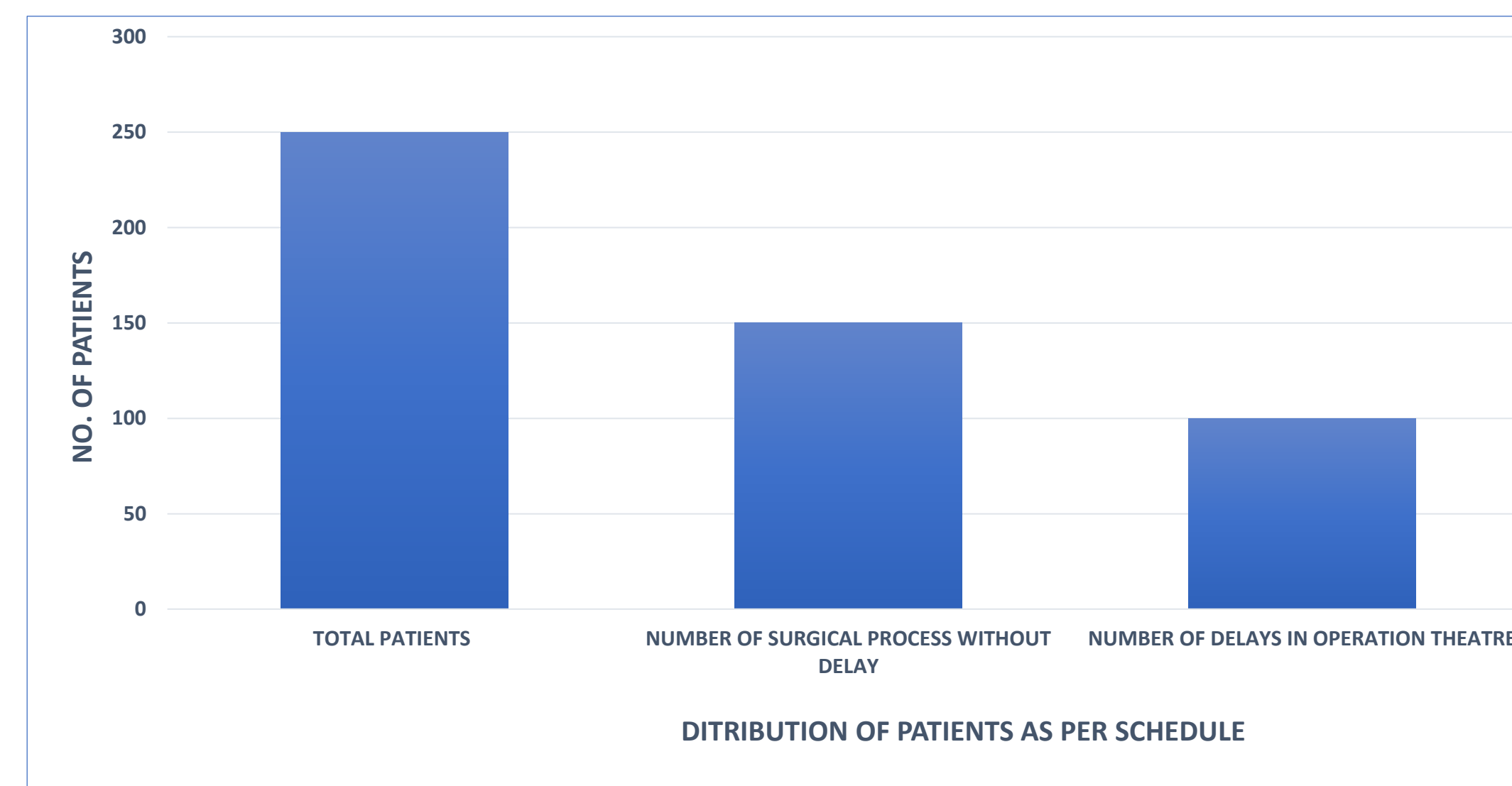
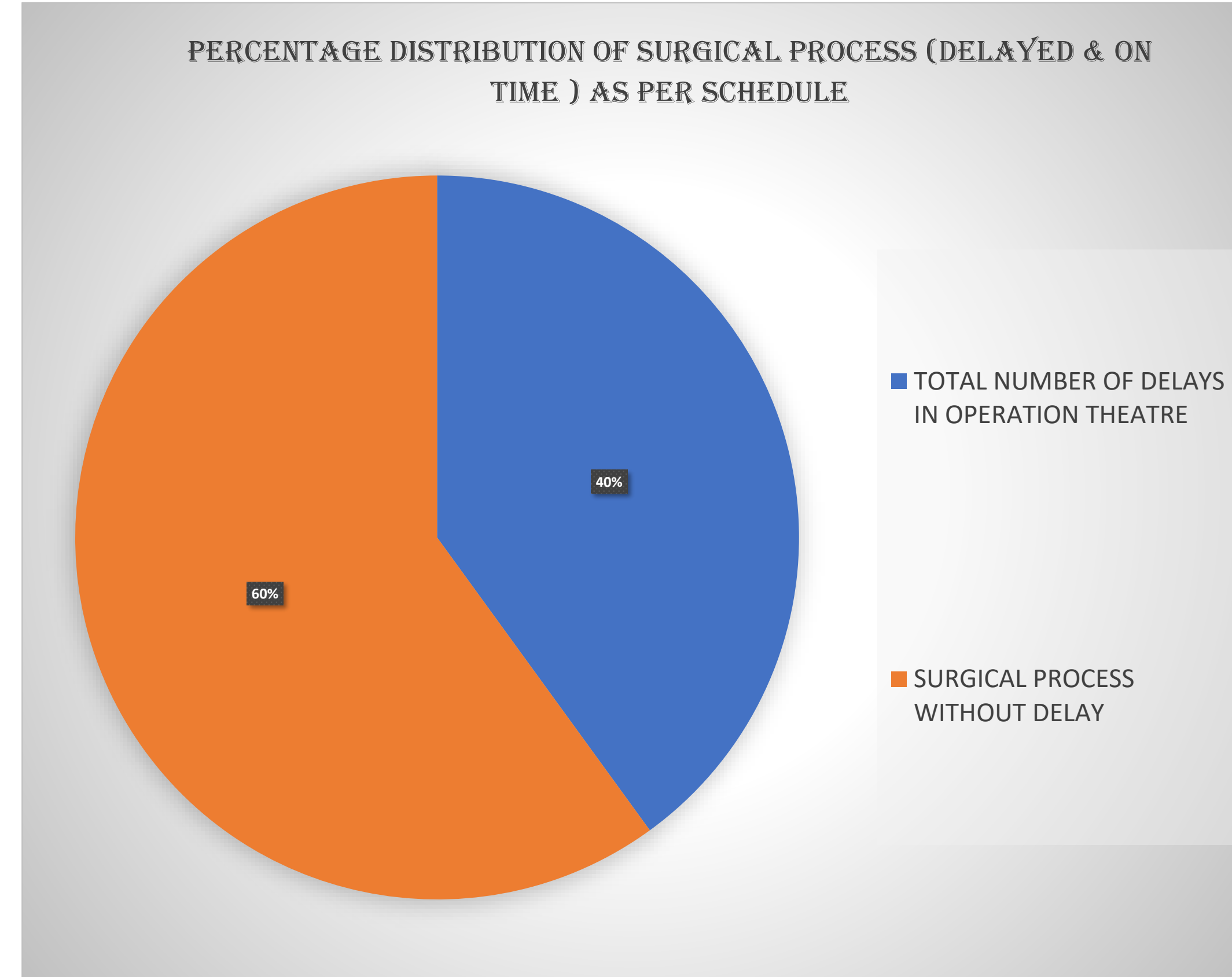
☐ Setting : 2nd Floor , OT Complex , FMRI Gurugram

☐ Duration of Data Collection : 45 Days

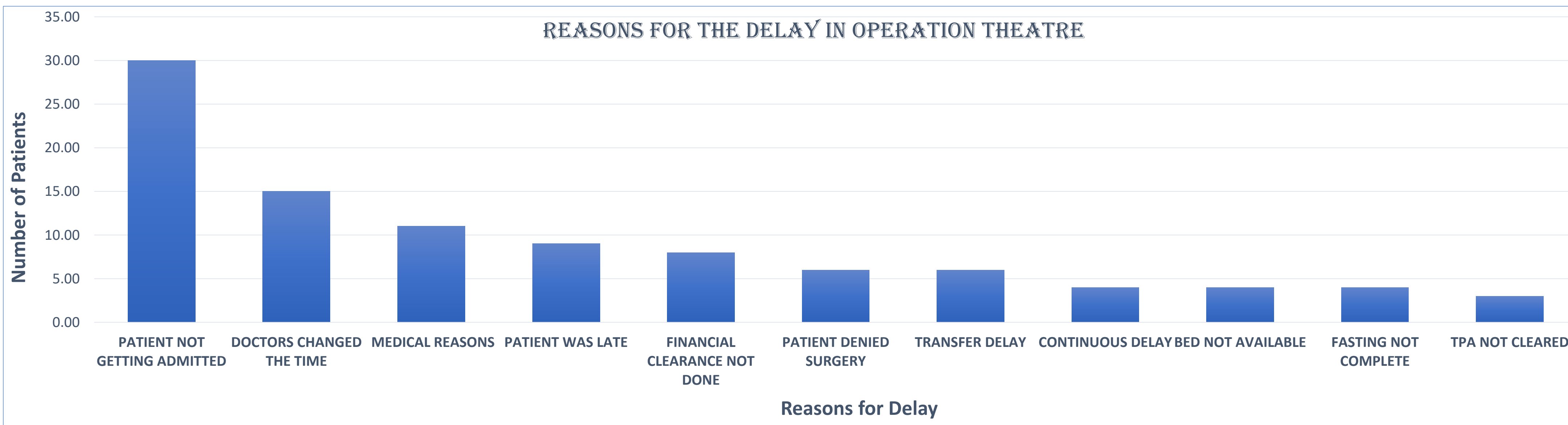
DATA ANALYSIS

- The sample size of 250 patients was taken for the study, the patients' wheel in time in the operation theatre were recorded.
- The samples were compared with the standard time i.e., to the OT schedule list.
- The organization has set F.O.S guideline for the patients, following which the patients running late by four or more than four hours would be considered as delays.

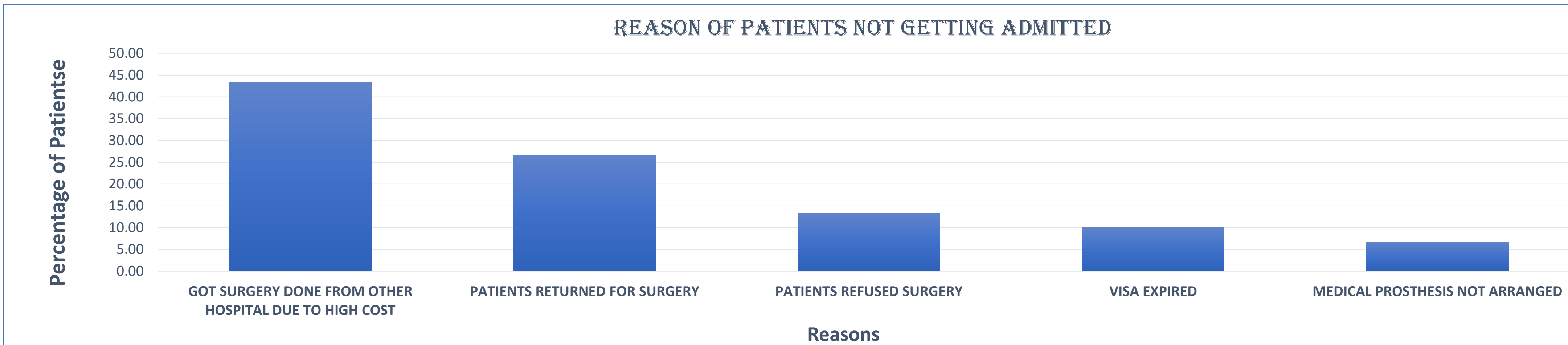
F.O.S : Four-Hour Operating Standard typically refers to a guideline or target set by healthcare organizations for the maximum acceptable wait time for a patient scheduled for surgery.



REASONS FOR THE DELAY IN OPERATION THEATRE



REASON OF PATIENTS NOT GETTING ADMITTED



STRENGTH :

Good reputation and expertise in providing high quality medical care.
Collaboration and partnerships with international healthcare networks.
Advance medical technology.

WEAKNESS :

High cost of services.
Apart from medical technology, minimal use of emerging technologies for improving healthcare standards.

S.W.O.T ANALYSIS

OPPORTUNITIES :

Expansion of organization and increasing bed capacity.
Reevaluate the process to provide economic medical care.
Increase medical tourism.

THREATS :

Availability of services at a reduced cost in other healthcare organizations.
Constantly upgrading healthcare standards in vicinity.

FINDINGS

- A total of 100 patients out of 250 patients got delayed from the standard scheduled OT time.
- Following the F.O.S guideline, out of total 100 delayed patients 30 patients were delayed for more than 4 hours as per schedule., and the reason for the delay was the patients not getting admitted.
- Among another reasons, one of the main reason for 40% out of 30 patients, going for second consult and getting the surgical treatment done from other organization was the higher costs of the treatment and care provided at FMRI.

LEARNING AND VALUE ADDITIONS DONE DURING INTERNSHIP:

- Learnt about the various processes in the hospital, operation theatre, quality department.
- It gave me a different perspective to view Operation theatre other than my clinician's perspective.

CHALLENGES FACED DURING INTERNSHIP

Implementation of rules and protocols is a group task, successfully conducting a task requires support of every person involved. Management of people and getting them to perform tasks in assigned time frame.

SUGGESTIONS FOR THE ORGANIZATION

- To improve the communication gap for better coordination among the OT complex staff and their coordination with wards and ICUs to reduce the delays of surgical procedures.
- To re-evaluate the charges for surgical procedures, with aim of providing more economical health care services.

USEFULNESS OF INTERNSHIP

- Exposure to the working environment.
- Getting to learn the challenges faced while implementing rules and to overcome them, for delivering the optimum level of service.

DIFFERENCE IN PRACTICAL EXPOSURE AND THEORETICAL WORK:

- Internship had helped me to gain and implement the concepts of quality and safety in the various departments of the hospital.