

Summer Internship at Fortis Hospital Turn Around Time Discharge Process Credit Patients

Vision : Saving and enriching lives

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

Description

- Fortis Escorts Jaipur is the First NABH accredited hospital in Rajasthan with 275 beds and all type of specialties available.
- It is one of the best organizations that provides world class facilities and Interventions like Kidney transplant, Adult & Pediatric cardiac surgery & Total knee replacement .
- Because of the utilization of cutting-edge technology, the hospital solely offers sophisticated robotic surgery, which enhances client experience and minimizes disability limitations.

Challenges Faced During Internship

- Running behind the staff and documents to get exact timing of discharge was quiet challenging task.
- Interaction with the nurses and staff was quite tough.
- To make understanding nurses about documentation was tough.
- Establish coordination between my colleagues and nurses was difficult.

Usefulness of Internship

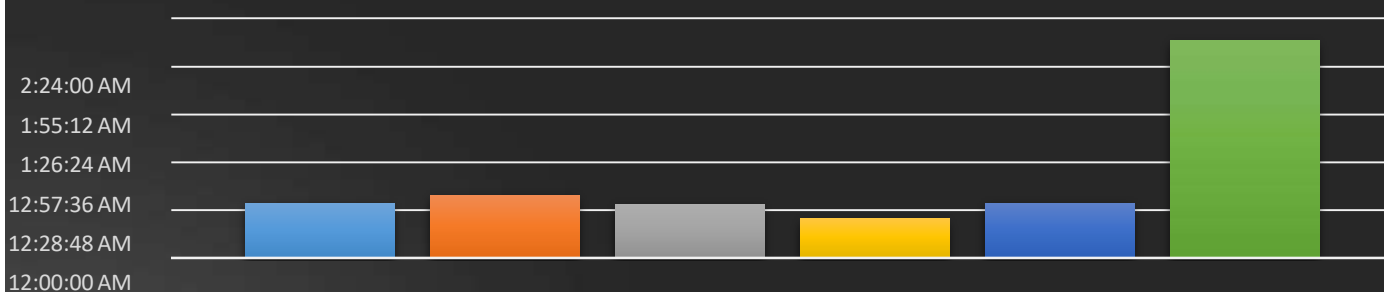
- Gained the basic knowledge of different department in hospital.
- Developed team skills.
- Developed time management skills.
- Developed networking opportunities with health care professionals.
- Developed professional development promote personal and professional growth by fostering qualities such as teamwork communication skills and time management.

Suggestions (Based on Project work):

- In order to reduce effort and improve patient satisfaction, the appropriate number of trained manpower should be assigned.
- Proper documentation of the data is necessary in order to track the clients correctly.
- Staff should be trained on medical terminologies related to client admissions in order to avoid mistakes during documentation.
- Counseling should be provided by the doctors' coordinators to avoid losing clients and to make the conversion process go even more efficiently.

Project work on ; Discharge process for over all credit patient
(Turn Around TIME)

Discharge process time interval in each step



- file prepare-intimation time
- file prepare-doctor summary
- file receive- file prepare
- bill clear-bill ready
- exit time-bill clear time
- patient exit time- doctor summary(total time taken)

Brief History

- Set up in 1996 (fortis Jaipur launched in 2007)
- Founder: Shivinder Mohan Singh and Malvinder Mohan Singh .
- Parent company is IHH .
- It has a total of 36 healthcare facilities with 4000 operational beds with over 23,000 employees across the nation.

Learning & Value Addition

- Learned about how to manage and clarify the issues (regarding billing , admissions, discharges etc.)of clients on day-to-day basis.
- .Learned about the importance of file auditing and medico legal cases
- .Learned about the work flow analysis of admissions& discharge in patient department
- .During my project learned the importance of timely discharge for overall credit patient

Practical Exposure

Location of ICU – Located on second floor (MICU)

Fire detection and alarm system in each floor section

Utilize feedback to enhance patient care and ensure seamless transition

Theoretical

Location of PICU – Third floors are preferable.

Patient care and education and medication management

Staff training and education about Fire safety training

- STRENGTH :** It has a first- generation Cath lab and offers advanced robotic surgery .
- Availability of Fortis app for appointments.
- Agilest providing online lab reports.
- Different OPDs for different services.

WEAKNESS:

- Poor patient management
- Lengthy waiting lines for credit patients high.
- Communication gap between patient and hospitals .
- Some departments are under staffed and some OPDs staff and nurses are lacking in experience.

OPPORTUNITIIES:

- CRM (Customer relationship management)
- Telemedicine services.
- Patient loyalty programme.

THREATS :

- When compared to its competitor such as Narayana Hospital, EHCC, and Manipal Hospital, surgery packages are much more expensive
- Staff shortage
- Competition of other provider

Findings:

