

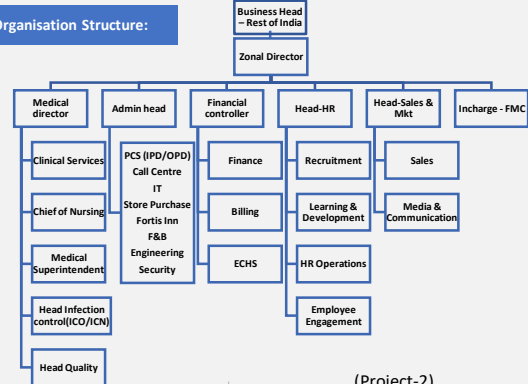
Brief History:

- Established in 2001, Fortis Hospital, Mohali is the veritable torch bearer of super specialty centers of excellence across the country. With 349 beds and 42 specialties, this tertiary care hospital has established itself as one of the best cardiac care centers in the region.
- Fortis Hospital Mohali (FHM) has been Internationally Accredited by Joint Commission International (JCI) since 2007 (renewed for the 6th consecutive time in 2022).
- It is also the proud recipient of accreditation from National Accreditation Board of Hospitals (NABH), India (renewed for the 4th time in 2017).
- These accreditations ensure that the highest and strictest patient safety standards are followed in the hospital.



(Project-1)

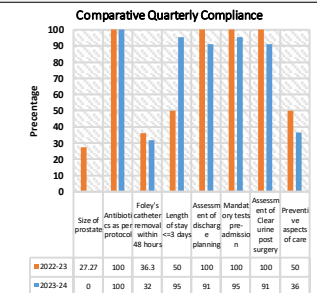
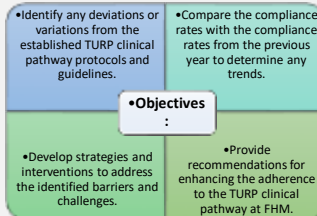
Organisation Structure:



(Project-2)

Clinical Pathway Compliance-TURP

Aim: To assess the adherence to the Transurethral Resection of Prostate (TURP) clinical pathway at Fortis Hospital Mohali during the period of April to June 2023 and compare it with the compliance observed in the previous year.



- Issues:**
- Delayed Removal of Foley's Catheter
 - Lack of Documentation on Prostate Size
 - Absence of Input-Output Drainage Documentation
 - Inadequate Post-Surgery Instructions

Suggestions: (Based on project-2)

- Develop clear protocols and guidelines for the timely removal of Foley's catheter following TURP surgery.
- Implement a standardized documentation system that includes recording the size of the prostate in patient files consistently.
- Establish a standardized format for input-output drainage documentation.
- Incorporating detailed instructions on post-surgery preventive care.

Leveraging Lean Concept : Optimizing Stationary Stock Inventory

Aim: Effective inventory management for stationery stock optimization in a tertiary care hospital.

Methodology: Phase wise project was implemented using **5S-methodology** by Quality department in collaboration with SCM department.

Objectives:

- To assess the current inventory of stationery stock and identify the excess stock.
- To identify the stationary stock categories of different forms.
- To identify the stationary stock categories of different forms.
- To identify the stationary stock categories of different forms.
- To identify the stationary stock categories of different forms.

Data Collection:

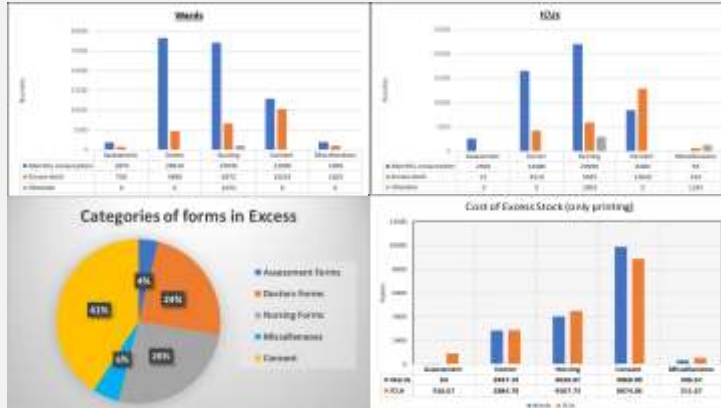
Primary: Directly counted the excess stock in the wards and ICUs. Collaborated with unit in-charges to gather monthly usage data through direct communication.

Secondary: Obtained the cost per form from the purchase department by accessing existing records and data sources.

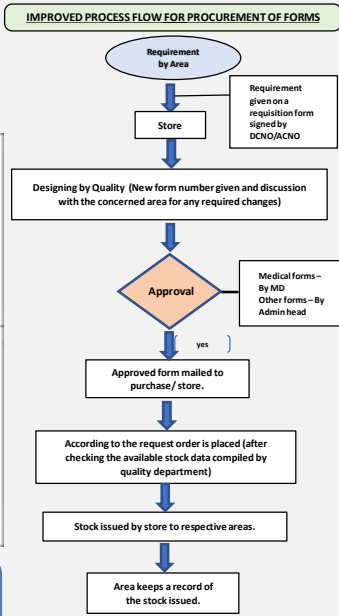
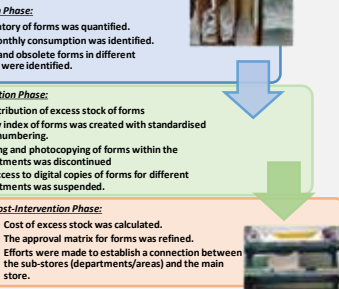
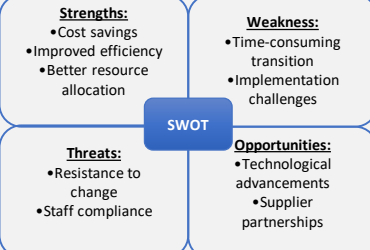
Observational: Actively observed the existing process flow for procuring new forms, documenting steps and identifying inefficiencies or bottlenecks.



Findings:



- Tangible Results:**
- Overall cost saved - Rs. 34807/- (by inter-department redistribution of excess stock and not giving new orders)
 - Reduction in costs associated with excess stock, stockouts, and obsolescence.
 - For example: stopping orders for obsolete forms namely:
 - > Empty blood bag receiving form
 - > Short physical history sheet
- Intangible Results:**
- Effective & efficient documentation
 - Decrease in wastage of time & resources such as stationary has improved care duration and effective documentation
 - Enhanced Staff satisfaction
 - Documentation alignment & compliance to accreditation standards



Suggestions: (Based on project-1)

- The departments should be aware of the existing available inventory to avoid over ordering and over stocking.
- Inventory levels, form utilization patterns, and procurement processes can be evaluated periodically.

Theoretical Understanding	Practical Exposure
- Studied about supply chain management. - Studied about seven quality tools theoretically.	- Applied 5S methodology of lean concept for inventory management. - Applied Fishbone diagram and flowchart for the project.

Challenges faced during Internship:	Learnings:
- Limited time frame for conducting thorough inventory assessments and analysis. - Balancing internship responsibilities with project deadlines. - Building relationships, understanding diverse perspectives of individuals from different departments. - Limited access to various aspects of the organization and other departments.	- Got insights into process mapping and optimization, streamline workflows, eliminate redundancies, and enhance overall efficiency. - Got to learn about the complexity and diversity of hospital documentation needs, and that there can be significant variation in the number and types of forms used across different hospital departments. - Data collection, organizing information, and drawing meaningful conclusions.

Usefulness:
- Skill Development: Excel, Presentation skills, Communication, problem-solving, time management. - Provided exposure to work culture, industry practices, and the opportunity to network with professionals in the field. - Personal growth, enhancing confidence, adaptability, and resilience in professional environments.