



A STUDY ON MEDICOLEGAL CASES ATTENDED AT A TERTIARY CARE HOSPITAL IN JAIPUR (FORTIS HOSPITAL)

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BRIEF HISTORY OF FORTIS HOSPITALS

Fortis Healthcare Limited – an IHH Healthcare Berhad Company – is a leading integrated healthcare services provider in India. It is one of the largest healthcare organizations in the country with 27 healthcare facilities, 4,300 operational beds and 400 diagnostics centers (including JVs). The Company is listed on the BSE Ltd and National Stock Exchange (NSE) of India. It draws strength from its partnership with global major and parent company - IHH, to build upon its culture of world-class patient care and superlative clinical excellence.

VISION & MISSION

- To create a world-class integrated healthcare delivery system in India, entailing the finest medical skills combined with compassionate patient care.
- To be a globally respected healthcare organization known for Clinical Excellence and Distinctive Patient Care.

CORE VALUES

Patient Centricity

- Commit to 'best outcomes and experience' for our patients
- Treat patients and their caregivers with compassion, care

Integrity

- Be principled, open and honest
- Model and live our 'Values'

Teamwork

- Proactively support each other and operate as one team
- Respect and value people at all levels with different opinions, experiences and backgrounds

Ownership

- Be responsible and take pride in our actions
- Take initiative and go beyond the call of duty
- Deliver commitment and agreement made.

Innovation

- Continuously improve and innovate to exceed expectations
- Adopt a 'can-do' attitude
- Challenge ourselves to do things differently.

S W O T ANALYSIS

S'

- Hospital staff are very professional
- Hospital is following patient centric approach.
- NABH Certified hospital.
- Working Culture is very good.

W'

- Coordination is good but there is scope for communication improvement amongst patient and staff especially in sensitive MLC cases.
- Overall record management is good but there is scope for improvement, as some data in a few records we incomplete (eg- was the patient intoxicated during RTA).

O'

- Staff training on awareness of MLC cases and its management.
- Staff and management can be trained to guide/counsel patients for further action in such sensitive cases.
- Management of MLC cases is good as per the given govt norms, but the process can be much easier and simpler if the hospital could have a Medical Jurist of its own and all kinds of MLC cases can be deal with ease.

T'

- Handling MLC cases can be difficult at times and situations can aggravate in no time., which could be tackled with better security.
- It can be difficult to assess the patient as patient might be reluctant or might give false history.

LEARNINGS DURING INTERNSHIP

1. Quality and Patient Safety: Learned about importance of quality management & patient safety in service delivery.
2. Life skills: I have learnt project management, patient coordination, task management, resolving problems.
3. Developed the understanding about hospital health care system and hospital administration.
4. Understanding the hospital organization working culture.

CHALLENGES

1. The staff is generally busy with the workload and communicating with them and gathering information/data was not very easy.
2. The emergency is usually busy with patients and doctors were busy attending them, so it was difficult to follow up the process of admission.

THEORY VS PRACTICAL

1. MBA Based theoretical knowledge at IIHMR, has laid a strong fundamental foundation for me which enable me to perform confidently during my summer internship.
2. Management & Health care System knowledge which I learned during study, that helped me in conducting my internship.

USEFULNESS OF INTERNSHIP

- Hospital industry exposure.
- Networking with Hospital industry member.
- Opportunity to gain the work experience in Hospital.
- Understand the needs and wants of patients.
- Opportunity to improve communication skills.
- Opportunity to conduct research in hospital.
- Learn about the medical administration work

INTRODUCTION

A medico-legal case is a case of injury or illness where the attending doctor, after eliciting history and examining the patient, thinks that some investigation by law enforcement agencies is essential to establish and fix responsibility for the case in accordance with the law of the land . Common medico-legal cases include alleged cases of assault, road traffic accidents, burns, poisoning, snake bite, insect bite, industrial accidents, alcoholic intoxications etc.

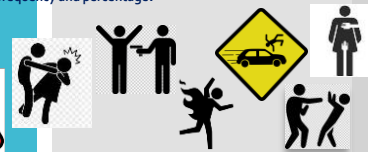
Analyzing and understanding such cases is crucial for identifying areas of improvement in healthcare delivery, ensuring patient safety, and establishing effective risk management strategies. This study aims to provide a comprehensive analysis of medicolegal cases in a super specialty hospital, shedding light on the underlying factors, patterns, and potential areas of intervention.

AIM & OBJECTIVE

To study process of MLC case and analyse the frequency, sex & pattern distribution of Medico Legal Cases (MLC's) attending a tertiary care hospital of Jaipur (Fortis Hospital).

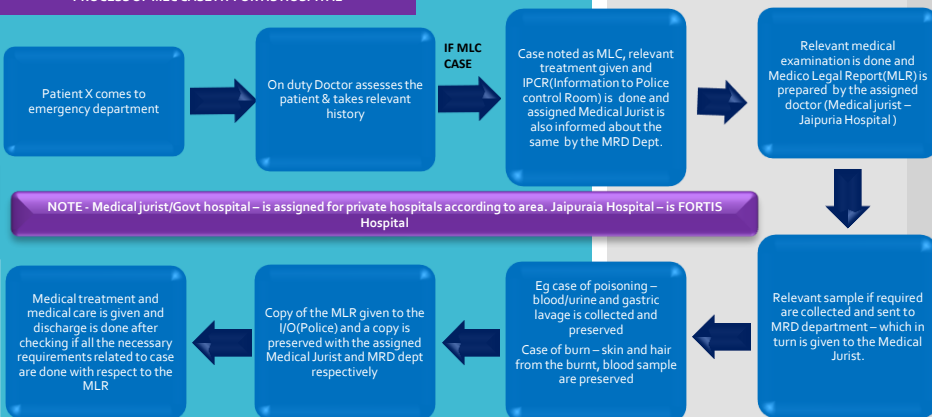
METHODOLOGY

- Study Type - A record based observational study
- Study place - Medical Records Department (MRD) of Fortis Hospital, Jaipur.
- Study population - All Medico-legal cases attending Fortis Hospital, Jaipur during the study period.
- Study period - May 2023 and June 2023
- Sample size - 100 patients.
- Method - Data of the MLC cases will be collected according to the criteria. Data related to the gender, cause of being MLC/pattern of injury will be collected from the records.
- MS Excel will be used for data storing and analysis. Results will be expressed in frequency and percentage.

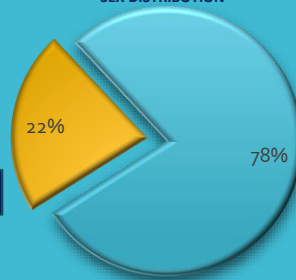


RESULT & OBSERVATION

PROCESS OF MLC CASE AT FORTIS HOSPITAL

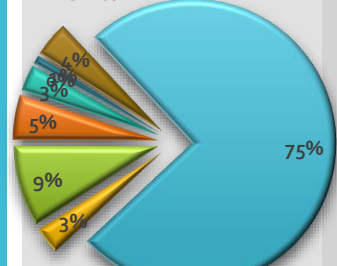


SEX DISTRIBUTION



PATTERN OF INJURY	NO.
RTA	75
ASSAULT	03
POISONING	09
FALL FROM HEIGHT	05
MACHINE INJURY	03
ANIMAL BITE	00
HANGING/ASYXIAL INJURY	01
UNKNOWN MODE OF INJURY	04
TOTAL	100

PATTERN OF INJURY



ANALYSIS

1. Frequency of MLC – is 1.66 patients/day (1 to 2)
2. Males constituted a majority of the MLC cases (78%), and Road Traffic accidents were the most common pattern of injuries in MLC cases (75%), which might be due to bad quality of roads or

RECOMMENDATIONS

1. Management of MLC cases is good as per the given govt norms, but the process can be much easier and simpler if the hospital could have a Medical Jurist of its own and all kinds of MLC cases can be deal with ease.
2. Staff training on awareness of MLC cases and its management can help the manage cases better.
3. Staff and management can be trained to guide/counsel patients for further action in such sensitive cases.
4. Better security measures can help manage sensitive cases at the time of patient admission and management.
5. RTA's can be reduced by implementing strict road traffic rules as well as by improving the road condition by concerned authorities, at the same time users of the road and vehicles should realize their responsibility in following traffic rules.
6. Awareness regarding proper protective measures and effect of intoxicating substances on once driving ability will also help to reduce the incidences of Road traffic accidents

