

FORTIS HOSPITAL, MULUND

- Fortis Hospital, Mulund, was established in 2002
- 6 times JCI and 5 times NABH accredited hospital
- 350 – Bed multi-specialty [with over 40 specialties (cardiology, urology, nephrology, emergency, and critical care, etc.)] tertiary care hospital, in Mumbai.

VISION & MISSION

Vision – “Saving and Enriching Lives”

Mission: “To be a globally respected healthcare organization known for clinical excellence and distinctive patient care”

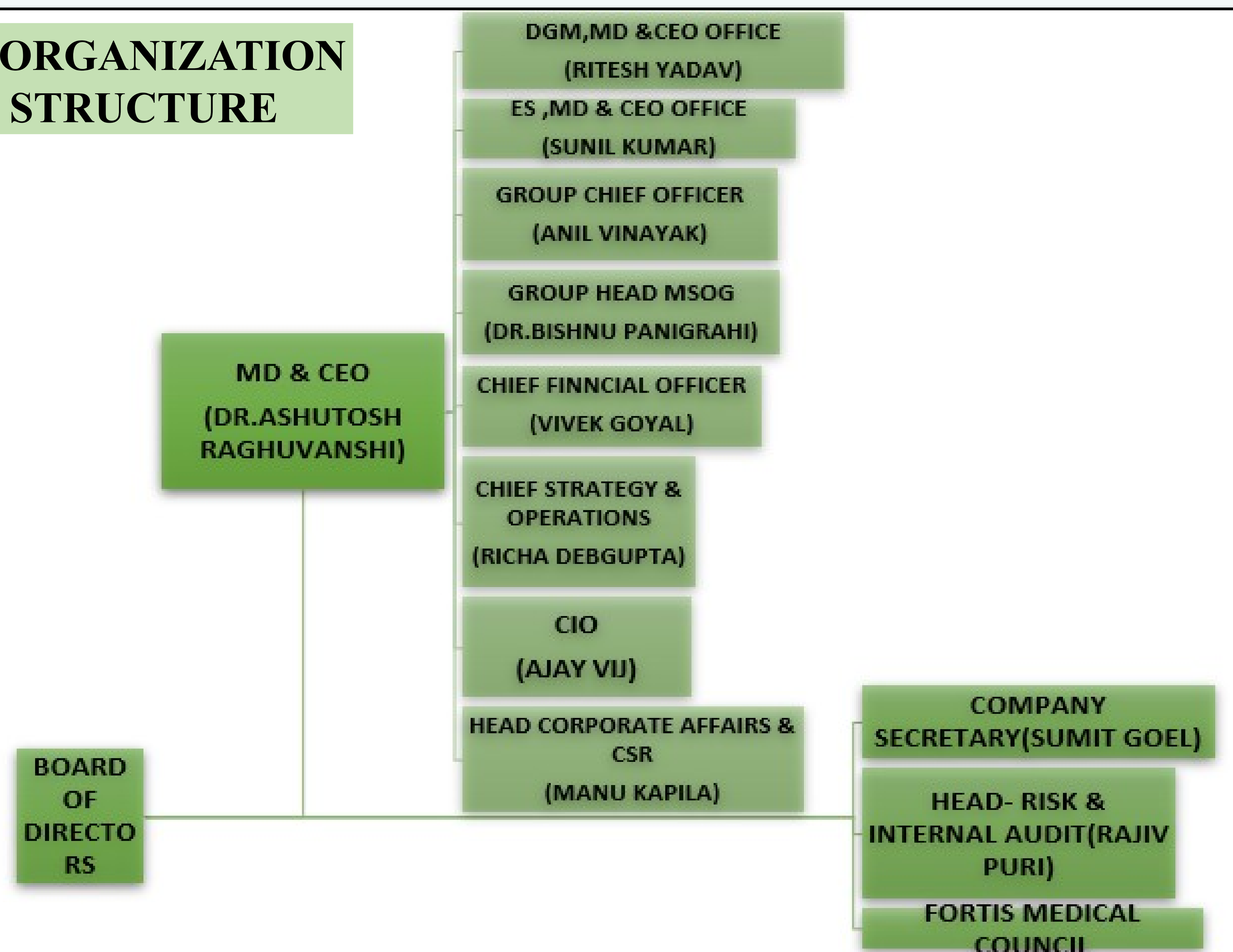
OBJECTIVES

- To assess the work-related stress in relation to the domains as per Health and Safety Executive Management Standard Indicator.
- To assess how well the workforce rates their performance in managing the risk associated with work-

RESEARCH METHODOLOGY

Study Setting - Private Tertiary Care Hospital
 Study Design - Descriptive Cross-Sectional Qualitative Study Design.
 Data collection methods - Primary Data Collection
 Technique: Electronic Questionnaires

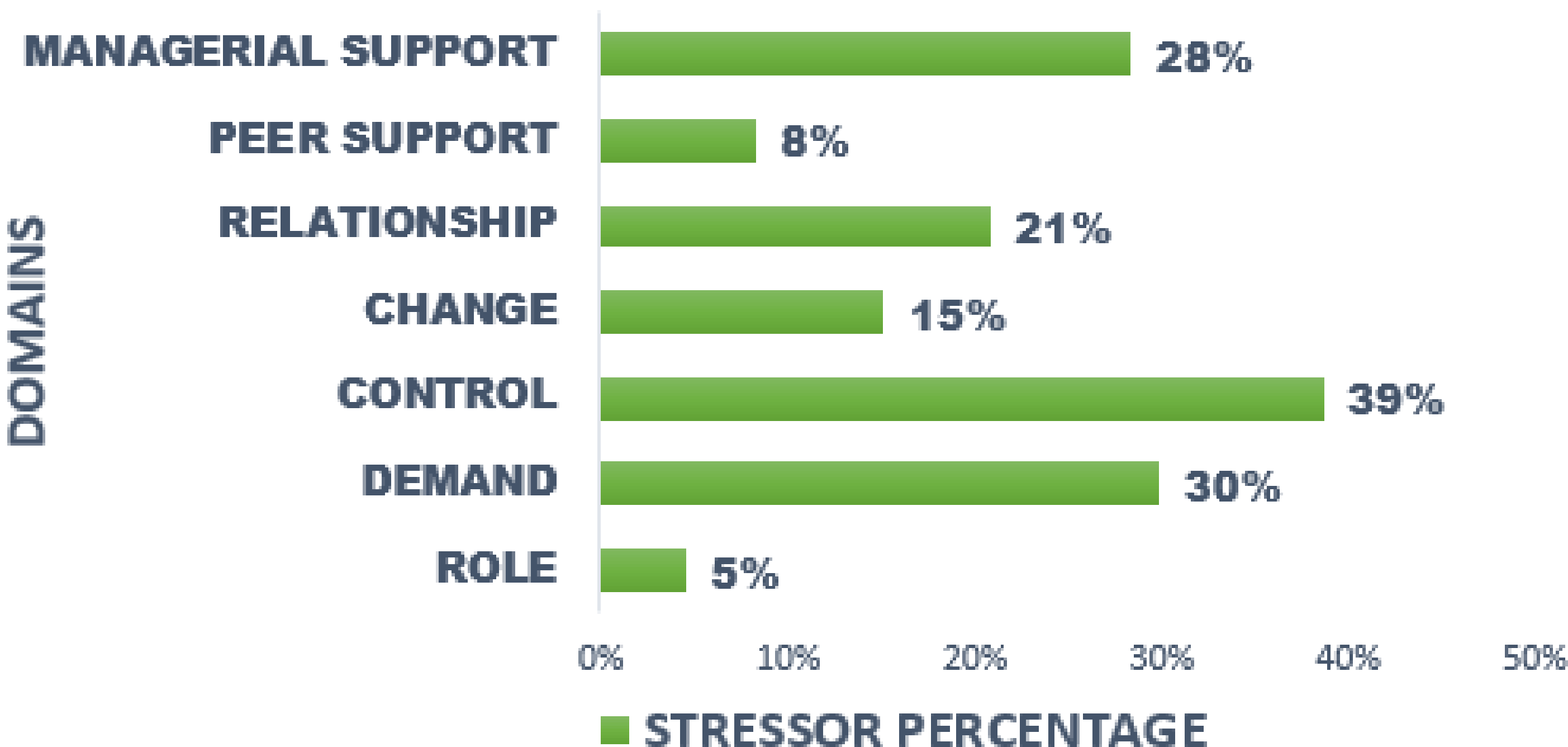
ORGANIZATION STRUCTURE



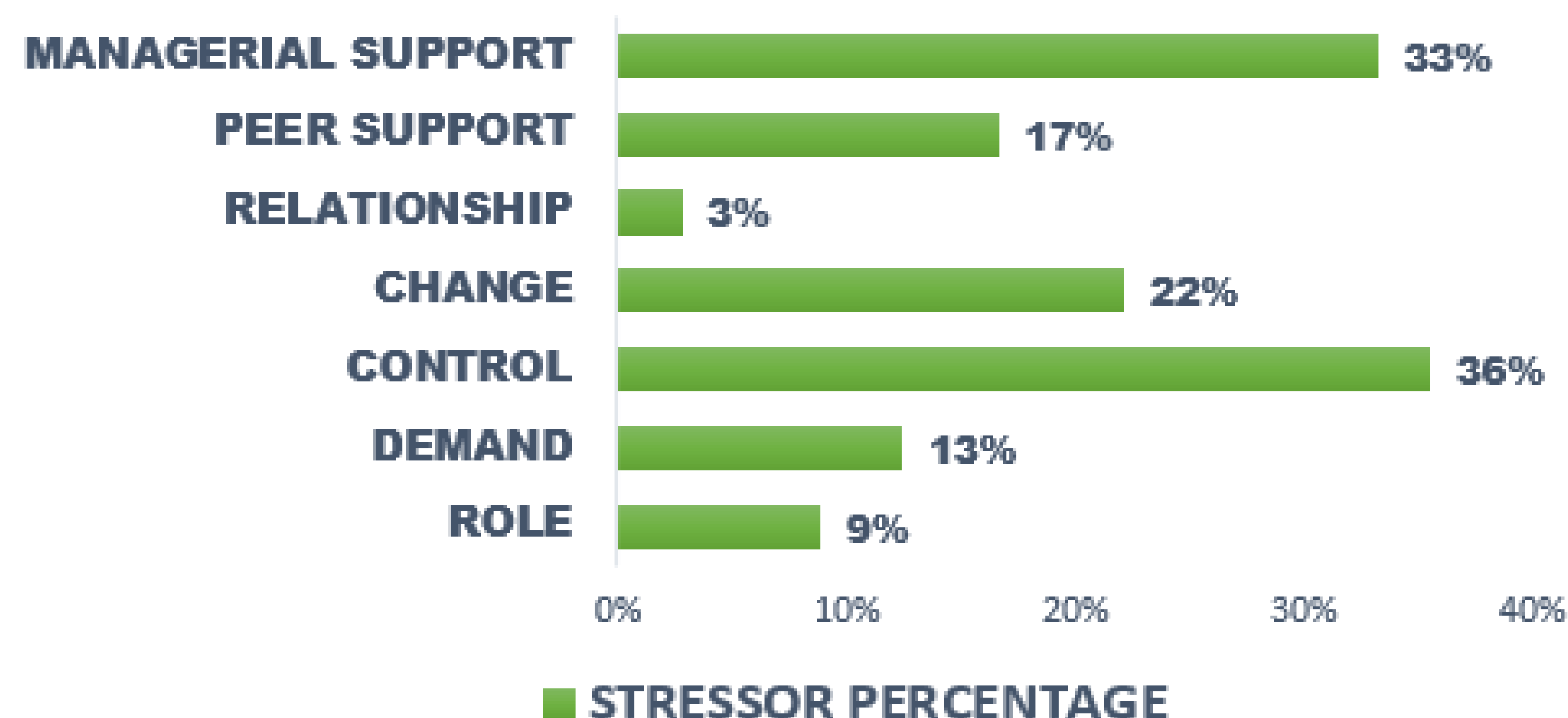
DIFFERENCE BETWEEN PRACTICAL EXPOSURE & THEORITICAL WORK

Conceptual understanding- Departments, Organization Structure, SWOT Analysis	Practical understanding – Departmental Orientation, Organization Structure, SWOT Analysis
Theoretical Understanding-Research Methodology	Application of Research Methodology

STRESSOR PERCENTAGE AMONGST EMPLOYEES IN GENERAL ADMINISTRATION



STRESSOR PERCENTAGE AMONGST EMPLOYEES IN SALES & MARKETING



SWOT ANALYSIS

- S**- Highly qualified and experienced team
- W**- Demanding outputs and deadlines
 - Less span of the time-set target to be achieved
 - Shortage of Team Members
- O**- Newer tools - Quality Assessment and Improvement
 - Increasing awareness - Quality management among patients
- T**- Migration of skilled employees to other firms

LEARNINGS AND VALUE ADDITIONS

- Audited hand hygiene throughout the hospital
- Departmental orientation on the hospital
- NABH 5TH EDITION- Understanding the requirements as per the accreditation.
- Patient Experience- Collation on feedback
- Audited closed filed records - Medical Record Department.
- Training was undertaken - Basic Life Support & Fire Safety
- Conducted a study to assess work-related stress amongst the non-clinical employees

SUGGESTIONS

- Electronic questionnaire – hard to convince the employees to fill the form
- Hard to get genuine responses

CHALLENGES FACED

- Encourage better communication among employees
- Monthly workshops on teamwork/ motivational talks & appreciation/meditation

USEFULNESS OF INTERNSHIP

- Understanding the concept of PROM, Clinical audit, and Data validation.
- Participated in the Service Excellence Week