

Hospital Grievance department as a strategy for Improving Patient Healthcare Experience

"Saving & Enriching Lives"

"To be a globally respected healthcare organization known for Clinical Excellence and Distinctive Patient Care"

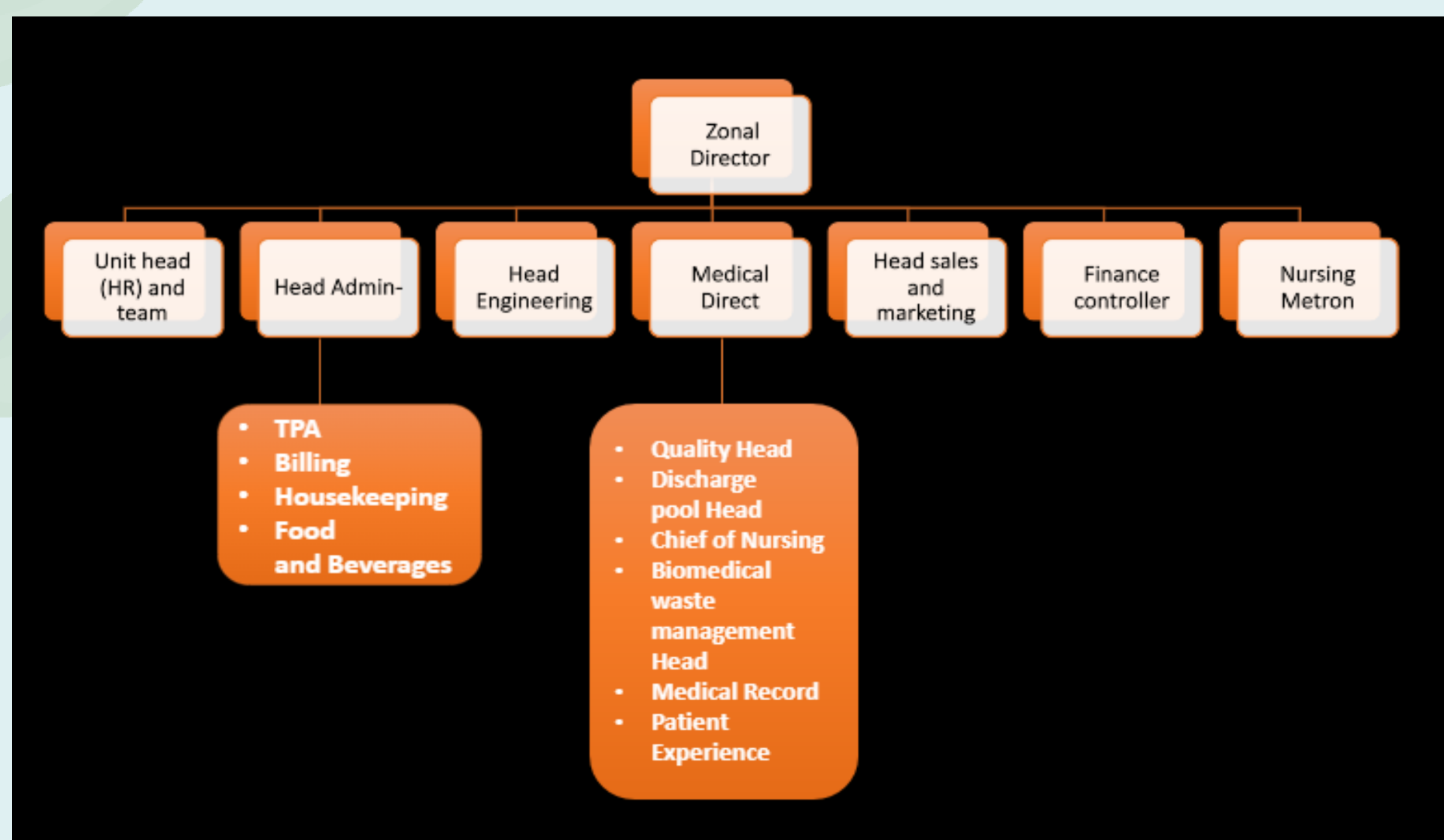
INTRODUCTION

Fortis Healthcare (FHL) incorporated in 1996; is engaged in running a chain of hospitals. FHL started its hospital operations in 2001 through its flagship Mohali Hospital.

The company has alliances with international partners such as Aetna, Bupa, Cigna, GMC Services, HTH Worldwide, Vanbreda, and World Access. This alliance helps the company provide quality, cost-effective healthcare, medical expertise, and related health services.

The team of physicians at Fortis Healthcare has accomplished a landmark of 18,000 cardiac procedures. The company has also installed IT-enabled HIS and PACS Systems that link every facility available in any part of India leading to speedier diagnosis. The company has maintained a standard ratio of nurse-patient as 1:1 in ICUs. The company has subsidiaries namely Escorts heart Institute and Research Centre, International Hospital, Fortis Hospital, and Hiranandani Healthcare.

ORGANISATION STRUCTURE



BACKGROUND

A growing body of evidence suggests that patient (including family) feedback can provide compelling opportunities for developing risk management and quality improvement strategies, as well as improving customer satisfaction. Patient experience encompasses the range of interactions that patients have with the healthcare system, including their care from health plans, and from doctors, nurses, and staff in hospitals, physician practices, and other healthcare facilities. As an integral component of healthcare quality, patient experience includes several aspects of healthcare delivery that patients value highly when they seek and receive care, such as getting timely appointments, easy access to information, and good communication with health care providers.

Learning and Value addition

- Providing high-quality care to patients increasingly includes good service to support an overall favorable patient experience.
- Standardized workflows for managing complaints and grievances, centralized data management, and clear leadership accountability can improve responsiveness to patients, capture incidents more consistently, and meet regulatory and accreditation requirements.
- The availability of high-quality data supports efforts to help physicians improve their interactions with patients.

Name- Ashwika Datey

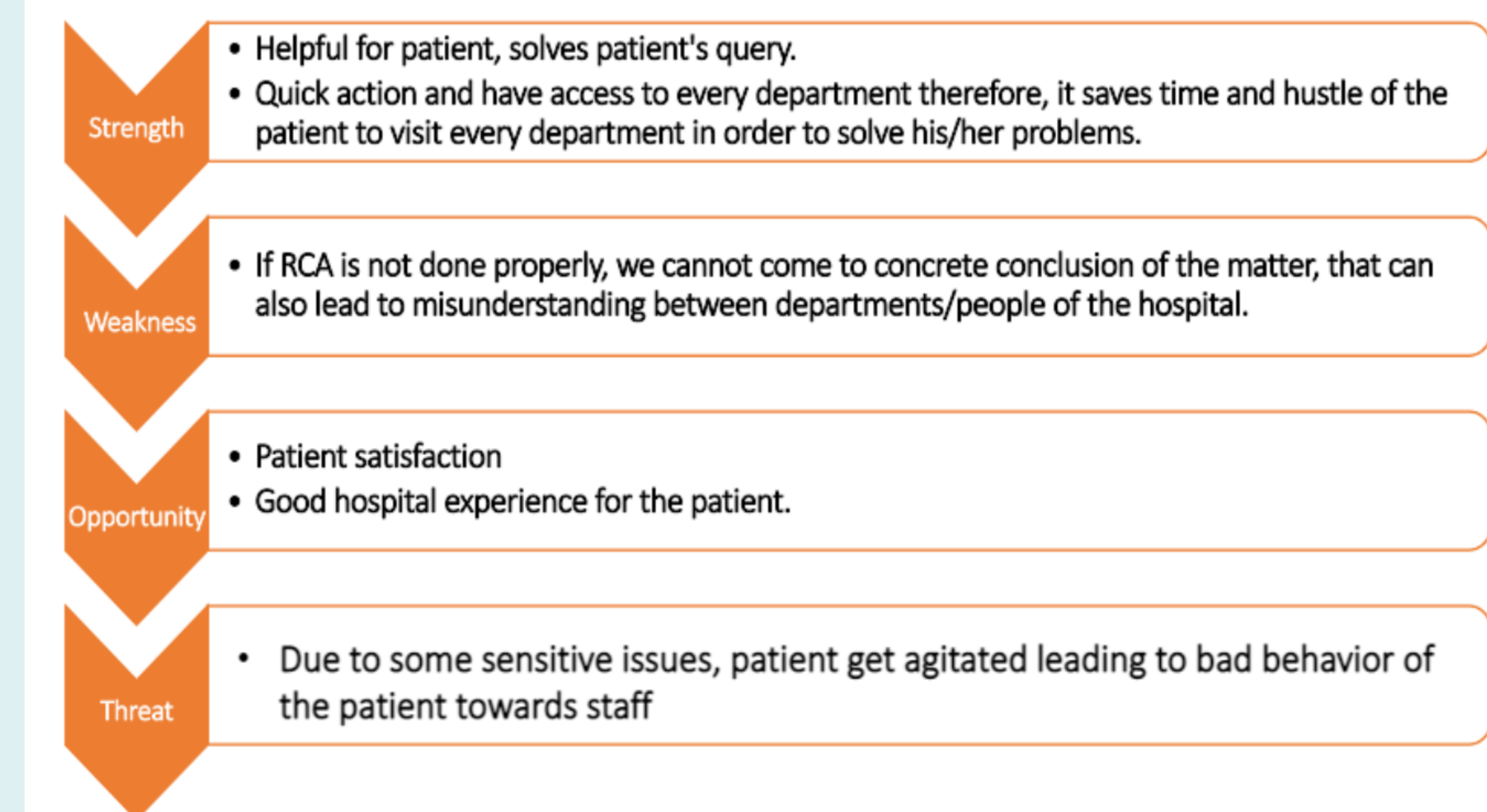
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University mentor- Dr. Sandesh Kumar Sharma

Organization- Fotis Escorts Hospital, Faridabad.

Organization mentor- Mrs Sucharita Chatterjee

SWOT ANALYSIS



Challenges and Usefulness of Internship

Challenges:

- 1) Interacting with patients.
- 2) Lack of communication skills as well as listening capability.
- 3) Time management
- 4) Lack of decision-making skills
- 5) Problem-solving

Usefulness: It helped me overcome all the fears, hesitation, and challenges that I faced and mentioned.

Suggestions to the Organisation

- 1) Skill set training: Training sessions should be provided for the staff to enhance their skills in managing patients.
- 2) Need to spend more time with patient: Most of the time is spent in the office to complete the routine work (system work)
- 3) Increase manpower (hire more people)