

SIP - FORTIS HOSPITAL MULUND, MUMBAI



BRIEF HISTORY

- Fortis Healthcare Limited – an IHH Healthcare Berhad Company.
- It is a leading integrated healthcare services provider in India.
- It is one of the largest healthcare organisations in the country with 36 healthcare facilities (including projects underdevelopment),
- 4000 operational beds and over 400 diagnostics centres (including JVs). Fortis is present in India, United Arab Emirates (UAE) & Sri Lanka.

ORGANIZATION VISION AND MISSION

- Vision- "Saving & Enriching Lives"
- Mission- "To be a globally respected healthcare organization known for Clinical Excellence and Distinctive Patient Care"

BRIEF DESCRIPTION

- Established in 2002, Fortis Hospital in Mulund, Mumbai.
- 5 times JCI accredited
- 350-bedded multi-specialty tertiary care hospital providing a range of diagnostic and treatment services.
- With cutting edge technology, highly skilled and experienced surgeons and paramedical staff.
- It provides care with a patient-centric approach.



SWOT ANALYSIS

- ☐ Strengths
 - Advance Technology
 - Continuous Improvement
 - Constant skill training
 - Quality Accreditations.
- ☐ Weakness
 - Expensive services
 - Increase in number of beds
- ☐ Opportunities
 - Growing health concerns
 - Medical Tourism
 - Corporate Tie – Ups
- ☐ Threats
 - Competition
 - Attrition
 - Prohibitive Healthcare Cost

LEARNING AND VALUE ADDITIONS DONE DURING INTERNSHIP

- 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
- Understanding the concept of PROM, Clinical audit, Data validation.
- Audited closed filed records in the Medical Record department.
- Trainings undertaken Basic Life Support & Fire Safety
- Participated in the service Excellence week
- Participated in Community Outreach
- A survey to assess work related stress among the nonclinical employees in a private hospital ,Mumbai.

Suggestion For the organization

- TAT in the OPD Department.
- Cost Reduction.
- More Parking Place for People.
- Encourage better communication Among Co-workers.

Usefulness of internship

- Exploring a career path
- Develop and refine skills which equip you with more than just technical skills.
- Build a professional network



Difference between practical exposure and theoretical work

- The scope of practical knowledge is very wide.
- There are some things we can only learn through doing and experiencing just like An “on the job” experience which is also called Internship.
- Practical knowledge leads to a deeper understanding of a concept through the act of personal experience.
- Example- One-on-one interaction with patients leads to better understanding of there concerns rather than on email or Phone call

Challenges faced during internship

- Time management problems
- Deadlines
- It's a new lifestyle.

FORTIS HOSPITAL

BASEMENT

- BLOCK B
- DEPARTMENT OF NUCLEAR MEDICINE & PET CT SCAN
 - RADIOLOGY ONCOLOGY

BLOCK A

- EMERGENCY DEPARTMENT
 - RADIOLOGY DEPARTMENT
 - NON INVASIVE CARDIOLOGY
 - DIAGNOSTIC NEUROLOGY
 - EXECUTIVE HEALTH-CHECK DEPT.
 - PHYSIOTHERAPY DEPT.
 - MRI,CT SCAN
 - HELP DESK
 - ADMISSION & BILLING
- BLOCK B
- OPD-A & B
 - SAMPLE COLLECTION

LEVEL 2

BLOCK A

- OPERATION THEATRE COMPLEX
 - ICU 1,ICU 5,TRANSPLANT ICU
 - CATHLAB
 - LIBRARY
 - LIVER TRANSPLANT
- BLOCK B
- PAEDIATRIC CARDIAC ICU
 - HIGH DEPENDENCY UNIT

LEVEL 3

BLOCK A

- EYE OPD
 - CAFETERIA
 - AUDIOLOGY DEPT.
 - DIETETICS & NUTRITION
 - MEDICAL SOCIAL WORK DEPT.
 - CLAIMS AND COLLECTIONS DEPT.
 - ADMINISTRATIVE DEPT: FINANCE,HUMAN RESOURCES,IT,MARKETING, MEDICAL SERVICES,NURSING
- BLOCK B
- ICU 3
 - COMPANION ROOM

LEVEL 4

BLOCK A

- ROOM NUMBER 401-465
 - IN-PATIENT PHARMACY
- BLOCK B
- BIOMEDICAL ENGINEERING DEPT.

LEVEL 5

BLOCK A

- ROOM NUMBER 501-529
- BONE MARROW TRANSPLANT UNIT
- CONSULTANT LOUNGE

LEVEL 6

BLOCK A

- ROOM NUMBER 601-618
 - LABOUR ROOM
 - NEONATAL ICU,PAEDIATRIC ICU
- BLOCK B
- ROOM NUMBER 1601-1652

LEVEL 7

BLOCK A

- ROOM NUMBER 702-721
- DELUXE SUITES

ASSESSMENT OF WORK-RELATED STRESS AMONG NON-CLINICAL EMPLOYEES: FORTIS HOSPITAL, MUMBAI.

NAME- BRIGID FRANCIS ROLL NO.- 1275

GUIDED BY- Dr. ARINDAM DAS

introduction

Stress is an action that places demands upon an individual's physical, mental, social well- being or anything that can unbalance an individual's equilibrium. Nowadays, stress at the workplace is becoming one of the significant challenges faced by most of the organizations. Workplace stress plays a role in an employee's productivity. This survey is an attempt to analyse stress faced by non- clinical employees and its effects on their work output, their relationships between them and their peers, also the effects over their health.

QUALITY DEPARTMENT

Primary Duties:

- To analyse different parameters from different departments and compare them according to NABH and JCI Standards
- Infection control within the hospital.
- Induction and training of hospital staff in relation to quality protocols.
- Raise Continuous Quality Improvement (CQI) forms and handle incident reporting within hospital.
- Reporting of Clinical Outcomes and it's continuous monitoring thus enhancing patient care.
- Corrective and Preventive action in case of complain against an employee.



YOGA & MEDITATION SESSIONS



PAINT THERAPY

OBJECTIVE

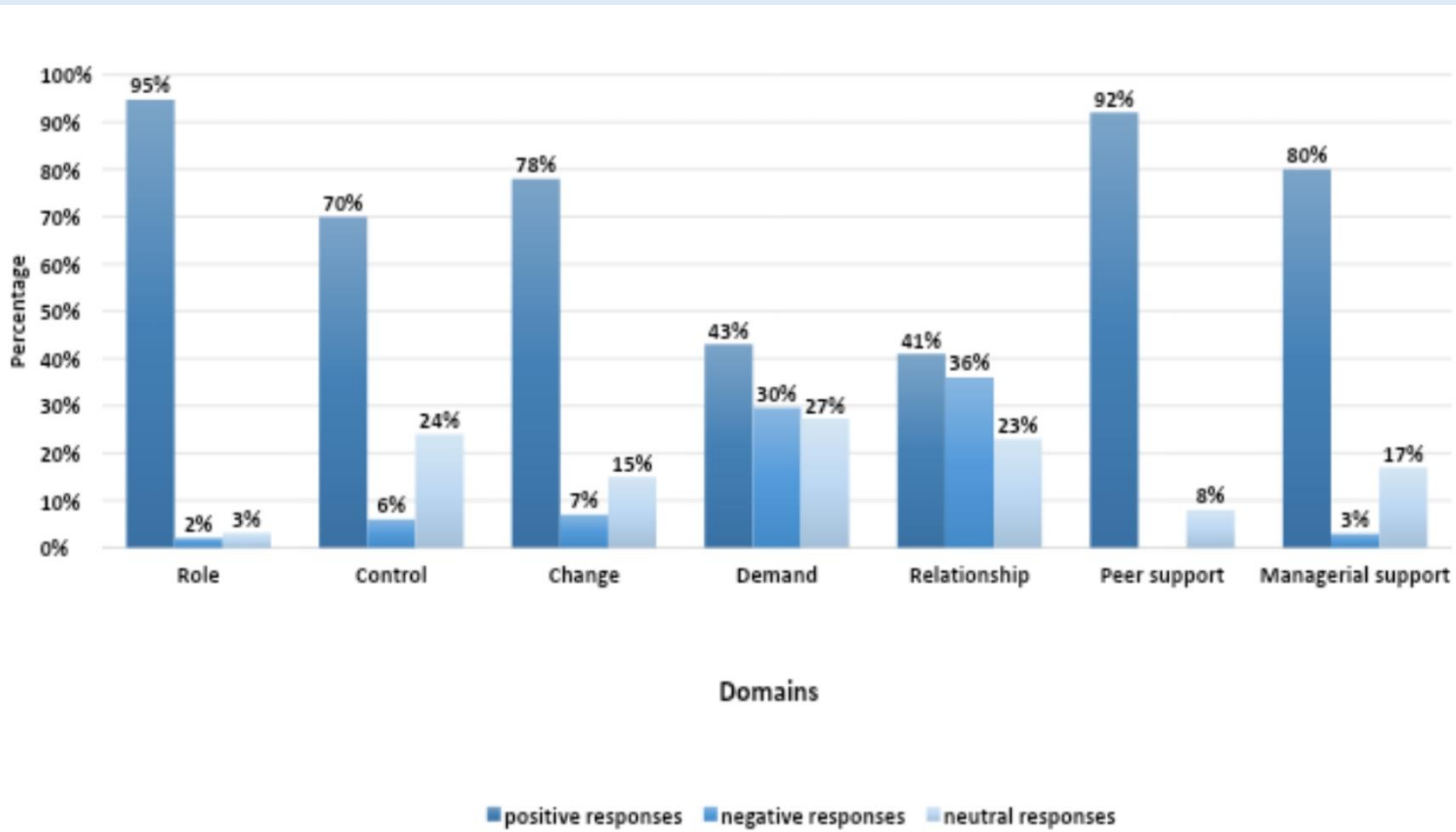
- To assess the work-related stress in relation to the seven domains: Roles and responsibilities at work, demands from their work, employees' control over the work, peer support within the organization, work related changes, managerial support gained and relationships with their subordinates as per the Health and Safety Executive Management Standard Indicator Tool. (HSE-MS-IT)
- To assess how nonclinical employees rate their performance in managing the risk associated with work related stress.

METHEDOLOGY

Type of study	Descriptive Cross sectional
Study Population	Non- Clinical employees : Nurse Admins and Educators
Exclusion Criteria	Clinical employees: Doctors, paramedics and staff nurses
Study Area	Fortis Hospital, Mumbai
Duration of study	3 weeks
Type of Data	Primary
Technique	Quantitative
Sample Size	38 employees
Sampling Technique	Purposive Sampling
Data Collection	Primary Data was collected by filling the questionnaire by the employees through electronic medium
Data Entry	Electronically by the Employees (Google forms)

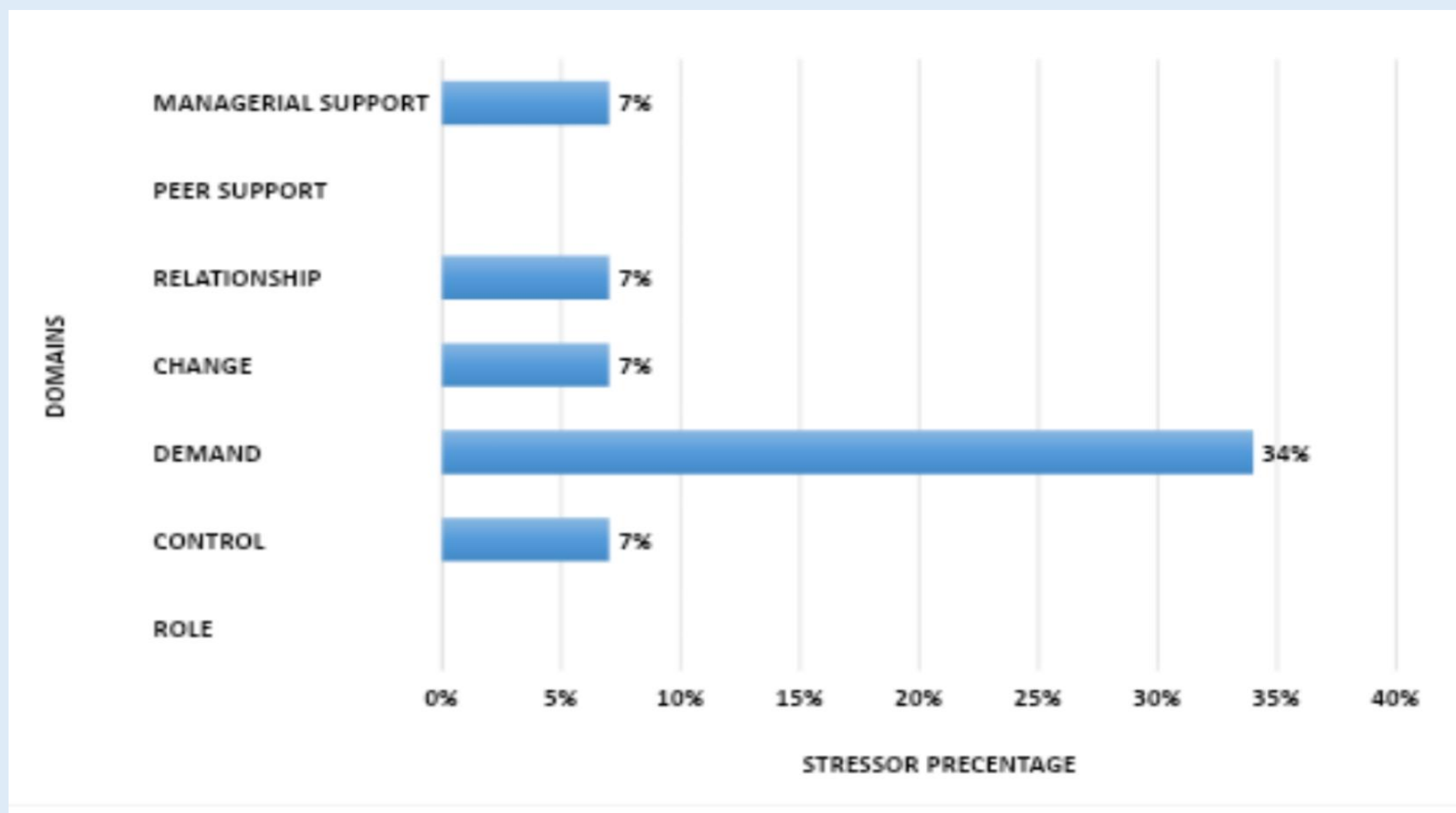
Issues Related to Stress

Analysis of data pertaining to nursing department suggests that more than one third (34%) of the nurses are stressed due to various job-related demand from the organization. Seven percent (7%) of them mentioned being stressed due to poor managerial support, work relationship and various changes happening in the policies of the organization. It is worth mentioning that none of them found being stressed due to peers. In other words, they received various job-related and mental support from their peers as and when required. Besides, it is emerged out from the analysis that nurses are well informed about their roles and responsibilities



RESPONSE BASED ANALYSIS

Analysis of the above data suggests that more than one fourth (95%) of the nurses are aligned with their roles and responsibilities. Whereas almost one third (34%) of nurse's face challenges where they must work intensively thus, causing stress. 80% of nurses constitute positive response in relation to managerial support. Seven percent of nurses depict inflexibility towards the changes in their working timings. 36% nurses confront obstacles in their relationships with their colleagues. On the other hand,70% nurses are in control of their duties and 78% of them are comfortable with the changes occurring within the organization.



CONCLUSION

- It was concluded that stress is an important factor for the employees in any organization. Stress within a specific limit helps to achieve necessary objectives, but if stress exceeds any limit, then it shows its harmful effects on the individual
- By facilitating the employees with effective training, the management can provide them with platform to solve their stress related problems.
- These simple but useful steps can pave the path for improved efficiency of employees and increased productivity of organization

LIMITATION OF STUDY

- The undertaken study is only related to stress issues of employees administering within this hospital.
- It excludes the employees who are in another department.
- It excludes the population of doctors, staff nurses and paramedical staff in this hospital.
- Sample size is less.

SUGGESTION

- Encourage employees to prioritize their work
- Motivational talks and appreciations
- Strive to boon better communication amongst Administrators and subordinates.
- Workshops where nurses (admins and staffs) have bonding sessions and competitions thus, encouraging healthy teamwork.