

## History

Fortis Escorts Hospital Establishment in year 2007, 275 bedded. Founder- Shivinder Mohan Singh & Malvinder Mohan Singh. Parent company is IHH & Total Area 60149 sq feet. Fortis Healthcare Limited – an IHH Healthcare Berhad Company – is a leading integrated healthcare services provider in India.

## Introduction

Multi Super - Specialty" Hospital backed by a wide range of specialties with focus on super specialties in Cardiac Sciences, Neurosciences, Renal Sciences, GI Diseases, Mother & Child. Famous for Robotic Surgery and knee transplant. It is one of the largest healthcare organisations in the country with 36 healthcare facilities. (including projects under development), 4000 operational Quality Accrediation beds and over 400 diagnostics centres. Fortis Jaipur is a pioneer in high-end procedures like Kidney Transplant, Total Knee & Hip Replacement with Robotics & Computer Navigation, Adult and Paediatric Cardiac Surgery including Congenital Heart Disease, Rajasthan's First Next Generation Cathlab for Cardiac Procedures, GI & Bariatric Surgery, Complex Neuro Intervention Procedures with minimal invasive through computer Navigation, Brain & Spine Surgery by Neuro Microscope, Surgical & Medical management of Brain Stroke, Comprehensive & advance Cardiac Care, Laser Surgery, Single Incision Laparoscopic Surgery(SILS), along with Trauma and Critical Care, 1.5 Tesla MRI, 128 S

## Vision

"Saving & Enriching Lives"

## Mission

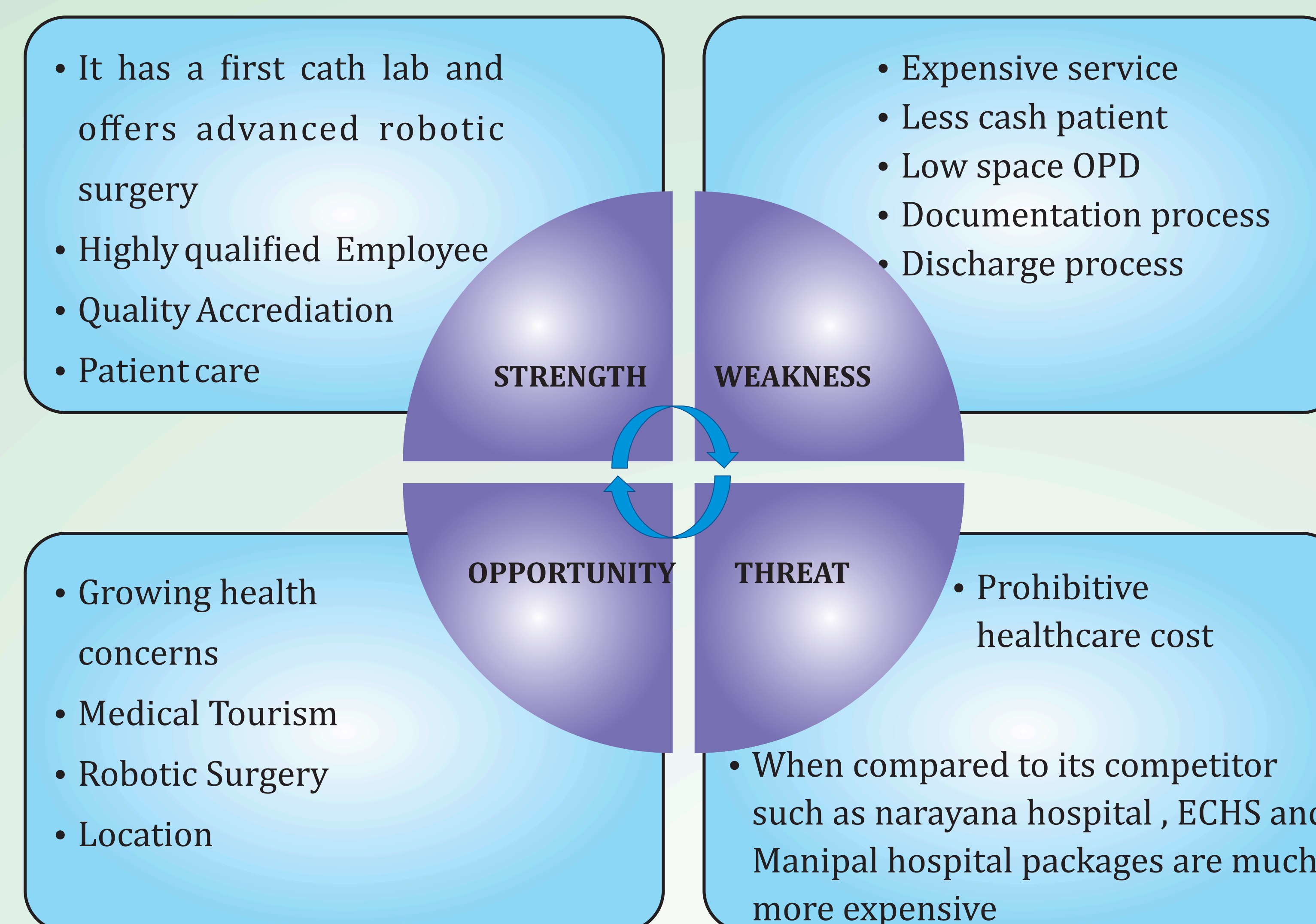
"To be a globally respected healthcare organisation known for Clinical Excellence and Distinctive Patient Care"

## Theoretical and practical Education

| THEORETICAL EDUCATION                                | PRACTICAL EDUCATION                                                              |
|------------------------------------------------------|----------------------------------------------------------------------------------|
| Types of interview in HR for selection of employees. | Unstructured face to face interview is done for selection of the employees.      |
| Leadership Styles.                                   | Democratic style that is using consensus through participation of the employees. |

NAME : **Daisy Choudhary**  
 ROLL NO. 1278  
 STREAM- **MBAHM**  
 NAME OF THE FACULTY MEMBER-  
**Dr. Goutam Sadhu**  
 NAME OF THE INDUSTRY MENTOR –  
**Mr. Prateek singh**  
 ORGANISATION NAME- **Fortis Escorts Hospital**  
 TITLE OF THE POSTER- Employee Satisfaction Survey

## SWOT ANALYSIS



## Tows Analysis

|                                                                                                                                      |                                                                                                                                                                                                        |                                                                                                                                                                                             |
|--------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>TOWS</b>                                                                                                                          | <b>Strength</b>                                                                                                                                                                                        | <b>Weakness</b>                                                                                                                                                                             |
|                                                                                                                                      | <ul style="list-style-type: none"> <li>It has a first cath lab and offers advanced robotic surgery</li> <li>Highly Qualified Employees</li> <li>Quality accreditation</li> <li>Patient care</li> </ul> | <ul style="list-style-type: none"> <li>Expensive services</li> <li>Less cash patient</li> <li>Low space Opd</li> <li>Icu placed on ground floor</li> <li>Limited space</li> </ul>           |
| <b>Opportunities</b>                                                                                                                 | <b>SO</b>                                                                                                                                                                                              | <b>WO</b>                                                                                                                                                                                   |
| <ul style="list-style-type: none"> <li>Growing health concerns</li> <li>Effective care</li> <li>Medical tourism</li> </ul>           | <ul style="list-style-type: none"> <li>Increasing advertisement</li> <li>Health camp every weak</li> <li>Use qualified employees to aid in the developing of quality improvement program.</li> </ul>   | <ul style="list-style-type: none"> <li>Offer should be given on every service</li> <li>Education about regular body check up.</li> </ul>                                                    |
| <b>Threats</b>                                                                                                                       | <b>ST</b>                                                                                                                                                                                              | <b>WT</b>                                                                                                                                                                                   |
| <ul style="list-style-type: none"> <li>Competitors like EchS Narayana pose strong competition</li> <li>Health care cost .</li> </ul> | <ul style="list-style-type: none"> <li>Initiate Patient awareness through well planned outreach programmes.</li> <li>Offers on medical services</li> <li>Collaborate with other Medico app.</li> </ul> | <ul style="list-style-type: none"> <li>Cost effectively compared to therapeutuc option.</li> <li>Engage with the employees for the regular reporting of patient in the Hospital.</li> </ul> |

## Challenges

- Less communication with Doctor and Nurses
- Long Waiting Time for Survey
- Non Availability of Information.
- No proper documentation of staff.

## Usefulness of Internship

- Learn the Recruitment process.
- Assisted in transitioning from file based employee Information data base to a digital.
- Learn about the appraisal of the employees

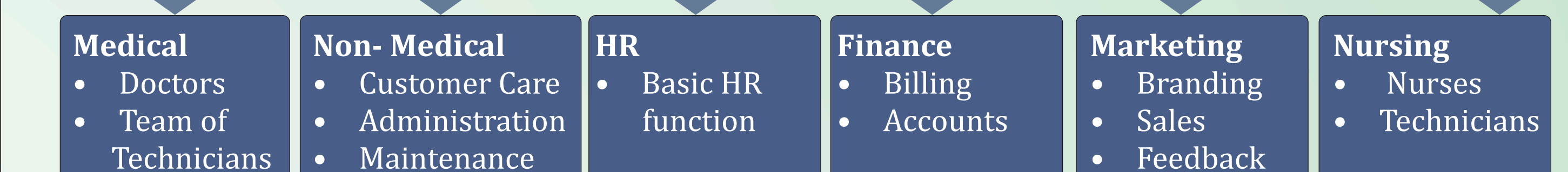


## Organization structure

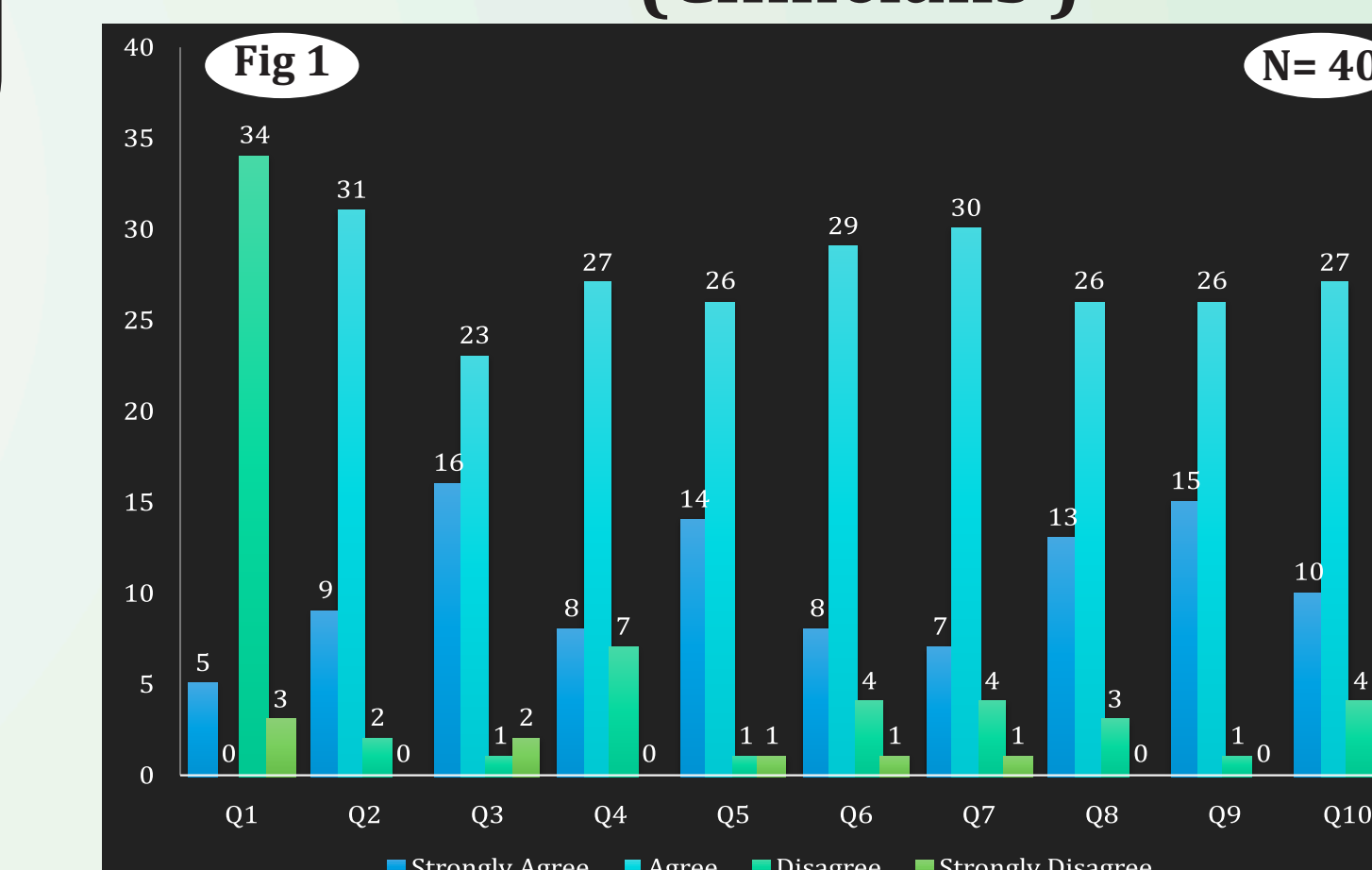
Regional director

Zonal Director

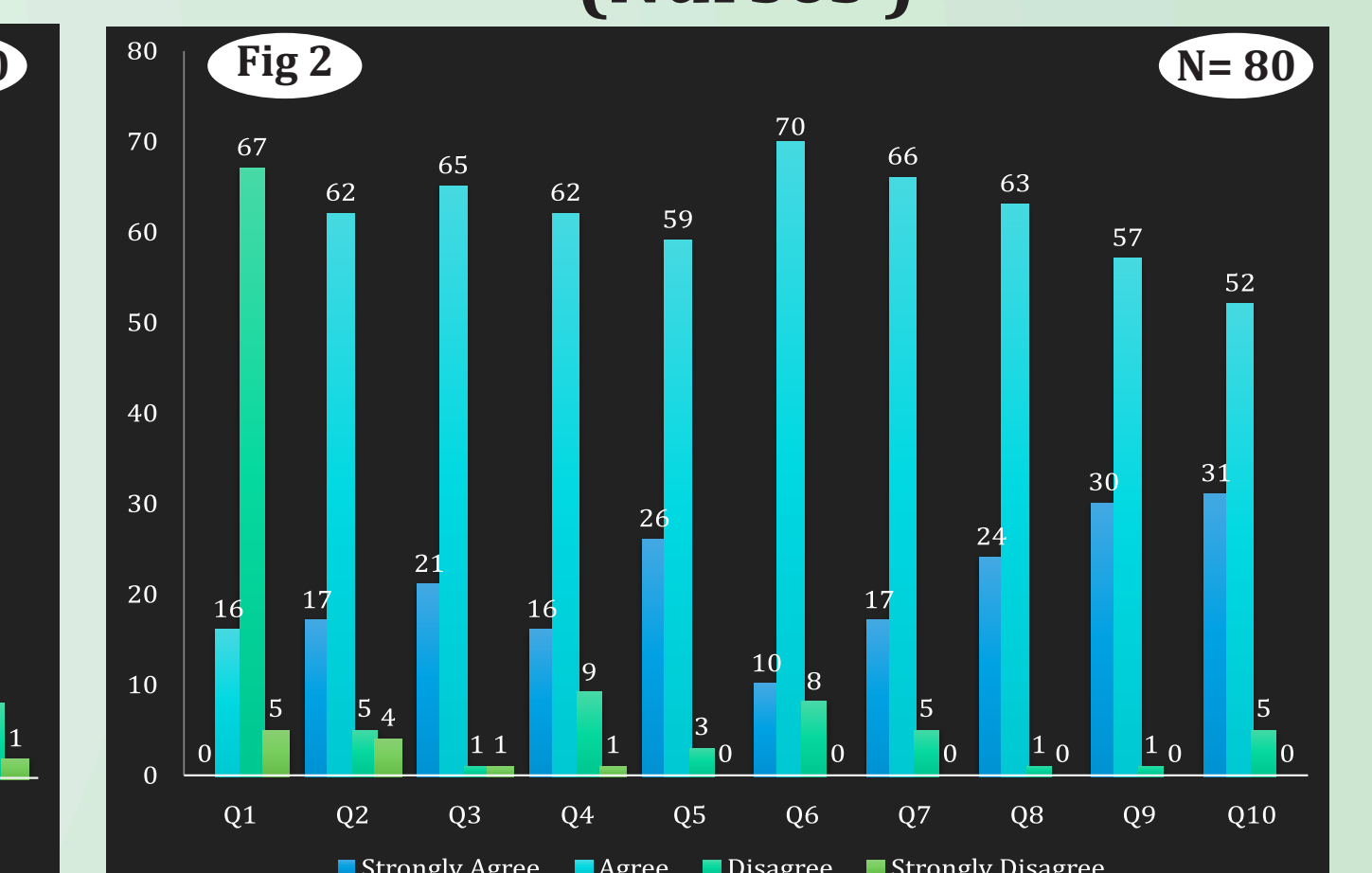
Facility Director



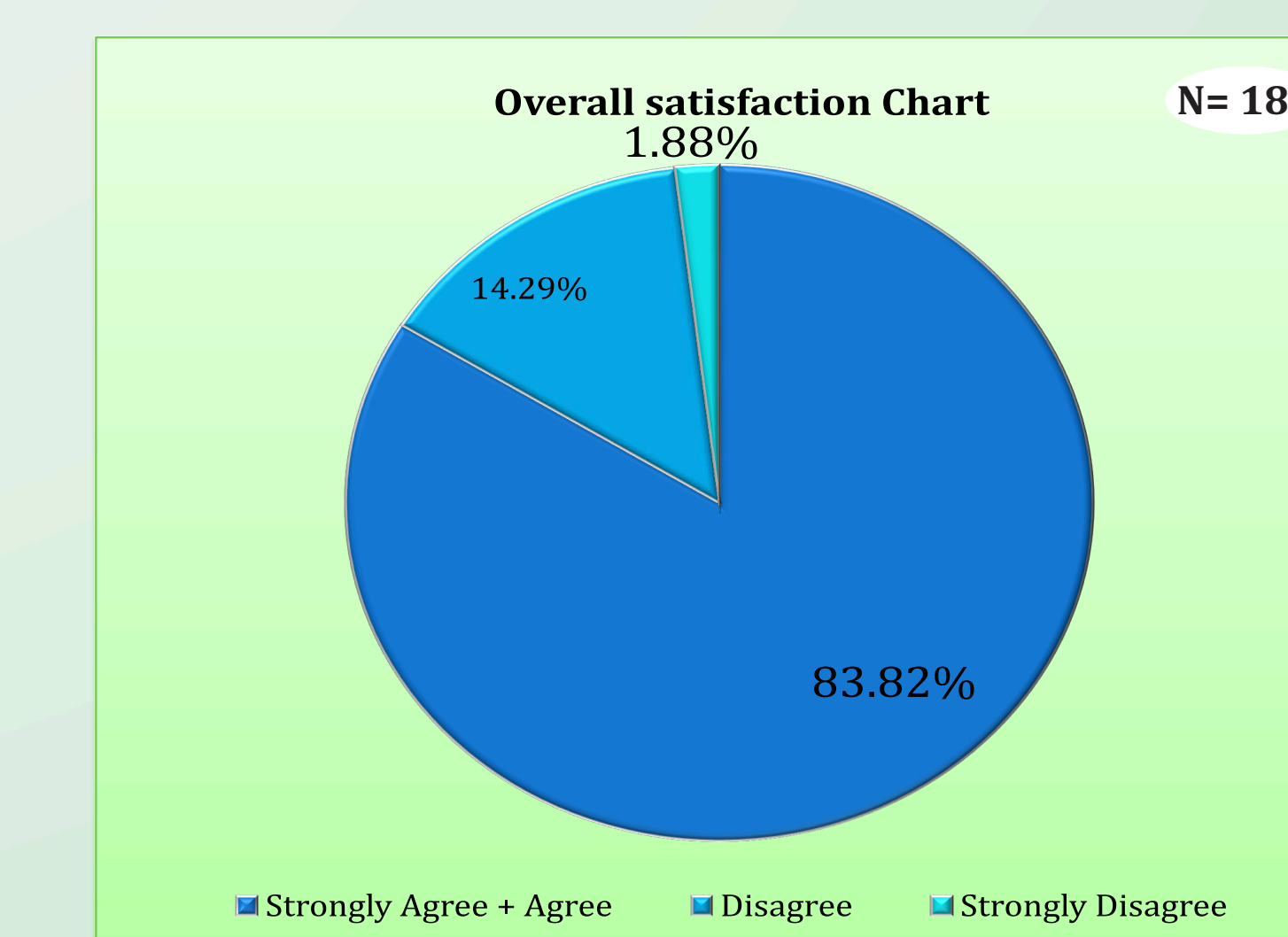
## Employee Satisfaction Survey (Clinicians )



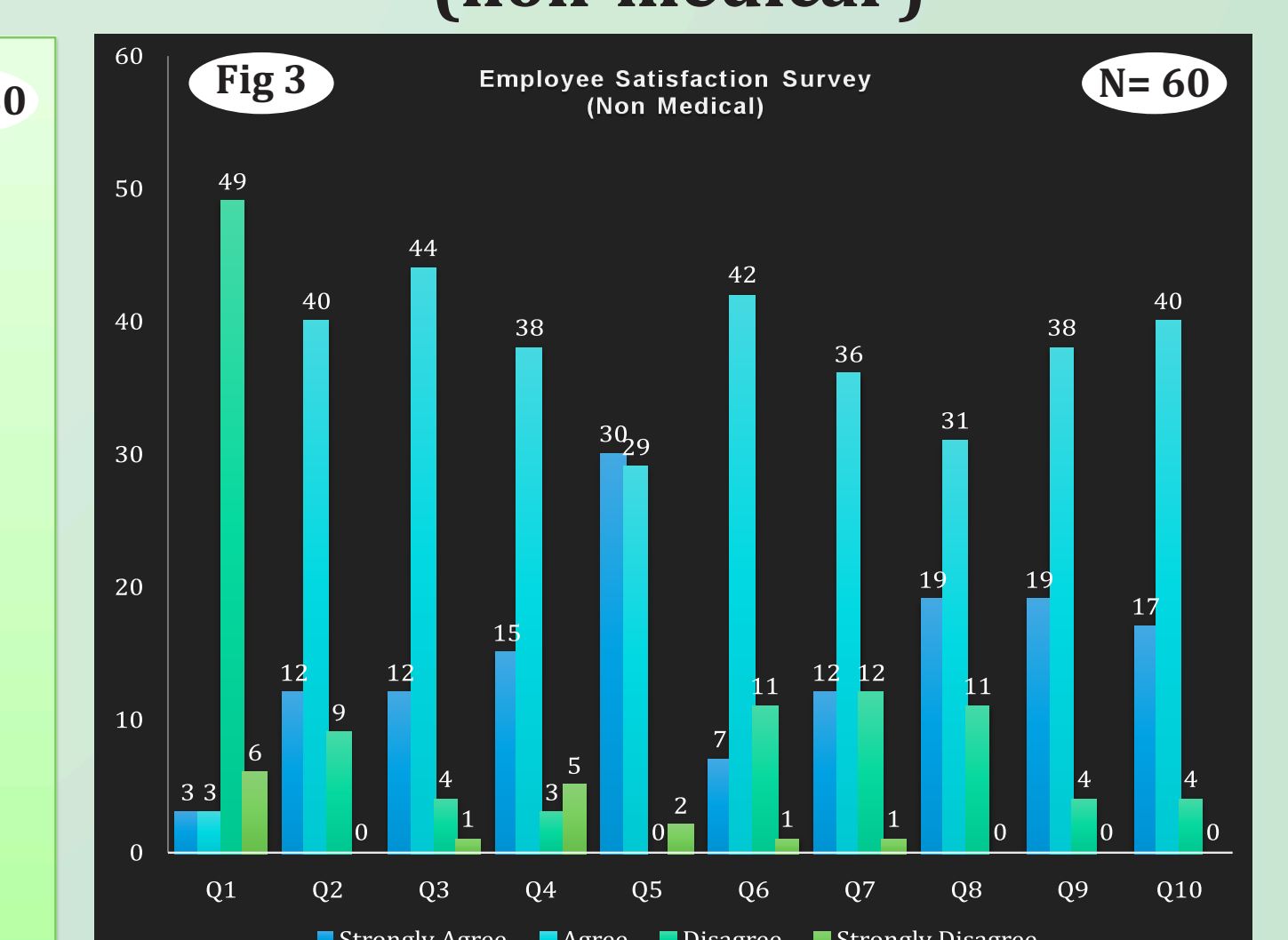
## Employee Satisfaction Survey (Nurses )



## Graph of Employee Satisfaction Survey



## Employee Satisfaction Survey (non-medical )



## Suggestions

- Proper training and orientation for the new staff.
- Take feedback from the patient every single day
- Conducting activities related to hygiene and safety precaution in front of patient.
- Proper map of the hospital
- Cut off their OPD rates to attract people.
- Take action to promote employee wellness.