

Analysis of the Turn Around Time Discharge Process of 4th Floor

Brief History

Fortis Healthcare Limited (FHL) is an Indian Multinational chain of private hospitals headquartered in India. Fortis started its health care operations from Mohali where first Fortis hospital was started. Later on, the hospital chain purchased the healthcare branch of Escorts group and increased its strength in various parts of the country. Shivinder Mohan Singh & Malvinder Mohan Singh are the founders of Fortis.

Organization Vision and Mission

Vision – “Save and Enriching Lives”

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

Learning during Internship

- Learned work ethics
- Learned how to manage hospital
- Time management
- Time punctuality
- Handling stress

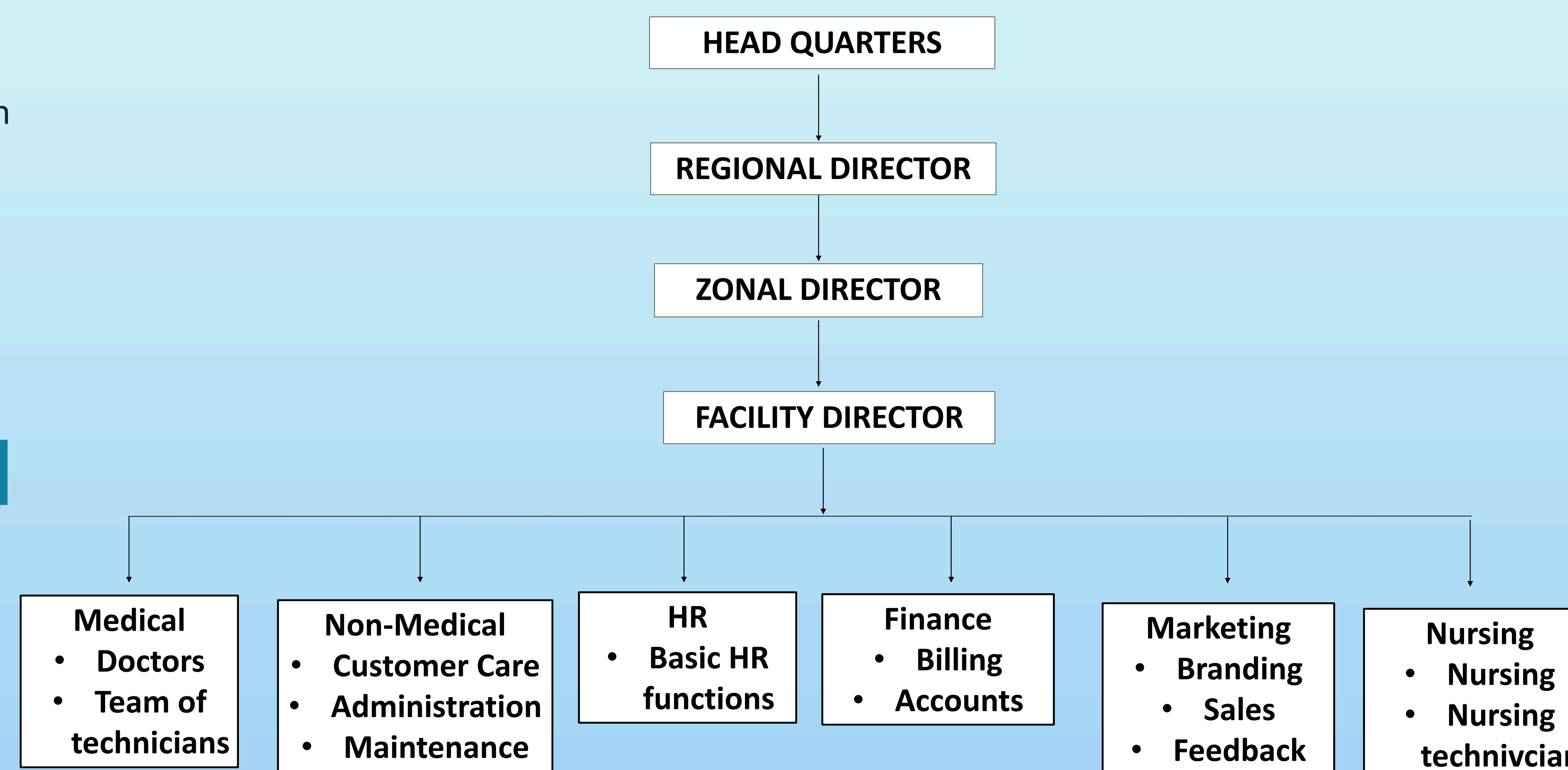
Challenges faced

- Data is not disclosed .
- No proper guidelines.
- Delay in documentation

Usefulness of Internship

- Access to a variety of tasks and departments
- Mentorship
- Build confidence

Organization Structure



Brief Description

Fortis Escorts Hospital, Jaipur is the 275 bedded, first NABH accredited multisuper speciality hospital at Rajasthan. This hospital has established itself as one of the best tertiary care hospitals in the region. In last 14 years, Fortis Escorts Hospital, Jaipur has successfully managed to develop world class facilities. 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,

SWOT Analysis



STRENGTH

- Quality Accreditations
- Geographical Location
- Knowledgeable & trained staff
- Patient Care



Opportunities

- Growing health concerns.
- Medical tourism
- Government tie up
- Strong HMIS available
- Partnership with diverse international groups.



WEAKNESS

- Shifting brand focus
- Expensive Services
- Registered and non registered patients don’t form one queue.
- Consultants ward round timing not tracked by med track.
- Poor signage in reception and outside OPD.
- Delay in admission and discharge.



Threats

- Competition
- Prohibitive healthcare costs
- Other hospitals with better and shorter process of registration in OPD

Suggestions

- Timely co ordinate with resident doctors for the authorization of discharge summary.
- Floor-wise arrangement of typists will help , minimize time between transfer of documents.
- Prior intimation of planned discharges could be helpful.
- Use of speech recognition software for creating discharge summary is an advance method and can save time.(e.g.; dragon anywhere)
- A checklist could be provided to respective departments involved in discharge to keep track of time of each step and determine delay in process.

Name- Dr. Mansy Bhargava

Roll no.-

Stream – MBA-HM

Name of the faculty mentor- Dr. (Col.) Mahender Kumar

Name of the Industry Mentor- Dr. Heena Kaushar