



History :

- ❖ Establish in February 28, 1996 .
- ❖ Hospital operation was started in 2001 through its flagship in Mohali hospital
- ❖ It also named as 22nd best hospital in the country for the year 2022 .
- ❖ The company has also installed HIS and PACS systems that connect facilities for speedier diagnosis .
- ❖ It has alliance with international partners

VISION

- Saving and enriching lives

MISSION

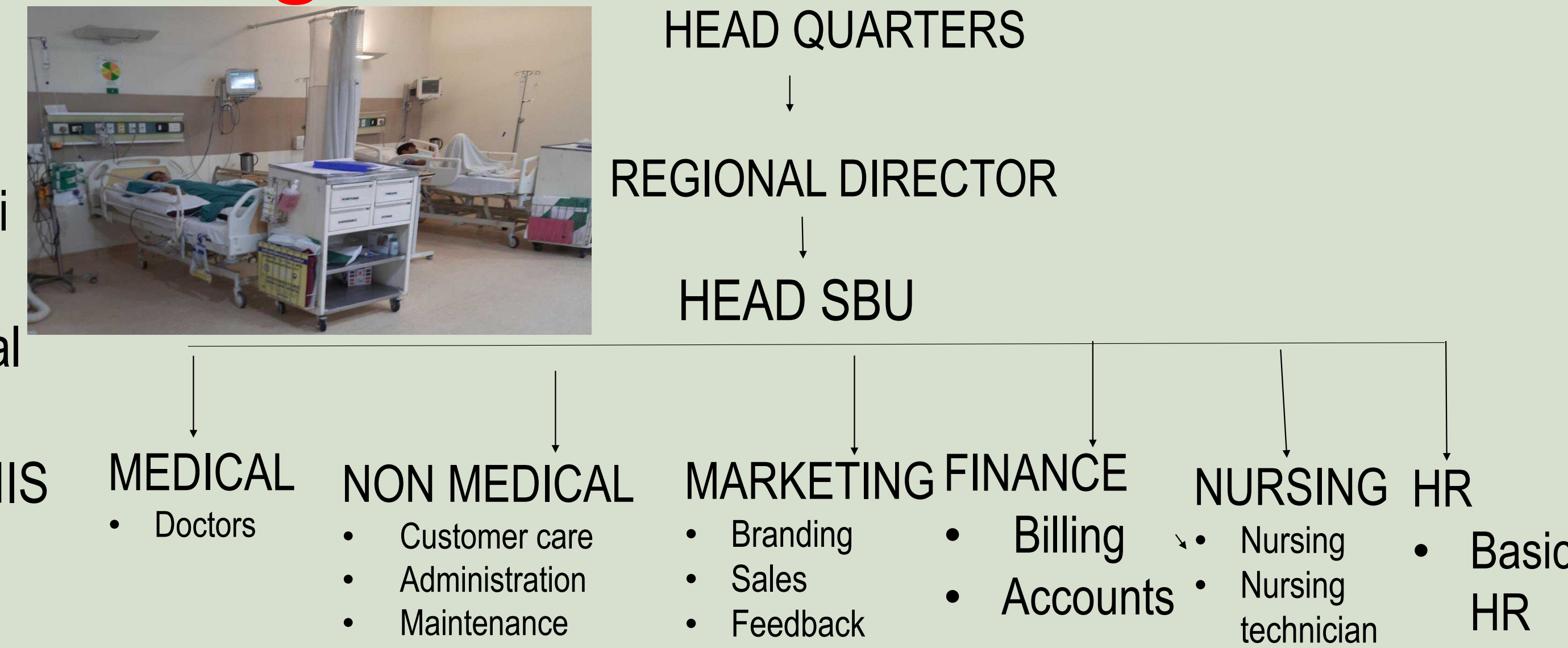
- To become globally respected healthcare organization known for clinical excellence and distinctive Patient care

OUR VALUES

- Innovation
- Ownership
- Teamwork
- Integrity
- Patient Centricity

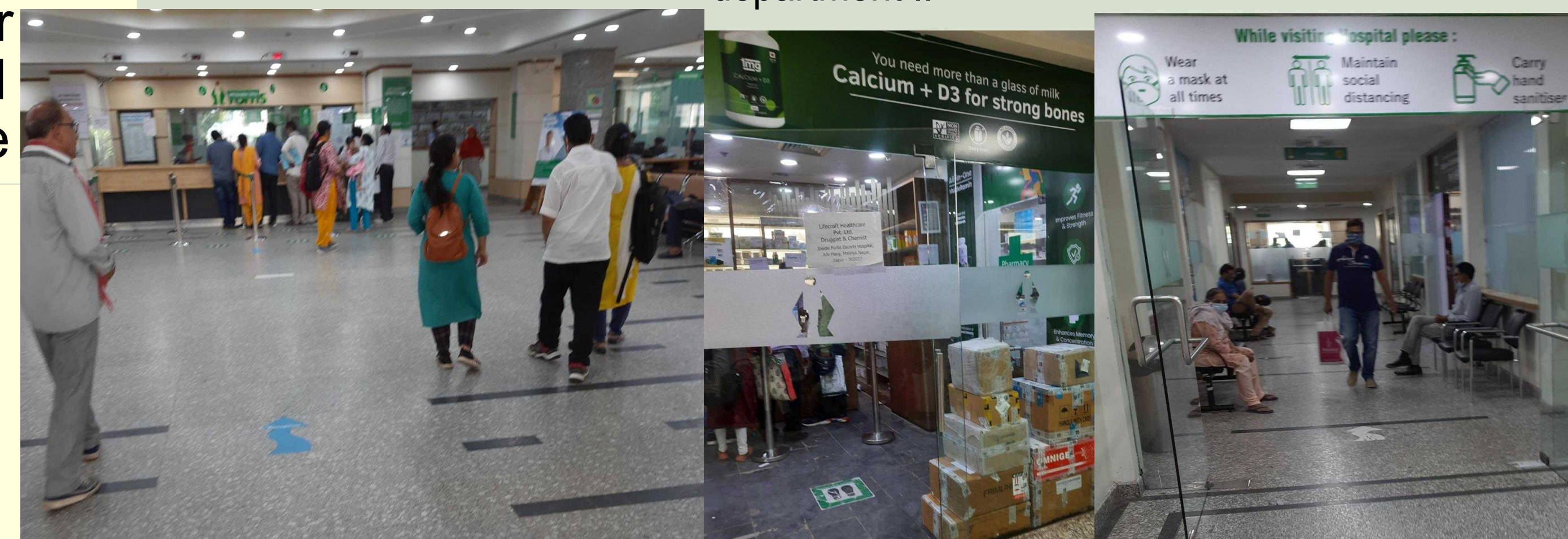
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Name of the industry mentor : Mala aurni
Organization name : Fortis Escorts Hospital
Title of the poster : IPD Patient Satisfactions

Organization structure



Patent satisfactions

- chief complaint –1. call bell delay .
2. food delay
3. housekeeping and GDA delay
4. miscommunication of information transfer to other department
- Solution : 1. staff taring
2. smooth coordination between department ..



PPRATICAL EXPOSURE

Leads to much deeper understanding of a concept through the act of doing and personal experience

Managerial style is mostly "authoritarian "

THEORETICAL EXPOSURE

Serves to focus on giving knowledge that build the context and helps to set a strategy for dealing with practical experience .

Different types of managerial style like democratic , authoritarian , laissez – faire

Organization Description

Fortis Escorts hospital is the 275 beded , first NABH and IHH accredited multisuper specialty hospital at Rajasthan . This hospital has established as one of the best tertiary care hospital in the region .In 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 Pediatric Cardiac Surgery including Congenital Heart Disease , Rajasthan's first next Cath lab 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 , coimphrenhensive & advance Cardiac Care , Laser Surgery , Single Incision Laparoscopic Surgery along with Trauma and Critical Care.

Nurses medicine given time to the patient in general ward and MICU – 1 :

- Sometimes delay in giving medicine .
- Sometime they missed the tablet

Reasons for delay :

- Doctor does not give information .
- Staff was in hurry so missed tablet or they forgot to sign after giving medicine .

Learning :

- Calmly listen to patient and seniors .
- handling of stress during work place .
- Learn how to manage every complaint very calmly .
- Learn a way to interact with seniors and other staff

Challenges :

- Staff in cooperation .
- Lack of communication between department .
- Senior forget that the student was new.
- Data are not appropriate .

- Employees
- Cash & TPA
- Resources



Usefulness :

- help in learning the work ethics and culture .
- Strengthen the personal characters
- Provide a good opportunity .
- Help in understand persons intentions .
- Help in maintain the calmness nature

Suggestions :

- Inter department communication should be improve
- Wellness program should be organized .
- Staff training program should be conducted
- Quality of food should be improved .
- Online appointment and discharge process should be improved .