

INTERNSHIP REPORT

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Enrolment no.: 1513

Introduction:

Fortis Healthcare Limited – an IHH Healthcare Berhad Company – is a leading integrated healthcare services provider in India. It is one of the largest healthcare organizations in the country with 28 healthcare facilities, 4,500+ operational beds (including O&M facilities), and over 400 diagnostics centers (including JVs). Fortis is present in India, the United Arab Emirates (UAE), Nepal & Sri Lanka. The Company is listed on the BSE Ltd and National Stock Exchange (NSE) of India. It draws strength from its partnership with global major and parent company - IHH, to build upon its culture of world-class patient care and superlative clinical excellence. Fortis employs ~23,000 people (including Agilus Diagnostics Limited) who share its vision of becoming the world's most trusted healthcare network. Fortis offers a full spectrum of integrated healthcare services ranging from clinics to quaternary care facilities and a wide range of ancillary services.

Organisation vision- To create a world-class integrated healthcare delivery system in India, entailing the finest medical skills combined with compassionate patient care.

Organisation mission- To be a globally respected healthcare organisation known for its clinical excellence and distinctive patient care.

Objectives of the internship:

1. Understanding overall operations:

Trying to gain insight and an overall understanding of how various departments operate within a hospital to provide services related to patient care.

2. Knowing about all the services provided:

Learning about all the various services provided by the hospital and various medical needs and preferences of the patient.

3. Layout of the hospital:

Learning about the overall layout of the hospital and knowing which department lies where which can also help in guiding patients based on where they need to go.

4. Communication skills:

Developing good communication skills to be able to work effectively with the team and also to be able to guide the patient with any of their queries and also educate them effectively regarding their rights and responsibilities.

5. Identifying gaps:

Learning to identify gaps if any in the overall process of a department that might hinder the department's overall efficiency.

6. Data analysis:

Learning how to analyse data that has been collected regarding the efficiency of the department's process and look for any gaps.

7. Recommendations:

Based on the data analysed and then learning to understand the real analysis of the gaps observed and coming up with recommendations to counter that gap or issue hindering the overall efficiency of the process.

8. Ethics:

Understanding the ethical implications of the steps that are undertaken in any procedure in an particular department in the hospital.

9. Professional development:

Enhancing professional skills such as critical thinking, problem solving and attention to detail through practical experience in a real-world setting.

ORGANIZATIONAL PROFILE

Fortis Memorial Research Institute (FMRI) is a 311-bed multi super speciality, quaternary care hospital with team of reputed clinicians, including super-specialists and speciality nurses, supported by cutting-edge technology. Fortis Memorial has advanced Centres of Excellence in Robotic Surgery, Oncology (Medical, Surgical, Gynae and Radiation), Cardiology and Cardiac Surgery, Transplants (Kidney and Liver), Haematology, Haemato Oncology and Bone Marrow Transplant, Gastroenterology and GI Surgery, Neurology, Neuro and Spine Surgery, Urology and Robotic Surgery, Orthopaedics, Joint Replacement & Sports Medicine, Minimal Access & Bariatric Surgery and Paediatrics. This 'Next Generation Hospital' is built on the foundation of 'Trust' and rests on the four strong pillars of Talent, Technology, Infrastructure and Service.

CORE VALUES OF FORTIS:

- Patient centricity:
 - Commit to patient outcomes and experience for our patients.
 - Treat patients and their caregivers with compassion, care.
 - Our patient needs will come first.
- Integrity:
 - Be principled, open and honest.
 - Model and live our 'values.'
 - Demonstrate moral courage to speak up and do the right things.

- Teamwork
 - Proactively support each other and operate as one team.
 - Respect and value people at all levels with different opinions, experiences and backgrounds.
 - Demonstrate moral courage to speak up and do the right things.
- Ownership
 - Be responsible and take pride in our actions.
 - Take initiative and go beyond the call of duty.
 - Deliver commitment and agreement made.
- Innovation
 - Continuously improve and innovate to exceed expectations.
 - Adopt a 'can-do' attitude.
 - Challenge ourselves to do things differently.

SERVICES BEING PROVIDED:

Fortis Memorial Research Institute has a range of different medical specialties that focus on providing patients with various needs with a wide variety of medical services.

- Cardiac sciences
- Mental health and behavioral sciences
- Dental science
- Endocrine surgery
- General surgery
- Internal medicine
- Neurosurgery
- Liver transplant and hepatobiliary science
- Oncology
- Dermatology
- ENT
- Obstetrics and gynecology
- Hematology
- Orthopedics
- Pulmonology
- Geriatric medicine
- Pain and palliative medicine

- Diabetology/Endocrinology
- Fetal medicine
- Nephrology
- Ophthalmology
- Paediatrics
- Radiology
- Neurology
- Emergency and trauma
- Gastroenterology and hepatobiliary sciences
- Infertility medicine
- Neurointerventional radiology
- Organ transplant
- Physiotherapy and rehabilitation
- Rheumatology

Key Activities/ Projects Undertaken Other than Dissertation:

1. Number of falls:

Auditing the number of patient falls that happened in a month, finding out the reasons behind them and looking for measures to prevent or reduce them.

2. Nursing file audit:

Auditing the accuracy and completeness of patient files being filled by the nurses and to look for any errors in the documentation.

3. Doctor file audit:

Auditing the accuracy and completeness of patient files being filled by the doctors and to look for any errors in them.

4. Discharge summary audit:

Auditing the discharge summaries of patients who have been discharged from the hospital in the medical records department to make sure that all the details have been filled completely with little to no error and to find reasons for any error being found.

5. Eye wash system audit:

To go to every department that has to deal with any hazardous chemical or fluid or acid and to check whether they have an eye wash machine and whether all of them are working properly with the required amount of water pressure or not.

6. Adherence to safety precautions in radiology department:

To go to the radiology department and find out the total number of staff working there and gathering data on how many of them were following safety precautions like for example wearing a lead apron or a TLD badge while working in the department. If not then analysing the reasons for it and looking for actions to rectify that problem.

KEY LEARNINGS FROM THE INTERNSHIP

1. Admission process:

Learnt about all the steps and formalities of the pre admission process that needs to be completed and also about all the documents needed and the consent forms to be filled before a patient can be admitted to their designated room or ward.

2. TPA process:

Learnt about how TPA documentation works for patients with insurance policies who want to apply for their pre-approval. The documents that need to be taken and the forms that need to be fulfilled.

3. Communication skills:

Learnt about how staff communicates with the patient when it comes to counselling them about any procedure or process or formalities that a patient needs to know about to reduce any kind of confusion or delays.

4. Turnaround time standards:

Learnt about the standards that the admissions department has with respect to the turnaround time to be followed for the admission process of any patient to be completed.

5. Quality indicators:

Learnt about the various quality indicators that the quality department of the hospital needs to make sure are being followed to maintain high levels of patient care and also patient and staff safety during work and also to maintain NABH and JCI accreditations.

6. Auditing and data collection:

Learnt how to collect data and audit them with respect to the quality indicators and other standards that need to be followed.

7. Data and gap analysis:

Learning how to analyse the data collected by comparing them to set standards and then looking for any process gaps that might hinder the overall efficiency of patient care and safety.

8. Giving recommendations:

Learning to collect data and doing audits also helped me learn how to give apt recommendations with respect to the gaps or room for improvement that were being observed to maintain or improve the overall process efficiency which in turn will improve patient care services and overall process efficiency.

9. Importance of patient satisfaction:

Also, learnt about the significance and importance of patient satisfaction and its importance with respect to not just patient care and health but also with regards to developing a loyal patient base that trusts the hospital which also proves helpful for the long term financial health of the hospital.