

#### HISTORY AND DESCRIPTION

Fortis Healthcare Limited is a prominent healthcare delivery service provider in India. It was founded in 1996 by the Singh brothers and started with the establishment of its first hospital in Mohali, Punjab. Later on, the hospital chain purchased the healthcare branch of Escorts group and increased its strength in various parts of the country. Fortis Escorts Hospital, Jaipur is the first NABH accredited multi-super specialty hospital at Rajasthan, established on August 2, 2007 with the mission to bringing quality medical care to Rajasthan. The hospital provides the most comprehensive facilities supported by the most advanced medical technology

#### MISSION

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

#### VISION

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



#### STRENGTH

- Multidisciplinary auditing system
- Patient centered care initiatives
- Benchmarking capabilities

#### WEAKNESS

- Resistance to change
- Inconsistence data collection
- Limited staffing

SWOT ANALYSIS of Quality Dept.

#### OPPORTUNITIE

- Patient feedback integration
- Enhanced training programme
- Interdepartmental collaboration

#### THREATS

- Technological lag
- Emerging healthcare providers
- Frequent healthcare policy change

#### SUGGESTIONS FOR IMPROVEMENT

- Implement Electronic Medical Records (EMR)/Electronic Health Records (EHR) systems to modernize patient data management
- Introducing evening OPD services to accommodate patients' schedules and enhance accessibility to healthcare services
- Conduct regular patient satisfaction surveys to identify areas of improvement.
- Install a help desk with designated staff to assist patients and address service queries.

#### Usefulness of Internship

- The internship provided practical experience to apply academic knowledge in real-world settings.
- Skills such as communication, teamwork, problem-solving, and time management were honed through hands-on tasks.
- Exposure to industry practices allowed for exploration of career interests and networking with professionals.
- Contributed to personal growth, fostering confidence and readiness for future endeavors.

#### THEORATICAL KNOWLEDGE

- Regulatory Standards
- Quality Improvement (QI) Theories
- Healthcare Accreditation

#### PRACTICAL EXPOSURE

- Conducting Audits
- Implementing QI Projects
- Data Collection and Analysis
- Problem-Solving

#### Learning during internship

##### Quality in hospital –

- Witnessed the Quality Department's role in maintaining high hospital standards.
- Explored NABH audits, from preparation to action, ensuring top-notch quality.
- Recognized the importance of hospital policies in prioritizing safety and quality.
- Learned about various audits aimed at improving care standards.

#### CHALLENGES DURING INTENRHSIP

- Balancing multiple tasks and deadlines, often without a clear sense of priority.
- Building professional relationships in a new environment.
- Staying motivated during repetitive or less engaging tasks.



**Objective** :- To assess the percentage of inpatients undergoing nutritional screening

#### Methodology

- Study design** :-Observational Study
- Sample size** : 120 IPD patients file
- Sampling** – Convenient sampling
- Procedure** :Audited nutritional screening forms from the patient's file based on various parameters.

#### Data Analysis

- The data analysis was done by dividing the sample size with positive outcome and multiplying the obtained result by 100 to get the percentage of screening within the defined sample size.
- Compliance/Sample size\*100

**Result** - 84% compliance & 16% non compliance

#### Gap Analysis

- The documentation form of the nutritional assessment is absent from the patient file, and initial commands were given verbally.
- Dietetics staff often forget to mention the date, time, and employee ID on the assessment form, resulting in the form being considered partially filled.

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