

ABOUT THE ORGANISATION

FORTIS ESCORTS HOSPITAL JAIPUR is a 275-bed, National Accreditation Board for Hospital in Rajasthan. This hospital has established itself as one of the best tertiary care centers in the region. The hospital has been accredited four times by NABH at the interval of two years tentatively. It is multi-specialty hospital and also the only Indian Hospital to feature among the world's top five destinations for medical tourism by Medical Travel Quality Alliance.

According to the hospital website (www.fortishealthcare.com).

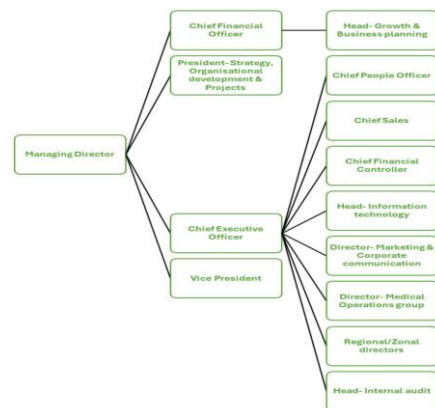
MISSION

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

VISION

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

ORGANISATIONAL STRUCTURE



LEARNINGS DURING INTERNSHIP

- Learnt about medication, admission, consultation, nutritional assessment, discharge, step down and documentation process of the patient.
- The safety codes used in the organization (BLUE, PINK, RED, GREY, ORANGE, YELLOW, PURPLE)
- Different policies and services provided by the organization.
- NABH process of accreditation for different quality indicators of the organization.

Aim

Enhancing patient care, improve overall patient outcomes and increase patient satisfaction in the hospital.

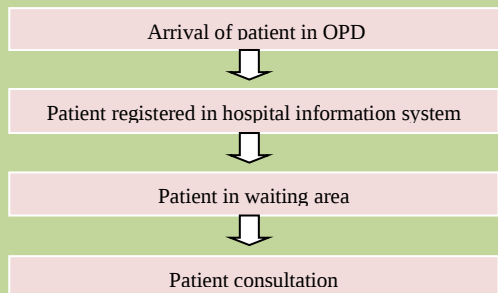
Objective

To analyze and monitor the OPD consultation turnaround times (TAT) for Gynecology, Orthopedics, Gastroenterology and Neurology out-patient departments

METHODOLOGY

- OPD: Gynecology, Orthopedics, Gastroenterology and Neurology.
- 50 observations from each OPD during 10:00-18:00 hours.

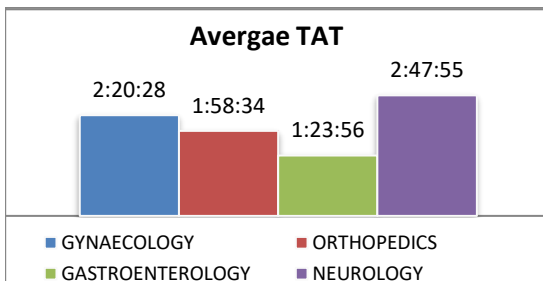
PROCESS FLOW



RESULTS

OPD	GYNAECOLOGY (LAFEMME OPD) n=50	ORTHO-PAEDICS (OPD 1) n=50	GASTRO-ENTEROLOGY (OPD 2) n=50	NEUROLOGY (OPD 3) n=50
Below the standard time	22 (44%)	20 (40%)	26 (52%)	17(34%)
Standard time / benchmark (within one hour)	1:00:00 (60-70 Min)	1:00:00 (60-70 Min)	1:00:00 (60-70 Min)	1:00:00 (60-70 Min)
	0	0	0	0
Above the standard time	28 (56%)	30 (60%)	24 (48%)	33 (66%)

Average TAT



STRENGTH

- Quality of care
- Experienced Doctors
- Robotic orthopedics surgery.
- Tie up with the government scheme

WEAKNESS

- Only focus in India
- Less social media engagement.
- Expensive services

SWOT

OPPORTUNIT

- Rising healthcare market.
- Medical Tourism
- Technological Advancement

THREAT

- Competition such as Narayana ,Ehcc ,CK Birla
- Regulatory challenges
- Prohibitive health cost

PRACTICAL EXPOSURE

- Regulatory Standards
- Quality improvement (QI) theories.
- Healthcare Accreditation

THEORITICAL UNDERSTANDING

- Conducting Audits
- Implementing QI Projects
- Data collection and analysis
- Problem Solving

CHALLENGES FACED DURING

- Initially, collecting data in such a big organization was difficult.
- It took a lot of time to get familiar with organization.
- Communication gap with new staff.

USEFULLNESS OF INTERNSHIP

- Improve essential skills such as communication, problem solving, time management and team work.
- Gain hands on experience in healthcare quality management.
- Observed all the department , learned about their function ,management and coordination and connected this practical experience with my classroom learning.

SUGGESTION

- Evaluate the need to augment human resources to meet increasing demands, ensuring adequate support for all hospital functions
- 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.