

ABOUT HOSPITAL

Fortis Healthcare was established by siblings Shivinder Mohan Singh and Malvinder Mohan Singh, commencing its healthcare operations in Mohali, Punjab, and subsequently expanding to several cities across India. Fortis Escorts Hospital in Jaipur is a 275-bed multi-specialty hospital accredited by NABH. Recognized as one of the top tertiary care centers in Rajasthan, it has earned a reputation for excellence in the region.

VISION & MISSION

Vision

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

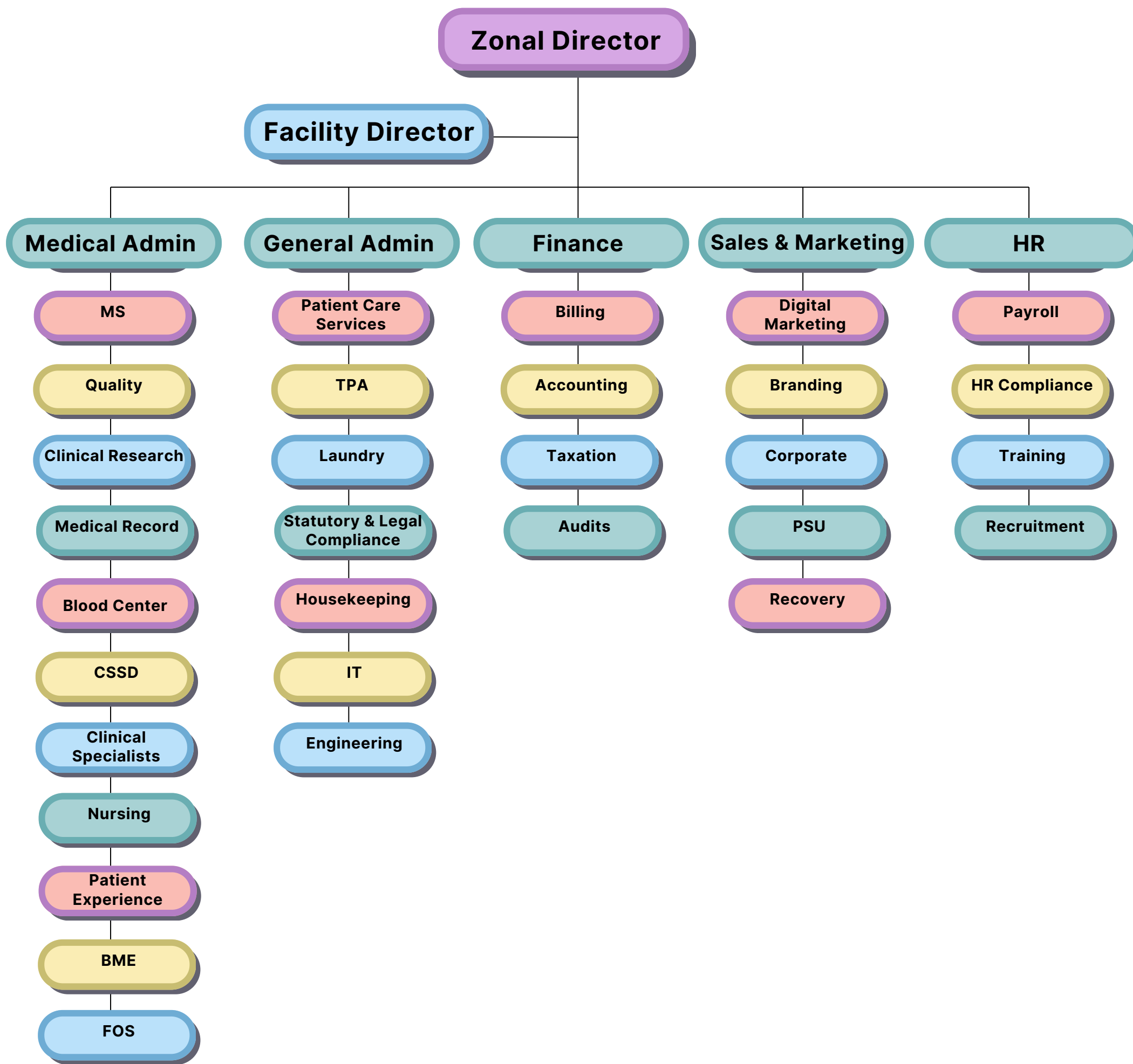
Mission

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

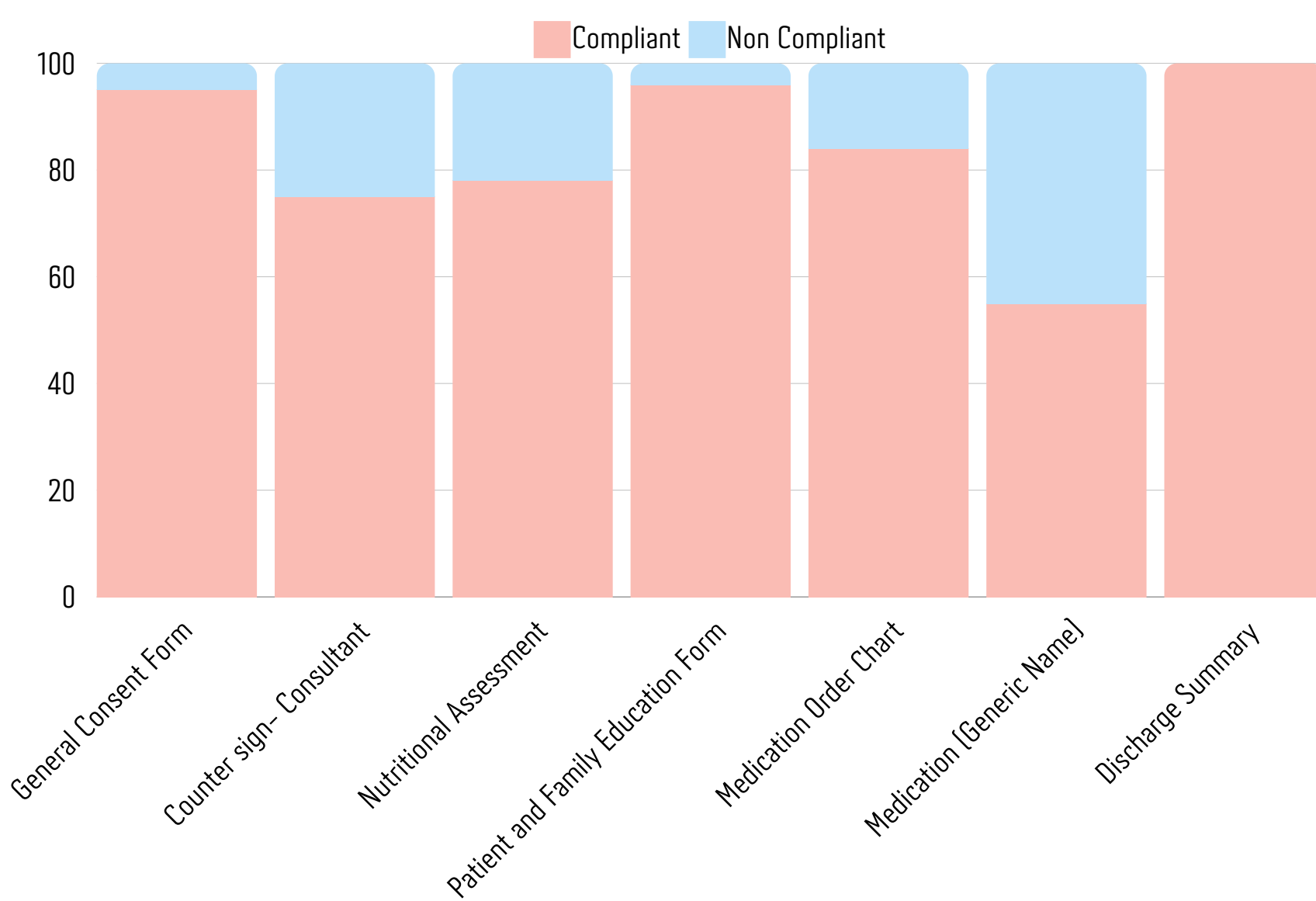
OBJECTIVE

The objective is to observe, analyze and evaluate and review data to ensure compliance with IPD AND OPD documentation standards.

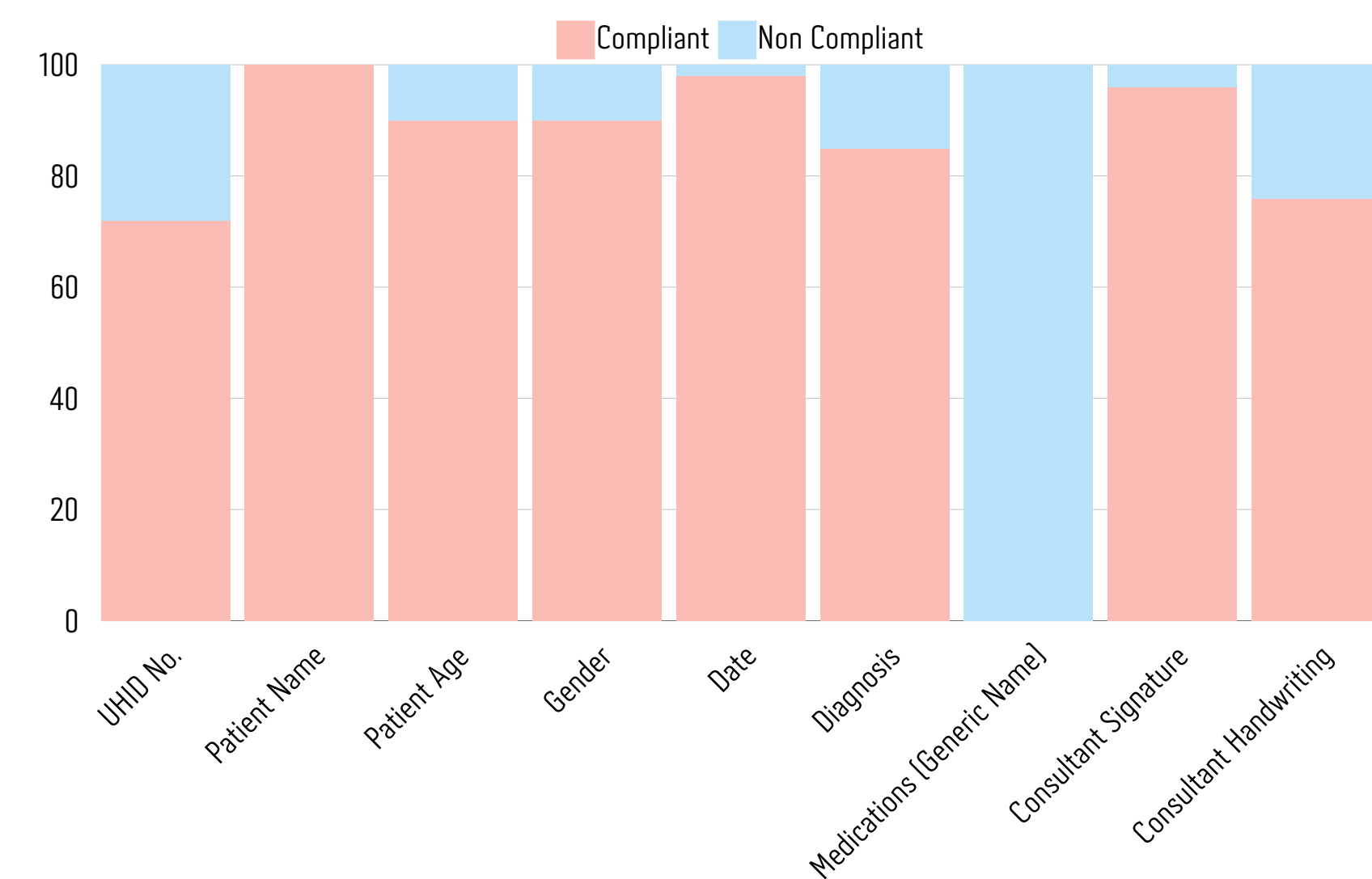
ORGANIZATIONAL CHART



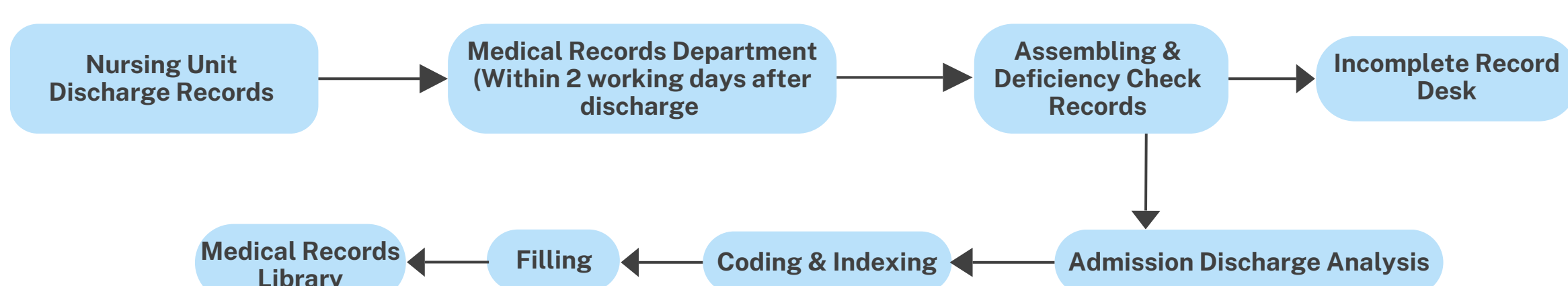
IPD Documentation



OPD Documentation



IPD Process Flow

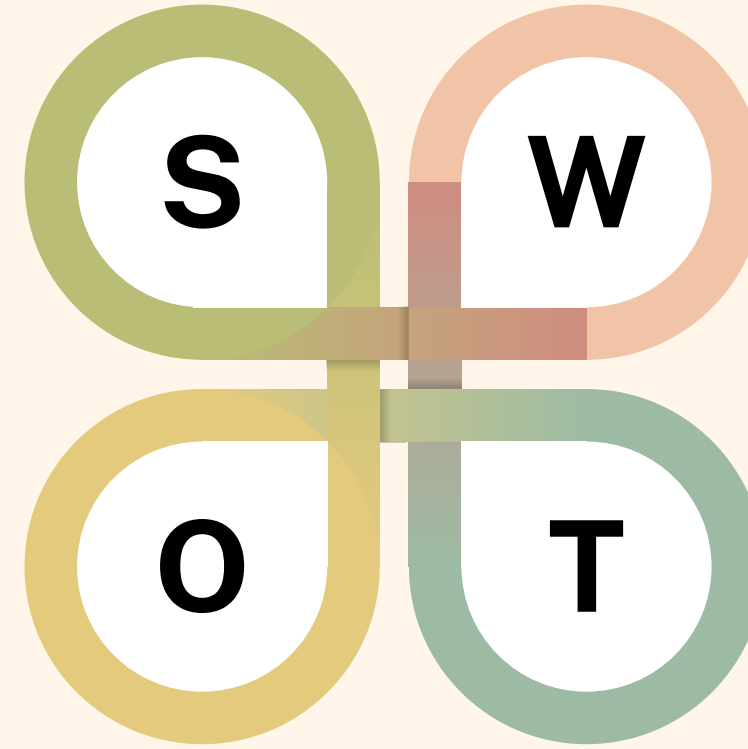


Strengths

- Reputation and Accreditation:** Fortis Hospitals are well-known for their high-quality medical services and NABH accreditation, which boosts patient trust and credibility.
- Wide Range of Specialties:** They offers a comprehensive range of medical specialties attracting diverse patient. Equipped with medical technology, Fortis ensures high standards of patient care and treatment.

Weaknesses

- High Costs:** The advanced services and technology come with high treatment costs, which may not be affordable for all segments of the population.
- Geographic scope:** Being in Malviya Nagar, the hospital may have limited accessibility for patients residing in distant areas of Jaipur.



Opportunities

- Telemedicine and Digital Health Services:** Expanding telemedicine offerings can increase patient reach in remote areas.
- Medical Tourism:** Capitalizing on the global demand for high-quality, cost-effective medical treatments can attract international patients and boost revenue.

Threats

- Intense Competition:** The healthcare sector in India is highly competitive, with many hospitals and clinics vying for market share.
- Economic Fluctuations:** Economic downturns can reduce patient spending on elective procedures and advanced treatments.

GAP ANALYSIS

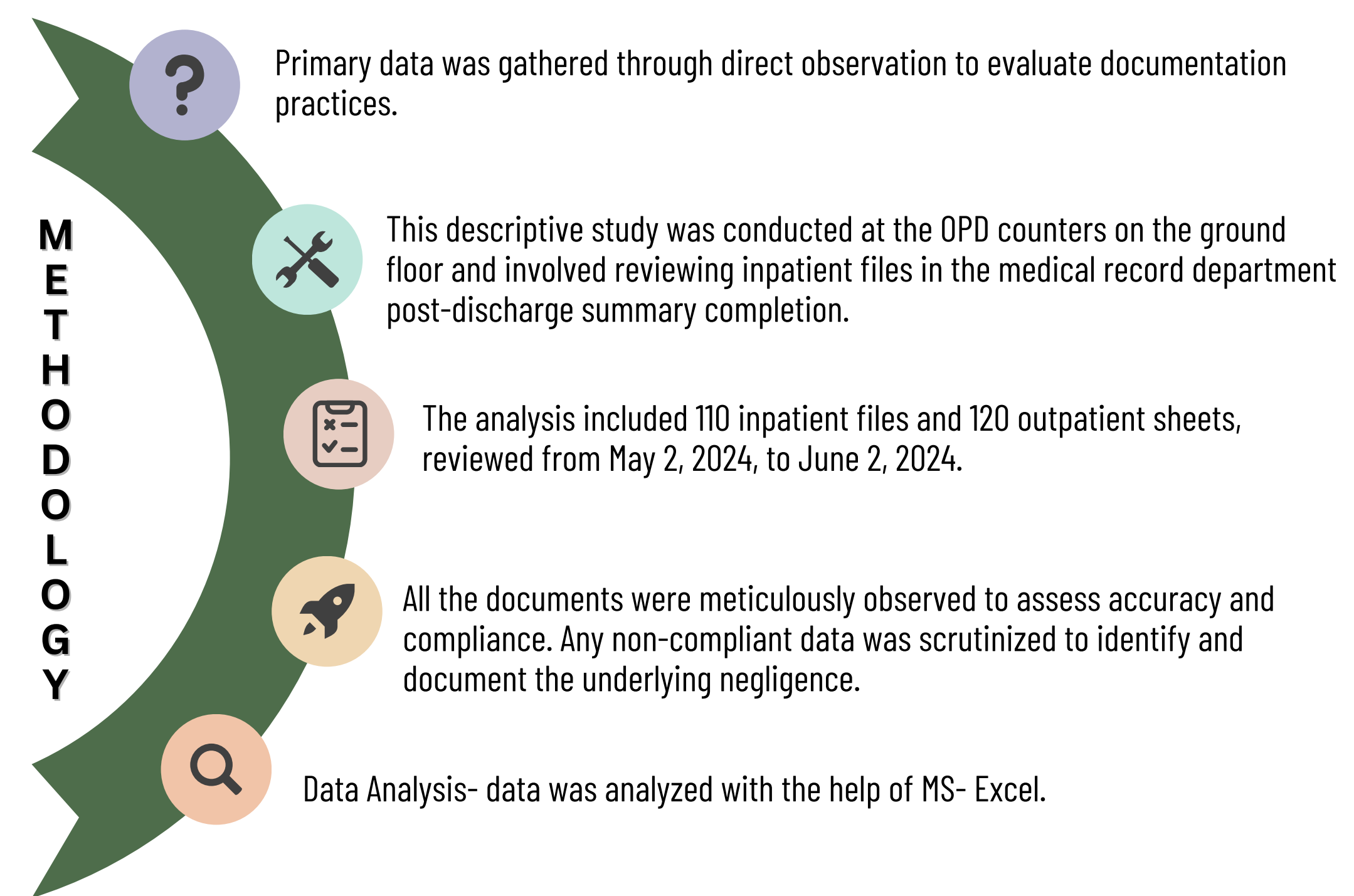
- Incomplete or missing consultant signatures and delayed signing of patient records, lead to potential legal and clinical risks.
- Missing or incomplete consent forms and lack of consistency in documenting patient consent.
- Inconsistent documentation of nutritional assessments and lack of follow-up on identified nutritional issues.
- Incomplete orders missing one or more critical components (e.g., dosage, route, frequency) and orders with unclear or ambiguous instructions.
- Frequent use of brand names instead of generic names and Potential for confusion and higher medication costs.
- Doctor's Negligence while filling medication order chart.
- Nursing Staff Cross-verification Negligence.
- Doctors not writing demographic details completely.
- Staffs not updated with latest information of the hospitals.
- Illegible writing of doctors, not mentioning generic names.

SUGGESTIONS

- EHR enhancements ensure standardized practices, reduce errors related to medication nomenclature, and support efficient medication management.
- Printed prescriptions are mandated for all doctors, requiring them to include essential details like age, UHID, date, and sex.
- Regular meetings are held to ensure doctors stay informed about new developments and updates, with information subsequently distributed via email.
- Conduct regular audits of documentation practices and offer constructive feedback to healthcare providers to ensure adherence to documentation standards.
- Engage patients in the documentation process by encouraging them to provide precise and thorough information regarding their medical history, current medications, and allergies.

DATA ANALYSIS

- The review of IPD documentation shows that while more than 50% of the data meets compliance standards, there is a significant concentration of non-compliance in the generic name medication chart. Moving forward, it is crucial to prioritize efforts toward improving compliance in this specific area to enhance overall documentation quality and accuracy.
- The analysis of OPD documentation reveals that while over 70% of the data meets compliance standards across multiple domains, the non-compliance of generic medication names stands out as a critical issue demanding urgent resolution. On the positive side, patient name data is entirely compliant, highlighting areas where further improvements can be focused to address remaining gaps.



PRACTICAL EXPOSURE

- Assist in conducting audits to ensure compliance with healthcare regulations and standards.
- Help in updating and maintaining policy and procedure manuals.
- Working on projects to improve patient flow, reduce waiting times, and enhance the overall patient experience.
- Rotating through various departments such as emergency, surgery, and outpatient to understand their unique administrative requirements and workflows.

THEORETICAL LEARNING

- Encourage consistency in decision-making to ensure dependable outcomes.
- Advocate for ongoing education and training to keep up with the latest standards.
- Leadership practices often rely on structured and predictable scenarios, with a strong emphasis on understanding and adhering to established protocols and guidelines.
- Value patient feedback as a critical component for continuously refining and improving protocols.

LEARNINGS DURING INTERNSHIP

- Developed strong teamwork and problem-solving skills.
- Enhanced both verbal and non-verbal communication through extensive interactions with colleagues.
- Improved proficiency in using HMIS and conducting data analysis.
- Participated in audits and gained knowledge about the requirements for NABH compliance.
- Acquired skills in time management and prioritizing tasks during NABH .
- Implemented quality improvement initiatives based on audit findings.
- Fostered a collaborative work environment to boost team morale and productivity.

CHALLENGES

- Balancing theoretical knowledge with practical application in real-world settings.
- As Medical records require a high level of accuracy, attention to detail, and thoroughness.

USEFULNESS OF INTERNSHIP

- Gaining practical experience in hospital and healthcare management systems.
- Deepening knowledge in hospital administration.
- Building professional network.