

Introduction

This report provides an overview of the internship activities undertaken at Fortis Healthcare, particularly focusing on the preparation and operational readiness of the new Fortis Hospital in Manesar, Gurugram. As a management trainee in general administration, the role involved pivotal tasks such as commissioning readiness, interdepartmental coordination, activity tracking, branding and signage management, internal signage planning, IT terminal planning, and outpatient department (OPD) layout assistance. These activities were integral in ensuring the seamless transition from construction phase to operational readiness, aiming to uphold Fortis Healthcare's mission of clinical excellence and distinctive patient care at their state-of-the-art healthcare facility. The report highlights key learnings in project management, interdepartmental collaboration, marketing strategies, facility planning, regulatory compliance, and enhancing customer and patient experiences.

Internship Objectives:

1. **Commissioning Readiness:** Ensure all necessary preparations are completed to smoothly transition from construction to operational phases of the hospital.
2. **Interdepartmental Coordination:** Foster effective communication and collaboration among various departments to enhance operational efficiency and cohesion.
3. **Activity Tracking and Timely Completion:** Develop and maintain systems to track project activities and ensure they are completed within specified timelines.
4. **Brand and Signage Management:** Collaborate with the marketing team to establish a strong hospital brand identity through effective signage and branding strategies.
5. **Internal Signage and Room Mapping:** Create a comprehensive internal signage plan and accurately map out rooms to facilitate easy navigation for staff, patients, and visitors.
6. **IT Terminal Planning:** Strategically plan the placement and setup of IT terminals and equipment to support hospital operations seamlessly.
7. **OPD Planning:** Assist in planning the outpatient department to optimize patient flow, resource allocation, and service delivery

About the Organization:

Fortis Healthcare is a leading healthcare provider in India offering comprehensive and top-quality medical care services. The establishment aimed at creating an internationally accepted healthcare system, but it has grown tremendously and become associated with sophisticated healthcare provision and advancement.

Fortis Healthcare started in 2001 and for the last twenty years it has been setting clinical outcomes as well as patient care benchmarks repeatedly. Fortis is one of the most trusted healthcare providers due to its continuous innovation drive, patient centric service delivery models and business ethics.

MISSION:

“Be globally respected health care organization known for Clinical Excellence and Distinctive Patient Care”

Vision Statement:

“Saving & Enriching Lives Through Clinical Excellence.”



Fortis Hospital, Manesar, Gurugram

To continue growing and ensure that quality healthcare reaches every part of India, Fortis Healthcare is going to open a new branch at Manesar in Gurugram. The anticipated ultramodern health facility will be another Fortis Hospital, this time in Manesar which is serving the needs of a fast-expanding NCR.

The center being located at Manesar which is Gurugram’s major industrial cum residential hub can be accessed from any part of Delhi NCR easily.

Contemporary architectural designs as well as state-of-the-art medical equipment.

Different medical specialties and advanced treatments thereby acting as all round healthcare provider.

SERVICES PROVIDED BY THE ORGANIZATION:

There are 350 Beds ranging from general wards to private rooms and deluxe suites so as to cater for different patient preferences and needs

95 ICU Beds meant for critical patients with round-the-clock monitoring and care given by intensivists (ICU specialists)

9 Operating Theatres (OTs) equipped with advanced surgical instruments & technology to support wide range of surgical procedures Cardiothoracic & Vascular Surgery
Neurosurgery

Orthopedics & Joint Replacement

Obstetrics & Gynecology

General Surgery and Minimal Access Surgery

Oncology (Medical, Surgical, and Radiation)

Gastroenterology & GI Surgery

Urology & Kidney Transplant

Pediatrics & Neonatology

Nephrology

Pulmonology

ENT (Ear, Nose, and Throat).

Rheumatology

Critical Care and Emergency Services

Ophthalmology

Transfusion Medicine and Hematology.

Radiology: Imaging services, including MRI, CT scans, X-ray with fluoroscopy.

Preventive Medicine

Infectious Diseases: Specialized care towards management and treatment of infectious diseases including isolation facilities for such cases.

Network of Fortis Hospitals:

Currently operating 28 healthcare facilities across India & South Asia, Fortis Healthcare has one of the largest hospital networks in these regions. This extensive network includes multi-specialty hospitals, dedicated cardiac care centres, and specialized institutes. Key features of the Fortis network include-diverse location: Fortis hospitals are strategically located across major metropolitan and regional cities, including Delhi NCR, Mumbai, Bangalore, Chennai, Kolkata, and Pune, among others.

Activities Undertaken during Internship

1. **Commissioning Readiness Checklist:** Developed a comprehensive checklist to ensure all facilities and services are ready for the hospital's operational launch, covering areas from infrastructure readiness to regulatory compliance.

2. **Interdepartmental Coordination:** Facilitated communication and collaboration between departments to streamline workflows, enhance efficiency, and resolve operational challenges effectively.
3. **Activity Tracker Development:** Created an activity tracking system to monitor the progress of construction and operational setup tasks, ensuring adherence to timelines and milestones.
4. **Branding and Signage Collaboration:** Worked closely with the marketing team to develop branding strategies and design effective signage plans that align with the hospital's brand identity and enhance visibility.
5. **Internal Signage Planning:** Designed and implemented an internal signage plan to guide staff, patients, and visitors efficiently through the hospital, improving navigation and overall user experience.
6. **Room Mapping and Numbering:** Mapped out hospital rooms and established a numbering system to ensure accurate identification and efficient utilization of space, facilitating smooth operations.
7. **IT Terminal Planning:** Strategized the placement and setup of IT terminals and infrastructure to support hospital operations, focusing on accessibility, functionality, and integration with healthcare systems.
8. **OPD Planning Assistance:** Assisted in planning the outpatient department (OPD) layout and workflow to optimize patient flow, enhance service delivery, and maximize operational efficiency.

Key Learnings:

1. **Project Management Skills:** Developed skills in project planning, coordination, and execution through tasks such as creating readiness checklists and tracking activities, ensuring projects stay on schedule.
2. **Interdepartmental Collaboration:** Gained experience in fostering effective communication and collaboration across departments, enhancing teamwork and operational efficiency.
3. **Marketing and Branding Strategies:** Learned about developing branding strategies and designing effective signage plans in collaboration with the marketing team to strengthen brand identity.
4. **Facility Planning and Management:** Acquired knowledge in facility planning, including room mapping, IT terminal planning, and OPD layout design, to optimize space utilization and operational workflows.
5. **Regulatory Compliance and Standards:** Developed an understanding of regulatory requirements and compliance standards necessary for healthcare facility operations.
6. **Customer and Patient Experience:** Recognized the importance of patient-centric care and customer satisfaction through initiatives aimed at improving service delivery, navigation, and overall experience.

