

INTERNSHIP REPORT

FORTIS HOSPITAL (FMRI)

GURUGRAM, HARAYANA

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Dedication

I would like to portray my special thanks to IIHMR University, Jaipur to provide such a great opportunity for permitting to work in one of the elite healthcare organizations. I would like to dedicate my successful completion of internship to the faculty (Dr Deepti Sharma) and the institution who guided me throughout the 3 months journey of internship at FORTIS Hospital (FMRI) at Gurugram as the change of life stages from a student to a professional is not always very simple. Students have to face many challenges when they enter into professional life. They have to adjust themselves according to the professional environment by implementing their conceptual knowledge in the new world of work. Academic internships are a bridge to link the theory and practice by taking part in supervised and scheduled work. These internship programs not only improve student's personal skills but also polish their professional growth and experience. Internship programs enable students to get training during their course programs and save organization's supervision and training costs by providing them trained employees.

Acknowledgement

The meaning of life is to find your gift. The purpose of life is to give it away and in the same way I have received a pool of knowledge through my seniors and peers in my department. I truly feel blessed to be a part of such a great organization where I continuously learnt and was able to find better version of myself every following day. I would like to portray my special thanks to Dr. Monika Patni, who first gave me the opportunity to enhance my existing skills and for continuously guiding me to become a better management trainee, Mr George Thomas, who helped me to learn how exactly the quality department is run and how crucial a role it plays for the proper workflow of the organization. I want to shower my gratitude towards my mentors to help me to be able to develop into a better management professional by working on me which greatly helped me to improve my skills. It is because of their continuous support and guidance I was able to complete my Internship period successfully.

Executive Summary

Nothing is more important than ensuring and enhancing the quality of services because, at the end of the day, we bet on the processes and standards that drive success. Quality is a crucial department within the Hospital, requiring hard work, patience, and determination to implement and maintain the highest standards, making the organization a better place to deliver care. Being a member of the Quality team, I used to ensure that the organization's processes were continuously improved and adhered to the highest standards, ensuring that we consistently delivered exceptional care and services. I also assisted in ensuring compliance with various quality protocols and guidelines. When it comes to Quality, it is one of the most critical elements that helps the organization move forward effectively and maintain excellence in all aspects.

Table of Contents

- ✓ Introduction
- ✓ Plan of Internship Program
- ✓ Objectives of Internship
- ✓ Key Activities/ Projects Undertaken Other than Dissertation
- ✓ Key Learnings from Internship

INTRODUCTION

Fortis is one of the leading healthcare providers in Asia. Fortis Memorial Research Institute [FMRI] in Gurgaon is a multispecialty hospital with reputed doctors, surgeons, and nurses.

This facility is well equipped with the latest and ultramodern technology to serve the best patient care and healthcare. All the medical and non-medical staff in this hospital strive to contribute their best for the patient's wellbeing. FMRI is known for its Center of Excellence in Robotic Surgery and Neurosciences. This hospital has 330 beds along with 15 operation theaters.

FMRI is accredited from JCI & NABH and the labs of this hospital are accredited from NABL. In India, robotic-assisted Joint replacement surgery and laparoscopic left lateral donor hepatectomy were 1st performed by this hospital.

Their mission is to provide quaternary care to the community in a compassionate, dignified, and a distinctive manner

Fortis is the first JCI and NABH accredited Hospital in Gurgaon. Designed as one of the most advanced hospitals in India, Fortis provides a depth of expertise in the spectrum of advanced medical & surgical interventions, comprehensive mix of inpatient and outpatient services. Fortis has put modern technology in the hands of renowned doctors from across the country and abroad to set new standards in healthcare. The medical practices and procedures followed in the hospital are research oriented and benchmarked against the best in the world. Top-notch services, in a warm, open patient centric environment, clubbed with affordability, has made us one of the most revered hospitals in the country.

CENTRE OF EXCELLENCE AT Fortis HOSPITAL GURGAON.

- Fortis Emergency & Trauma Centre
- Fortis Heart Centre
- Fortis Cancer Centre
- Fortis Neurosciences Centre
- Fortis Joint Replacement & Orthopedics Centre
- Fortis Minimally Invasive & Bariatric Surgery Centre
- Fortis Transplant Centre (Liver, Kidney, Cornea & Bone Marrow Transplant)
- Fortis Women & Child Centre

- Fortis Pulmonology & Critical Care Centre
- Fortis Gastro sciences Centre
- Fortis Cosmetology & Plastic
- Surgery Centre
- Fortis Pain Medicine & Palliative care.

Fortis Hospital has other branches too in Gurgaon: Fortis Manesar (Gurgaon)

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 organization known for Clinical Excellence and Distinctive Patient Care.

CORE VALUES

a) Patient Centricity

- Commit to ‘best outcomes and experience’ for our patients.
- Treat patients and their caregivers with compassion, care.
- Our patients’ needs will come first.

b) Integrity

- Be principled, open and honest.
- Model and live our ‘Values’.
- Demonstrate moral courage to speak up and do the right things.

c) 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

d) Ownership

- Be responsible and take pride in our actions
- Take initiative and go beyond the call of duty
- Deliver commitment and agreement made.

e) Innovation

- Continuously improve and innovate to exceed expectations
- Adopt a 'can-do' attitude
- Challenge ourselves to do things differently.

PLAN OF INTERNSHIP PROGRAM

As an intern, I was exposed to Quality Department entirely from 1st April 2024- 30th June 2024. The kind of exposure I received made me realize how crucial a role "Quality" plays in proper workflow within the organization.

OBJECTIVES OF INTERNSHIP

• Understanding Quality Assurance Processes:

- Gaining a comprehensive understanding of the end-to-end quality assurance process, including standards development, auditing, compliance, and continuous improvement.
- Learning and implementing best practices in quality assurance to enhance efficiency and effectiveness.

• Process Improvement and Standards Development:

- Developing skills in identifying areas for improvement within existing processes and implementing changes to enhance quality.
- Assisting in building and maintaining robust quality standards for current and future operational needs.

• Auditing and Compliance:

- Participating in the initial auditing of processes and documentation to ensure compliance with established standards.
- Conducting preliminary reviews and assessments to identify areas of non-compliance and opportunities for improvement.

• Collaboration with Department Managers:

- Collaborating with department managers to understand their quality requirements and needs.
- Assisting in coordinating and scheduling quality audits and reviews between quality teams and department managers.

- **Quality Improvement Initiatives:**

- Supporting initiatives to enhance the organization's quality standards and promote a culture of continuous improvement.
- Assisting in the creation and distribution of quality improvement plans and materials.

- **Data Management and Reporting:**

- Learning to use quality management systems (QMS) and other quality assurance tools to manage information and track quality metrics.
- Preparing and presenting regular reports on quality activities, metrics, and outcomes.

- **Networking and Relationship Building:**

- Building and maintaining professional relationships with colleagues and industry professionals.
- Attending industry events and participating in networking opportunities to stay updated on quality assurance trends and best practices.
- Ensuring that all departments meet the required quality standards and compliance requirements.

KEY LEARNINGS FROM INTERNSHIP:

1. **Comprehensive Quality Assurance Process:**

- Gained an in-depth understanding of the full quality assurance lifecycle, including standards development, auditing, compliance, and continuous improvement.

2. **Understanding NABH guidelines:**

- Learned about the quality standards as per NABH and how the standards could be met and implemented for effective workflow at the Hospital.

3. **Effective Quality Improvement Techniques:**

- Learned various techniques to identify areas for improvement within processes, including data analysis, root cause analysis, and process mapping.

4. **Auditing and Assessment Skills:**

- Developed skills in initial process auditing and conducting preliminary assessments to evaluate compliance with quality standards and identify improvement opportunities.

5. **Collaboration with Department Managers:**

- Experienced working closely with department managers to understand their quality needs and align quality strategies accordingly.

6. **Enhanced Stakeholder Experience:**

- Contributed to improving the stakeholder experience by ensuring timely communication, providing detailed information about quality processes, and delivering constructive feedback.

7. Quality Branding:

- Assisted in promoting the organization's commitment to quality by creating engaging quality improvement plans and materials.

8. Use of Quality Management Tools:

- Gained proficiency in using Quality Management Systems (QMS) and other quality assurance software to manage information and streamline quality processes.

9. Data Analysis and Reporting:

- Learned to track and analyze quality metrics, preparing reports to provide insights on the effectiveness of quality strategies and identifying areas for improvement.

10. Understanding of Compliance:

- Developed an understanding of the importance of compliance with quality standards, regulations, and company policies throughout the quality assurance process.

11. Industry Knowledge:

- Acquired knowledge about the healthcare industry, specifically the quality needs and challenges within the hospital environment.

11. Professional Communication:

- Enhanced interpersonal and communication skills through interactions with stakeholders, department managers, and other team members.

12. Project Management:

- Participated in special projects aimed at optimizing quality processes and strategies, learning valuable project management skills.

13. Problem-Solving and Adaptability:

- Developed problem-solving skills and adaptability by handling unexpected challenges and changing priorities in quality assurance processes.

14. Networking:

- Built a network of professional relationships with colleagues, industry professionals, and other stakeholders, contributing to personal and professional growth.