

TO IMPROVE THE QUALITY OF PATIENT CARE BY ANALYSING THE ARRIVAL TIMINGS, PATIENT FOOTFALL AND THE MOST COMMON CHIEF COMPLAINTS IN EMERGENCY ROOM.

ABOUT ORGANISATION

Fortis was established in 1996 and was founded by Shivnender Mohan Singh and Malvinder Mohan Singh. Fortis Jaipur was set up in year 2007. It is pioneer in high end procedures such as kidney transplants, total knee and hip replacements aided by computer navigation, adult and pediatric cardiac surgery and treatment of congenital heart defects. It is a 275 bedded, NABH accredited multispecialty hospital in RAJASTHAN. It has been accredited 4 times by NABH and 5 times by JCI. It has been featured as world's top five destination for medical tourism by MTQA.

MISSION

The mission is to be globally respected healthcare organization known for clinical excellence and distinctive patient care.

GOAL

The goal is to save and enrich lives

THEORETICAL UNDERSTANDING

- 1) Got to learn about protocols of ICU'S and ER.
- 2) Studying about chief complaints and there signs and symptoms.
- 3) Learnt about various managerial roles.

PRACTICAL UNDERSTANDING

- 1) Addressing patient issues and grievances.
- 2) Learning about patient care services and its management.
- 3) Role of management in hospital.

CHALLENGES DURING INTERNSHIP

- 1) Lack of resources.
- 2) Gap in communication

SUGGESTIONS

- 1) There should be enough resources for staff and patients.
- 2) Staff and patient attendent are suppose to wear masks and shoe covers .
- 3) The medicines should be indented on time.
- 4) The patients should be informed about government health schemes related policies followed by FORTIS.
- 5) There should be inquiry desk for patients.
- 6) Patient review forms could be brought up for improving quality and care.
- 7) Training sessions should be conducted regularly for staff especially In emergency department.

STRENGTH

- 1) Market value
- 2) Well trained professionals
- 3) Networks
- 4) Collaboration

WEAKNESS

- 1) Only focus in India.
- 2) Expensive
- 3) Lack of human resources

SWOT

OPPURTUNITY

- 1) Growing health market.
- 2) Corporate business
- 3) Medical tourism

THREAT

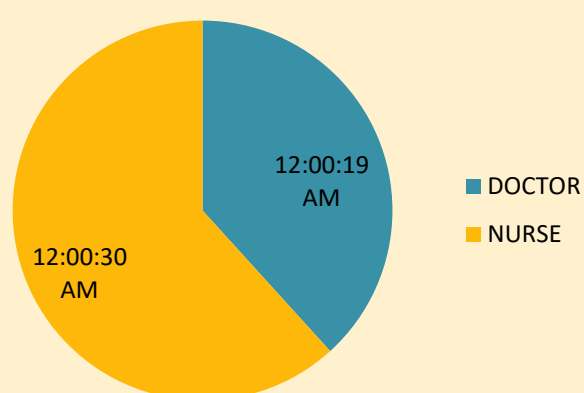
- 1) Competitors
- 2) Regulatory Challenges
- 3) Prohibitive health cost

LEARNING DURING INTERNSHIP

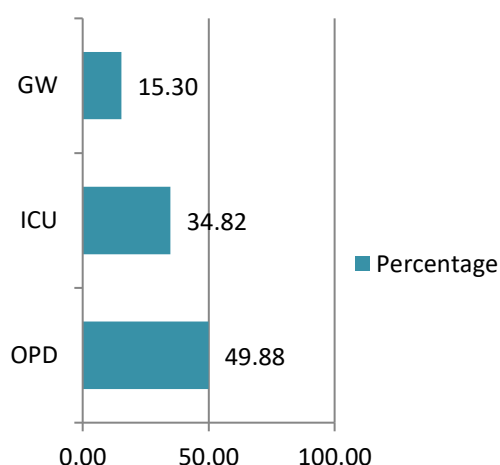
- 1) Data collection and analyzing arrival timings in ER.
- 2) Managerial roles and there issues arising in various departments.
- 3) Protocols that are needed to be followed in patient care.
- 4) Patient behavior and there management.
- 5) Government medical incentives schemes.
- 6) OPD services and there management.
- 7) Most common chief complaints in ER.
- 8) Analysing the percentage of patients admitted to diff departments from ER.



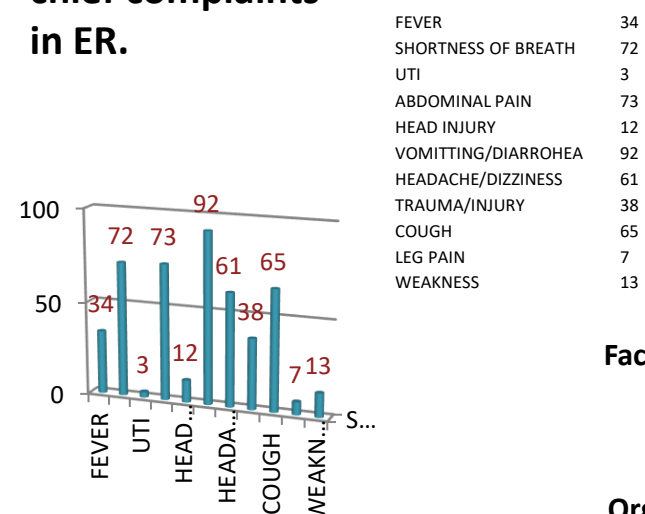
Average assesment timings on arrival (sample size= 100)



Percentage of patients admitted to different departments from ER



Most common chief complaints in ER.



FEVER	34
SHORTNESS OF BREATH	72
UTI	3
ABDOMINAL PAIN	73
HEAD INJURY	12
VOMITTING/DIARRHOEA	92
HEADACHE/DIZZINESS	61
TRAUMA/INJURY	38
COUGH	65
LEG PAIN	7
WEAKNESS	13

TISHA TANWAR

Roll No 1875

Hospital and health

management

Faculty mentor- Dr Deepti

Sharma

Organisation- Fortis

,Jaipur

Organisation mentor – Dr

Ranjana Rathore

Summer Internship

Programme