

SUMMER INTERNSHIP PROGRAM
at
FORTIS ESCORTS HOSPITAL, JAIPUR

From MAY 01 2024 to JUNE 30 2024

A REPORT BY
TISHA TANWAR
Master of Business Administration
HOSPITAL AND HEALTH MANAGEMENT
2023-25

under the Mentorship of
Dr DEEPTI SHARMA
Associate professor
IIHMR University

02TH July, 2024

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Ms. Tisha Tanwar has worked as a Trainee with us in the Dept. of Medical Admin from 01 May, 2024 to 29 June, 2024 for the period of Two Months.

Her performance during the period in the department was Good.

We wish Her the best for all her future endeavors.

For Fortis Healthcare Limited.

Authorized Signatory

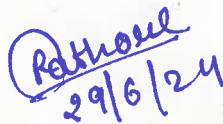


Completion Certification from the Organization CERTIFICATE

This is to certify that Dr TISHA TANWAR of MBA Hospital and health management batch 2023- 2025 of IIHMR University has worked with our organization for his/her summer internship from 1/5/2024 to 30/6/2024 . The overall performance shown by him/her during the period was excellent/good/average.

This certificate is being issued to meet the requirements of the IIHMR University.

Date: 29/6/24
Mentor)


(Signature of organization)

Name: Dr Ranjana Rathore
Designation: Quality Assurance

Seal/Stamp of the
Organization

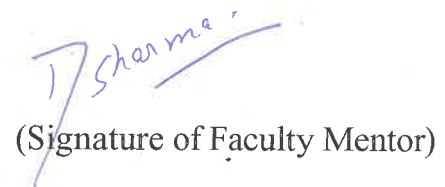
FORTIS ESCORTS HOSPITAL
Jawahar Lal Nehru Marg,
Malviya Ngar, JAIPUR-302017

IIHMR University Faculty Mentor Approval

This is to certify that Dr TISHA TANWAR of academic year 2023-25 of **INSTITUTE OF HEALTH MANAGEMENT AND RESERACH** has prepared a poster with respect to his/her summer internship held during May-June 2024.

She has carried out work as per the guidelines. Her poster is approved for presentation.

Date: 20/ 7/ 2014

A handwritten signature in blue ink, appearing to read 'D. Sharma', written over a horizontal line.

(Signature of Faculty Mentor)

Dr Deepti Sharma
Associate professor
IIHMR University

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) Studied 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 attendant 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

OPPORTUNITY

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

THREAT

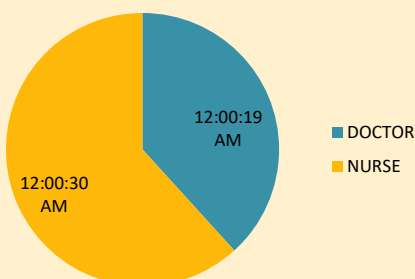
- 1) Competitors
- 2) Regulatory Challenges
- 3) Prohibitive health cost

LEARNING DURING INTERNSHIP

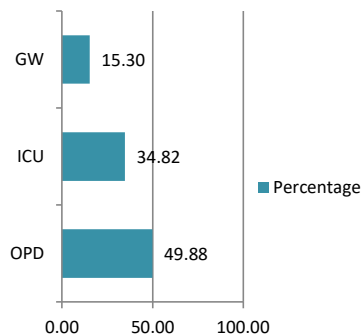
- 1) Data collection and analyzing arrival timings in ER.
- 2) Managerial roles and there issues arising in various departments.
- 3) Protocols that are needed to be followed in patient care.
- 4) Patient behavior and there management.
- 5) Government medical incentives schemes.
- 6) OPD services and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



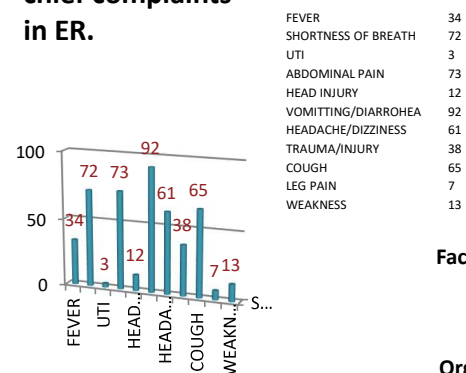
Average assesment timings on arrival (sample size= 100)



Percentage of patients admitted to different departments from ER



Most common chief complaints in ER.



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

WeeklyReport

Name of the Organisation: FORTIS HOSPITAL JAIPUR

Area/ Department/ Project of Summer Internship Program: EMERGENCY DEPARTMENT

Name of the Student: TISHA TANWAR

Roll no: 1875

Stream: HM28

Week no: 1

From: 1/5/24 to 5/5/24.

Activity Done	Orientation of the fortis hospital and work do be done ER observation Self orientation of department Analyzing and charting down the assessment timings of doctors and nurses Biomedical waste workshop Handwashing workshop Analyzing of doctor patient interaction
Linking theory (Classroom learning)	Learning about hospital services

with practice at your organisation	
Gaps identified on the working area.	Lack of resources
Suggestions for improvement	There should be enough space for everyone to be accommodated. Resources should be enough because its emergency department. There should more space given to ER.
Plan for the next week	Not assigned yet

Signature of the Student : tisha tanwar

Approved by the IIHMR University's Mentor

WeeklyReport

Name of the Organisation: FORTIS HOSPITAL JAIPUR

Area/ Department/ Project of Summer Internship Program: EMERGENCY DEPARTMENT

Name of the Student: TISHA TANWAR

Roll no: 1875

Stream: HM28

Week no: 2

From: 6/5/24 to 11/5/24

Activity Done	Analysed the assessment timings of nurses and doctors in emergency department especially the triage cases. Prepared word file for code fast Internship project selection Attended posh workshop Attended BLS workshop. Assesed files related to triage
Linking theory (Classroom learning) with practice at your organisation	Learning about hospital services

Gaps identified on the working area.	Till now haven't found
Suggestions for improvement	There should be enough space for everyone to be accommodated. There should more space given to ER.
Plan for the next week	NABH Inspection

Signature of the Student: **tisha tanwar**

Approved by the IIHMR University's Mentor

WeeklyReport

Name of the Organisation: FORTIS HOSPITAL JAIPUR

Area/ Department/ Project of Summer Internship Program: EMERGENCY DEPARTMENT

Name of the Student: TISHA TANWAR

Roll no: 1875

Stream: HM28

Week no: 3

From:.....13/5/24.....to...19/5/24.....

Activity Done	Analysed the assessment timings of nurses and doctors in emergency department especially the triage cases. Assesed antibiotic triage medicines Had hospitals wards round Visited sicu Preparation of code yellow in triage area
Linking theory (Classroom learning) with practice at your organisation	Learning about hospital departments
Gaps identified on the working area.	NA

Suggestions for improvement	There should be enough space for everyone to be accommodated. Resources that are deficient should be provided according to the requirement
Plan for the next week	NABH Inspection

Signature of the Student: **tisha tanwar**

Approved by the IIHMR University's Mentor

WeeklyReport

Name of the Organisation: FORTIS HOSPITAL JAIPUR

Area/ Department/ Project of Summer Internship Program: EMERGENCY DEPARTMENT

Name of the Student: TISHA TANWAR

Roll no: 1875

Stream: HM28

Week no: 4

From:.....20/5/24.....to...25/5/24.....

Activity Done	Assessing the assessment timings of patients on arrival in ER by doctors and nurses. Overviewing all triage forms Reviewing emergency medicines list Analyzing of patient doctors interaction
Linking theory (Classroom learning) with practice at your organisation	Learning about hospital departments
Gaps identified on the working area.	Less space and resources
Suggestions for improvement	There should be enough space for everyone to be accommodated. Resources that are deficient should be provided

	according to the requirement
Plan for the next week	Not discussed

Signature of the Student: **tisha tanwar**

Approved by the IIHMR University's Mentor

WEEKLYREPORT

Name of the Organization: **FORTIS HOSPITAL, JAIPUR**

Area/ Department/ Project of Summer Internship Program: **Medical administration (emergency department)**

Name of the Student: **Tisha Tanwar**

Roll no: **1875**

Stream: **Hospital and Health Management**

Week no: **5th**

From: **27thMay to 1stJune**

Activity Done	1. Assessing the assessment of patients on arrival in triage area by nurses and doctors. 2. Compiled the data for project. 3. Evaluation of the updated triage data. 4. Orientation to the medical intensive care unit.
Linking theory (Classroom learning) with practice at your organization	1. Behaviour in an organization – Organisational behaviour
Gaps identified on the working area.	1. Lack of communication 2. Lack of proper guidance
Suggestions for improvement	1. The staff should be trained and must work under there supervisors to update there skills and efficency
Plan for the next week	1. Addressing the challenges faced by staff of medical intensive care unit and steps needed to improve it.

Signature of the Student: tisha

Approved by the IIHMR University's Mentor: **Deepti Sharma**

WEEKLYREPORT

Name of the Organization: **FORTIS HOSPITAL, JAIPUR**

Area/ Department/ Project of Summer Internship Program: **Medical administration (medical intensive care unit)**

Name of the Student: **Tisha Tanwar**

Roll no: **1875**

Stream: **Hospital and Health Management**

Week no: **6th**

From: **3 juneto 8 June**

Activity Done	5. Assisted in auditing in medical intensive care unit. 6. Addressed the faulty management in medical intensive care unit. 7. Reviewed the policys of micu. 8. Addressed the issues related to HIS in MICU 9. Addressed the delay in medical indenting in micu
Linking theory (Classroom learning) with practice at your organization	2. Management issues in a hospital
Gaps identified on the working area.	1. Communication gap between staff and patient 2. There is lack in implementing infection control policies. 3. There was delay in medicine to be indented in MICU.
Suggestions for improvement	2. Staff and the relatives of patient are suppose to wear mask and shoe covers to prevent nosocomial infections. 3. The medicines should be indented on time. 4. The staff should work on communication skills for patient satisfaction.
Plan for the next week	Yet to be discussed

Signature of the Student: tisha

Approved by the IIHMR University's Mentor: **Deepti Sharma**

WEEKLY REPORT

Name of the Organization: **FORTIS HOSPITAL, JAIPUR**

Area/ Department/ Project of Summer Internship Program: **Medical administration – Patient Care Services**

Name of the Student: **Tisha Tanwar**

Roll no: **1875**

Stream: **Hospital and Health Management**

Week no: **7th**

From: **10 june to 15 June**

Activity Done	10. Introduction to the department of patient care services. 11. Observation of patient staff behaviour. 12. Managing opd issues with patients. 13. Informing patients about the government schemes in panel of fortis hospital.
Linking theory (Classroom learning) with practice at your organization	1. Organizational behaviour
Gaps identified on the working area.	4. Lack of staff safety at billing counters. 5. There is no help desk at entry of OPD for patients.
Suggestions for improvement	5. Security guards should be deployed at billing counter to manage the patients. 6. There should be inquiry desk / help desk for patient queries.
Plan for the next week	Observation of opd management and patient staff behaviour.

Signature of the Student: tisha

Approved by the IIHMR University's Mentor: **Deepti Sharma**

WEEKLY REPORT

Name of the Organization: **FORTIS HOSPITAL, JAIPUR**

Area/ Department/ Project of Summer Internship Program: **Medical administration – Patient Care Services**

Name of the Student: **Tisha Tanwar**

Roll no: **1875**

Stream: **Hospital and Health Management**

Week no: **8th week**

From: **17 june to 24 June**

Activity Done	1. Managing patients at OPD. 2. Observation of patient behaviour at OPD 3. Observing patient staff interaction at billing counter. 4. Addressing issues of patients related to hospital services. 5. Guiding the patients through various government related schemes offered by Fortis, Jaipur
Linking theory (Classroom learning) with practice at your organization	• Hospital services
Gaps identified on the working area.	1. There is shortage of resources at the billing counter. 2. There is chaos at the billing counter. 3. The patients are not informed about the Government Schemes and its Policy followed by Fortis, Jaipur.
Suggestions for improvement	1. Patients should be informed about the policies offered by Fortis to avoid patient confusion and dissatisfaction. 2. The resources should be allocated sufficiently especially notes of 10, 20, 50, 100, 200. 3. There should be inquiry desk / help desk for patient queries.
Plan for the next week	Observation of opd management and patient staff behaviour addressing patient grievences.

Signature of the Student: tisha

Approved by the IIHMR University's Mentor: **Deepti Sharma**

WEEKLY REPORT

Name of the Organization: **FORTIS HOSPITAL, JAIPUR**

Area/ Department/ Project of Summer Internship Program: **Medical administration – Patient Care Services**

Name of the Student: **Tisha Tanwar**

Roll no: **1875**

Stream: **Hospital and Health Management**

Week no: **9th**

From: **24 june to 29 June**

Activity Done	1. Prepared the report for PCS and got the project for internship approved. 2. Addressed patient grievances and problems faced by the patient regarding the hospital services. 3. Presentation of project to the managing director and the management of Fortis.
Linking theory (Classroom learning) with practice at your organization	• Hospital services
Gaps identified on the working area.	1. Money management usually arised at billing counter. 2. There is no help desk at entry of OPD for patients.
Suggestions for improvement	1. Adequate resources should be allocated for smooth functioning. 2. There should be inquiry desk / help desk for patient queries.
Plan for the next week	—

Signature of the Student: tisha

Approved by the IIHMR University's Mentor: **Deepti Sharma**



Compiled Reporting Format

Name of the Organisation: FORTIS ESCORTS HOSPITAL

**Area/ Department/ Project of Summer Internship Program: Medical administration
Department (ER , MICU, PCS)**

Name of the Student: TISHA TANWAR

Roll no: 1875

**Stream: HOSPITAL AND HEALTH
MANAGEMENT**

Activity Done	
	Got orientation of the Fortis hospital and work do be done and then assigning of ER department was done. Analyzing and charting down the assessment timings on arrival of patients in ER by doctors and nurses was done. Attended various workshops like biomedical hazard management and hand washing. Analyzed doctor patient interaction and their behaviour towards each other especially in time of crisis. Attended cases of code fast in emergency room. Project for summer internship programme was discussed and chosen. Attended workshop on POSH and BLS.

Assessed all the files of ER related to ambulances, emergency medicine at stock, Lama files, Nurses files etc and checked the current status of ER, antibiotic triage medicines etc.

Visited medical intensive care unit, neuro surgery ward, surgical intensive care unit, general ward, opd and observed the management of the departments.

Preparation of code yellow in triage area.

Over viewing all triage forms and reviewing the stocks of emergency medicine list.

Collected data on patient footfall in Emergency room for a month and analysed the average footfall in a month and prepared my project on it and found on average the ER has 25 patients everyday with almost 50% patients were green triage while rest were admitted to intensive care units followed by general ward.

Analysed and collected data on most common chief complaints in ER and found out the patients with vomiting, diarrhoea and abdominal pain were the most and the geriatric population especially older men were the most common gender.

Assisted in open file audit in medical intensive care unit

Addressed the faulty management in medical intensive care unit and prepared the report for it.

Reviewed the policies of MICU.

Addressed the issues related to Hospital Information System in MICU

Addressed the delay in medical indenting in MICU.

Introduction to the department of patient care services.

Observation of patient staff behaviour.

Managing opd issues with patients.

Informed patients about the government schemes in panel of Fortis hospital.

Addressed problems faced by patient regarding hospital services

offered by hospital.

Was also made to observe ECHS/ CGHS/ RGHS counter and its functioning.

Prepared a report regarding the issues arising regarding the OPD services at ECHS/ CGHS/ RGHS counter.

Final submission of report and project presentation to the medical director of Fortis was done.

Linking theory (Classroom learning) with practice at your organisation	Learning about hospital services Safety codes – Essentials of hospital services Data analysis- biostatistics Organizational behaviour
Gaps identified on the working area.	Lack of resources Less space to accommodate large volume of patients. Lack of communication Lack of proper guidance Lack of staff safety at billing counters. There is no help desk at entry of OPD for patients. Communication gap between staff and patient There is lack in implementing infection control policies. There was delay in medicine to be indented in MICU There is shortage of resources at the billing counter. There is chaos at the billing counter. The patients are not informed about the Government Schemes and its Policy followed by Fortis, Jaipur.

Suggestions for improvement	There should be enough space for everyone to be accommodated. Resources should be enough for large volume load in ER There should be training sessions for staff for clinical efficiencies.. The ER should be equipped with high end facilities to handle red triage cases and the staff should be trained via mock drills for it. The staff and management should be equipped enough to manage the most common complaints. The staff should be trained and must work under there supervisors to to improve skills and efficiency. Staff and the relatives of patient are suppose to wear mask and shoecovers to prevent nosocomial infections. The medicines should be indented on time. Work should be done on communication skills for patient satisfaction Security guards should be deployed at billing counter to manage the patients. • Patients should be informed about the policies offered by Fortis to avoid patient confusion and dissatisfaction. The resources should be allocated sufficiently especially notes of 10, 20, 50, 100, 200. There should be inquiry desk / help desk for patient queries. There can be rotation of staff on weekly basis or daily basis so that the burden can be lessen. Problems of staff should be addressed for workplace sense of security.

More health related campaigns should be created among public with discounts available by hospitals

Patient review forms could be brought up for improving the quality and care.

New patient financial schemes could be introduced for reduced cost of treatment which would generate financial security.

The hospital and its various facilities should be marketed well to patients.

Patients grievances cell could be made to address the problems and queries of patient so that the root cause of less footfall could be addressed.

Signature of the Student – tisha

Approved by the IIHMR University's Mentor