

PROFILE OF THE ORGANIZATION

Fortis Memorial Research Institute (FMRI), Gurugram is a 311-bedded Super Specialty Hospital known nationally and internationally. As a part of the larger Fortis Healthcare network, which is one of the leading healthcare providers in the country, FMRI is the Flagship hospital of the group. The hospital was ranked in the list of "World's best smart hospitals 2023 (Newsweek Survey)" at 29th Position.

FMRI is known for its advanced diagnostic and therapeutic capabilities including Robotic surgery, Organ & Joints Transplantation, Stem cell therapy, and precision medicine.

This 'Next Generation Hospital' has received numerous accreditations and certifications, including Joint Commission International (JCI) accreditation, National Accreditation Board for Hospitals & Healthcare Providers (NABH) and the NABH accreditation

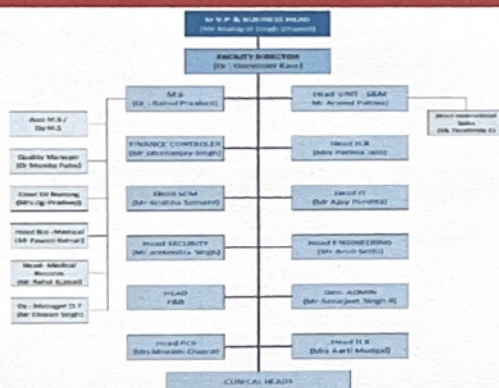
VISSION

"Saving and Enriching life"

MISSION

To be recognized globally as a respected healthcare organization known for clinical excellence and exceptional patient care.

ORGANIZATION STRUCTURE



METHODOLOGY

- Research method : Cross sectional descriptive research
- Duration of sampling: 30 days
- Study Population : All IPD patients of Fortis Memorial Research Institute Gurugram , Haryana
- Sample size: 150 patients from IPD of set time period
- Data collection tools: HIS, Reports, Registers, Direct Observation
- Selection criteria : Inclusion—IPD Patients of set time period; Exclusion: OPD & Daycare.

OBJECTIVE

The project comprehensively examines the entire discharge process at FMRI. This includes understanding each step involved from when a patient is ready for discharge to when they leave hospital premises.

THEORY vs PRACTICAL LEARNINGS

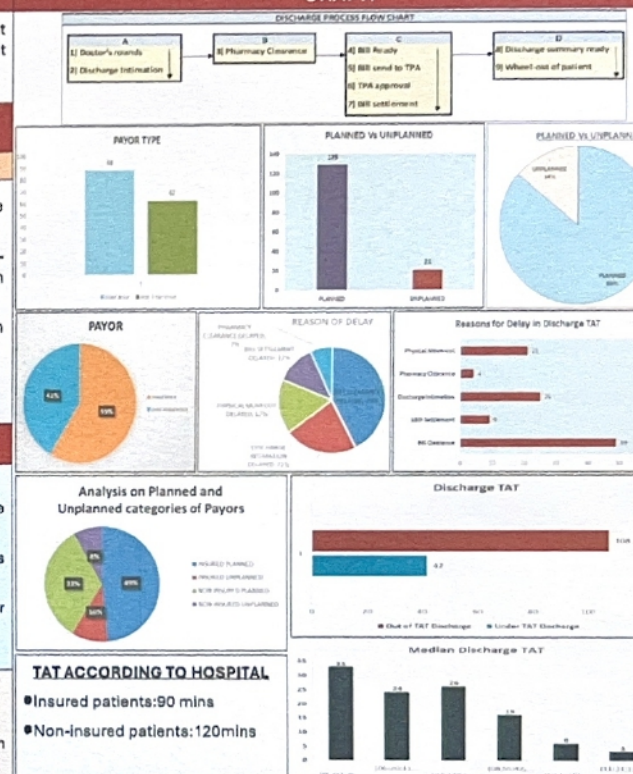
THEORY

- Planning is crucial prior to implementation
- Learn how things should be done.
- Effective communication is essential
- Clearly defined job roles, specify responsibilities for each position.

PRACTICAL

- Situational challenges can pose significant hurdles.
- Planning is as important as execution, with the methods of both needing clear definition
- The method of communication greatly impacts the outcome.

GRAPH



SWOT ANALYSIS

STRENGTHS

- Core process of the hospital related to IPD patients.
- Opportunity to interact with patients, doctors, nursing staff and management.
- Understand overview of the floor operations

WEAKNESSES

- Making observations is time consuming.
- Tracking progress becomes challenging.
- Inability to connect with junior staff

OPPORTUNITIES

- Getting to know the patient aspect of discharge process.
- Opportunity to work with on ground workers.
- Understand the employees' challenges during discharges

THREATS

- Information is not shared readily.
- Sometimes, incorrect data can distort the situation
- The topic's complexity makes the available time insufficient for completion.

CHALLENGES

- Tracking project milestones is challenging.
- Adjusting to a new work environment and processes takes time.
- There is a lack of ownership among junior staff.
- Building rapport with people is difficult
- Establishing rapport with people was difficult.

LEARNING

- Exposure to daily hospital operations with a major focus on the Operations Department.
- Familiarity with various medical policies and protocols.
- Conducting time-motion studies and data analysis to reduce discharge TAT.
- Gained an in-depth understanding of departmental roles within hospital operations

SUGGESTIONS

- Improving discharge planning could enhance bed turnover.
- Optimizing planned discharges can effectively reduce delays.
- Enhancing communication can improve team engagement and coordination.
- Clarifying and reinforcing job responsibilities enhances staff efficiency, reducing discharge delays



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