

# To Study the functioning of Hospital Information system in Fortis

## ORGANISATION PROFILE

Fortis Healthcare Limited is a leading integrated healthcare services provider in India. It is one of the largest healthcare organizations in the country with 27 healthcare facilities, 4,300 operational beds and 400 diagnostics centers (including JVs). Fortis Escorts Hospitals, Jaipur, has 275 operational beds, 9 Operation Theatres (OTs), and 106 Intensive Care Unit (ICU) beds. The organization has also recently begun Robotic Joint Re- placement treatment. Mission: To be a globally respected healthcare organization known for Clinical Excellence and Distinctive Patient Care. Vision: To create a world-class integrated healthcare delivery system in India, entailing the finest medical skills combined with compassionate patient care.

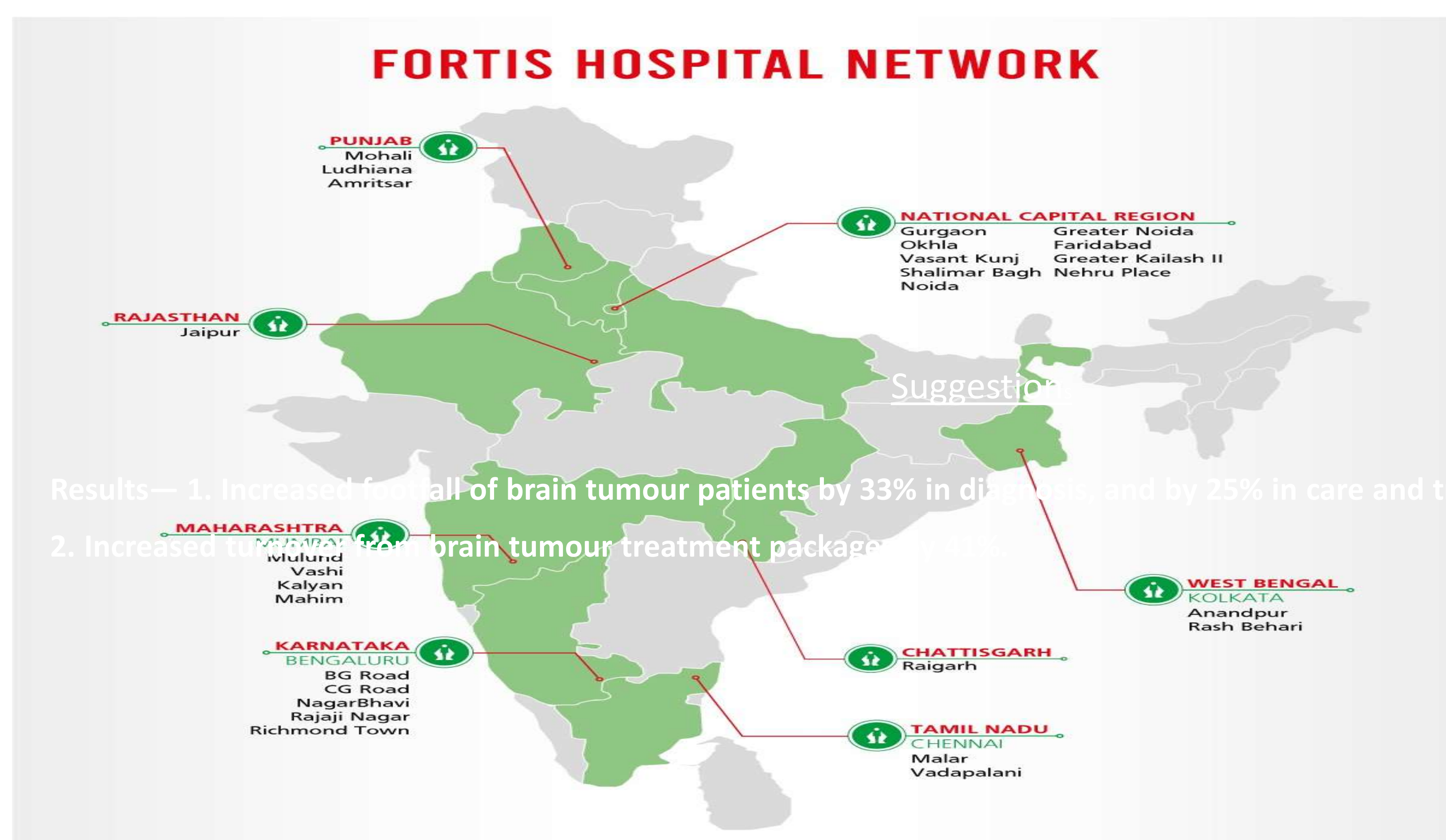
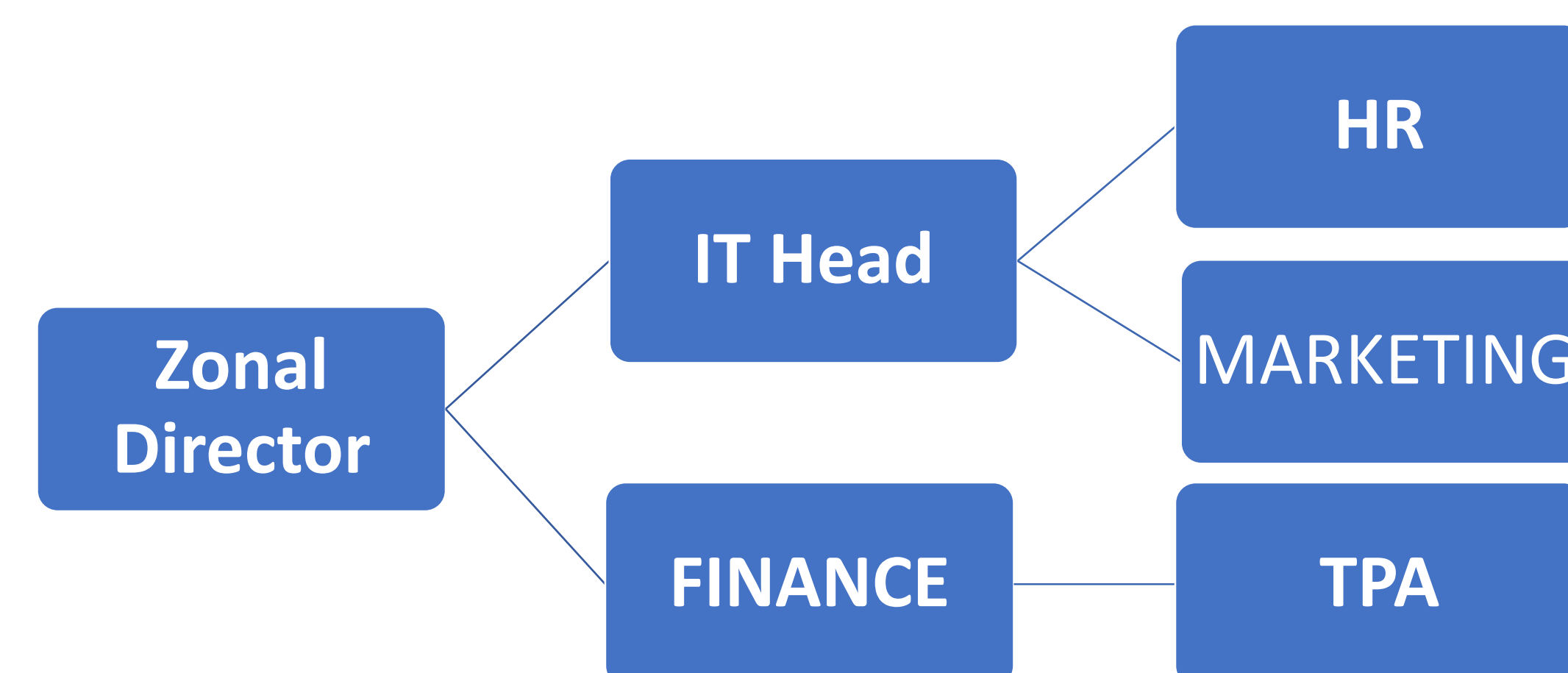
## Vision

To create a world-class integrated healthcare delivery system in India, entailing the finest medical skills combined with compassionate patient care.

## Mission

To create a world-class integrated healthcare delivery system in India, entailing the finest medical skills combined with compassionate patient care.

## ORGANOGRAM



## Strength

Well trained IT Professionals who Can Handle Complex Technical issues. And a Big server team to resolve HIS related problems.

## Weakness

The HIS system problem always persists in every department within the organization. Outdated healthcare facilities, inefficient information systems and lack of manpower.

## Opportunities

There is significant potential to leverage digital marketing and telemedicine to increase reach and improve patient engagement post-pandemic

## Threats

**Competition :** Fortis Healthcare faces a lot of competition From Apollo, EHCC, NARAYANA, CK BIRLA, MEDIUM RANGE HOSPITAL. Non Usability OF EHR

## Usefulness of Internship

Practical Experience: Interns gain hands-on experience with healthcare IT systems, including electronic health records (EHR), hospital management systems, and patient data management, which are crucial in the medical field.

Gain Knowledge about Hospital Services and Hospital IT.

## Objectives

Hospital Information System (HIS) is used to ensure the security and confidentiality of patient data. Additionally, hospital IT engineers are always available to resolve any problems related to HIS.

## Learning

Remote access in hospital IT-Using endpoint central's remote desktops and mobile devices in LAN and WAN. It is a web-based tool that enables access to computers anywhere in the field.

Resolving Recurring IT Issues: Addressed and resolved recurring IT issues that commonly arise within the hospital, providing consistent support to maintain system functionality and user satisfaction.

## Functioning of HIS

- System Overview:** Understand objectives and key features of the HIS.
- Implementation Process:** Review planning, deployment phases, selection process, timelines, stakeholders, challenges, and solutions.
- Operational Use and User Feedback:** Observe daily operations integration and collect feedback from staff on system use and efficiency.
- Data Management and Security:** Assess data accuracy and review security protocols for patient data protection and privacy compliance.
- Benefits, Challenges, and Recommendations:** Identify HIS advantages and ongoing challenges, and provide recommendations for future improvements

## Theoretical Understanding

Health Informatics: Optimal use of IT to improve patient care. Systems Theory: Interconnectedness of hospital departments and information flow. Change Management: Managing transitions to new IT systems smoothly.

## Practical Understanding

Experience with HIS and telemedicine platforms. Identifying and resolving IT issues. Ensuring the security and accessibility of patient data. Identifying inefficiencies and areas for improvement. Continuously assessing and maintaining IT system performance

## Gap Analysis

While working in the hospital, I observed that the Hospital Information System (HIS) is not functioning properly in any areas of the hospital. All departments, including finance, marketing, and others, are suffering due to issues with the HIS.

In the hospital, outdated systems and LAN networks were used extensively, compared to Wi-Fi. This resulted in slow operation of the patient feedback system, affecting various departments reliant on the HIS (Hospital Information System).

## Suggestions

Electronic Health Records (EHR) System: Implement or upgrade an EHR system to streamline patient data management, ensuring it is secure, easily accessible, and integrated across departments.

