

# **INTERNSHIP REPORT**

## **FORTIS HOSPITAL, KANGRA**

March 21, 2022 – June 18, 2022

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Student's Name-

**AKSHITA AWASTHI**

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Mentor

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Organization Mentor's Name

**GAGAN SHARMA**

(Admin Head)

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## INTRODUCTION

Regardless of best services given to the patients or hospital's specialty, the way our front desk employees and quality staff behave with patients will determine whether patients will be returning to us or taking their business elsewhere. Essentially, the staff is the face of our hospital's practice, and patients rely on them to receive assistance whenever they need it. One lousy episode of patient's service has the potential to ruin years of hard work on attracting and retaining patients. All the scenarios and stats indicate that no medical office can afford the adverse effects of poor patient service. To ensure that the patients keep returning to our hospital, every hospital must make sure services are provided efficiently without any loophole. We know that the patient is not right all the time, however, we need to make sure that patients walk away feeling that they are. Handling patients with a smile and making sure they feel like we care about them.

Tied into this “caring” attitude is the essential skill of listening. Training to employees to listen to patient’s problems and respond accordingly. Making sure the stay calm, professional, and polite always. They need to keep themselves energetic and positive, even when they do not feel like. We need to ensure that all the department have strong customer skills and there are no doubt that robust and effective customer service training programs are necessary for every front desk and other staff.



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| <b>OBJECTIVE</b> |
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### Objectives of Internship

- To understand the working culture of hospitals.
- To learn how to deal with patients on each level.
- To learn working with co-workers in a team and trying to solve day to day problems faced by management.
- To learn basic documentation and data analysis.
- To learn and practice problem solving and decision making.
- To learn and understand practical working in the organization.

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My objective of working as an intern in Fortis Hospital, Kangra is to get practical knowledge of all the operations that an admin head performs. There are 6 departments under my mentor, these are-

- PCS
- SCM
- ENGINEERING
- IT
- SECURITY
- F&B

I also worked under Quality, patient's feedback department and outsourced housekeeping department. I got exposure to all these departments and my objectives of working in this organization to gain all in all knowledge is achieved. PCS and F&B department is where I worked most and learnt how to deal with patient's and even lower-class workers at basic level.

# ORGANIZATIONAL PROFILE

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## **FORTIS HOSPITAL, KANGRA**

### **MISSION-**

**"To be a globally respected healthcare organization known for Clinical Excellence and Distinctive Patient Care"**

### **VISION-**

**"Saving & Enriching Lives"**

### **VALUES-**

#### **Patient Centricity**

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

#### **Integrity**

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

#### **Teamwork**

Proactively support each other and operate as one team.  
Respect and value people at all levels with different opinions, experiences and backgrounds.  
Put organization needs' before department / self-interest.

#### **Ownership**

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

#### **Innovation**

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



Fortis Hospital, Kangra is one of the leading multispecialty hospitals that offer comprehensive medical care to every patient. With a pioneering status in the healthcare domain, Fortis hospital, Kangra deliver services in a safe and compassionate environment and enhance the wellbeing of the patients and their families. Fortis hospital in Kangra has highly skilled and experienced doctors and paramedical staff.

The specialties of Fortis Kangra include Anesthesiology, Dental, Orthopedics Joint Replacement Centre, Cardiology (Interventional), General Surgery, Gynecology and Obstetrics, Infertility, Internal Medicine, Neonatology, Urology and Lithotripsy, Pediatrics, Physiotherapy. Fortis Kangra has been committed to the delivery of world-class, holistic healthcare services to each & every patient.

Fortis Hospital in Himachal Pradesh is located near **NH 503, Kangra – Dharamshala road, Kangra.**

**Fortis Hospital Kangra** (A unit of Himachal Healthcare Private Limited) is a 100 bedded, tertiary healthcare hospital. It is the only hospital in Himachal Pradesh accredited to NABH. The hospital is known for offering excellent patient care. Fortis Hospital in Kangra has a well-equipped clinic with all the modern equipment. The clinic has separate waiting and consultation areas which allow enough space for patients to wait conveniently at the clinic. The hospital is growing and offering their best services.

Fortis Hospital, Kangra was founded in year 2011 and in the past 10 years the management of the hospital has grown and improved. Now Fortis Hospital is one of the best hospitals in Kangra. It is the only hospital accredited to NABH in Himachal Pradesh. The continuous improvement in services has attracted many patients to the hospital.

During Covid times, it was the only private hospital in the area to provide diagnosis to covid patients. Also, Fortis was the only hospital in Kangra to provide vaccine to the patients and now only Fortis Hospital is providing booster dose to people of Himachal Pradesh.

# **The SWOT Analysis**

## **STRENGTHS-**

- Only hospital accredited to NABH in the area.
- Only private hospital in Kangra with a brand name.
- Best doctors with excellence in their departments.
- Good infrastructure and open space hospital.

## **WEAKNESS-**

- Lack of trained staff in front office.
- Unprofessional staff in admin block.
- Lack of decision making.
- Lack in patient handling team.

## **OPPORTUNITIES-**

- ECHS patients handled by this only private hospital.
- Best doctors available to invite patients with their experience.
- Opportunity to invite best management.
- Can bring some other specialties too.

## **THREATS-**

- Staff leaving dissatisfied.
- Regular threats by nursing staff due to less compensation.
- Other growing Hospitals nearby with additional specialties.
- Lack in marketing of the hospital and doctors.

## SERVICES PROVIDED BY ORGANISATION

Fortis Hospital, Kangra provides health care services to the patients with specialties in

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- Cardiology
- Obstetrics and Gynecology
- Dental
- Orthopedics
- Anesthesiology
- Joint Replacement Centre
- General Surgery
- Infertility
- Internal Medicine
- Neonatology
- Urology and Lithotripsy
- Pediatrics
- Physiotherapy

Fortis Hospital invites patients with issues in health in the above specialties. ECHS patients, OPD, or health packages patients are mostly visited by patients.



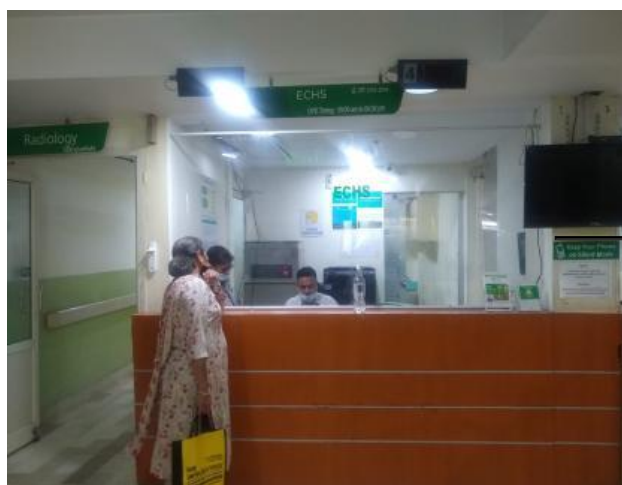
## KEY ACTIVITIES/ PROJECTS UNDERTAKEN

As I was placed in all the departments every week, my responsibility was to observe the ongoing activities, ask questions about the processes, discuss about the changes with respective managers/HODs and accordingly instruct the staff to make changes in process for improvement in services.

At the end of the day, by observing the ongoing processes, I used to find the loopholes present in the respective departments.

In **PCS department**, which include activities of front office/reception, POD coordinators. PCS department is the face of any hospital, first place that a patient comes to in hospital. Hence its impression should be good. In a place like Kangra, where no person from other state would like to come for working, we find local staff only performing their duties just like they want to do without any care of impression to customer, we will always find loopholes in the processes. In every department present in Fortis Hospital, Kangra we will identify loopholes because of this reason.

So, in PCS department I along with PCS head, trained the front office and POD coordinator for 5 days. Training on coordination, teamwork, empathy, verbal communication, and data management and analysis.



The ECHS counter deals with patients from defense background. Two persons are deployed here, 1 for OPD and diagnostic procedure queries and other for IPD procedures (Admission/Discharge).

They take the ECHS card from the patient/attendee and follow up the procedure with the concerned Doctor. We cannot take any cash amount from ECHS patient, as all their expenses are done by Army. Patients must get a referral from ECHS for the concerning issue, and then on the ECHS counter, the staff provides a UHID and OPD card to the patient.

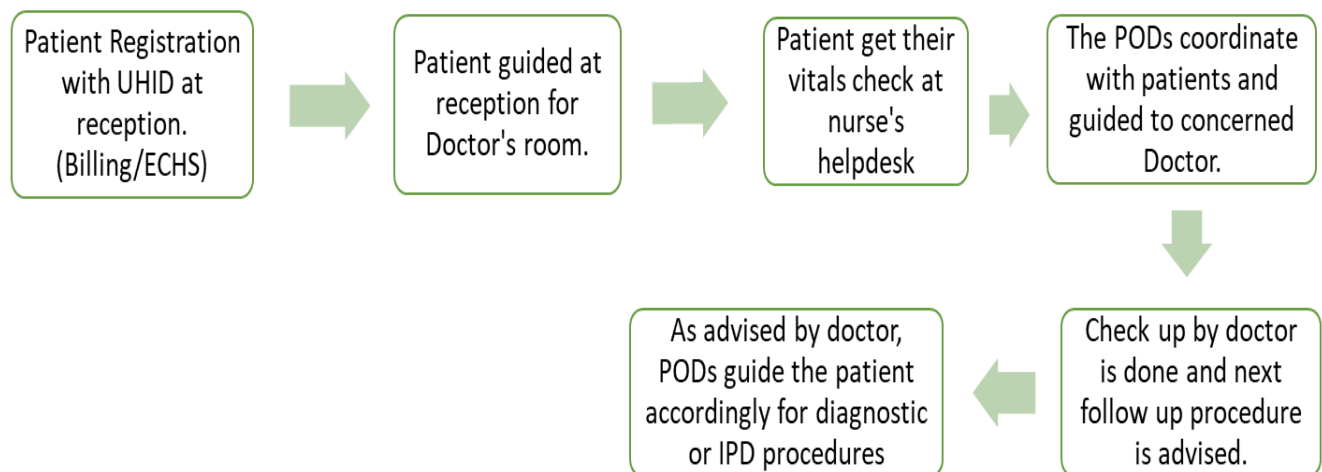


**RECEPTION**

**At Reception,** there are 3 counters in this section.

- OPD Billing- Registration of New patients is done here. (Either with new UHID or Patient with existing UHID)
- Diagnostic Billings- Billings for further diagnostic procedures (like Lab tests).
- Admission/Discharge- Billing for Admission and after discharge is done here.

A Unique Health Identification (UHID) no. is provided to every patient. So, the next time when patient arrives for any procedure, their history can be read again.



In **F&B Department**, from where food is provided to the patients, I need to check on quality of food, ingredients, process, storing quality, services to both patients and other customers.

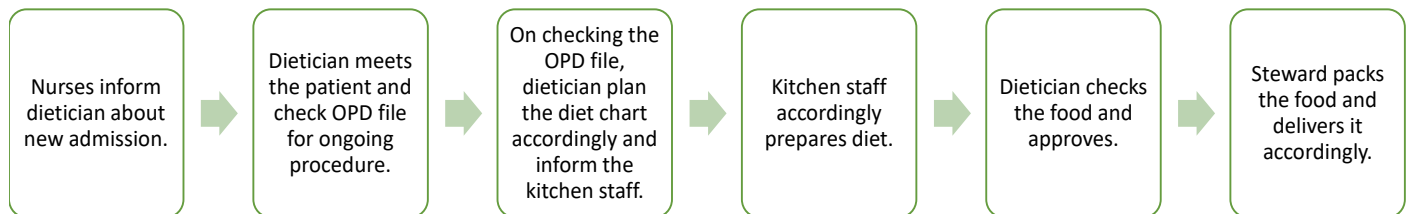
This was the only department where many loopholes were identified and tried to fix with F&B manager.

In **Housekeeping Department**, it was an outsourced service, still there was no track of their services in hospital. Training to the staff, and enough manpower was provided to the department after observing the responsibilities and performance of each staff member.

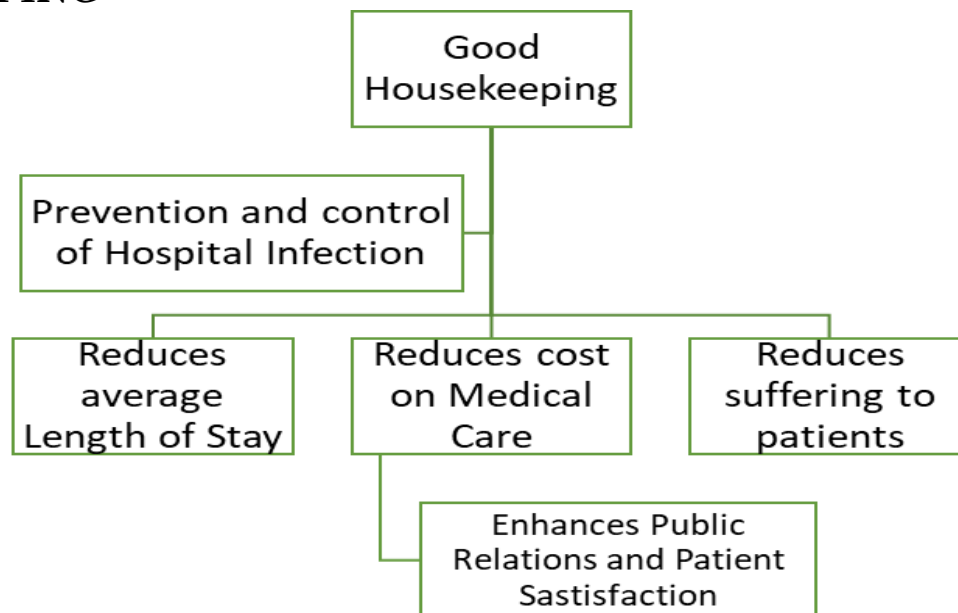
## F&B

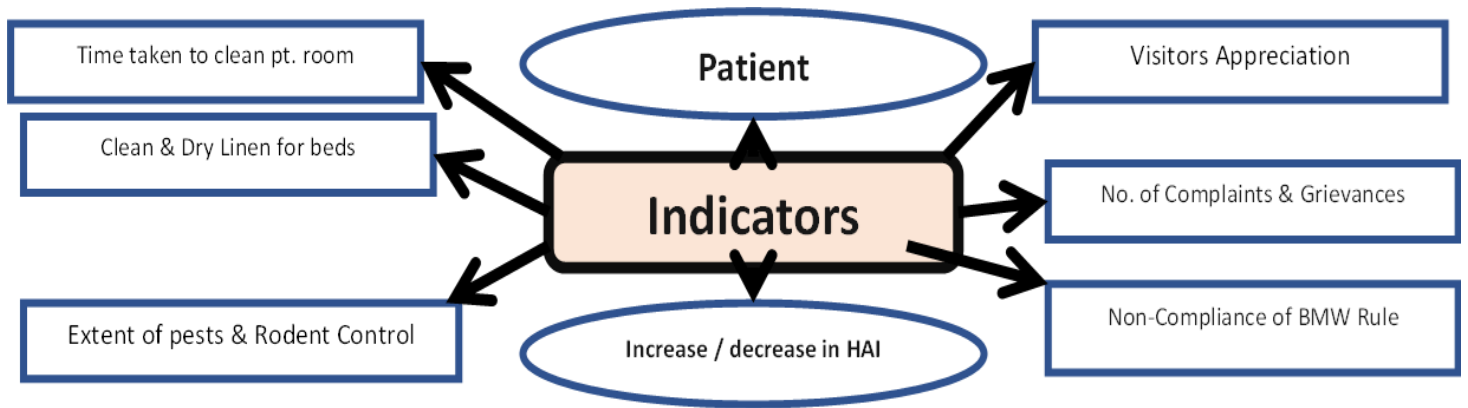
### IPD PATIENT DIET-

The dietician plans the diet chart of patient according to the advice by doctor, i.e., whether plain diet, only liquid diet, or normal diet.

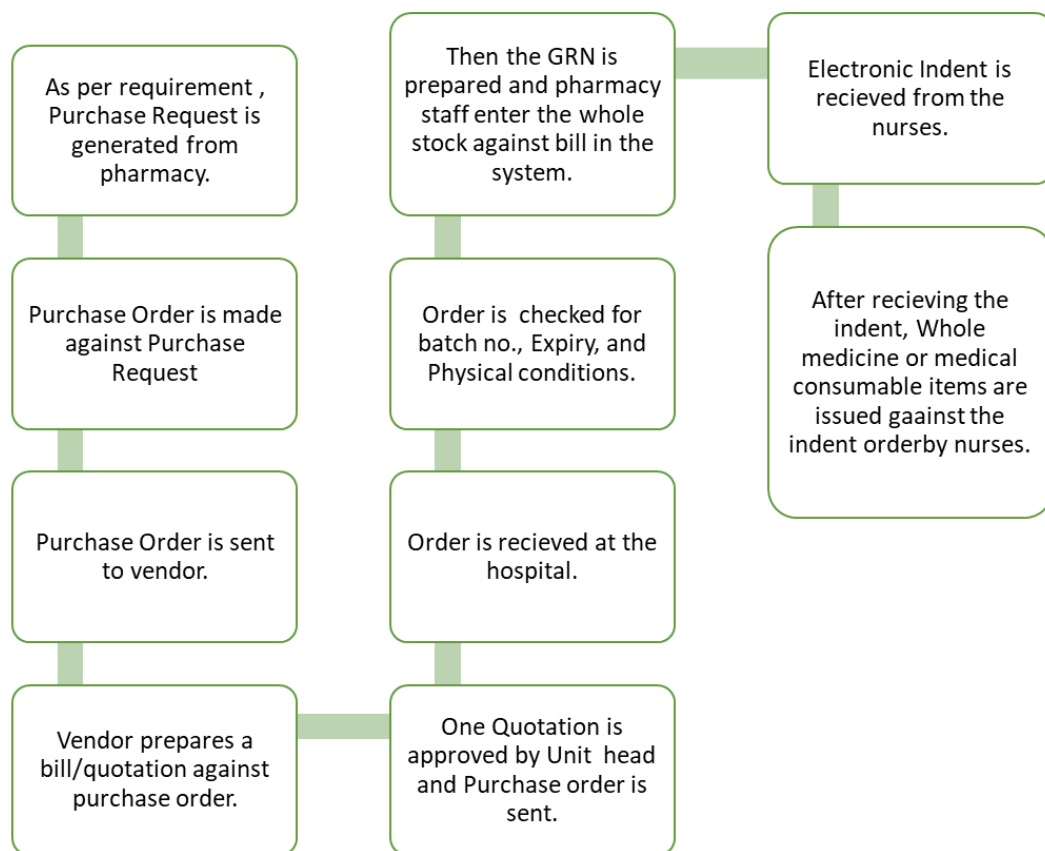


## HOUSEKEEPING





In the **SCM Department**, where all the purchases are done for organization, there is possibility of loopholes at many stages. To identify them could be difficult. So, along with my mentor we studied all the important documents and recognized such mistakes. Training the IPD pharmacy staff to avoid mistakes, as it is a sensitive part in diagnose of a patient. Supply-chain management is the integration of the activities that procure materials and services, transform them into intermediate goods and the final product, and deliver them to Fortis Hospital.



### ABC analysis-

| CATEGORY | % OF BUDGET VALUE |
|----------|-------------------|
| A        | 70-80%            |
| B        | 15-20%            |
| C        | 5-10%             |



In **Security Department**, which is another outsourced department in hospital, lacks manpower and hence cannot perform well in hospital. So, in the meantime, new staff members were appointed and training to them with CSO was provided.

In **Engineering and IT department**, although with their performance in the current environment and given equipments, they are giving their best. Their suggestions were appreciated and further processed. Which improved their services in hospital.

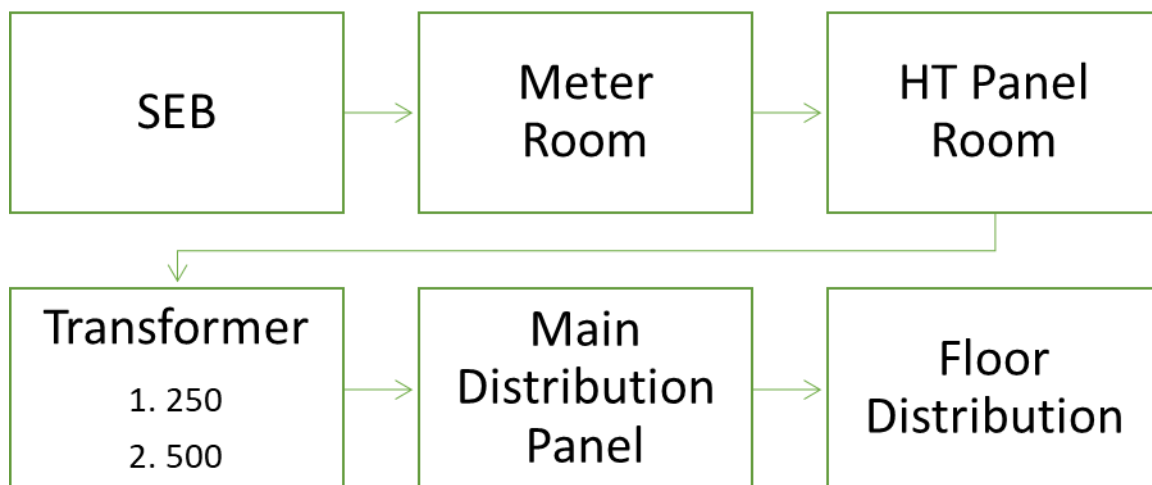


Gas Plant Room



Vacuum Pump

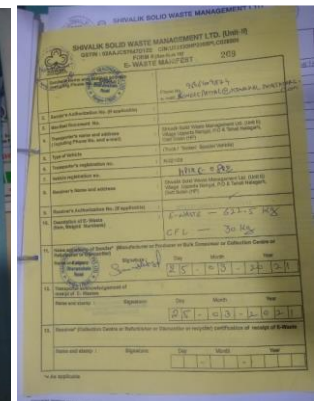
## Flow Diagram for Electricity Supply-



Sewage Treatment Plant



Drinking Water Essential Tests



E-Waste Manifest



| Code | Description                | Frequency | Responsible                  | Mock Drill Date | Mock Drill Time | Mock Drill Location | Mock Drill Remarks |
|------|----------------------------|-----------|------------------------------|-----------------|-----------------|---------------------|--------------------|
| 1    | Fire Drill                 | Quarterly | Fire Safety Officer          | 15/01/2022      | 10:00 AM        | 1st Floor           | Mock Drill         |
| 2    | Earthquake Drill           | Quarterly | Disaster Management Officer  | 15/01/2022      | 10:00 AM        | 1st Floor           | Mock Drill         |
| 3    | Gas Leak Drill             | Quarterly | Gas Safety Officer           | 15/01/2022      | 10:00 AM        | 1st Floor           | Mock Drill         |
| 4    | Water Leak Drill           | Quarterly | Water Safety Officer         | 15/01/2022      | 10:00 AM        | 1st Floor           | Mock Drill         |
| 5    | Power Outage Drill         | Quarterly | Power Safety Officer         | 15/01/2022      | 10:00 AM        | 1st Floor           | Mock Drill         |
| 6    | Security Drill             | Quarterly | Security Officer             | 15/01/2022      | 10:00 AM        | 1st Floor           | Mock Drill         |
| 7    | Medical Drill              | Quarterly | Medical Officer              | 15/01/2022      | 10:00 AM        | 1st Floor           | Mock Drill         |
| 8    | First Aid Drill            | Quarterly | First Aid Officer            | 15/01/2022      | 10:00 AM        | 1st Floor           | Mock Drill         |
| 9    | Defibrillator Drill        | Quarterly | Defibrillator Officer        | 15/01/2022      | 10:00 AM        | 1st Floor           | Mock Drill         |
| 10   | Emergency Evacuation Drill | Quarterly | Emergency Evacuation Officer | 15/01/2022      | 10:00 AM        | 1st Floor           | Mock Drill         |

Mock Drill Scheduled for Safety Codes

Along with these observations and improvements, my mentor and I applied **TQM** in F&B department, and **5S** Processes in all the concerned department. This took us more than a month to make it happen that our services in hospital shall improve and we can improve them further. We made sure that now improvement will be a continuous process in all the departments in hospital.

**TQM – Total Quality Management**

**5S – Sort, Set, Standardize, Shine, Sustain**

Every employee's performance was observed and ratings to their performance was given accordingly.

Corrective actions with key functions, positives and challenges faced by every department were presented before management and accordingly everyone took responsibility to make changes at their end.

Admin SOP Compliance, whether departments are performing their tasks according to the SOP or not is prepared.

## KEY LEARNINGS FROM INTERNSHIP

The learnings in the hospital are vast, and I was exposed to every department to learn the basics of managing a hospital. Following are some key learnings from the internship-

- Team Leadership
- Managing tasks in tough situation.
- Maintaining quality of products and services with lack in manpower.
- Application of TQM.
- Application of 5S in hospital.
- Teamwork / socializing
- Training and counselling the co-employees and new appointments.
- Induction and training to management team.
- To handle and manage working in abnormal situations.
- Patient handling and satisfying along with employee's satisfaction.
- Basics of quality management and patient's feedback analysis.
- Basics of asset management.
- Basics of pharmacy management.
- To keep track of SOP compliances in an organization.