

Summer Training
at
FORTIS HOSPITAL, Anandapur, Kolkata

10th May 2021 – 2nd July 2021

A Report
By
Aditya Saha

MBA in Hospital and Healthcare Management



MS/TC/2021/004

Date: -02.07.2021

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Mr. Aditya Saha**, student of **IIHMR, Jaipur** has completed his two months' summer training in the hospital **from May 10th, 2021 to July 2nd, 2021** in order of partial fulfilment of his study on **MBA Hospital & Health Management Program**.

During his internship he was placed in the **Operations (Out Patient Department)**.

We Wish him Success in life.


Dr Arafat Faisal**Head Medical Services****Fortis Hospital, Anandapur, Kolkata**

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 **Fortis SPECIALITY Hospital**

ACKNOWLEDGEMENT

I would want to use this time to convey my deepest appreciation to everyone who helped me complete my training report successfully. I would also want to express my gratitude to Ms. Michelle Nowrojee, the OPD Manager, for allowing me to complete the project.

Dr. Arafat Faisal, my mentor, has always been a pillar of support and has provided me with innovative ideas for moving forward with the project. My college mentor, Dr. Dhirendra Kumar, has always been a pillar of support and has supplied me with unique ideas for moving on with the project. I also want to thank, Mrs. Shruti Sinha and Mr. Rajashree Bose (Head of Customer Care Department) and the whole FORTIS HOSPITAL, Kolkata, customer care department team for their unwavering support throughout the project. Ms. Paramita Dutta, despite her hectic schedule, helped me acquire critical insight into the process and effectively finish the assignment by sharing her knowledge and valuable time.

Finally, I want to express my gratitude to all of the employees that answered all of my questions and assisted me in completing my training. The training for this project at "FORTIS HOSPITAL" offered me with both learning opportunities and a peek into the day-to-day operations of a renowned hospital. I was lucky enough to engage with folks who supported and mentored me to the best of their ability.

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Acronyms/ Abbreviations

PWD – Patient Welfare Department.

OPD – Outpatient Department.

NICU - Neonatal Intensive Care Unit.

PACU - Post-Anesthesia Care Unit.

SICU - Surgical Intensive Care Unit.

HDU - High Dependency Unit.

OT – Operation Theatre.

CATH – Cardiac Catheterization Laboratories

CCU - Critical Care Unit.

CSSD - Central Sterile Supply Department.

ECG – Electrocardiogram.

EG – Embryonic Germ.

MCV – Mean Corpuscular Volume.

HUTT – Head-Up Tilt Test.

MICU – Medical Intensive Care Unit.

RCU – Respiratory Care Unit.

IPD – Inpatient Department.

CT – Computed Tomography.

MRI – Magnetic Resonance Imaging.

USG – Ultrasound Sonography

Main Text:

The main text of the report will have two parts.

- (i) Observational Learning.
- (ii) Project Report.

Observational Learning



- ❖ VISION: To be Asia's best managed healthcare organization.
- ❖ MISSION: Fortis Hospital is committed to providing high-quality, low-cost medical care in a safe and compassionate environment.
- ❖ MOTTO: First and foremost, the customer.
- ❖ STRENGTH: Teamwork, and individuals of high quality.

Section – 1: Fortis Introduction

Fortis Healthcare Limited, a subsidiary of IHH Healthcare Berhad, in India, it is the top provider of comprehensive healthcare services. With 36 hospital facilities (including projects in the works), 4000 operating beds, and over 400 diagnostic labs, it is one of the country's major healthcare organisations (including JVs). In India, the United

Arab Emirates (UAE), and Sri Lanka, Fortis has operations. The firm is listed on the Bombay Stock Exchange (BSE) and the National Stock Exchange of India (NSE) (NSE). It draws strength from its partnership with IHH, a global major and parent company, to further develop its culture of world-class patient care and clinical expertise. Fortis employs 23,000 people (including SRL) who share the company's goal of being the world's most trusted healthcare network. Fortis offers a wide range of integrated healthcare services, from clinics to quaternary care facilities, as well as auxiliary services. Anandapur, Gariahat, and Sarat Bose Road are the three branches in Kolkata.

Objectives of the training:

- To gain knowledge of the hospital's many services and to watch how work is done in various areas.
- To get a feel for the hospital.
- To have a better understanding of the many departments of a hospital.
- To identify problems in various departments and provide suitable recommendations for change.

Section 2: Mode of Data collection

Patient/client satisfaction surveys are an important element of the facility's Quality Improvement programme. It gives critical information on patient views and experiences with high-quality services, which will, of course, help service providers improve their procedures and service delivery. A Patient Satisfaction Improvement Program comprises assessing patient input, root cause analysis to identify the causes of poor satisfaction, developing an action plan, and implementing corrective actions to complete the cycle of continuous improvement.

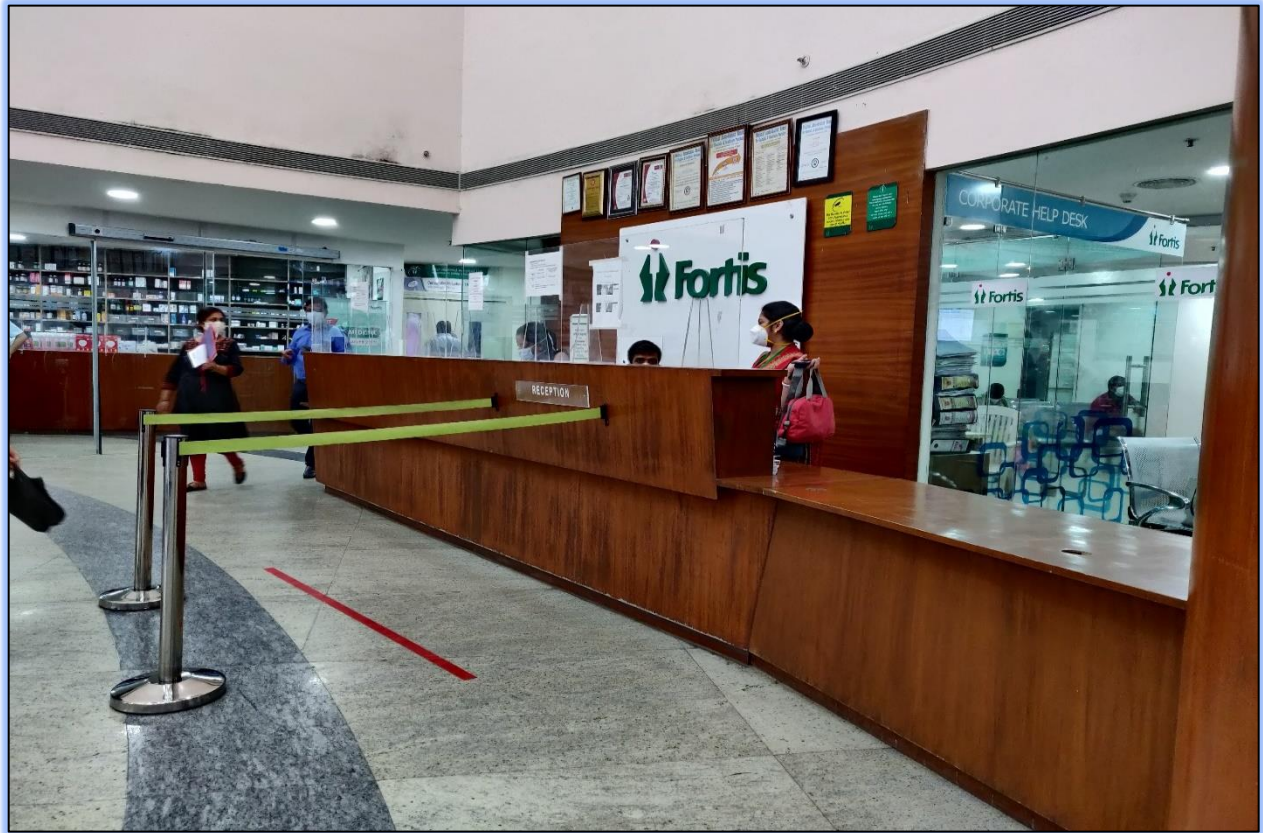
Hospital Floor Directory

- Level (-2) = 4 - Wheeler parking.
- Level (-1) = 2 - Wheeler parking, Maintenance, Call Centre, Mortuary, changing room male/female.
- Level (1) = Emergency, Billing Centre, co-operate desk, op pharmacy, main reception, NEST (gyn & OPD), Orthopedic, Neurology, CT scan, MRI, X ray, USG, Bronchoscopy, Day-care (emergency), security in charge office.
- Level (2) = Blood bank, Dialysis, high dependency unit, physiotherapy, laboratory, Urology, Surgery OPD, nephrology OPD, VC room (meeting room), health check-up, HDU.

- Level (3) = MICU, HDU, RCU, Cardiac Ward (male/female), IPD pharmacy.
- Level (4) = CATH lab, CATH lab (Day-care), CCU, CSSD, ECG, EG, MCV, HUTT, Internal Medicine OPD, Cardiac OPD, Reception.
- Level (5) = PACU, Reception, SICU, OT, Changing room, Nursing Room, Doctors Room, Pre-operative Anesthesia doctor's room, nursing (ANS).
- Level (6) = Canteen, Guest Cafeterias, IT department, Dietitian.
- Level (7) = 7A, 7B, 7C (nursing station ward), Day-care, Endoscopy, Colonoscopy, Gastroscopy, Doctor OPD, Changing Room, Patient party waiting room, PWD room.
- Level (8) = NICU, labor room, Doctors' room, garden.
- 8A- single room / royal suit / executive room
- 8B- Twins / multi / executive / royal Suit rooms
- 8C- (Gynecology & pediatrics)
- Level (9) = 9A-Single/Royal/executive rooms. 9B- Multi / Twin rooms. 9C- Twin / Multi / Executive / Royal rooms.
- Level (10) = MRD, Quality Department, Nursing Lab, Main store, Credit sell, Training room, HR, Finance department, Marketing Department, Branding, Housekeeping (HOD), Housekeeping inventory, Purchase Department.

SECTION 3: OPD Reception

OPDs serve as a portal into the hospital. Because OPD and Reception have a significant impact on a patient's sensitivity to the hospital, we ensured that OPD services would provide patients with an excellent experience. Our receptionists are kind and helpful. Support professionals at the OPD Reception will offer patients with the necessary information, such as how to schedule an appointment and where to go. They will also accompany them if necessary.



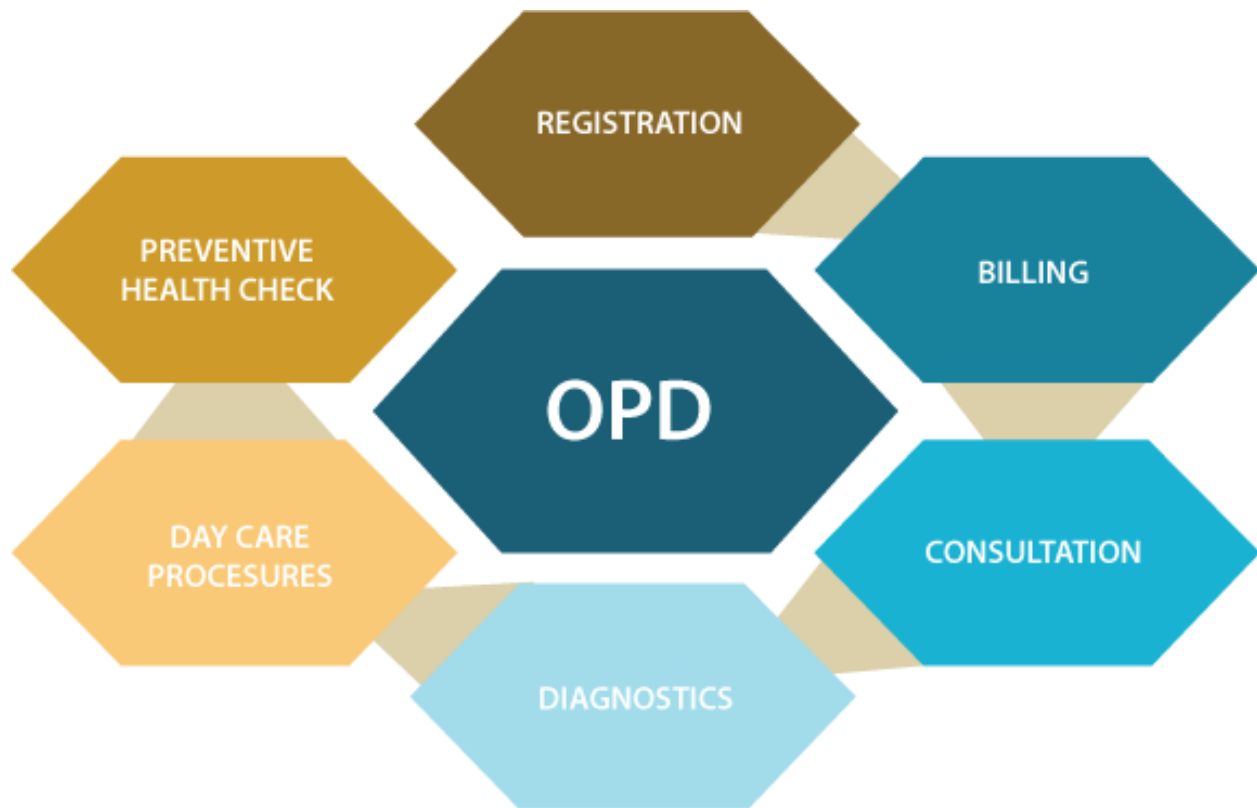
- ❖ Purpose - To establish guidelines and procedures for the OPD Appointment Scheduling Process in order to achieve the following goals: -
 - Customer needs and expectations are identified.
 - Ongoing efforts are made to improve customer satisfaction.
 - A feedback loop is set up to allow for continuous improvement.
- ❖ Scope
 - It covers new patients & follow up patients.

Outpatient Department Registration Process

- ❖ Purpose - To offer guidelines and procedures for the Outpatient Department Registration (OPD) Process in order to achieve the following goals:
 - Customer needs and expectations are identified.
 - Customer satisfaction is enhanced on continual basis and
 - A feedback loop is set up to allow for ongoing improvement.

❖ B. Scope –

- It applies to all patients, both new and existing.

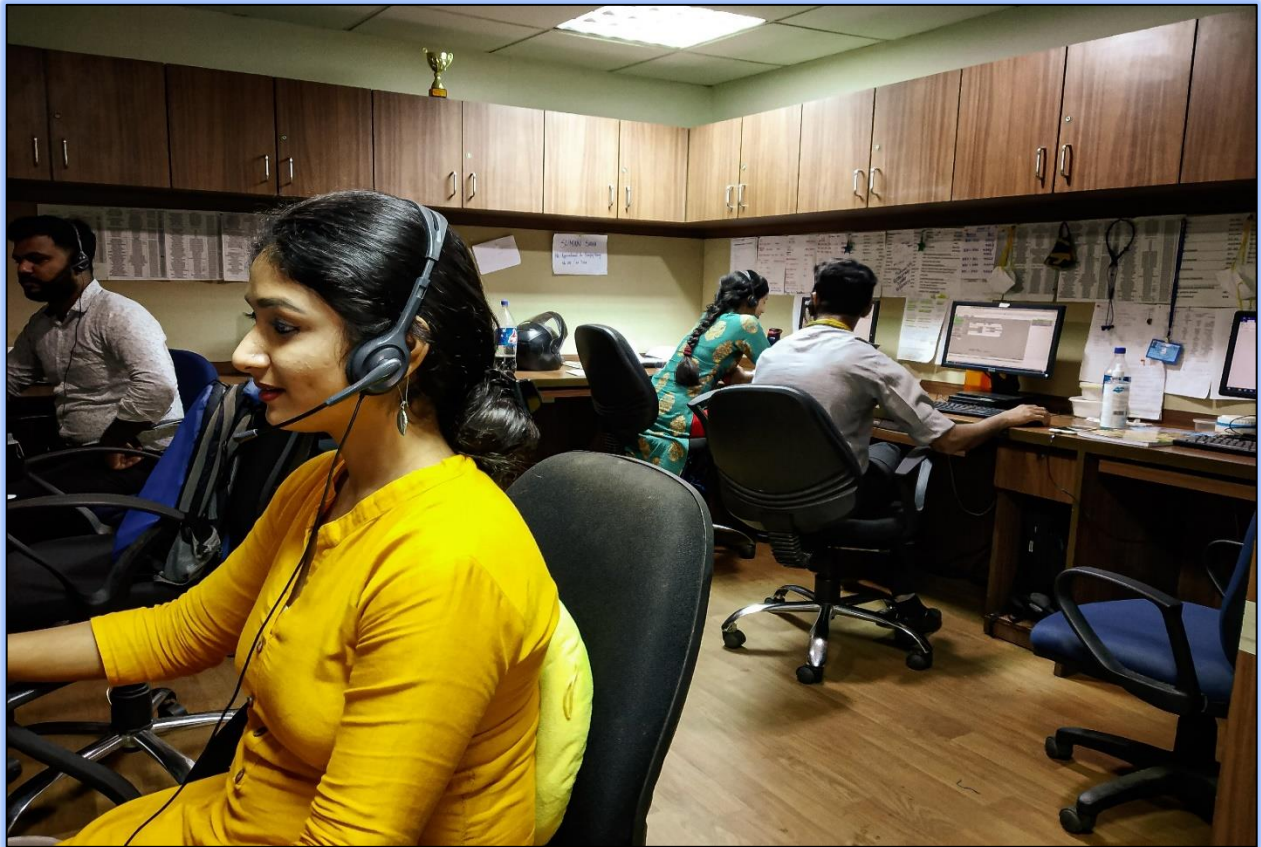


SL. No.	Activity	Responsibility
At OPD reception	New patient reports to OPD reception desk – • Does not know any specific doctor but is aware of the specialization and seeks advice on a doctor. • Is aware of the disease's symptoms but is unaware of the specialty / expert to be seen	OPD Reception Desk / Help desk

	Has previously talked with the doctor and want to consult with the doctor.	
	The patient is provided the required instruction– - The OPD consultation are giving information on consultant availability by specialty or - Speciality recommendations that clearly state the symptoms associated with each specialty so that patients can be sent to the appropriate doctor.	OPD Reception Desk / Help desk
	The patient contacts the hospital and is connected to the OPD reception desk. The patient is notified about registration times, consultant availability, and other pertinent information.	Hospital telephone operator at OPD reception
OPD Registration	Based on the above guideline's patient with the knowledge of specialty and doctor, the registration is made	OPD Reception
	The patient data is fed into the System; a unique patient ID number is generated along with a OPD Registration Card, then the patient can do the payment via Debit/Credit/UPI payment.	OPD Reception
	A registration card is then generated, and patient is directed to the concerned OPD	OPD Reception
	Follow-up patients are directed to the OPD registration desk, where they are checked for the concerned doctor's OPD	OPD Reception

	scheduling, patient visit history, and other pertinent information. Upon confirmation of the doctor's availability, you will be sent to the designated area.	
Records Generated	OPD Patient Guiding System Guidelines Registration form for O P D Patient Payment Slip	

Call Centre:



In the medical sector, precision and quickness are crucial. Patients must receive consistent care in a timely way. In other cases, their lives may be in jeopardy. Civility and sensitivity are frequently left in the aftermath of extreme efficiency expectations. Nonetheless, in order for a hospital to function successfully, these basic human decencies are necessary.

Answering service is available 24 hours a day, 7 days a week. Anyone who works in the medical industry understands the necessity of having a 24-hour contact centre that connects residents to physicians, hospitals, and patients.

Our agents are available 365 days a year, 24 hours a day, seven days a week. A kind, live-voice person is always ready to assist your patients and their families with whatever they require.

Department-Specific Support:

Our employees aid in guiding patients to the appropriate department, resulting in increased hospital efficiency. Additionally, our specialised agent service may assist certain departments with tasks such as obtaining intake information, answering referral questions, and providing invoicing and payment services.

Emergency Dispatch:

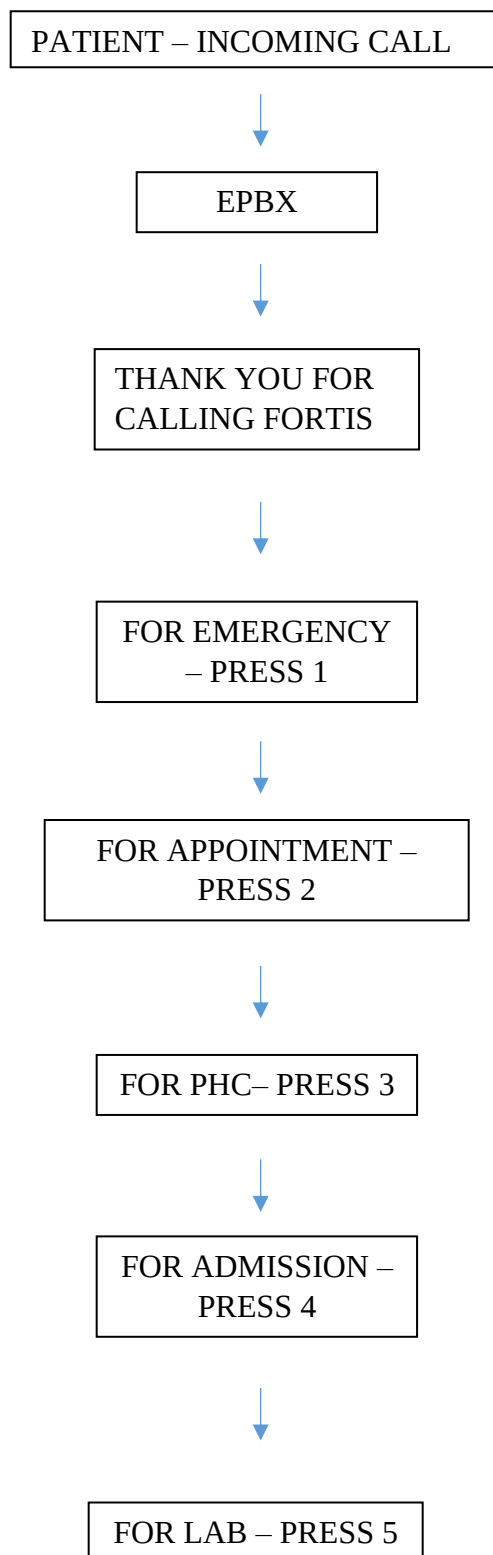
Our dispatching services may be tailored to the regulations and processes in place at your institution. We can contact essential employees through phone, text, email, or pager to alert them to situations that require immediate action.

The Benefits.

Increased Patient Satisfaction:

Patients immediately feel safer and better cared for when they talk with a live voice representative rather than an automated system or voicemail. We make sure that every patient gets a call back from one of our friendly operators within three rings or less. We'll also use post-admission outbound survey calls to assess patients' experiences at our hospital and help ensure future patient happiness.

Process Flow of Calls





FOR RADIOLOGY–
PRESS 6

Wait for the operator assistant or dial the desired number.

Call for Appointment

CALL FOR APPOINTMENTS



Call for doctor’s which call Centre is not giving appointment and doctor’s secretary gives appointment

Call Centre executive follow the script as per requirement. Scripts are attached



Transfer the call to his secretary



The Executive at Call Centre give appointment



Any circumstances if no one answers...and call comes to Call Centre then



Executive takes the name and contact number of the person and information is passed to the concern person or department



Call was placed



Fortis In-House Blood Center

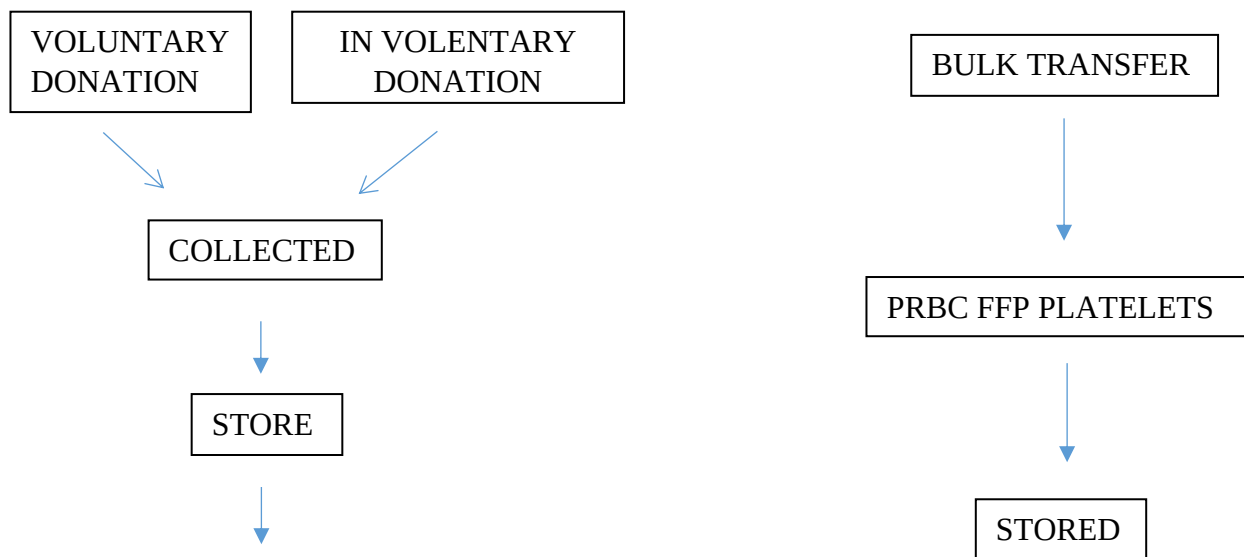
Fortis Anandapur has an in-house blood house located on the 2nd floor. Where blood is collected and stored before it is used for transfusion for patients.

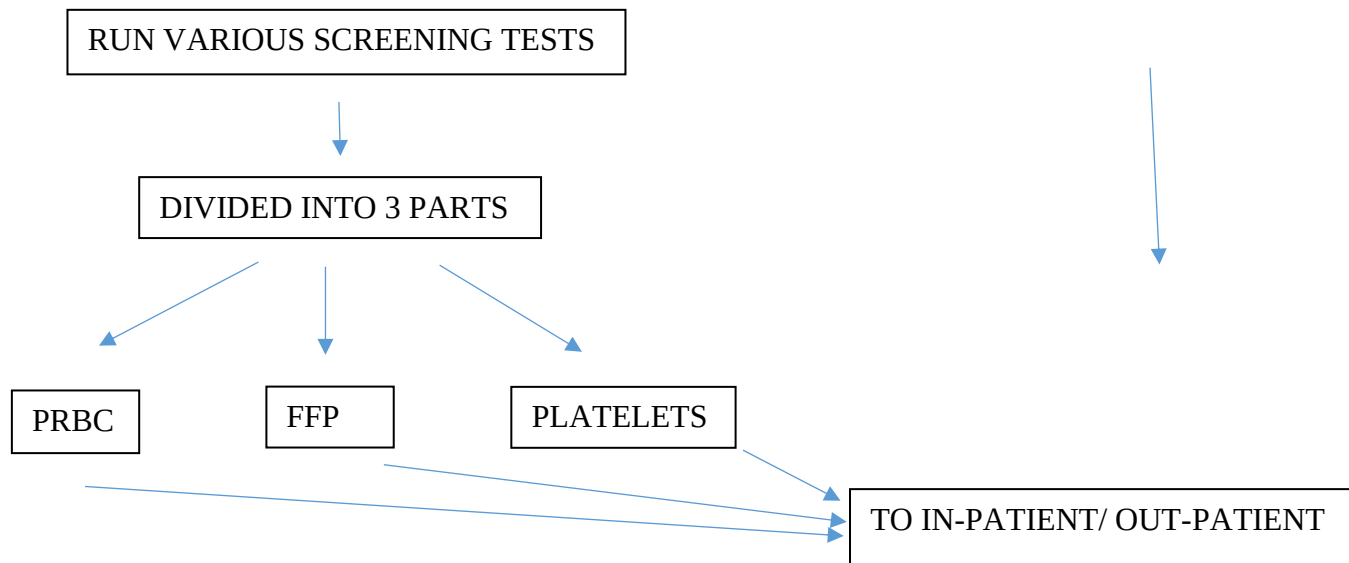
❖ **Fortis blood Centre can arrange for the following blood and its components -**

- Whole blood (WB)
- Packet red blood cell (PRBC)
- Platelets
- Fresh frozen plasma (FFP)
- Cryoprecipitate

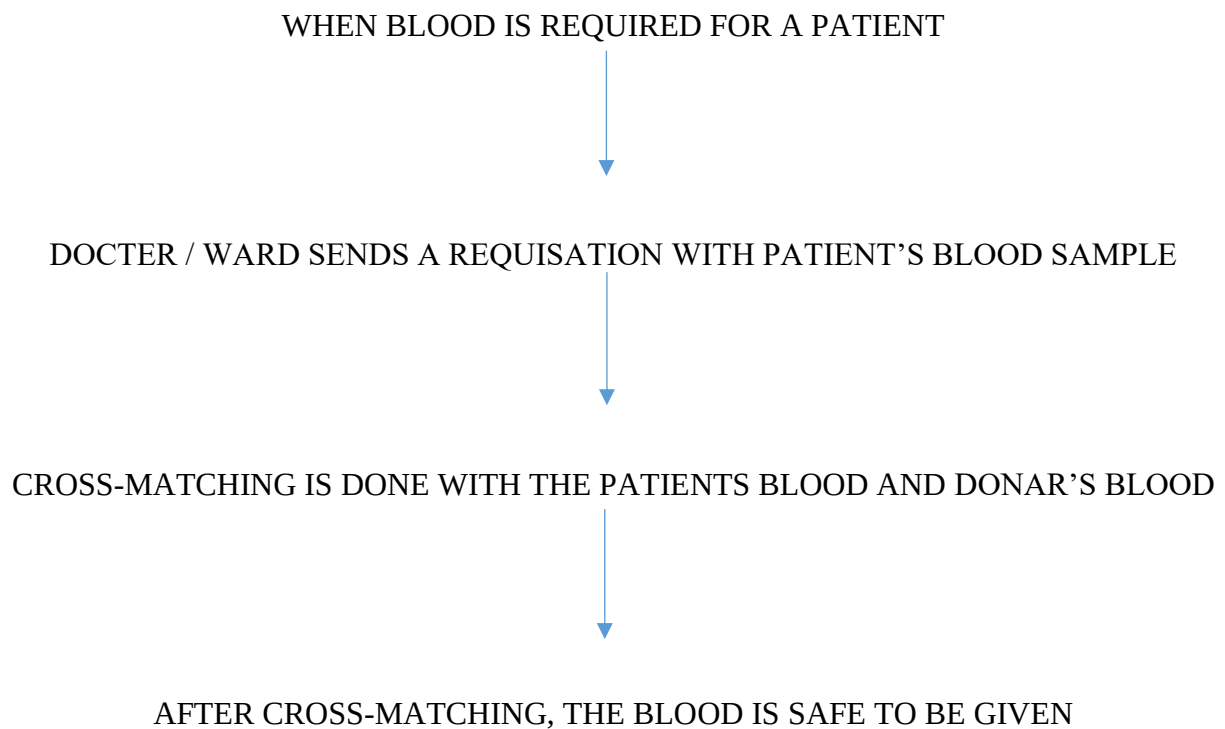


How Fortis Blood Center Works





How Does a Patient Gets Blood from The In-House Blood Center?



Section - 4:

Suggestions for improvement:

- Behavior of the hospital Staff should be improved.
- Proper maintenance of ER register must be maintained within time.
- Proper receipt of the patient after the Tele-consultation must be emailed to the patient on time after the appointment by the concerned department.
- Cleanliness of the washroom must be regularly checked.

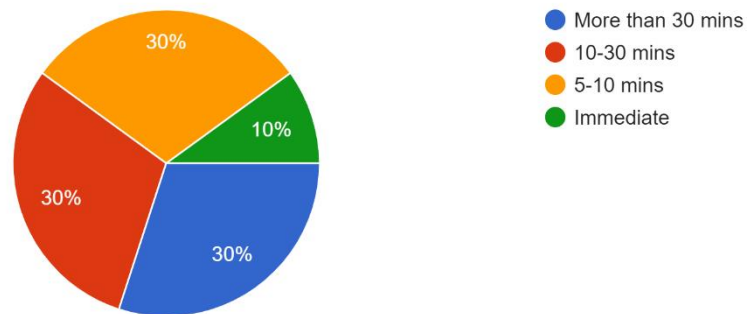
PROJECT TOPIC: Assessment/Evaluation of Service quality through patients.

Project Report:

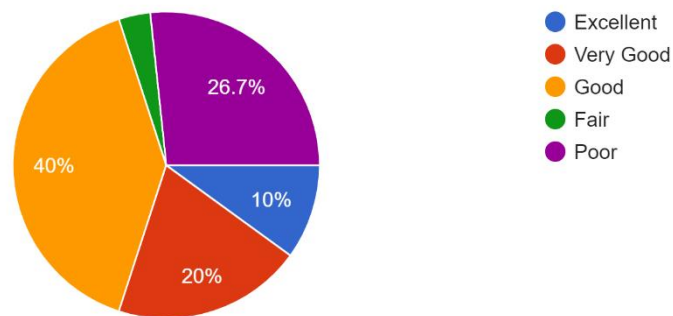
Research Methodology:

I have done a survey of 30 patients to figure out the problem faced by the patients during their hospital visit and done a cross sectional study.

Waiting time at the Registration /Admission counter
30 responses

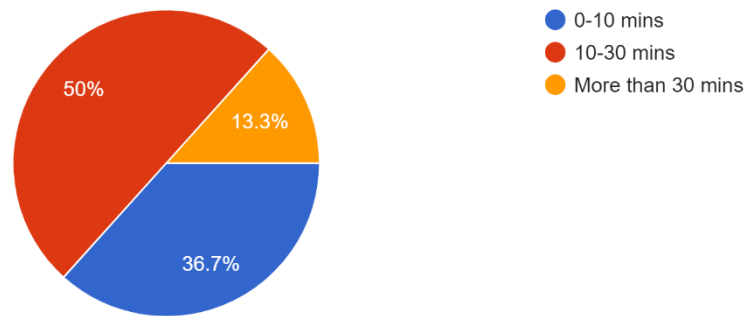


Behavior and attitude of hospital staff
30 responses



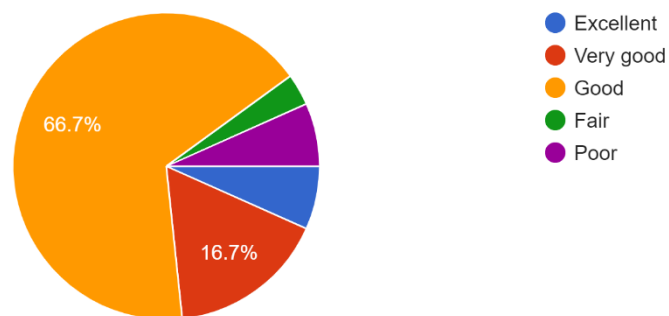
Waiting time for consulting, examination and counselling

30 responses



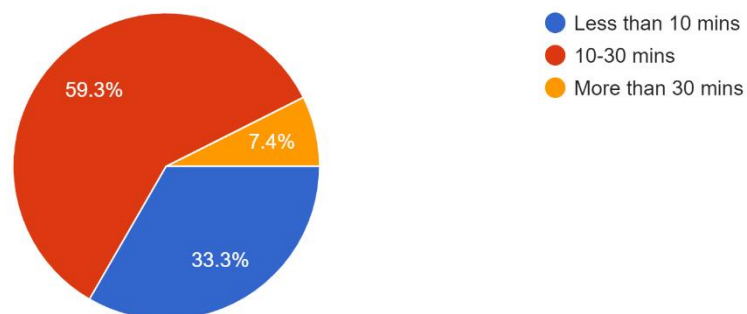
Regularity of Doctor's attention and timely updates on any changes

30 responses



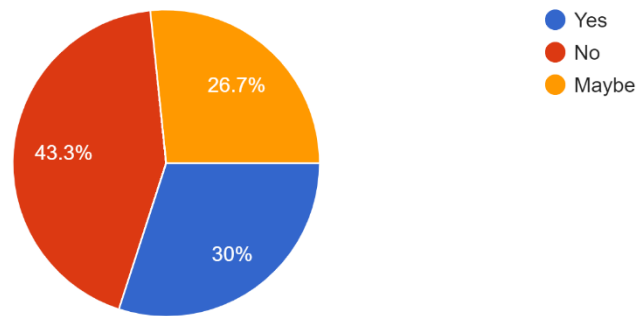
Waiting time to avail diagnostic services

27 responses



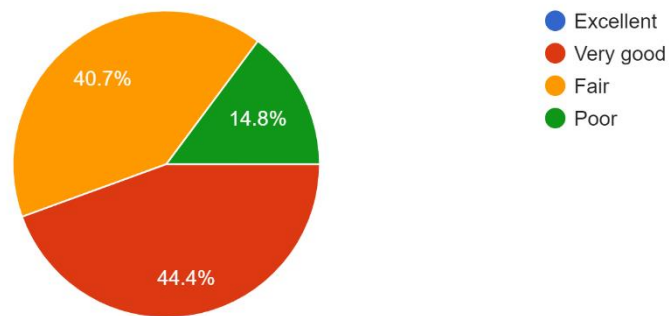
Whether all prescribed drugs were made available from Hospital Pharmacy

30 responses



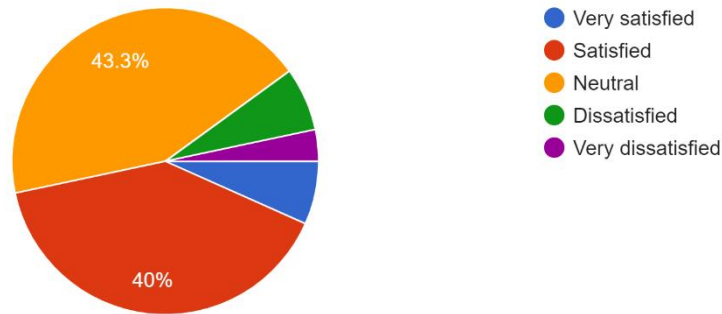
Cleanliness of Washroom and surrounding.

27 responses



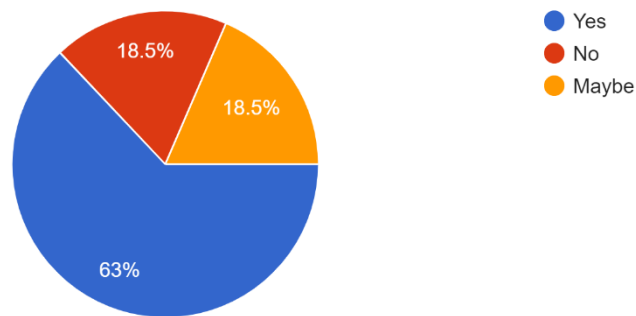
Your overall satisfaction during the visit to the hospital

30 responses



Would you like to recommend this hospital to someone

27 responses



What improvement would you like to see in the hospital? 7 responses

SR. No	Suggestions Received
1	Attitude of staff is not good.
2	Rude attitude in reception staff
3	Improvement of behaviour of hospital staff
4	All drugs are not available
5	All medicines are not available. Waiting time is more.
6	No updates of patient.

The following is a quick overview of the many steps in the patient satisfaction program.

- Plan – a. Periodicity- Determine the frequency with which the Patient Satisfaction Survey will be conducted. Large secondary care hospitals, such as district hospitals, might conduct surveys on a monthly basis. Patient satisfaction may be measured on a quarterly basis at smaller institutions such as PHC and CHC.
- b. Stationary – Translate the patient satisfaction survey into the local language and make sure there are enough forms to go around. at the ward's OPD clinics/registration counter/May I Help you desk and Nursing station Outpatient satisfaction surveys can be conducted using the above-mentioned forms.
- c. Responsibility- Determine who will be in charge of collecting and taking comments. The Hospital Manager / Quality Manager may be responsible for programme coordination.
- d. Sample Size – To get accurate findings, you'll need a large enough sample size. Based on the patient load in the previous quarter, the above survey gives simple suggestions on how large the sample size should be. In order to be statistically valid, it should not be less than 30.
- Recommendation and Conclusion:
 - In order to decrease the waiting time at the registration counter for the patient for achieving this some of the system should be increased in the OPD reception and proper training should be given to the OPD staff.
 - Improvement of the behavior of the hospital staff should be improved for this meeting should be conducted by the OPD manager.
 - During this Covid situation bathrooms and Toilets should be properly cleaned on regular basis and this should be properly maintained by the Housekeeping Department.
 - Many of the medicines are not available at the Hospital Pharmacy this should also be taken care.

References:

OPD & Reception | Khandaka Hospital

Out Patient Department Planning & Design - Hospaccx Healthcare (hhbc.in)

<http://scbdental.nic.in/wp-content/uploads/2019/09/Outpatient.pdf>

VENUE: COLUMBIA ASIA HOSPITAL, KOLKATA STUDENT S NAME: Susmita kumar COURSE: Bachelors in Hospital Management SEMESTER: 6 th BATCH: - PDF Free Download (docplayer.net)

RNT College project (4th sem).docx - TRAINING REPORT ON OVERVIEW OF DIFFERENT DEPARTMENTS IN A HOSPITAL CONDUCTED AT RABINDRANATH TAGORE INTERNATIONAL | Course Hero

About Us | Fortis Healthcare

Fortis Hospital Noida awarded the 'WSO Angles Award' (Diamond category) by the World Stroke Organization for the timely and quality management of stroke patients - Health Issues India

Fortis (fortishealthcare.com)

patient_satisfaction_survey_format.pdf (ukhfws.org)

Outpatient.pdf (scbdental.nic.in)

1 (s3waas.gov.in)

How Can Call Center Services Help You Win Lost Customers? (votiko.com)

Hospital Call Center | Specialty Answering Service