

INTERNSHIP AT FORTIS ESCORTS HOSPITAL, JAIPUR
INTERNSHIP REPORT

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by

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Introduction

Inpatient documentation is much more than just a hospital formality—it's the bridge that connects every shift change, every care provider, and every decision made throughout a patient's journey. Whether it's a nursing assessment, consent form, VTE risk score, or medication record, every entry has the power to impact care continuity, safety, and accountability.

Despite its importance, inconsistencies in documentation remain a common issue in many hospitals, often due to workload, communication gaps, or unclear processes. Missing forms, unsigned assessments, and incomplete notes may seem minor—but they can lead to serious challenges, including clinical errors, gaps in care, accreditation risks, and legal complications.

At Fortis Escorts Hospital, Jaipur, a NABH-accredited tertiary care hospital, high standards are expected not only in treatment but also in how that treatment is recorded and communicated. This study aims to take a closer look at how well inpatient documentation is being carried out—through a multi-parameter audit tool that examines multiple aspects of patient files.

By conducting a cross-sectional audit across various departments such as ICUs, general wards, and MRD, this study seeks to assess compliance levels, identify gaps, and help improve the overall quality and consistency of documentation. Ultimately, the goal is to support better patient outcomes and help teams maintain the excellence expected in a hospital like Fortis.

Fortis Escorts Hospital, Jaipur, is known for its clinical expertise and commitment to quality care. As a NABH-accredited institution, documentation is not only a legal and regulatory requirement—it is central to achieving care continuity, minimizing errors, and ensuring accreditation readiness.

However, like many hospitals, maintaining 100% compliance across all units and shifts is a real-world challenge. With a high volume of inpatients, diverse care providers, and frequent transitions, it's easy for documentation steps to be missed or delayed.

This study was conducted to:

- This study aims to evaluate how well inpatient files meet hospital documentation standards.
- Assess the current state of inpatient documentation practices at Fortis.
- Identify departments or areas where compliance might be slipping.
- Provide actionable feedback that helps the Quality Department improve staff awareness, processes, and outcomes.
- Support the hospital's mission to continuously strengthen patient safety, communication, and clinical excellence.

Objectives of the Study

1. To assess the compliance of inpatient documentation across selected departments at Fortis Escorts Hospital.

Evaluate how well required documentation elements (clinical forms, nursing notes, checklists, etc.) are being completed, signed, and filed according to NABH standards.

2. To identify common documentation gaps and areas of non-compliance. Use audit findings to highlight frequently missed or incomplete entries and explore possible reasons behind them.
3. To evaluate the quality and completeness of inpatient documentation using a structured, multi-point checklist.
4. To identify patterns of non-compliance and missing records across different departments.
5. To offer actionable feedback that can enhance the hospital's overall documentation practices and patient safety outcomes.
6. To enhance patient safety and care continuity through better documentation. Understand how structured, complete documentation contributes to seamless transitions of care, fewer errors, and improved overall outcomes.

ORGANIZATION PROFILE:

Fortis Escorts Hospital in Jaipur is one of the top multi-specialty hospitals in Rajasthan. It was established in 2008 and has become known for offering advanced medical care across various specialties. With 275 beds, 9 operation theatres, and over 100 ICU beds, the hospital is equipped to handle a wide range of health conditions. It holds NABH accreditation, a mark of quality healthcare, and was also recognized for excellence in nursing care. The hospital is especially known for its expertise in kidney transplants, robotic joint surgeries, heart procedures for both children and adults, and advanced neurology treatments. It also has Rajasthan's first next-gen Cath lab for heart procedures, which helps in diagnosing and treating heart conditions more effectively.

Vision

Fortis Escorts Hospital aims to build a world-class healthcare system that combines expert medical treatment with compassionate care. Their focus is on delivering high standards of service while making patients feel truly cared for.

Mission

The hospital's mission is to be a trusted name in healthcare, known not just for medical excellence but also for a patient-first approach. Fortis Escorts Jaipur is committed to offering high-quality, affordable healthcare so that more people can access reliable medical services when they need them most.

Core Values

The hospital operates on a strong foundation of values that guide everything they do:

- **Patient First:** Every decision and action are centered around what's best for the patient. The goal is to offer the best treatment and make patients feel understood and supported.
- **Integrity:** They believe in being honest, transparent, and doing the right thing—even when it's hard.
- **Teamwork:** Everyone at Fortis works together like a family. They respect each other's ideas and experiences, creating a supportive environment.
- **Responsibility:** Staff members take pride in their work, owning their responsibilities and always striving to go the extra mile.
- **Innovation:** The hospital constantly looks for new and better ways to treat patients, staying open to change and improvement.

Services Provided by Fortis Escorts Hospital, Jaipur

Fortis Escorts Hospital, Jaipur offers a wide range of medical services and treatments, all under one roof. The hospital is designed to take care of patients from diagnosis to recovery with the help of experienced doctors, advanced technology, and supportive staff. Here's a look at the key services offered:

1. Emergency & Critical Care

- 24/7 emergency services for accidents, heart attacks, strokes, and other critical conditions.
- Advanced ICU (Intensive Care Unit) support with modern equipment and trained doctors.

2. OPD (Outpatient Department) Services

- Specialist doctors across departments like cardiology, neurology, orthopedics, general medicine, dermatology, etc.

- Regular health check-ups and follow-up consultations.

3. Inpatient Services

- Comfortable rooms with nursing care for patients who need to be admitted.
- Different room options like general ward, twin sharing, and private deluxe rooms.

4. Surgeries & Operation Theatres

- Highly advanced operation theatres equipped for surgeries like:
 - Heart surgery
 - Joint replacement
 - Neurosurgery
 - Kidney transplants
 - Laparoscopic (keyhole) surgeries

5. Diagnostics & Laboratory Services

- Blood tests, imaging (like X-rays, MRI, CT scan, ultrasound), and other diagnostic tools to detect and monitor diseases quickly and accurately.

6. Pharmacy Services

- In-house pharmacy open 24/7 so that patients can get all their prescribed medicines easily and on time.

7. Specialized Departments

Some key specialty areas include:

- **Cardiology** – Heart checkups, angioplasty, and bypass surgery.
- **Nephrology & Urology** – Kidney care, dialysis, and transplants.
- **Orthopedics** – Bone, joint, and spine care, including robotic surgeries.
- **Neurology & Neurosurgery** – Treatment for brain, spine, and nervous system disorders.
- **Oncology** – Diagnosis and treatment of all types of cancers.
- **Gastroenterology** – Treatment for digestive system problems.
- **Pediatrics & Neonatology** – Care for babies and children, including NICU (Neonatal Intensive Care Unit).

8. Health Packages & Preventive Care

- Full-body check-ups and wellness packages to detect problems early and promote healthy living.

9. Patient Support Services

- Insurance and billing assistance
- Diet and nutrition guidance
- Physiotherapy and rehabilitation support

Key Learnings During Internship

1. Clinical Audits in MICUs, Dialysis Units, and Wards

- I conducted clinical audits in Medical Intensive Care Units (MICU 1, 2, 3, and 5), the Dialysis Department, and inpatient wards.
- These audits involved reviewing patient files and observing adherence to clinical protocols, documentation standards, and NABH compliance indicators.
- The experience helped me understand how documentation and protocol adherence directly impact patient outcomes and hospital accreditation.

2. Closed File Audits for VTE and HAPI Compliance

- I performed detailed closed file audits to evaluate compliance with preventive measures for VTE (Venous Thromboembolism) and HAPI (Hospital-Acquired Pressure Injuries).
- This involved checking whether risk assessments, preventive interventions, and proper documentation were completed in a timely manner.
- It gave me firsthand insight into how even small gaps in care can be identified and addressed through quality audits.

3. Compliance Report Preparation

- After completing audits, I compiled department-wise compliance reports, detailing findings, observations, and compliance scores.
- These reports were submitted to the quality department to support continuous quality improvement and staff training efforts.
- This activity improved my analytical thinking and taught me how to convert raw data into actionable insights.

4. Daily Quality Rounds with Mentor

- I accompanied my mentor on daily quality rounds across different hospital wards.

- These rounds involved real-time observation of clinical practices, patient safety measures, infection control practices, and general ward upkeep.
- It helped me see how proactive monitoring reinforces accountability and improves hospital standards over time.

5. Validation of files through Audit in Medical Records Department (MRD)

- I reviewed closed files in the MRD to ensure all mandatory forms were filled and signed, and that files were organized according to NABH standards.
- This activity strengthened my understanding of the importance of complete and accurate documentation in quality audits and legal compliance.

6. Contribution to Medication Safety Week

- I participated in Medication Safety Week by helping create awareness among ICU and SICU staff about high-alert medications and safe practices.
- I supported the quality team by preparing educational materials and interacting with staff to encourage adherence to medication protocols.
- It was fulfilling to play a small part in strengthening medication safety in a high-risk environment.

7. Audit of Hospital Cafeteria Services

- I assisted in conducting a cafeteria audit, focusing on food hygiene, temperature checks, staff hygiene, storage conditions, and waste management.
- This experience highlighted the role of non-clinical departments in maintaining hospital quality and patient satisfaction.

8. Development of Quality Compliance Presentation

- I created a presentation which was aligned with various NABH standards, including SCI (Safe Clinical Care), IC (Infection Control), FMS (Facility Management and Safety), COP (Care of Patients), IMS (Information Management System), and others.
- To support the findings, I incorporated department-wise compliance graphs based on data from each respective department of the hospital. These visual comparisons helped highlight gaps between actual practices and NABH expectations, making it easier for clinical teams to identify areas needing improvement.
- The presentation was shared with quality and clinical departments and served as an effective tool for promoting awareness and strengthening audit readiness across the hospital.

9. Coordination of Field Visit for IIHMR Students

- I helped coordinate a hospital visit for MBA students from IIHMR University.
- My role involved guiding students through departments, explaining processes, and supporting faculty during the visit.
- It was a great opportunity to strengthen my communication and organizational skills while giving back to the academic community.

10. Interactions with Clinical and Nursing Staff

- During audits and quality rounds, I engaged with doctors, nurses, and support staff to clarify audit findings and learn about their workflow.
- These interactions helped me understand the practical challenges faced by staff and how quality teams can support them constructively.

Key Learnings During Internship

1. Understanding Quality Compliance through Clinical Audits

- Gained practical experience in auditing ICU, dialysis, and ward documentation against NABH quality standards.
- Learned how small lapses in routine documentation can affect patient safety, accreditation, and even hospital reputation.
- Developed an understanding of how internal audits serve as an essential tool for maintaining clinical excellence.

2. Recognizing the Importance of Preventive Protocols (VTE & HAPI Audits)

- Understood how early identification and documentation of patient risks like VTE and HAPI can prevent serious complications.
- Realized the importance of thorough nursing documentation in ensuring these preventive protocols are followed consistently.
- Learned how to audit clinical records with a quality-focused mindset and offer meaningful feedback.

3. Turning Observations into Actionable Reports

- Learned to organize audit findings into clear, department-wise compliance reports that supported real decision-making.

- Improved my ability to analyze trends, summarize observations, and suggest practical improvements based on actual data.
- Understood how reporting is not just about highlighting errors—but helping teams improve.

4. Observing Real-Time Quality Practices during Ward Rounds

- Daily rounds with my mentor helped me witness how infection control, safety practices, and documentation come together in everyday hospital operations.
- Learned how to identify non-compliance issues on the spot—from unlabeled IV lines to missing hand hygiene posters.
- Appreciated how proactive monitoring can drive real change when done respectfully and collaboratively.

5. Role of Documentation in Medical Records Compliance

- Understood the importance of complete, signed, and legible documentation in closed patient files.
- Learned how documentation gaps—like missing consent or risk assessments—can impact both patient care and legal accountability.
- Developed attention to detail and a new respect for the MRD team’s role in hospital quality.

6. Spreading Awareness during Medication Safety Week

- Gained confidence in interacting with ICU and SICU staff while sharing key medication safety practices.
- Helped prepare educational posters and materials that simplified complex information for clinical teams.
- Understood the power of awareness campaigns in shaping safe behaviors and reducing errors with high-alert drugs.

7. Understanding Non-Clinical Quality through Cafeteria Audit

- Realized how patient satisfaction is also shaped by non-clinical services like hospital food and hygiene.
- Learned to observe kitchen practices, hygiene protocols, temperature control, and waste disposal from a quality perspective.
- Appreciated how NABH standards extend to every corner of the hospital—not just clinical areas.

8. Communicating Quality Standards through Presentations

- Created a presentation linking NABH standards (like SCI, IC, IMS, COP) to audit findings and compliance scores.
- Used graphs to visually compare actual departmental performance against benchmarks, making data easy to grasp.
- Learned how impactful a well-structured presentation can be in building awareness and driving improvements.

9. Academic Engagement through Field Visit Coordination

- Supported the coordination of a hospital tour for IIHMR students, which helped sharpen my communication and planning skills.
- Gained confidence in explaining hospital processes and answering questions from peers.
- Realized how hospitals contribute to academic learning and how such visits shape future health professionals.

10. Building Rapport with Clinical Teams

- Learned how to approach clinical and nursing staff respectfully during audits, building trust while maintaining objectivity.
- Understood the day-to-day challenges they face, which helped me offer audit feedback in a more practical and empathetic way.
- Developed interpersonal skills that are essential for anyone working in hospital quality or administration.