

About Organization

Fortis Hospital, Manesar a Super Speciality Hospital established in 2024, providing exceptional healthcare services with quality and superiority. As a part of Fortis Healthcare Network founded in 1996 it brings standards of care to Manesar, Gurugram region, with a strong focus on Clinical outcomes, patient centric care and advanced medical technology.

VISION

To create a world-class integrated healthcare delivery system in India, combining medical excellence with compassionate care.

MISSION

To be a globally respected healthcare organisation, known for clinical excellence and distinctive patient experience.

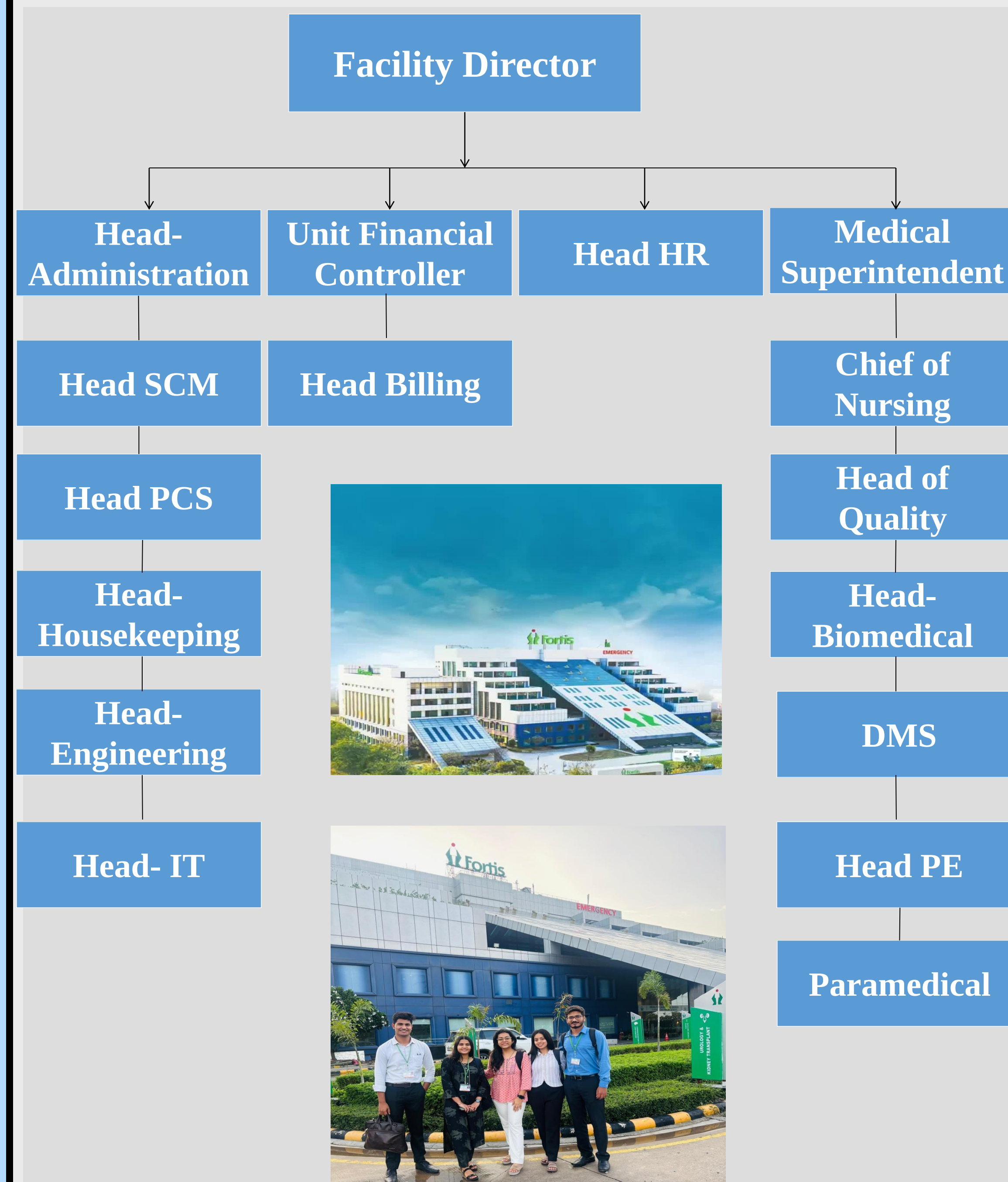
OBJECTIVE

The study focuses on the workflow process and measure turnaround time from patient vitals taken to its first medication received.

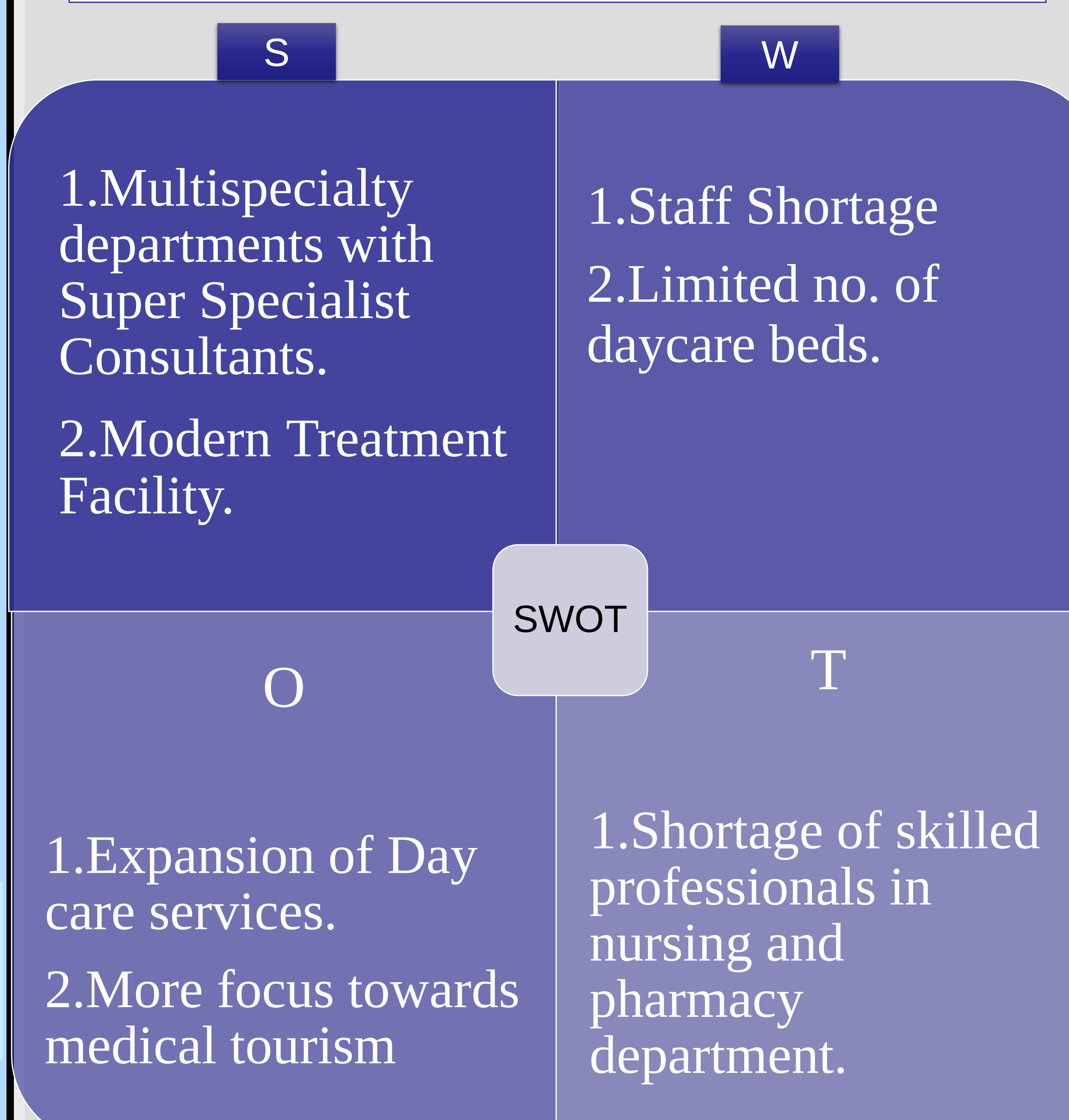
METHODOLOGY

Data Collection- Observational
Sample Collected-59+

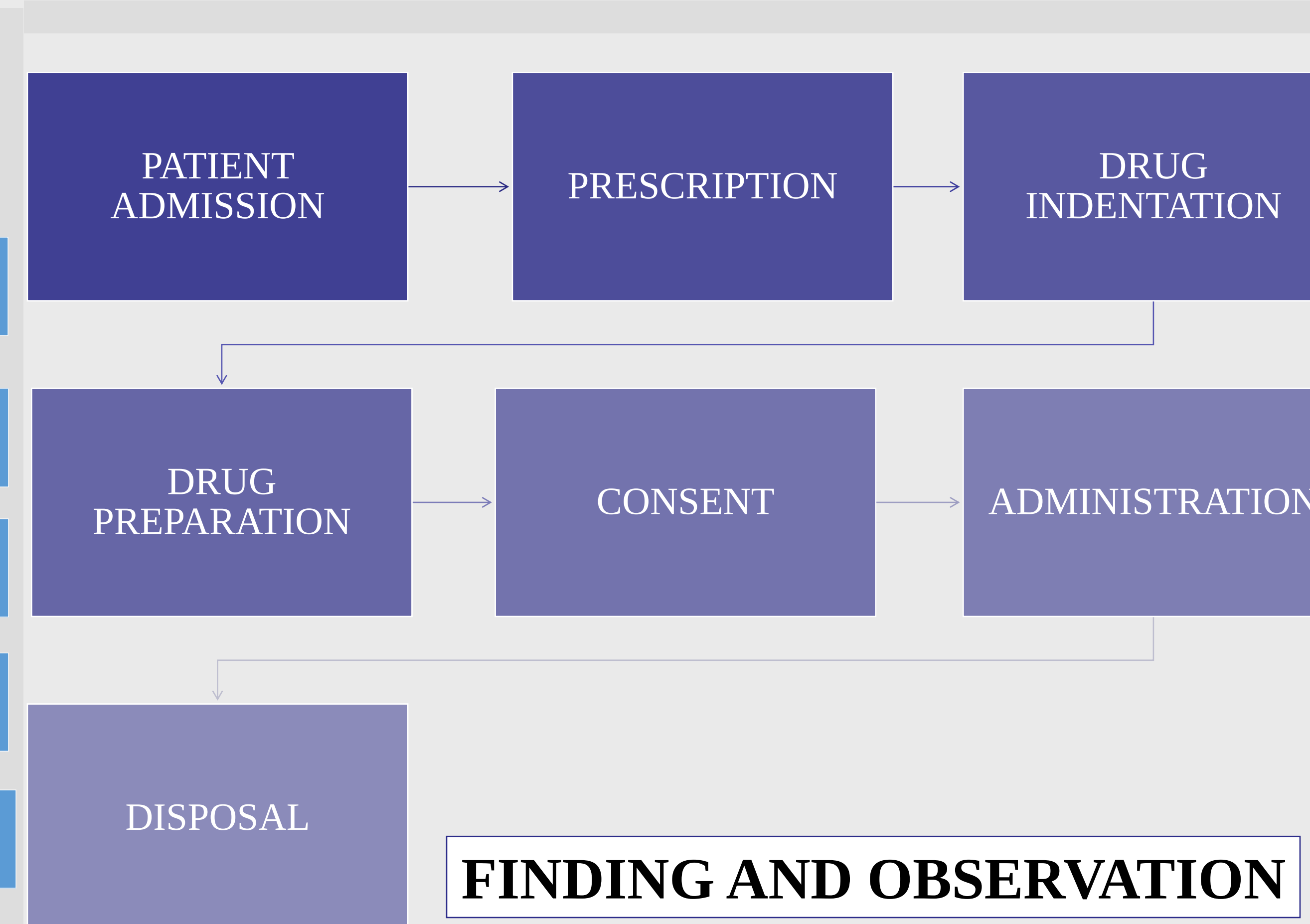
ORGANIZATION STRUCTURE



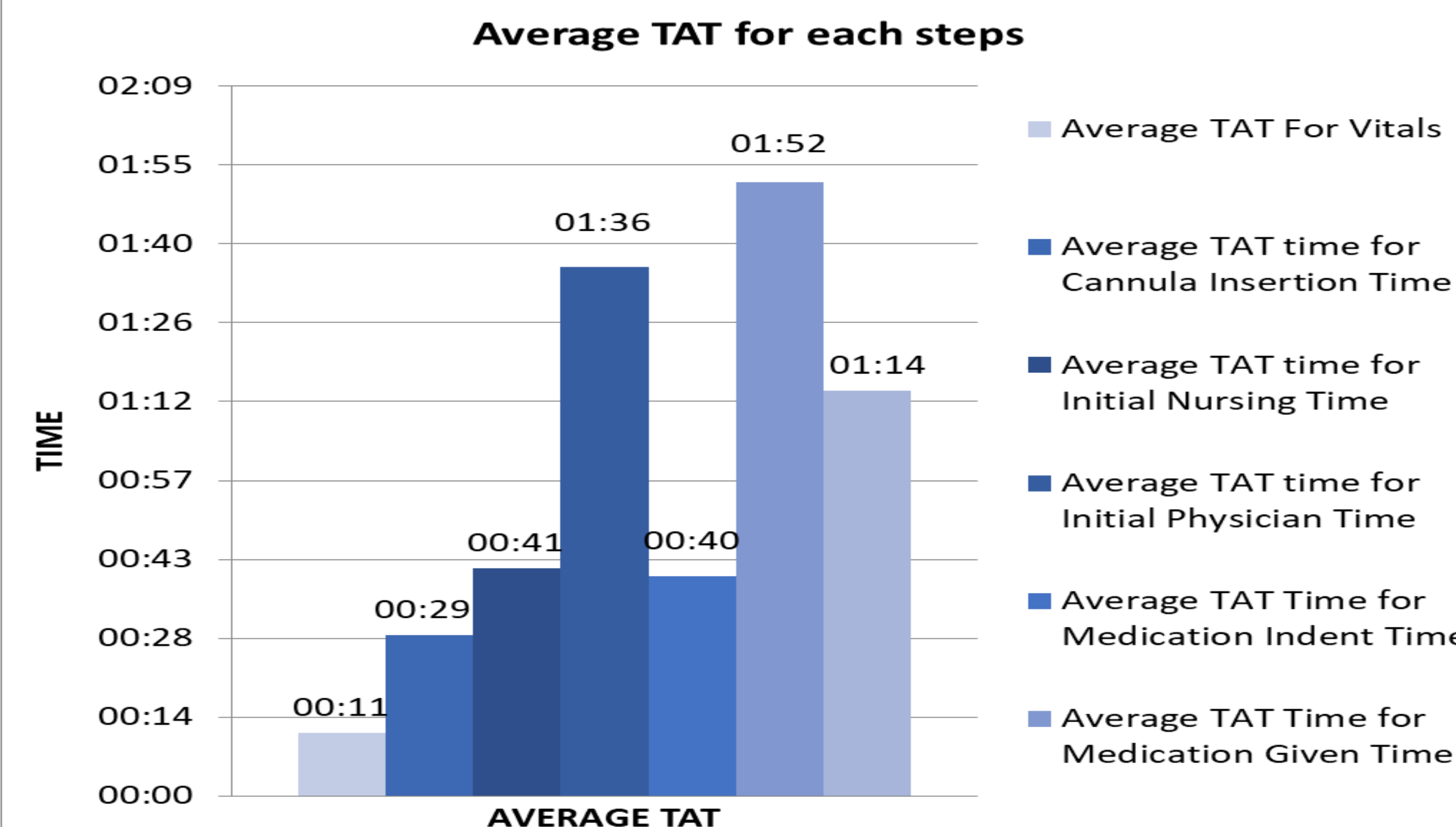
SWOT ANALYSIS



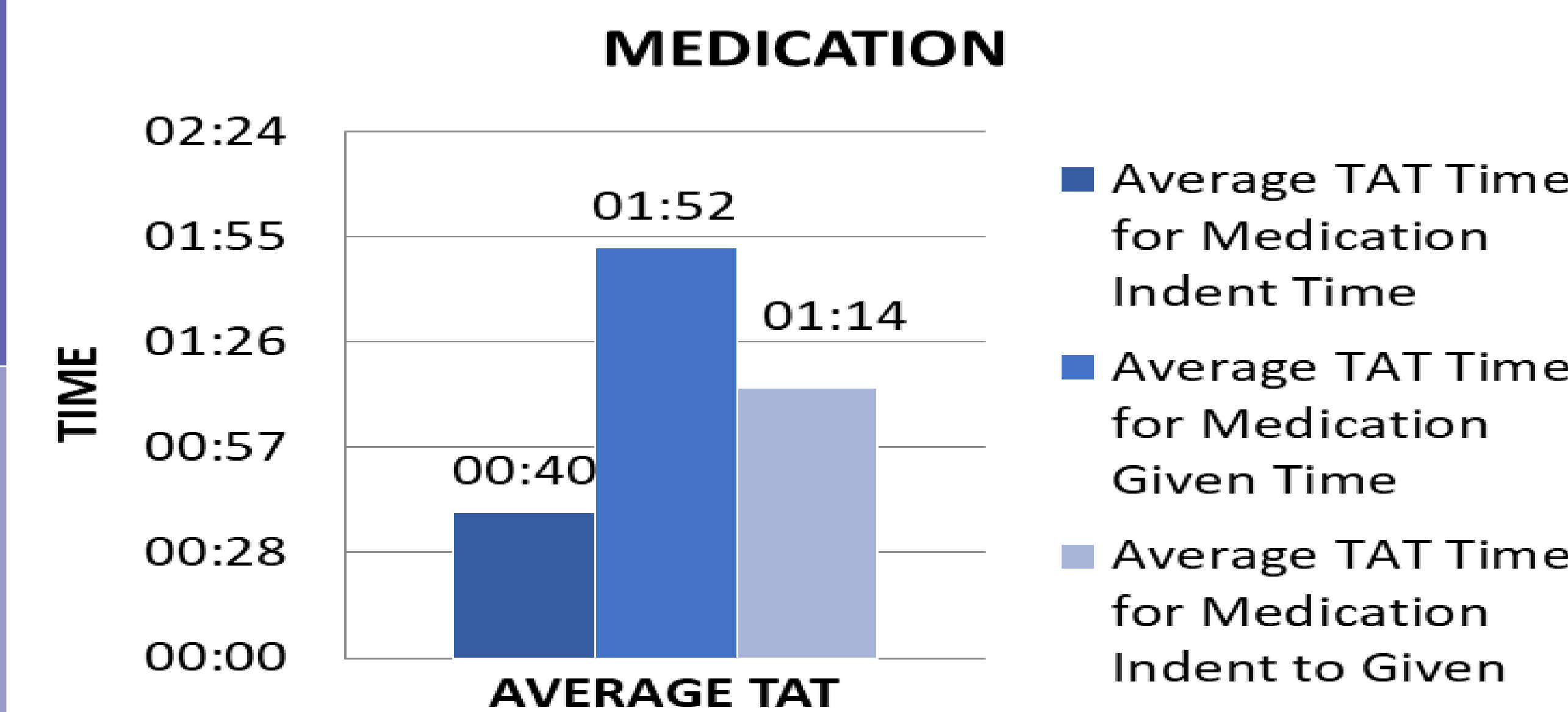
PROCESS FLOW



FINDING AND OBSERVATION



Average TAT for each process and Time from initials to medication given was 1 hour 40 minutes.



The average TAT from medication intend to medication given was 1 hour and 14 minutes but benchmark time is 1 hour

LEARNINGS

- Understood how the workflow process work in chemo day care.
- Challenges faced by floor managers.
- Dealing with the patients and importance of patient satisfaction.
- Importance of quality department in ensuring the safety of patient maintain regulatory compliance and service improvement through audits and quality checks.

CHALLENGES FACED DURING INTERNSHIP

- Difficulty in communication with senior doctors and staffs during initial phase.
- Less interaction with medical oncologist due to busy schedule
- Difficulty in time management during multi tasking
- Understanding workflow process during first few weeks

DIFFERENCE BETWEEN PRACTICAL EXPOSURE AND THEORITICAL KNOWLEDGE

This internship was a bridge for me between what I had learned from my textbook and how can I apply the knowledge in real life scenarios by observing participating and understanding how operations work in hospital setting.

SUGGESTIONS & USEFULNESS OF INTERNSHIP

- Installation of Pass box in chemotherapy to maintain safety and sterility.
- High risk medications should be handled by clinical staff.
- EMR data should be maintained and updated
- More GDA staff in department with proper training.
- Awareness to doctors and nurses for filling of consent forms and initial assessment.

Usefulness of internship

- Got the opportunity of hospital exposure
- Learned about data collection e.g. TAT and process observation
- Understood how electronic records are maintained.