

SUMMER INTERNSHIP PROGRAM

At

Fortis Hospital, Manesar

From

12-MAY-2025

to

21-JULY-2025

A REPORT BY

Ayush Amara

Master of Business Administration

(Hospital and Health Management)

Roll no-1920

2024-26

under the Mentorship of

Mr Sushmit Jain

(Associate Professor)



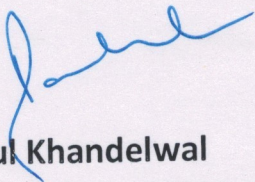
July 19, 2025 •

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Mr. Ayush Amera S/o Mr. Netra Pal Singh** has completed his Internship in the department of **Medical Administration** at Fortis Hospital, Manesar, Gurugram from **May 12, 2025 to July 19, 2025**.

We wish him all the best in his future endeavors.

For **Fortis Hospital, Manesar, Gurugram,**



Rahul Khandelwal
Head Human Resources

IIHMR University Faculty Mentor Approval

This is to certify that Mr Ayush Amera of academic year 2024-26 of Institute of Health Management Research has prepared a poster with respect to his summer internship held during May-July 2025.

He has carried out work as per the guidelines. His poster is approved for presentation.

Date: 25.07.2025

(Signature of Faculty Mentor)

A handwritten signature in blue ink, appearing to read 'Susmit Jain', with a long horizontal stroke extending to the right.

Name: **Dr. Susmit Jain**

Designation: Associate Professor,
IIHMR University, Jaipur.



Brief History



Vision

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

Mission

- To be a globally respected healthcare organization known for Clinical excellence and Distinctive Patient Care

SWOT Analysis

Strength

- Strong trusted brand image in healthcare industry
- Broad range of specialties & highly qualified doctors,nurses and Healthcare professionals.

Weakness

- High treatment cost compared to Public Hospitals and some other competitors.
- Dependence on Metro Cities

Opportunities

- Medical Tourism
- Collaborations with Govt Schemes

Threat

- Pandemics & Health crises
- Rising Operational Cost
- Regulatory Pressure

TOWS Analysis

Strengths

Utilize the Strong Brand Image and highly qualified professionals to attract medical tourists around the globe

Weaknesses

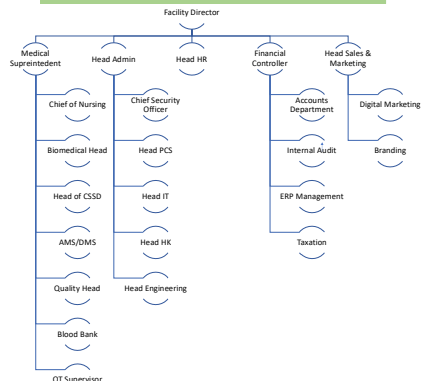
Collaborate with govt schemes to reduce the financial burden on patients thereby addressing high treatment cost and reach beyond metro cities

Opportunities

Utilize the strong brand image and broad specialties to build resilience against pandemics and health crises

Threat

Organizational Hierarchy



Learning during Internship

Gained Hands on experience on excel and power point

Witnessed the NABH Accreditation process

Assisted in different Mock drills and several audits

Gained insights into the KPI's and Hospital Regulatory Requirements according Accreditation Standards.

Team Work

Witness the role of Quality Department in maintaining high hospital standards and patient safety

AIM:

To evaluate and improve the processes and patient flow in the emergency room.

Methodology:

Study Design- Descriptive cross sectional study as it describes the current status of Processes in ER, ALOS, Initial Assessment TAT, Cannula Insertion TAT
Sample Size: 50
Sampling Technique- Purposive Sampling
Scope- Patients in Emergency Room

Theory into practice

Theoretical

- Regulatory Standards
- Quality Improvement Theories

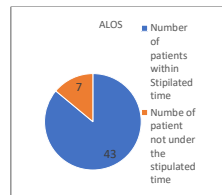
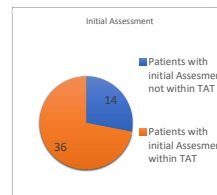
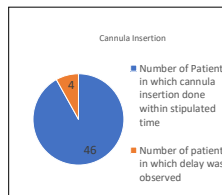
Practical

- Problem Solving
- Conducting audits
- Emergency care management

Suggestions for Improvement

- Delays were mainly due to critical case handling, billing issues, and decision-making from the patient side.
- Improving staff availability, billing coordination, and communication can further enhance ER efficiency.

Data Analysis and Findings



Benchmark

- Initial Assessment <15min
- Cannula Insertion <30min
- ALOS <4 hours

The Operational efficiency analysis conducted over a sample of 50 ER patients has provided valuable insights into the operational performance and adherence to defined benchmarks in the emergency care process. The key findings are:

- 72% of patients assessed on time
- 92% received timely cannulation
- 86% stayed within the ideal LOS

Usefulness of Internship

- Exposure to working Environment of a Hospital
- Learning about prevention of problems
- Developed skills and confidence, equipping for future challenges



Challenges Faced

Navigating Complex Organization Structure

Formulation of defined schedule

Dealing with the staff

Week 1 Report

Name of the Organisation : Fortis Hospital, Manesar

Area/ Department/ Project of Summer Internship:

Operations

Name of the Student: Ayush Amara

Roll no: 1920

Stream: MBA (Hospital and Health Management)

Activity Done	This week was the first week of my summer internship program in which I completed my joining formalities on the first day and observed how the hospital functions and gained in-depth knowledge about CSSD department.
Linking theory (Classroom learning) with practice at your organization	Importance of observation in the field of Healthcare
Gaps identified on the working area.	I Identified the mistakes in re-use policy of CSSD
Suggestions for improvement	Notified my department head about the wrong listed items in Re-use policy for further correction
Key Learnings	Moving ahead for monitoring of quality indicators in Emergency Department

Signature of the Student



Approved by the IIHMR University's Mentor

Week 2 Report

Name of the Organisation : Fortis Hospital, Manesar

Area/ Department/ Project of Summer Internship:

Operations

Name of the Student: Ayush Amara

Roll no: 1920

Stream: MBA (Hospital and Health Management)

Activity Done	I Started my week by studying the concept of OT returns, which explained why tracking of OT returns is required to analyse the clinical effectiveness of our OT procedures. From Wednesday I got placed in Emergency Room where I got an opportunity to understand the emergency codes and the whole ER care followed by deep learning in MLC (Medico Legal Cases)
Linking theory (Classroom learning) with practice at your organization	How Tracking of each process in our organization results in fact base decision making.
Gaps identified on the working area.	Will be working further for this in ER from week 3 under the guidance of Dr Priyanka (Medical Superintendent)
Suggestions for improvement	Will be accessed in week 3
Key Learnings	Moving ahead to identify the gaps in ER department

Signature of the Student



Approved by the IIHMR University's Mentor

Week 3 Report

Name of the Organisation : Fortis Hospital, Manesar

Area/ Department/ Project of Summer Internship:

Operations

Name of the Student: Ayush Amera

Roll no: 1920

Stream: MBA (Hospital and Health Management)

Activity Done	I started my week with the assigned task by MS-Dr Priyanka about tracking ER Admissions and discharge.
Linking theory (Classroom learning) with practice at your organization	How several processes are interrelated to each other and causes overall delay if any one of them gets affected.
Gaps identified on the working area.	I found the practices satisfactory but chaos like late discharges happens when the number of patients in critical area increases
Suggestions for improvement	I need to work more on it for better gap analysis and solutions
Key Learnings	Moving ahead for next week with the same agenda

Signature of the Student



Approved by the IIHMR University's Mentor

Week 4 Report

Name of the Organisation : Fortis Hospital, Manesar

Area/ Department/ Project of Summer Internship:

Operations

Name of the Student: Ayush Amera

Roll no: 1920

Stream: MBA (Hospital and Health Management)

Activity Done	I started my week with the assigned task by MS-Dr Priyanka about tracking ER Admissions and discharge on the same time, editing the final KPI's ppt for NABH Audit which is happening on 25/06/2025 and high-risk medication medication audit
Linking theory (Classroom learning) with practice at your organization	Importance of real time audit
Gaps identified on the working area.	Non compliances regarding high risk medication in medication chart
Suggestions for improvement	I need to work more on it for better gap analysis and solutions under the supervision of Dr Rishu (Quality Head)
Key Learnings	Moving ahead for next week with the same agenda

Signature of the Student



Approved by the IIHMR University's Mentor

Week 5 Report

Name of the Organisation : Fortis Hospital, Manesar

Area/ Department/ Project of Summer Internship:

Operations

Name of the Student: Ayush Amera

Roll no: 1920

Stream: MBA (Hospital and Health Management)

Activity Done	I started my week with the assigned task by MS-Dr Priyanka about tracking ER Admissions and discharge one the same time, editing the final KPI's ppt for NABH Audit which is happening on 25/06/2025
Linking theory (Classroom learning) with practice at your organization	How quality indicators helps to analyze the overall efficiency of healthcare delivery in a hospital
Gaps identified on the working area.	I found that there is lot more to be done as correction in the RCA and CAPA of diff KPI's
Suggestions for improvement	I need to work more on it for better gap analysis and solutions under the supervision of Dr Rishu (Quality Head)
Key Learnings	Moving ahead for next week with the same agenda

Signature of the Student



Approved by the IIHMR University's Mentor

Week 6 Report

Name of the Organisation : Fortis Hospital, Manesar

Area/ Department/ Project of Summer Internship:

Operations

Name of the Student: Ayush Amara

Roll no: 1920

Stream: MBA (Hospital and Health Management)

Activity Done	I started my week with initiation of NABH assessment preparation which took place on 25/06/2025. I made the final presentation for the KPI's of Hospital, assisted in internal audit of IP pharmacy, wards.
Linking theory (Classroom learning) with practice at your organization	How every member of the organization works with co-ordination and produce final outcome.
Gaps identified on the working area.	Non compliances regarding high-risk medication in medication chart.
Suggestions for improvement	We documented the gaps and rectified them under the supervision of Dr Rishu (Quality Head)
Key Learnings	NABH Preparations

Signature of the Student



Approved by the IIHMR University's Mentor

Week 7 Report

Name of the Organisation : Fortis Hospital, Manesar

Area/ Department/ Project of Summer Internship:

Operations

Name of the Student: Ayush Amara

Roll no: 1920

Stream: MBA (Hospital and Health Management)

Activity Done	I started my week with initiation of NABH assessment preparation which took place on 25/06/2025. I made the final presentation for the KPI's of Hospital, assisted in internal audit of IP pharmacy, wards, AHU's etc to check the compliance for external inspection under the supervision of Dr Rishu Arora (Quality Head)
Linking theory (Classroom learning) with practice at your organization	How every member of the organization works with co-ordination and produce final outcome.
Gaps identified on the working area.	Non compliances regarding high-risk medication in medication chart, leakages in AHU's, Errors in SOP's
Suggestions for improvement	We documented the gaps and rectified them under the supervision of Dr Rishu (Quality Head)
Key Learnings	Medical Record Audit

Signature of the Student



Approved by the IIHMR University's Mentor

Week 8 Report

Name of the Organisation : Fortis Hospital, Manesar

Area/ Department/ Project of Summer Internship:

Operations

Name of the Student: Ayush Amera

Roll no: 1920

Stream: MBA (Hospital and Health Management)

Activity Done	I started my week with New Admission Audit which includes tracking the compliance for initial assessment and all the necessary documents required in the file according to Fortis Policies
Linking theory (Classroom learning) with practice at your organization	Importance of rectifying things at the beginning to avoid future chaos
Gaps identified on the working area.	Initial Assessment were not under Stipulated time
Suggestions for improvement	Clinician and Nursing staff informed for the same
Key Learnings	Going with the same agenda

Signature of the Student



Approved by the IIHMR University's Mentor

Week 9 Report

Name of the Organisation : Fortis Hospital, Manesar

Area/ Department/ Project of Summer Internship:

Operations

Name of the Student: Ayush Amera

Roll no: 1920

Stream: MBA (Hospital and Health Management)

Activity Done	I started my week with New Admission Audit which includes tracking the compliance for initial assessment and all the necessary documents required in the file according to Fortis Policies
Linking theory (Classroom learning) with practice at your organization	Importance of rectifying things at the beginning to avoid future chaos
Gaps identified on the working area.	Initial Assessment were not under Stipulated time
Suggestions for improvement	Clinician and Nursing staff informed for the same
Key Learnings	Going with the same agenda

Signature of the Student



Approved by the IIHMR University's Mentor

Week 10

Name of the Organisation : Fortis Hospital, Manesar

Area/ Department/ Project of Summer Internship:

Operations

Name of the Student: Ayush Amera

Roll no: 1920

Stream: MBA (Hospital and Health Management)

Activity Done	I Started my week with Auditing new admissions as I did last week with including a new task of billing medication billing audit to identify errors in billing
Linking theory (Classroom learning) with practice at your organization	Importance of audit
Gaps identified on the working area.	Initial Assessment were not under Stipulated time but a sharp decline was observed
Suggestions for improvement	Clinician and Nursing staff informed for the same and pharmacy team was informed about the same
Key Learnings	Medication billing audit

Signature of the Student



Approved by the IIHMR University's Mentor

Compiled Report

Name of the Organisation : Fortis Hospital, Manesar

Area/ Department/ Project of Summer Internship:

Operations

Name of the Student: Ayush Amara

Roll no: 1920

Stream: MBA (Hospital and Health Management)

Activity Done	My Internship started from 12/05/25 and ended on 1907/25. I got placed in Medical Operations Department of Fortis Hospital, Manesar. I worked under the supervision of Dr Priyanka Kundrai (MS), Dr Rishu Arora (Quality Head), Key Areas in which I worked at Fortis Hospital, Manesar 1- Emergency Room- The Emergency department is functional 24 hours and 7 days a week with availability of clinical care staff at all times. The Emergency Department provides services to all patients - medical, surgical, cardiac, neuro, pediatric & trauma etc. Patients are stabilized here before admitting in the ward or ICU or being discharged. I did an assessment on Operational Efficiency in ER which includes 3 parameters: Initial Assessment, Cannula Insertion, ALOS. 2- Billing Audit- It is a process of reviewing the billing of Medication in IP patients to ensure Compliance and identify the errors in billing I conducted the audit for 2 weeks where I audited the Medication in IP patients in which some errors was find which were reported to the Concerned department. 3- NABH Kpi's presentation- I was assigned a task of preparing the presentation to show the KPI's of Hospital according NABH entry level assessment in which I worked under the supervision Dr Rishu Arora(Quality Head). 4- High Risk Medication Audit
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Linking theory (Classroom learning) with practice at your organization	1- Importance of Audit. 2- Importance of rectifying things at the beginning to avoid future chaos. 3- How every member of the organization works with coo-ordination and produce final outcome. 4- How quality indicators helps to analyze the overall efficiency of healthcare delivery in a hospital. 5- How Tracking of each process in our organization results in fact base decision making. 6- Importance of observation in the field of Healthcare
Gaps identified on the working area.	1- Initial Assessment: Initial Assessment were not under Stipulated time. 2- High Risk Medication Audit: Non-compliances regarding high-risk medication in medication chart. 3- CSSD: Mistakes in re-use policy of CSSD 4- Emergency Room Assessment: I found the practices satisfactory but chaos like late discharges happens when the number of patients in critical area increases.
Suggestions for improvement	1- Initial Assessment: Clinician and Nursing staff informed for the same and pharmacy team was informed about the same.

	2- CSSD- Notified my department head about the wrong listed items in Re-use policy for further correction. 3- Emergency Room: Training should be provided to the staff about dealing critical care patients and non-critical patients simultaneously with a standard protocol.
Key Learnings	1- Medical Record Audit: a standard process of reviewing and evaluating patient medical records to ensure compliance with Hospital Policy. 2- Medication billing audit. 3- Time Management 4- NABH Entry level assessment 5- Medical Record Department 6- Understanding patient experience 7- Care of Patient in Emergency Department

Signature of the Student



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