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Organisation Mentor - Dr. Ravesh Kumar

ABOUT FORTIS MANESAR

Fortis Manesar is a 365-bed multispecialty hospital catering to the healthcare needs of Gurugram's industrial and residential zones. It offers advanced clinical services in surgery, orthopedics, critical care, and health check-ups, with a focus on quality, patient safety, and efficient operations.

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 & Distinctive patient care.



USEFULNESS OF INTERNSHIP

- Hands-on exposure to TPA processes from pre-auth to final settlement.
- Experience in patient coordination, service delivery, insurance documentation, and digital tracking.
- Real-time learning of discharge workflow and inter-departmental coordination.

SWOT ANALYSIS

Strengths

Dedicated team, exposure to Multiple TPAs
Clear SOPs for billing

Weaknesses

Manual Processes, lack of digital dashboards
Limited patient awareness
High Workload on limited staff

Opportunities

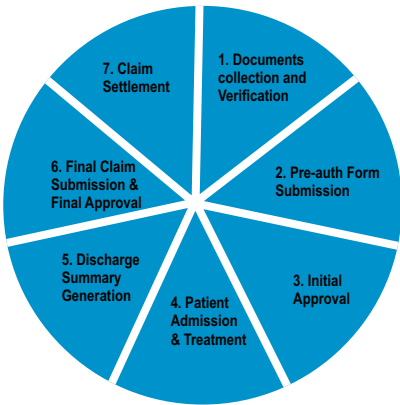
Use of digital display & QR tools
Staff Training & Interdepartmental Meetings

Threats

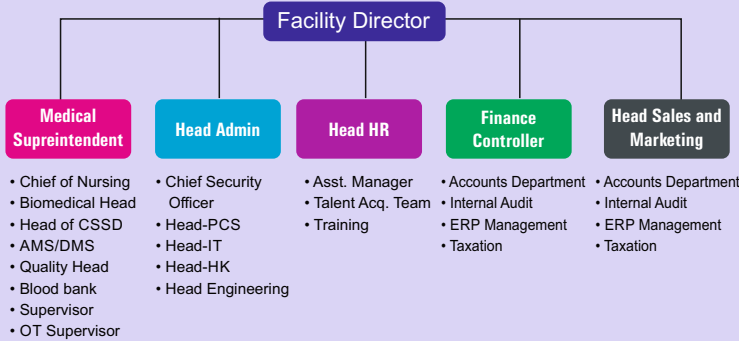
Patient dissatisfaction due to discharge delays
Dependency on Insurance turnaround

OBJECTIVE

To analyse delays and bottlenecks in the TPA process, To create patient-centric educational tools and standard documentation formats & To recommend workflow enhancements that reduce discharge delays and improve communication.



ORGANISATION STRUCTURE



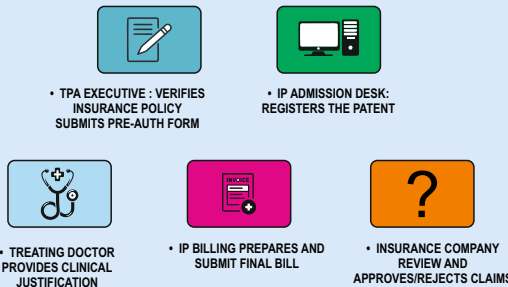
Theory

Structured SOPs, flow diagrams
Ideal inter-department coordination
Patient is central to the system
Insurance is paper work heavy

Practical

Real-life process deviations & workarounds
Communication gaps and de-lays common
Education often overlooked in busy workflows
Also demands empathy & real-time decisions

CRUCIAL STAKEHOLDERS



CHALLENGES FACED

- Delay in final approvals due to late pre-auths.
- Lack of coordination between TPA, billing, and wards.
- High workload with manual data entry.
- Minimal tools for patient education and real-time communication.

MAJOR LEARNINGS

- Deep understanding of TPA operations and discharge dynamics.
- Significance of timely documentation and inter-team coordination.
- Created solutions like flowcharts, SOP posters, and leaflets.
- Improved confidence in handling insurance queries and data analysis.

SUGGESTIONS

- Introduce Digital Displays and Leaflets (Queue management)
- Standardize Documentation with SOPs & Checklists (Process optimization)
- Strengthen Interdepartmental Coordination (Enhance efficiency & patient experience)
- Admission/Discharge SOP Workflow Chart (Patient/Family Education)
- Patient's involvement in Documentation (Patient Awareness)