

INTERNSHIP REPORT

NAME OF THE ORGANISATION: FORTIS HOSPITAL, LUDHIANA

DURATION OF THE INTERNSHIP: 17th MARCH 2025- 31st MAY 2025

SUBMITTED BY- Dr. TANVI

GUIDED BY- Mr. VB TRIPATHI

ROLL NO.- 1869

1. INTRODUCTION

I am pleased to submit this internship report summarizing my three-month experience at Fortis Hospital, where I worked in the Medical Administration Department. My internship spanned from 17.03.2025 to 31.05.2025, during which I served as a Management Intern actively contributing to various quality assurance, hospital administration, and accreditation-related activities within one of India's leading multispecialty healthcare institutions.

During this tenure, I had the opportunity to gain hands-on experience in key areas of hospital operations including surgical safety audits, discharge audits, departmental KPI tracking, infection control protocols, incident reporting, and hospital licensing documentation. I also worked closely on systems such as MSOG and the Fortis Operating System (FOS) to understand how hospital data is tracked and used for continuous quality improvement. Additionally, I was directly involved in supporting the closure of non-compliances for the hospital's NABH accreditation, an achievement that culminated in the institution's successful certification.

Under the guidance of experienced departmental head, I acquired a deep understanding of hospital workflows, accreditation requirements, and quality benchmarks such as hand hygiene compliance, antimicrobial stewardship, and bundle of care protocols. I also participated in committee meetings, mock drills, and HIRA audits, further strengthening my operational and analytical skills in a clinical setting.

This internship has significantly enhanced my knowledge of healthcare quality standards and administrative protocols, and it has provided me with valuable practical insights into the real-world challenges and dynamics of hospital management. The report that follows outlines my key learnings, roles, and contributions across various tasks and initiatives, carried out under the close mentorship of the Medical Administration team at Fortis Hospital.

2. OBJECTIVES OF INTERNSHIP

The primary objectives of this internship were to:

1. Gain practical exposure to hospital administration and quality management functions within a multispecialty healthcare setting.
2. Understand the implementation of standard operating procedures, accreditation protocols (e.g., NABH), and regulatory compliance across departments.
3. Strengthen skills in audit execution, data analysis, incident reporting, and process improvement.
4. Develop effective communication, coordination, and documentation abilities while working with multidisciplinary teams.
5. Acquire a deeper insight into healthcare quality standards, patient safety practices, and the operational dynamics of a tertiary care hospital.

3. ABOUT THE ORGANISATION:

Fortis Healthcare Limited – an IHH Healthcare Berhad Company – is a leading integrated healthcare services provider in India. It is one of the largest healthcare organizations in the country with 28 healthcare facilities, 4,500+ operational beds (including O&M facilities), and over 400 diagnostics centres (including JVs). Fortis is present in India, the United Arab Emirates (UAE), Nepal & Sri Lanka. The Company is listed on the BSE Ltd and National Stock Exchange (NSE) of India. It draws strength from its partnership with global major and parent company - IHH, to build upon its culture of world-class patient care and superlative clinical excellence. Fortis employs ~23,000 people (including Agilus Diagnostics Limited) who share its vision of becoming the world's most trusted healthcare network. Fortis offers a full spectrum of integrated healthcare services ranging from clinics to quaternary care facilities and a wide range of ancillary services.

3.1 VISION:

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

3.2 MISSION:

To be a globally respected healthcare organisation known for Clinical Excellence and Distinctive Patient Care.

3.3 OUR VALUES:

1. Patient centricity
 - Commit to 'best outcomes and experience' for our patients
 - Treat patients and their caregivers with compassion, care
 - Our patients' needs will come first
2. Integrity
 - Be principled, open and honest
 - Model and live our 'Values'
 - Demonstrate moral courage to speak up and do the right things
3. Teamwork
 - Proactively support each other and operate as one team
 - Respect and value people at all levels with different opinions, experiences and backgrounds
 - Demonstrate moral courage to speak up and do the right things
4. Ownership
 - Be responsible and take pride in our actions
 - Take initiative and go beyond the call of duty
 - Deliver commitment and agreement made.

5. Innovation

- Continuously improve and innovate to exceed expectations
- Adopt a 'can-do' attitude
- Challenge ourselves to do things differently.

3.4 SCOPE OF SERVICES-

- Anaesthesiology
- Cardiac sciences- non invasive
- Clinical immunology and rheumatology
- Clinical nutrition and dietetics
- Critical care
- Day care unit
- Dermatology
- Diagnostic radiology
- Dialysis unit
- ENT
- Emergency and trauma care
- Endocrine and metabolic diseases
- Gastro-intestinal, laparoscopy, bariatric surgery
- Gastroenterology
- General surgery
- Internal medicine
- Interventional radiology
- Medical oncology
- Mental health and behavioural sciences-OPD
- Nephrology
- Neurology
- Neuro-surgery
- Non-invasive diagnostics
- Obstetrics & gynaecology
- Orthopaedics
- Paediatrics & neonatology
- Physical medicine & rehabilitation
- Plastic & cosmetic surgery
- Pulmonary/ chest medicine
- Sleep medicine
- Surgical oncology
- Urology & andrology
- Vascular surgery
- Wellness & preventive medicine
- 24*7 pharmacy & lab

4. INTERNSHIP ACTIVITIES WITH DETAILED ROLES:

1. **NABH Accreditation Support:**

Upon joining, the hospital was in the post-audit phase of NABH accreditation. I supported the quality team in closing 13 non-compliances (NCs) by assisting in documentation corrections, re-auditing departments, and organizing compliance evidence. The successful closure contributed to the hospital securing NABH accreditation.

2. **MSOGG Software and Dashboard Handling:**

I worked on the MSOG platform to input and extract data for department-specific dashboards. I assisted in updating monthly indicators, generating comparative performance charts, and preparing summary sheets for management reviews.

3. **Fortis Operating System (FOS) Experience:**

I received hands-on training in using FOS—the integrated Fortis Hospital system for documentation, quality tracking, and incident reporting. I used the platform to enter quality indicators, update compliance logs, and review real-time operational data.

4. **Statutory and Licensing Documentation:**

I assisted in reviewing hospital statutory documents, including fire safety NOCs, PC-PNDT, MTP Licences, biomedical waste licenses, elevator inspection certificates, and more.

5. **Medical Record Audit (Open and Closed Files):**

I participated in auditing both active (open) and discharged (closed) patient files. My tasks included verifying documentation completeness, checking legibility, ensuring consent forms were signed, and identifying gaps in clinical records. I also helped in compiling audit scores and observations for monthly quality meetings.

6. **Surgical Safety Audit:**

I assisted in conducting surgical safety audits in the operating theatre to monitor compliance with the WHO surgical safety checklist. My responsibilities included observing surgical procedures, documenting checklist adherence (e.g., time-outs, site marking), and preparing summary reports for the quality team.

7. **Discharge Process Audit:**

I reviewed patient discharge summaries and related documentation to assess accuracy, completeness, and compliance with hospital protocols. I tracked average discharge times and identified delays or errors in discharge notes, coordinating with departments to recommend process improvements.

8. **Biomedical Waste (BMW) Audit:**

I conducted BMW audits by visiting different wards and departments to observe waste segregation, container labelling, and color-coded disposal practices. I used a structured checklist and assisted in compiling audit findings, highlighting deviations, and supporting awareness sessions for staff.

9. **Departmental KPI Monitoring and Audits:**

I was involved in collecting data for key performance indicators (KPIs) such as infection rates, occupancy, medication errors, and turnaround times across various departments. I worked on Excel dashboards, and analysed trends, and prepared visual reports for internal presentations and performance reviews.

10. Facility Rounds:

I accompanied the department head during scheduled facility rounds to assess hygiene, safety, signage, equipment functionality, and environmental conditions. I helped document findings and follow up on action items with respective departments.

11. Mock Drills and Emergency Preparedness:

I was actively involved in organizing and observing mock drills such as fire safety, code blue, and code pink. My role included ensuring checklists were followed, documenting participant performance, and summarizing drill outcomes for review.

12. International Patient Safety Goals (IPSG) Audit:

I contributed to IPSG audits by evaluating departments on standards like correct patient identification, communication of critical values, medication safety, and infection control practices. I used standard audit tools and helped in compiling department-wise compliance scores.

13. HIRA (Hazard Identification and Risk Assessment) Audit:

I assisted in conducting HIRA audits across clinical and support departments. My role involved identifying physical, chemical, biological, and ergonomic hazards and helping prepare risk matrices. I also worked on compiling findings into structured reports for the safety committee.

15. Antimicrobial Stewardship Program (AMSP):

I supported the hospital's Antimicrobial Stewardship Program, which focuses on promoting the rational use of antibiotics to combat resistance. My role involved:

- **Surgical Prophylaxis Monitoring:** Assisting in tracking pre- and post-operative antibiotic use in surgical cases to ensure compliance with standard guidelines.
- **Restricted Antibiotic Justification Forms:** Reviewing justification forms filled by clinicians for restricted antibiotics, checking for completeness and adherence to protocol.
- **AMS Audit Forms:** Participating in audits of selected cases to analyse appropriateness of antibiotic therapy and documenting trends for monthly reviews.

16. Monitoring of Surgical Mortality (within 48 hours of OT/Procedure):

I was involved in data collection and analysis of **Morbidity and Mortality (M&M)** cases, particularly deaths occurring within 48 hours of surgery or procedures. I compiled relevant clinical records, supported root cause reviews, and documented findings for committee discussions aimed at quality improvement.

17. Infection Control Audit – Kitchen & Food Services:

I used the infection control audit tool to assess hygiene practices in the hospital kitchen. My work included observing food handling procedures, storage conditions, staff hygiene, pest control measures, and compliance with temperature logs. Audit findings were shared with the Infection Control Team.

18. Medical Records Department (MRD) Training:

I underwent training in the Medical Records Department to understand documentation standards, medical coding practices, record retention policies, and digitization workflows. I also participated in quality checks for discharged patient records.

19. Participation in Committee Meetings:

I attended various hospital quality and safety committee meetings such as the Infection Control Committee, Quality Steering Committee, and Mortality Review Board. I took meeting minutes, tracked action items, and observed high-level decision-making processes on patient safety, policy updates, and quality metrics.

20. Hand Hygiene Audit:

I actively participated in hospital-wide hand hygiene compliance audits in coordination with the Infection Control Team. My responsibilities included:

- Observing staff (doctors, nurses, housekeeping) across various departments.
- Assessing compliance with the WHO's "5 Moments for Hand Hygiene."
- Recording data in audit sheets and assisting in monthly compliance reporting.
- Supporting awareness initiatives such as hand hygiene training and poster displays.

21. Bundle of Care Audit:

I contributed to auditing clinical Bundles of Care, specifically in critical care settings (e.g., for catheter-associated urinary tract infection [CAUTI], central line-associated bloodstream infection [CLABSI], and ventilator-associated pneumonia [VAP]). My role included:

- Using predefined checklists to assess adherence to each component of the care bundle.
- Collaborating with ICU and nursing staff to verify documentation.
- Highlighting deviations and helping develop action points to improve adherence rates.

5. KEY LEARNINGS FROM INTERNSHIP

During my internship at Fortis Hospital in the Medical Administration and Quality Department, I gained extensive insights into the operational and regulatory backbone of a tertiary care hospital. This experience helped me bridge academic knowledge with real-world healthcare management practices. Some of the key learnings include:

1. Understanding Quality Standards and Accreditation Processes:

I developed a clear understanding of quality frameworks such as NABH and JCI, including the importance of documentation, standard operating procedures (SOPs), and non-conformity closures during accreditation audits.

2. Hands-on Experience in Clinical Audits and Compliance Monitoring:

Actively participating in audits—ranging from hand hygiene, surgical safety, and discharge processes to infection control and antimicrobial stewardship—enhanced my ability to assess compliance, interpret clinical protocols, and identify areas for improvement.

3. Data-Driven Quality Management:

I learned how key performance indicators (KPIs) are monitored, analysed, and presented through dashboards. Working with MSOG and FOS platforms improved my skills in data interpretation, reporting, and visualization for decision-making.

4. Interdepartmental Coordination and Communication:

By engaging in facility rounds, committee meetings, and interdisciplinary audits, I witnessed

the importance of effective communication and coordination among clinical, nursing, and administrative teams to ensure patient safety and continuous quality improvement.

5. **Infection Control and Patient Safety Practices:**

My exposure to infection control tools, bundle of care audits, and root cause analysis of adverse events deepened my appreciation for proactive risk mitigation strategies and the implementation of safety standards.

6. **Policy Awareness and Operational Insights:**

I gained working knowledge of statutory licenses, biomedical waste management, and hospital preparedness through mock drills—helping me understand the legal and operational requirements of hospital administration.

7. **Professionalism and Ethical Conduct in Healthcare:**

Observing and working under a multidisciplinary team taught me the importance of confidentiality, accountability, timely documentation, and professional integrity in a healthcare setting.