

INTRODUCTION:

Fortis Hospital Mohali was founded by the visionary business leader, Late Dr.Parvinder Singh, the Managing Director of Ranbaxy Laboratories.

Vision

Globally Respected Health Care Organisation known for Clinical Excellence and Distinctive Patient Care.

Mission

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

With this vision, we meticulously strive towards excellence with a patient-centric approach, state-of-the-art facility, integrity, teamwork, innovation and dedicated patient care to achieve a single-minded of ...**Saving and Enriching Lives**

Bed: 355 Bedded Multispecialty Tertiary Care Hospital

Area: 8.22 acres **Investment:** 1545

crores

Clinical Specialities: 29 **Accreditations** JCI NABH NABL NABL

FORTIS MEDCENTRE CHANDIGARH (FMC):

Fortis MEDCENTRE is an initiative by Fortis Hospital Mohali. It operates as a satellite unit from a double-storeyed building at SCO-11, Sector 11-D, Chandigarh. Fortis MEDCENTRE is an endeavour by Fortis Healthcare Ltd to make the finest quality healthcare services accessible to the citizens of Chandigarh city and its suburbs. It offers OPD services for all the major specialties through a team of highly qualified and well-experienced doctors, along with a wide range of minor Day Care Procedures and investigations, all under one roof.

To design SOPs for FMC and observe various challenges faced by FMC

Objective: To study the functioning and design SOPs for Fortis MEDCENTRE, a satellite unit of Fortis Hospital Mohali and enumerate various challenges faced by FMC.

Method: After interacting with various Department heads at Fortis Hospital Mohali and understanding their correspondence with FMC, various standard operating protocols were designed.

Various Challenges were:

- Manpower crunch.
 - Full time availability of doctor
 - Delay in blood reports
 - FMC, is totally dependent on Fortis Mohali for fixing their minor issues at maintenance and IT.
 - Appointment booking happens manually In a register against the call system applicable at Fortis Hospital Mohali.
- Suggestions:**
- Increase in the number of Front Office Assistants and Nursing Staff from 2 to 3 and 3 to 4 respectively
 - Recruit full time resident doctors.
 - Facility for processing of blood samples should be made at the facility to prevent delay in reports.
 - To tackle the system, maintenance and repair issues
 - an IT person to be available all times, guiding them as and when required and can manage the devices and printing of files and bills, Managing the HIS
 - a person who can maintain and look after the premises effectively, and fix the issues immediately, rather than they mailing it first to maintenance department, then waiting for someone to come and fix the issues.
 - Since Fortis MEDCENTRE is based on OPD on Prior booking, it will be a boon for FMC, to introduce, appointment scheduling through call centers, website/ App based bookings, duly updated on HIS, so that the overloaded FOAs can handle the Billing and Registration smoothly.

Health Package Analysis

Objective:

To assess the profit percentage of the existing health packages with the following corporate tie-ups: Taj Hotels and Punjab National Bank

Methodology:

The existing price list was measured with the Cost to Company. Profit percentage was taken out.

Calculations:

$$\frac{\text{Existing Price} - \text{Cost to Company}}{\text{Cost to Company}} \times 100$$

Out of the four packages calculated, three were at profit margin except for one which was at a loss margin of -27.46%
Recommendation: As per the calculations, Taj Pre-employment Package should be discontinued as it is running in losses.

Orientation session on patient care & satisfaction for Nursing staff (6 in number) at Fortis MEDCENTRE Chandigarh.

Objective: To promote FMC as a baby brand of Fortis Hospital Mohali,

To prepare and organized low cost strategies like organizing Health Talk events/ Interactive sessions and camps at various schools, colleges, Associations and Corporates by doctors of various specialties at FHM/FMC.

Methodolgy: Liasoning with Heads or incharge/coordinators at various schools/colleges/ associations and corporate , proposing the promotional Health talk and offering promotional services to the participating audiences keeping in mind the target audience and their area of interest.

Planning and executing arrangements, Preparing presentations for the concerning doctors, Introducing Brand name and fame, services and at times giving presentations.

Arrangement of gifts, coordinating with companies sponsoring gift hampers, packing and distribution to the target audience.



Total events were conducted for an audience of around 600.

Learnings: How to coordinate, plan and execute promotional events.

Targeting the audience keeping in view the occasions.(e.g. Mothers' Day, Topics of concerns pertaining to senior citizens, white collared workers anti-ageing, gynaecological problems, lifestyle disorders , etc)

Data Analysis for Health Checkup of DSM Ropar

Objective: To assess the reports of Health Checkup of employees and prepare an Annual Health Report.

Sample size—536 (total employees under went health checkup)

Scope of Study:

To assess the health of employees at DSM Ropar.

To provide an outlay of various health parameters to the employers.

To encourage regular preventive health checks to keep in tune with body and mind.

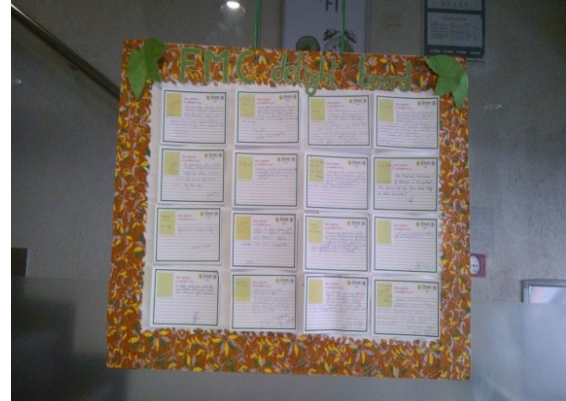
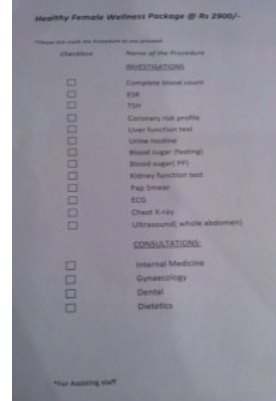
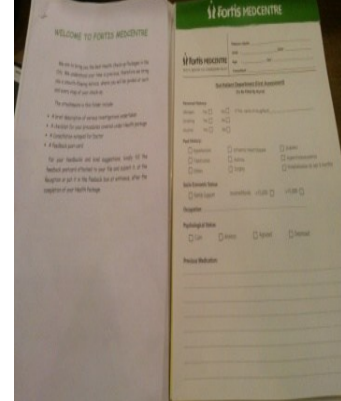
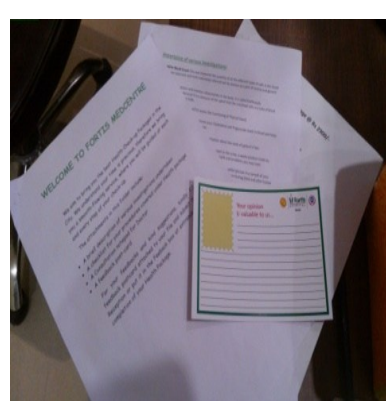
To create awareness regarding high and low values of various levels and their repercussions on body.

Inference:

No. of anemic patients was 42	High VLDL: 202
Patients with high TLC/Low TLC: 28/8	High LDL: 139
High cholesterol levels: 116	High SGOT/SGPT Levels: 139
High Triglyceride Levels: 219	High Blood Glucose Level: 136

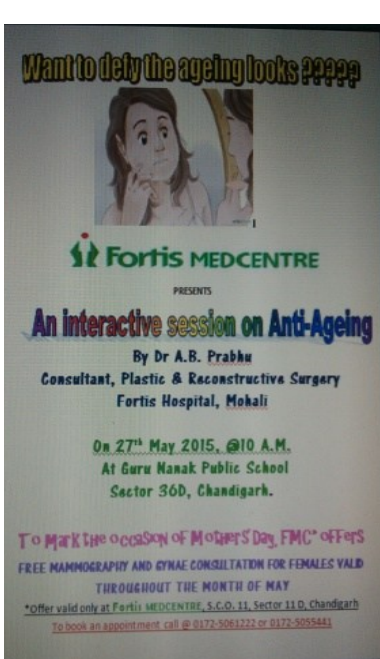
ommendation: Hence there is a need to look into the healthcare needs of the employee and encourage them to adopt healthy lifestyle for disease free life.

Designing Heath Package Check list Kit



Feedback Bulletin Boards

IEC Material for FMC/Event



Preparing Annual/Monthly Reviews from data provided

Compilation of Material and doctors' Profile at FMC for the purpose of website.