

TIME MOTION STUDY TO IDENTIFY DELAYS IN DISCHARGE PROCESS AT FORTIS HOSPITAL, JAIPUR

Vision : Saving and enriching lives
Mission : To become globally respected healthcare organization known for clinical excellence and distinctive patient care.

Description

- Fortis Escorts Jaipur is the First NABH accredited hospital in Rajasthan with 275 beds and all type of specialties available.
- It offers higher procedure such as kidney transplant , total knee replacement and has first generation cathlab.
- The hospital solely offers sophisticated robotic surgery, which enhances client experience and minimizes disability limitations.

Learnings

- Learned how to manage and clarify issues in various processes in hospitals like Admission and Discharges .
- Learned about importance of file auditing and ,Medicolegal cases.
- Learned how to analyse the data regarding the discharge of patient.
- During my project learned the importance of timely discharge and patient satisfaction.



USEFULNESS OF INTERNSHIP

Gained the basic knowledge of different departments of hospital
Gained the good clarity of how different departments in a hospital works in an effective way.
Developed team working skills
Developed professional communication skills
Developed self organization skills
Developed time management skills

CHALLENGES FACED DURING THE INTERNSHIP

Running behind the staff to get exact documents of discharge timing was a quite challenging task.
Interaction with the nurses and staff was quite tough.

PROPOSED SUGGESTION

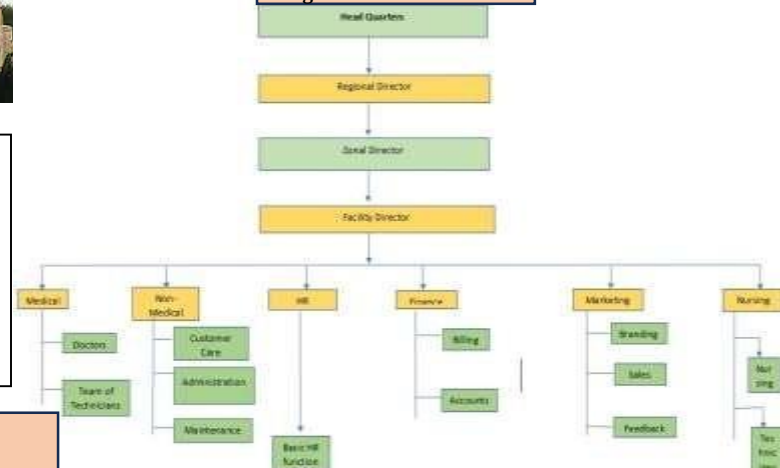
- Early Discharge Planning: Start discharge planning as early as possible during the patient's hospital stay
- Number of porter GDA and nursing GDA should be increased for more speedy work efficiency.
- For planned discharge summary should be prepared before the day of discharge
- Patient and Caregiver Education
- Multidisciplinary Approach

NAME-VISHNU SAINI, ROLL NO 1654
ORGANIZATION MENTOR-DR.PARUL DUTT
COLLEGE MENTOR- DR ANUPAM MEHROTRA

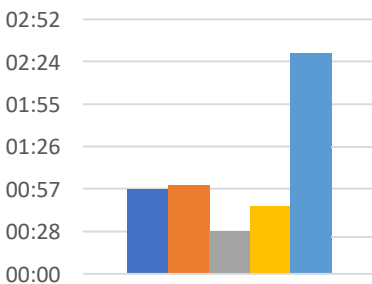
Brief History

- Set up in 1996 (fortis Jaipur launched in 2007)
- Founder: Shivinder Mohan Singh and Malvinder Mohan Singh .
- Parent company is IHH .
- It has a total of 36 healthcare facilities with 4000 operational beds

Organizational Structure



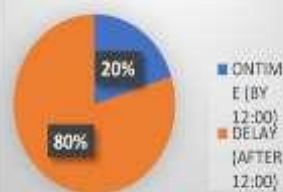
Average time taken on each step



Methodology

Study - Observational
Sampling- Purposive sampling
Sample size - 60 patient
Data type – Quantitative data.

Average delays



STRENGTH

1. Experienced and skilled workforce.
2. Regular training to nurses, doctors and other staff.
3. Brand name
4. NABH Accrediation
5. Experienced business units.
6. It has first generation Cathlab and offers advance robotic surgery

WEAKNESS-

1. Some departments are under staffed ,and some OPD staff and nurses are lacking in experience.
2. Not have presence in suburban area.
3. Admission process of patient is done on 5 floor.

SWOT ANALYSIS

OPPORTUNITIES

1. Medical tourism (Medical treatment at cheaper rates for international patients)
2. Increasing demand (due to growing health concern, awareness and diseases)

THREATS : 1 When compared to its competitor such as Narayana Hospital, EHCC, and Manipal Hospital, surgery packages are much more expensive

THEORITICAL AND PRACTICAL OBSERVATIONS

Biomedical wastes were dumped in different color bins , which we studied theoretically
Admission department was on 5 floor which should be preferably on ground floor
Location of ICU – Located on ground floor (MICU) theoretically upper floors are preferable to prevent risk of infections.