

THE FORTISIAN

HAPPENINGS IN THE WORLD OF FORTIS



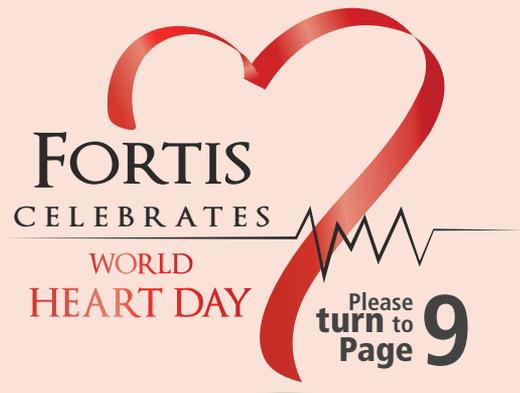
Fortis Hospital, Kalyan



Fortis Hospital, Bannerghatta Road



Fortis Hospital, Kolkata



Fortis Hospital, Mohali



Fortis Memorial Research Institute, Gurugram



Fortis Escorts Heart Institute, Okhla



Fortis Hospital, Mulund

Message from the MD & CEO

Dear Colleagues,

I take this opportunity to extend my heartiest festive greetings to each one of you and your family members.

While the COVID-19 situation appears to be under control, experts are suggesting that we should all exercise utmost caution. I urge all of you to remain vigilant and practise the COVID-19 safety protocols with diligence even as you enjoy the festivities and spend time with your family. Do be a good Fortis ambassador and spread the word around amongst your friends and neighbours, so that we can together do our bit to prevent another major wave.

The past few weeks have been quite exciting in the country's healthcare journey. The Ayushman Bharat Digital Health Mission was launched recently. The project aims to provide a digital health ID to all citizens, which will be linked to their electronic health records. The country also witnessed a major milestone of administering 100 crore COVID vaccine doses. The Ayushman Bharat Health Infrastructure Mission has been launched with the aim of filling gaps in public health infrastructure, especially in critical care facilities and primary care, in both urban and rural areas.

Our journey at Fortis, too, has been very exciting. We have ably partnered with the Government in delivering various healthcare initiatives, especially during the COVID crisis. This apart, we have notched up several clinical successes at our facilities across the country. We also continue to invest in building state-of-the-art infrastructure across the organisation whilst further augmenting our talent pool.

These initiatives have already begun paying rich dividends and I am confident that we are on the path to sustainable long-term growth. Of course, this would not have been possible without your wholehearted commitment and hard work. I thank you for your contribution in ensuring a positive patient experience and look forward to your continued support as we aspire to reach greater heights.

Regards,
Dr A. Raghuvanshi
MD & CEO



New Beginnings & Launches

Union Minister Shri Krishan Pal Gurjar lays foundation of Fortis Escorts, Faridabad's new building



(L-R): Mr Manu Kapila, Head - Corporate Affairs & CSR, Fortis Healthcare, Shri Yashpal, Commissioner Municipal Corporation of Faridabad, Shri Jitender Yadav, Deputy Commissioner, Faridabad, Shri Krishan Pal Gurjar, Union Minister of State for Heavy Industries and Power, Government of India, Mr Anil Vinayak, GCOO, Fortis Healthcare, Mr Mohit Singh, Zonal Director and Mr Naveen Bhatia, Manager - Corporate Affairs at the ceremony



Glimpses of the ceremony

Fortis Escorts Hospital, Faridabad will add 60 more beds for patients' treatment, bringing the total number of beds in the hospital from 210 to 270. The additional beds will be installed in a new building, which is currently under construction. On September 17, 2021, a Bhumi Pujan ceremony was held at the hospital, with Shri Krishan Pal Gurjar, Union Minister of State for Heavy Industries and Power, Government of India, as the Guest of Honour. Shri Jitender Yadav, Deputy Commissioner, Faridabad, and Shri Yashpal, Commissioner, Municipal Corporation of Faridabad, also attended the event. The new building's construction will be completed within a year.

Dr. Ajay Dogra, Facility Director of Fortis Escorts, Faridabad, added, "We are glad to begin this new journey by expanding our current healthcare facilities. We hope that we will be able to provide the best possible healthcare services to patients who would otherwise have to travel elsewhere to receive advanced healthcare. Fortis Escorts, Faridabad is dedicated to ensuring accessible and high-quality care for all of our patients. We are looking forward to expanding our services in the coming months, both in terms of technologically advanced facilities and by bringing the best experts in all specialties to our hospital."

State-of-the-art Bone Marrow Transplant unit inaugurated at Fortis Hospital, Mulund

Shri Iqbal Singh Chahal, Commissioner - Municipal Corporation of Greater Mumbai inaugurated the first-of-its-kind dedicated Bone Marrow Transplant (BMT) unit in Central Mumbai at Fortis Hospital, Mulund, on August 25, 2021. Dr Ashutosh Raghuvanshi, MD & CEO, Fortis Healthcare along with Mr Anil Vinayak, Group COO, Fortis Healthcare, Dr S Narayani, Zonal Director, Fortis Hospitals, Mumbai and a host of senior clinicians graced the occasion.

The BMT division, headed by Dr Subhaprakash Sanyal and comprising of a dedicated multi-disciplinary team, is capable of treating various complex haematological diseases. The team is especially capable of delivering super-specialised care for benign and malignant tumours in adults and children.

Speaking on the occasion, Dr Sanyal said, "BMT is a well-recognised curative treatment option in the algorithm of many haematological disorders and it requires a well-orchestrated, high-end speciality set-up apart from a team of highly trained specialists. Our new six bedded dedicated BMT unit is at par with global standards, in terms of care, expertise and facilities."



Snapshots from the inauguration ceremony

Clinical Excellence

First in India: Doctors at Fortis Hospital Vasant Kunj, remove pancreatic cancer from a 6-months pregnant woman

In the first case of its kind in India, doctors at Fortis Flt Lt Rajan Dhall Hospital, Vasant Kunj, New Delhi, have performed the Whipple operation to remove a cancerous tumour from the pancreas of a six-month pregnant patient from Afghanistan. Both, the mother and the unborn baby, are now doing well. The Whipple operation performed by Dr Amit Javed, Director - GI Oncology, in this pregnant woman is amongst the handful of reported cases across the world and the first in India.

The patient was admitted to Fortis Hospital Vasant Kunj on July 15, 2021. The

first major challenge was in making the diagnosis as during pregnancy, abdominal discomfort, nausea, vomiting and even jaundice in some cases, are common. Moreover, the CT scan of abdomen, the preferred diagnostic tool, had to be avoided due to her pregnancy. Hence, an MRI was conducted to diagnose the cancer. Once the diagnosis was confirmed, the doctors moved swiftly as waiting for the delivery would have allowed the cancer to spread. Chemotherapy was ruled out on account of the pregnancy. The surgery was challenging as the pregnancy was advanced, the uterus was large and was obscuring the surgical field. Without moving the uterus, the surgery was performed successfully and the patient had a smooth recovery.

Congratulating Dr Javed and his team Dr Rajeev Nayyar, Facility Director, Fortis Vasant Kunj said, "For the first time in India, a pregnant patient has undergone the Whipple's surgery. The successful outcome is a testimony to the excellent expertise and multidisciplinary care offered at our hospital. I congratulate the team of doctors for their commitment to world-class patient care even amidst the pandemic."



Dr Amit Javed (centre) and Dr Rajeev Nayyar (third from left) with the patient and her family

First Robotic Kidney Transplant at Fortis BG Road, Bengaluru

A team of doctors led by Dr Mohan Keshavamurthy, Director - Urology, Uro-oncology, Andrology, Transplant & Robotic Surgery, Fortis Hospitals, Bengaluru and Dr Sreeharsha Harinatha, Consultant - Urology, Uro-Oncology, Uro gynaecology, Andrology, Transplant and Robotic Surgery conducted Fortis BG Road's first Robotic Kidney Transplant on August 24, 2021. A 28-year-old patient suffering from end stage kidney failure received a kidney donated by his mother. Both, the recipient and the donor have recovered and were discharged within a week after the surgery.

While the minimally invasive approach is currently being used as the standard procedure for all donor nephrectomies, Robotic approach for recipient is used at very few centres in India owing to the complexity of the procedure and the expertise required.

The patient had a history of accelerated hypertension followed by deterioration of kidney function. As he had reached end stage kidney failure and was undergoing dialysis for the same, he underwent robotic living donor kidney transplant, which is not done very common in India.



Dr Mohan Keshavamurthy



Dr Sreeharsha Harinatha

Doctors at Hiranandani Hospital, Vashi, save life of 67-year-old woman suffering from tear in body's main blood vessel

Doctors at Hiranandani Hospital, Vashi, saved the life of a 67-year-old woman suffering from aortic dissection, a rare and serious condition wherein a tear occurs in the body's main blood vessel (aorta). The patient was critically ill and had very thin chance of survival. A team of experts comprising Dr Brajesh Kunwar, Director-Interventional Cardiology and Dr Manish Hinduja, Consultant - CVT Surgery, along with Dr Vijay Shetty, HOD - Anaesthesia, Fortis Hospital, Mulund, used the Thoracic Endovascular Aortic Repair technique to save the patient. The immediate mortality rate in cases of aortic dissection is as high as 1% per hour over the first several hours, making early diagnosis and treatment critical for survival. Of all patients with aortic dissection, 40% die immediately as they do not receive timely treatment. In this case, the patient had delayed seeking care for 10 days, which made matters worse.

Sharing more details, Dr Kunwar said, "This was a very rare case. Immediate investigations suggested aortic dissection at the chest level. The dissection was also associated with a large aortic aneurysm (a blood-filled bulge in the vessel) in the thoracic part with dissection involving the right renal artery. The dissection migrated lower down into both the lower limb vessels, making our procedure difficult. Finally, the family agreed for the surgery. However, stents needed for such procedures are not available off-the-shelf and are custom-made for patients based on individual requirements. Further, these stents need to be transported from Bengaluru. We are grateful to our suppliers as they delivered the stents on time, enabling us to save the patient's life."



(R) Dr Brajesh Kunwar with the patient

Complex laparoscopic surgery performed at Fortis Malar, Chennai, to remove 93-year-old's pus filled gallbladder

A team of doctors led by Prof Dr Kapali Neelamekam, Senior Surgeon – Gastro and Minimal Access Surgery, Fortis Malar Hospital, Chennai, performed a complex laparoscopic surgery on a 93-year-old female patient in July 2021 to remove her pus filled, gangrenous gallbladder (pyocele). While Dr Mohan Rao and Dr Naresh assisted with the surgery, Dr Vidya Mohanram and Dr Shinu Abdul Rasheed provided anaesthesia support.

The patient had undergone treatment for removing gallstones three years ago. She began developing complications thereafter as her gallbladder malfunctioned, leading to acute gallbladder inflammation (cholecystitis). However, the patient was hesitant to undergo surgery and had delayed a visit to the hospital due to COVID fears, leading to escalation of complications. Explaining the challenges, Dr Neelamekam said, "While dissecting the gallbladder, we found pus flowing all around, making it difficult to operate due to the frozen Calot's triangle (a space bounded by the cystic duct, hepatic duct and the surface of the liver). We couldn't approach the Calot as it was thick and the gangrene of the gallbladder sat deep in the pus. Eventually, we had to remove the cystic duct."

The patient was discharged within 48 hours of the surgery and has recovered well.



Dr Kapali Neelamekam (L) with the patient



Dr Kapali Neelamekam with patient's family

Doctors at Fortis Escorts, Okhla Road, repair rare blood vessel rupture caused by metallic stent

A team of doctors led by Dr Ritwick Raj Bhuyan, Director - Cardiothoracic Vascular Surgery and Dr Vivudh Pratap Singh, Consultant - Interventional Cardiology, Fortis Escorts Heart Institute, Okhla, gave a new lease of life to a 35-year-old patient by repairing a blood vessel rupture caused by a metallic stent. As per standard literature search, this is an extremely rare condition wherein an Inferior Vena Cava (IVC) stent caused a rupture of the aortic sinus.

The male patient had been treated for Budd Chiari Syndrome, a liver disease, two years ago. A metallic stent was placed in his inferior vena cava (a large blood vessel responsible for transporting deoxygenated blood from the lower extremities and abdomen to the heart). The metal stent migrated to the right atrium of the heart and caused rupture of the non-coronary sinus of the aortic valve. This led to a Ruptured Sinus of Valsalva (RSOV) with a large left to right shunt. This subsequently caused dilated right heart leading to severe tricuspid valve regurgitation.

The patient was brought to FEHI with severe heart failure symptoms, deranged liver function and thrombocytopenia (reduced blood platelet count). He was successfully operated with patch closure of the RSOV, tricuspid valve repair with partial stentectomy of the migrated portion of the metal stent. He subsequently had a smooth recovery and was discharged.



Dr Ritwick Raj Bhuyan (left) and Dr Vivudh Pratap Singh (right) with the patient

Milestones

Fortis BG Road, Bengaluru, celebrates 15 years of 'transforming and enriching lives'



Lamp Lighting by Senior Clinicians, Leaders and Supervisors



Dr Manish Mattoo delivering his address



Cultural Performance



Anniversary Cake



Anniversary program



Pookalam Competition



Leadership team in traditional attire



Team Fortis BG Road

Fortis Hospital, BG Road, Bengaluru turned 15 this year in 2021. The celebrations also coincided with the auspicious occasion of Onam. As a part of weeklong festivities good wishes were shared by the senior leaders and senior clinicians, followed by some very engaging cultural performances by the staff. Team BG participated with great fervour and enthusiasm in the team photoshoot and enjoyed Anniversary lunch together while sadya (a traditional meal served on the occasion of onam) was also served in the hostel. The Pookalam (colourful floral decoration) competition saw some very creative entries from all departments.

Special Feature

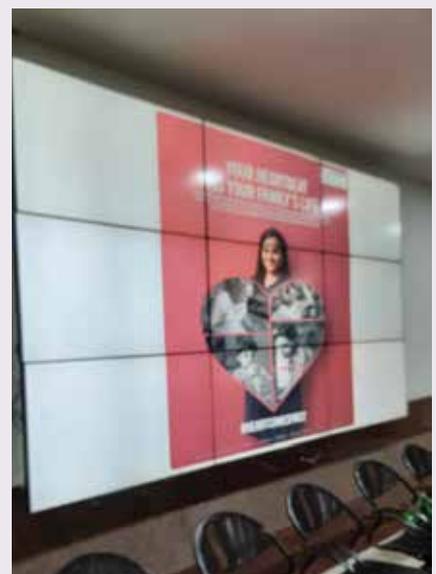
Fortis Celebrates World Heart Day



Fortis Hospital, Mohali



Fortis Hospital, Kolkata



Fortis SL Raheja Hospital, Mahim



Fortis Hospital, Mulund



Fortis Hospital, Amritsar

On the occasion of World Heart Day, Fortis BG Road, Bengaluru launches mobile heart check-up van

As part of World Heart Day 2021, which coincides with the 15th anniversary of Fortis Hospital BG Road, Bengaluru, a mobile Heart check-up van named 'Route no. 15' was launched to urge people to take care for their heart. The mobile cardiac clinic was flagged off by Dr Vivek Jawali, Chairman - Cardiac Sciences, along with Dr Manish Mattoo, Zonal Director, Dr Priya Sreedharan, Medical Director and other senior cardiologists from Fortis BG Road. The aim is to provide essential health check-ups and heart care to citizens in and around the vicinity of Fortis BG Road.



Glimpses of the launching event



The mobile van is equipped with an Echocardiography machine and has a doctor on board, supported by a nurse and a technician, to provide comprehensive heart screening and consultation at minimal cost. Depending on the outcome of the initial investigation, patients are advised further cardiac screening and investigation.

The activity will be conducted over 15 weekends, starting from October 2nd, in key residential areas in and around Bannerghatta Road. The objective is to achieve over 1500 health checks and over 150 consultations.

Hiranandani Hospital, Vashi, launches state-of-the-art Cardiology Department & OPD on World Heart Day



(L-R) Mr Ashish Bhatia, Dr Brajesh Kumar Kunwar, Dr Atul Ingale, Senior Nephrologist & Transplant Physician, Dr S. Narayani, Dr Chandrashekhar T., Chief Intensivist & Dr Farah Ingale, Director-Internal Medicine, inaugurating the Cardiology department



(L-R) Mr Ashish Bhatia and Dr Brajesh Kumar Kunwar unveiling the OPD

Hiranandani Hospital, Vashi - A Fortis Network Hospital, launched a state-of-the-art Cardiology Department (non-invasive) and OPD on September 29, on the occasion of World Heart Day 2021. The event was graced by Mr Ashish Bhatia,

Business Head – Rest of India, Fortis Healthcare, Dr S. Narayani, Head SBU - Mulund and Mr Nitin Kamaria, Facility Director, Hiranandani Hospital, Vashi. The department is helmed by Dr Brajesh Kumar Kunwar, Director - Interventional Cardiology. Talking at the inauguration, Dr Kunwar stressed on the importance of knowing how to manage heart attacks and highlighted the importance of reaching a well-equipped medical set-up when in duress or faced with a cardiac emergency. Clinicians, administrators, Nursing teams and Patient Care teams joined the celebration. An informative booklet about comprehensive cardiac care and measures to take during a cardiac emergency was also released on this occasion.

Fortis Escorts Heart Institute, Okhla, celebrates World Heart Day by spreading awareness

Fortis Escorts Heart Institute, Okhla, New Delhi, celebrated World Heart Day on September 29, 2021, by creating awareness about heart health. A series of events on the theme 'Gift your heart the promise of good health' were organised. The day began with an online spiritual session with Brahm Kumari Sister Shivani, in the presence of Prof (Dr) Ashok Seth, Chairman - Fortis Escorts Heart Institute, Dr Z. S. Meharwal, Executive Director - CTVS & HOD - VAD Program, Mr Bidesh Chandra Paul, SBU Head & Zonal Director and other senior clinicians. "Doctors should also keep their heart healthy and give some free time to themselves," advised Sister Shivani. Awareness building activities were conducted with patients as well as their attendants. Health camps were organised in the neighbouring residential areas wherein 714 citizens were screened. An online painting competition for children was organised in association with schools wherein 252 participants sent in their entries.



Glimpses of the event

On World Heart Day, Fortis Memorial, Gurugram, launches cutting-edge Cath Lab with South Asia's first '3D mapping Carto 7 machine'



(L-R) Dr Ritu Garg, Shri Rao Inderjit Singh, Dr Ashutosh Raghuvanshi, Dr T. S. Kler, Mr Yash Garg, Dr Virender Yadav, Mr Anil Vinayak and Mr Manu Kapila

On the occasion of World Heart Day on September 29, Shri Rao Inderjit Singh, Hon'ble Minister of State (Independent Charge), Ministry of Statistics and Program Implementation, Government of India, inaugurated a state-of-the-art Cath Lab with South Asia's first '3D Electro-Anatomical Mapping Carto 7 machine,' at Fortis Memorial Research Institute (FMRI), Gurugram. The event was organised under the aegis of Dr T. S. Kler, Chairman, Fortis Heart & Vascular Institute, FMRI Gurugram and Fortis

Hospital, Vasant Kunj, and was attended by the senior leadership, including Dr A. Raghuvanshi, MD & CEO, Dr Bishnu Panigrahi, Head - MSOG, Mr Anil Vinayak, GCOO and Dr Ritu Garg, Zonal Director, FMRI, among others.

The '3D Electro-Anatomical Mapping Carto 7' machine provides a comprehensive model of the entire heart, while simultaneously relaying information regarding the electrical activity in the vital organ. Explaining the utility of the equipment further, Dr Kler said, "The machine will allow us to map complex arrhythmias such as ventricular tachycardias and atrial fibrillations. This will reduce mortality by enabling us to employ targeted interventions. There is an urgent need for such a machine because of the widespread prevalence of cardiac arrhythmias which are causing morbidities and resulting in hospitalisations. The 3D cardiac mapping system will prove to be vital in our work as it will reduce mapping time by offering information on the circuits and location of arrhythmias during the procedure. Fortis Heart and Vascular Institute also has developed latest non-surgical treatment for structural heart disease including TAVR, Mitraclip and Tric valve. We are fully geared to do cardiac transplants and Artificial Heart for patients in need."

Community Connect

Fortis Memorial, Gurugram, launches on-site influenza vaccination drive for children



Glimpses of vaccination drive

Fortis Memorial Research Institute (FMRI), Gurugram, has commenced a special drive to inoculate children against influenza (flu). So far, over 150 children have been vaccinated at 15 on-site vaccination camps conducted in the neighbouring residential areas.

Dr Krishan Chugh, Director & HOD - Paediatrics, said, "The influenza vaccine is recommended for children, especially in these COVID times, as it protects children against respiratory illness. Since symptoms of respiratory illness are similar to those of COVID, children who have been vaccinated would require few hospital visits or tests. Due to the existing restrictions however, it is difficult to vaccinate children at hospitals or other healthcare facilities. By conducting these on-site camps, we aim to reach out to the community and vaccinate as many children as possible."

Fortis Hospital, Mulund, hosts Basic Life Support training for employees of leading jewellery chain

The Nursing Team from Fortis Hospital, Mulund, conducted Basic Life Support (BLS) training for staff members of a leading chain of jewellery stores across Mumbai and Navi Mumbai. Ms Jisha Binoy, Nurse Educator and certified ACLS Trainer, Ms Tito Mathews, Nurse In-charge and Ms Khyati Sawla, Nurse Educator, hosted the session at the first outlet on July 28, 2021, which was attended by over 35 members. During the session, the team demonstrated cardiopulmonary resuscitation (CPR), and airway management. Sessions were also hosted at Vashi and Andheri outlets, which witnessed participation from over 50 and 35 participants respectively.

Held under the leadership of Sister Minimole Varghese, Chief Nursing Officer, Fortis Hospital, Mulund, the sessions were well appreciated by the staff members.



(Center) Ms Jisha Binoy, Ms Tito Mathews and Ms Khyati Sawla with the staff of the jewellery store



Glimpses of BLS training sessions



Fortis Memorial inaugurates dedicated healthcare facilities at residential societies



Fortis medical centre inauguration at Magnolias





Fortis medical centre inauguration at Aralias

In an effort to take high quality healthcare closer to the doorstep of Gurugram residents, Fortis Memorial Research Institute, Gurugram, has launched an initiative to establish dedicated medical centres at residential societies. Two such dedicated centres were inaugurated at Magnolias Society and Aralias Society located on Golf Course Road, Gurugram, on September 1 and September 20, 2021, respectively. While the centre at Magnolias caters to over 2,500 residents, the one at Aralias benefits over 1,000 residents. The medical rooms are well equipped to provide 24x7 nursing care and primary health screening facilities, including Rapid Antigen Test, ECG, RBS, SPO2 Level and vitals check. A doctor is available for consultation and super-speciality consults are arranged on prior appointment. Fortis also provides home care services through these centres.

Fortis Escorts, Okhla Road, observes National Senior Citizen Day



Glimpses of the event

Fortis Escorts, Okhla, New Delhi (FEHI) celebrated National Senior Citizen Day on August 20, 2021. Mr Bidesh Chandra Paul, SBU Head & Zonal Director, Mr Rajpal Singh, MCD Councillor (South Delhi), Mr Avinash Singh, ACP – Delhi Police, Dr G. S. Grewal, President – Indian Medical Association (IMA), Dr Vijay Gurjar from the All India Institute of Medical Sciences (AIIMS, New Delhi) and Mr Harpreet Singh – Deputy General Manager - Sales & Marketing, were present on the occasion. FEHI also launched a program in association with Delhi Police wherein police personnel will be trained in caring of the elderly.

Events

Fortis Memorial, Gurugram, organises week-long Anti-microbial Stewardship Programme for clinicians

Fortis Memorial Research Institute (FMRI), Gurugram, organised a week-long Anti-microbial Stewardship (AMS) Programme for clinicians from July 6 - 13, 2021. The programme aimed at providing extensive insights and awareness on the rational use of anti-microbials, de-



Glimpses of the event

escalation, antibio-gram, challenges and the way forward to promote the appropriate use of anti-microbials.

Collaborative and instructive sessions were conducted by the AMS Working Group during the week and the programme was attended by over 80 doctors. An overview of the AMS Programme was presented by AMS Champion Dr Sandeep Dewan, Director - Critical Care, while the challenges and way forward was presented by the Clinical Pharmacists. Presentations were made by the AMS working group members Dr Praveen Gupta, Director & Head - Neurology; Dr Aarti Gupta, Microbiologist; Dr Neha Rastogi & Dr Neha Gupta, Infectious Disease Experts; Clinical Pharmacists and the Infection Control Team on when to send cultures, interpretation of culture reports, de-escalation, hospital antibiogram, pharmacokinetics and pharmacodynamics, use of anti-microbials including spectrum of activity of commonly used drugs, and infection prevention and control. The programme was driven by the Medical Administration and Quality Department under the guidance of Dr Vritti Lumba, Medical Superintendent and Dr Savitaa Sharma, Head - Quality and Patient Safety.

Fortis Escorts Hospital, Amritsar, observes World Breastfeeding Week, 2021

Fortis Escorts Hospital, Amritsar, observed World Breastfeeding Week from August 1-7, 2021 on the theme 'Protect Breastfeeding: A Shared Responsibility'. Department of Clinical Nutrition with support from Department of Nursing and Marketing, organised several activities including a written quiz for nursing staff, counselling of lactating staff members and providing written material to patient's attendants regarding importance of mother's feed.

Dr Tarsem, Associate Consultant Pediatrics, and Guljeet Kaur, Clinical Nutrition Department, emphasised on the importance of breastfeeding in a Facebook live session. A talk on importance of feeding newborn was also given by Dr L K Verma, Medical Superintendent. On the occasion, quiz winners, lactating staff members and expecting staff members were given gift hampers.



Glimpses of World Breastfeeding Week celebrations

Fortis La Femme, Bengaluru - A Fortis Network Hospital, welcomes fresh batch of new nurses under VIROHAN programme

Fortis La Femme, Bengaluru - A Fortis Network Hospital, welcomed new nurses under the VIROHAN programme on July 23, 2021. The structured induction programme for on-boarding new nurses has been designed by Capt. Sandhya Shankar Pandey, Chief Nursing Officer - Fortis Healthcare, and aims to improve nursing skills, confidence, quality and patient satisfaction.

The new nurses were warmly welcomed by Ms Sandhya Shaji - Chief Nursing Officer. Dr Srikant Subudhi, Facility Director, Dr Monika Minocha, Head - Medical Services, Mr Rithesh Gonsalves, Head - Administration, Ms Prathiba, HR - Learning & Development, and Ms Prabhavathy, Nursing Educator, along with Ms Shaji participated in the lamp lighting ceremony. This was followed by the launch of Nurses Hand Book. The leaders also greeted the new nurses with a welcome badge.



Glimpses of the welcome programme of new nurses

Fortis BG Road, Bengaluru, organises certificate programme for nurses

A certificate programme for nurses on Venous Thromboembolism (VTE) was conducted at Fortis Hospital, Bannerghatta Road, Bengaluru, on August 13, 2021. Sister Latha Nonis, Chief Nursing Officer, and Dr Priya Sreedharan, Medical Director, inaugurated the event by lighting a lamp. This was followed by series of sessions and post-test.

A part from Dr Sreedharan and Sister Nonis, Dr Thomas, Associate Consultant - Critical Care, Dr Yamini, Senior Manager - Medical Administration, Mr Praveen Wali, Head – Administration, Mr Ganesh Rao, Zonal Head – HR, Ms Sunithamma Tomy, Nursing Manager, and external speakers imparted the training. A total of 60 nurses benefited from the programme.



Glimpses of the event

Fortis Escorts Hospital, Amritsar, organises 'train the trainer' training session for Nurses

Fortis Escorts Hospital, Amritsar, conducted a day-long train the trainer training session for 24 selected staff nurses on July 27, 2021. The session was conducted by the Nursing Educator, Chief of Nursing and Medical Superintendent of Fortis Escorts Hospital, Amritsar, in collaboration with Infusion Nurses Society of India (INS).

The session on Venous Access covered topics such as peripheral and central line insertion, indications, proper procedure, the 5 "R" and measures to reduce incidence of Thrombophlebitis and Central Line-associated Bloodstream Infections (CLABSI). The nurses who cleared the post-training assessment test received certificates and have become trainers.



Glimpses of the training session

84 employees learn firefighting skills during drill at Fortis Escorts, Okhla, New Delhi



Glimpses of Firefighting Training

Fortis Escorts, Okhla, New Delhi, conducted a firefighting training session on July 27, 2021, to educate staff and employees. The drill was conducted by Mr Rabindra Kumar Jena - Fire and Safety Officer under the guidance of Mr Satya Narain Sharma - Chief Security Officer. A total of 84 employees from Nursing, Patient Care Service and Housekeeping departments enthusiastically participated in the exercise. Fire safety training plays a crucial role in reducing the risk of injury or loss of life in the event of blaze.

Fortis Sales Team organises first HR Conclave under the 'Guardians of Health' banner



Glimpses of the event

As part of its efforts to revitalise the Private Corporate Sales channel, the Domestic Sales Team organised the first HR conclave on September 17, 2021, in New Delhi. The event, which is part of a series of engagement initiatives directed at large businesses, was held under the 'Guardians of Health' banner. The event attracted over 100 HR professionals, including over 15 Chief HR officers from across the country. Four panel discussions were held, featuring 18 CXOs of several major corporates. The speakers shared their views on 'Reinventing the role of HR in the new normal'. All Fortis hospitals in Delhi NCR also participated in the event. The programme was very well received and appreciated by the participants.

Fortis Hospital, Shalimar Bagh, New Delhi, organises crash course programme for ANMs and Technicians



Mrs Girja Sharma, Chief Nursing Officer communicating with ANMs and Technicians

Session on policies and protocols

Fortis Hospital, Shalimar Bagh, New Delhi, organised a two-day crash course programme for 27 Auxiliary Nurse Midwifery (ANM) and 11 technicians. The programme aimed at providing preventive, promotive and restorative health care to patients. The Comprehensive programme was inaugurated and conducted under the guidance of Mrs Girja Sharma, Chief Nursing Officer along with the Education Department.

The programme included sessions on hospital policies and protocols, infection control measures, fire safety, patient care and basic procedures. Several activities were organised including hands-on practice and return demonstration of equipment and articles. Pre and post tests were conducted for all attendees to evaluate the effectiveness of induction programme.

Fortis Hospital, Noida, observes World Hepatitis Day

On the occasion of World Hepatitis Day on July 28, 2021, Fortis Hospital, Noida, organised a poster making competition for nurses by the Nursing Department. Ms Usha Prabhakar, Chief Nursing Officer, addressed nurses from Fortis as well as other organisations and shared her thoughts on the management of post liver transplant care, through a webinar.



Snapshot of the webinar



Poster making competition at Fortis Noida

A complimentary liver screening camp was also organised wherein visitors underwent Hepatitis B & C screening and Fibroscan. They also availed of a consultation and received vaccination.

Fortis BG Road, Bengaluru, organises Hospital Acquired Pressure Injury programme for nurses



Glimpses of the event



A programme for nurses on Hospital Acquired Pressure Injury (HAPI) was conducted at Fortis Hospital, BG Road, Bengaluru, on August 24, 2021. The session was attended by the senior members of the hospital including Dr Priya Goutham, Medical Director, Dr Murali Chakravarthy, Director - Department of Anaesthesia, Sister Latha Nonis, Chief Nursing Officer, Dr Yamini, Senior Manager - Medical Administration, Mr Praveen Wali, Head - Administration, Mr Ganesh Rao, Zonal Head - HR, and Ms Sunithamma Tomy, Nursing Manager. The session started with pre-test, followed by lamp lighting, series of sessions and post-test.

The keynote speakers included Mrs Mala VS, Nurse Educator - Fortis BG and external guest faculty. A total of 60 nurses benefited from the programme.

Three-day 'Wound Care Championship Certification Workshop' held at Fortis Escorts, Okhla, New Delhi

The Nursing Team at Fortis Escorts Heart Institute, Okhla, New Delhi, hosted a three-day 'Wound Care Championship Certification Workshop' in collaboration with an external partner from September 9 to 11, 2021. Ms Minimole John, Chief of Nursing and Ms Susan Sebastian, Deputy Chief of Nursing, Facilitator Nursing Educators along with representative of the external partner, attended the programme.

The sessions commenced with pre-assessment, series of events, practical demonstrations and post-assessment. The closing ceremony was addressed by Ms Minimole John, who also gave a token of appreciation to the external partner.



Glimpses of the Event

20 staff nurses at Fortis Shalimar Bagh, New Delhi, undergo Chemotherapy training



The participants along with the trainers

Fortis Hospital, Shalimar Bagh, New Delhi, organised a Chemotherapy training module for nurses on July 27, 2021. Dr Suhail, Consultant - Medical Oncology and his team, delivered extensive training to the 20 participants. The session included a range of practical activities alongside trainer-led sessions to reinforce the relevant knowledge and chemotherapy safety norms.

The module has been designed for chemotherapy nurses keeping in mind the essential requirements. The training helped learners develop their knowledge and skills in the administration of systemic anti-cancer therapies and get some hands-on practice of chemo port handling. The training was followed by a quick post training assessment test.

World Physiotherapy Day celebrated at Fortis BG Road, Bengaluru



Glimpses of World Physiotherapy Day celebration at Fortis BG Road, Bengaluru

Fortis BG Road, Bengaluru, celebrated World Physiotherapy Day on September 8, 2021, with a fun filled and informative session to educate the employees about the importance of physiotherapy. The session commenced with lamp lighting by Dr Manish Mattoo, Head SBU along with Dr Priya Sreedharan, Medical Director and Ms Jitha Joseph, Consultant - Physiotherapy & Rehabilitation. This was followed by cake cutting, welcome song, an educative session and felicitation of the best performing staff members. The highlight of the event was Zumba, which witnessed active participation from nurses, medical and non-medical staff.

Fortis BG Road, Bengaluru, organises Robotic Uro-Gynaecology training programme for doctors



Dr Keshavamurthy and Dr Shakir explaining the live procedure

Fortis Hospital, Bannerghatta Road, Bengaluru, conducted a two-day hands-on workshop on Robotic Uro Gynaecology for around 20 doctors of CGHS, ESI, Railways as well as private practitioners doctors from August 27-28, 2021.

The innovative training programme with hands-on practical experience was led by Dr Mohan Keshavamurthy, Director - Urology, Uro-Oncology, Uro-Gynaecology, Andrology, Transplant and Robotic Surgery. The workshop aimed at providing an innovative method of training for novice surgeons. The workshop comprised of live session of the surgery transmitted in the hospital auditorium followed by educational session with video and didactic lectures, hands-on training on the latest Da Vinci surgical system and surgical solutions for female incontinence.

Fortis Priority Partner launched across network



Corporate Office



Corporate Office



Ludhiana



Mohali



Shalimar Bagh



FEHI



Noida



FMRI



BG Road



Mulund



Anandpur



Vadapalani

The Domestic Sales Team has launched 'Fortis Priority Partner,' A loyalty program for external doctors. The launch event was held across Fortis units on Monday, September 6, 2021. This Program aims to enhance the engagement with the external doctors community via our unique value proposition for them as well as for their patients, so as to retain their loyalty. Each Fortis Priority Partner is mapped under one of the three categories – Silver, Gold or Diamond – and there are pre-define engagement activities for each category.

Fortis Escorts, Okhla, New Delhi celebrates International Housekeeping Week





A look at the event

Fortis Escorts, Okhla, New Delhi celebrated International Housekeeping Week from September 12 to 18, 2021. The initiative was taken by the Housekeeping Team and activities such as tree plantation drive, Swachh Fortis drive, bed making competition, rangoli competition, computer spring cleaning drive, 5s in the sunken courtyard area, and making of a rock garden, which was created by Team Housekeeping using waste products, took place during these week. During the event, Mr Bidesh Chandra Paul – SBU Head & Zonal Director, Ms Sangeeta Dua – Head Administration and Mr Mukesh Kumar – Head Housekeeping were present.

Fortis Hospital, Shalimar Bagh, New Delhi, observes Patient Safety Week

Fortis Hospital, Shalimar Bagh, New Delhi in collaboration with an external partner celebrated Patient Safety Week on September 17, 2021, to raise global awareness on patient safety and encourage individuals to demonstrate their commitment in making healthcare safer. This year, the theme of World Patient Safety Day was 'Safe maternity and new born care.' WHO, through this initiative encouraged all stakeholders to 'act now for safe and compassionate delivery' since the available data suggests that hospitalisation in low and middle-income countries leads to 134 million adverse events annually, which in turn results in 2.6 million deaths globally.

The event, facilitated by Mrs Girja Sharma, Chief of Nursing and Ms Shubra Saxena, Head – Human



Glimpses of the sessions

Resources, was inaugurated with a lamp lighting ceremony. The highlight of the programme was a poster making competition and a quiz competition among the nursing staff who actively participated, making it a very engaging and delightful session. The event concluded with prize distribution and rewards for the winners.

Doctor's Conversation



Dr Pradeep S
 Senior Radiologist-
 Fortis Hospital, Bannerghatta Road

Belaku academy is a free residential school for blind children.

It's scope is widened to take care of physically handicapped, mentally challenged, special children, orphans and very poor UNDER-PRIVILEGED children. SCHOOL is in Magadi road Bangalore India. It is 7 years old and is in a rented premises with boys form, girls form, office, class room, computer room, kitchen etc. SCHOOL scouts for these children in remote villages. Age at admission is 5 years and they are nurtured till 16 years. English, Sanskrit, Kannada, computers, music, harmonium, table, hindustani-classical, Carnatic vocal, yoga, chess, volleyball, Bharathanatyam, folk dance, braille, Hindu culture, compassion, vocational skills are given to the children. I started playing the Violin at the age of 8yrs, upon the insistence of my mother, who felt the need that I learn music at a young age. At that juncture, I was more inclined towards playing outdoor games. Good food is given by Rotary club.

When did you took up this initiative?

So it is an inclusive school for education and empowerment of UNDERPRIVILEGED children.

What encouraged you to start

I have taken up this initiative in 2016. I am the President and trustee along with my Co trustee Mrs Ashwini Angadi who is blind and is a big name in field of social service. Before this I have run a Music school for blind in bangalore for 10 years. My mother is my inspiration. All my birthdays in childhood were

celebrated in orphanages and blind schools and old age homes. Also the principle that you give to others God gives to you drives me. Some very very unfortunate incidents in my life has also deeply made me realise that life can be very abrupt and when we exist we need to do our bit to the society which gave us everything. While we build a fortune for our progeny let's share a morsel with others is my motto.

How do you take out time for this initiative?

I visit the school on Sundays when I am not on call. I am in touch with my trustee Ashwini and other office bearers on a daily basis by what's up. In all public holidays and festivals I am at the school. I take my wife and children whenever they are free. It really doesn't hamper my medical profession at all. I only need to sacrifice my leisure like a lazy Sunday or holiday. That's all. It's easy.

How do you feel about this initiative?

It's only how motivated you are. I feel great about my school and my children. More than being director of Radiology in Fortis I take pride in telling that I am president of Belaku academy. I feel very rewarded when people recognise my work and help me with donations, felicitation, etc. I feel every one who reads this if they are not in any other philanthropic work should join me in this noble endeavour and help me build this further.

What are your future plans?

There are great future plans. 2 years ago we bought 15000 sq ft of land in bangalore. Now we are building a 28000sq ft school with G plus 3. It will house 100 UNDERPRIVILEGED children of all varieties of disabilities. It will be run completely free. It will have state of the art facilities for blind. We will align with Perkins blind school in Boston We have 80g tax exemption, FCRA to receive foreign funds, CSR permissions etc. We are a registered NGO.



Nursing Conversation

Meet

Ms Moumita Saha

Quality Control Nurse, Fortis Hospital Anandapur



What made you take up nursing as a Career?

From my childhood, my aim was to become a doctor, I have always wanted to work in the healthcare facility. But somehow I did not achieve that goal, and I chose nursing profession as a career. As a nurse I always challenge myself to keep up with the medical trends so that I can serve the patient. I was also posted in the Critical care department and what I have learnt from our senior nurses is commendable and I have been able to leverage my knowledge in the nursing department with the help of my seniors.

How is your journey in Fortis?

I Joined Fortis Hospital Anandapur as a junior nurse and my journey so far is worth remembering. I have receiving huge support from my HOD's, nursing in-charges and CNO. Here I can grow up in my Career. Now I have been promoted as a QCN from March 2021. In this new field my UQH was also supportive and understanding. She guided and groomed me throughout my tenure.

What did you like the most about your work?

As a nurse I believe in utmost punctuality and

professionalism and nothing matters to me more than my patients. Their well-being is of my

foremost priority. As a Critical care nurse, I have always leveraged myself on learning new things and applying that in my day to day life. Serving each and every patient when they are at their most vulnerable state, keeps me going. When these patients leave the hospital with a smile on their face, that is what I call an achievement.

Any memory worth remembering?

One of my recent memorable and happy moment was when I was posted in my MICU shift and our CNO came to me and asked me to become a Quality Control Nurse.

Apart from Nursing, what else interests you?

To be very honest, my life revolves around nursing. From being a bed side nurse in charge to Quality Control Nurse, I have experienced a lot of things and which probably cannot be explained in words. As I said, I cannot think our anything apart from nursing and that is something that keeps me going.

Awards & Accolades

Fortis Hospital, Mulund, receives prestigious JCI accreditation for the sixth time in a row



The certificate of accreditation



(Seated-centre, R-L) Mr Satish Patil, Ms Lavina Lall, Dr S. Narayani, Ms Minimole Varghese, Dr Manisha Pathak & Mr Mohit Wankhade, along with their support teams

Fortis Hospital, Mulund, has received the prestigious Joint Commission International (JCI) accreditation, for the period July 2021 to July 2024. With this, the hospital has earned the coveted accreditation for the record sixth time in succession. The accreditation has been conferred after in-depth evaluation of quality standards for patient care and organisation management.

The evaluation preparation was led by Ms Lavina Lall, Head - Quality & Patient Experience, along with concerted and perfectly synchronised efforts from Ms Minimole Varghese, Head – Nursing and her team of nursing leaders and nurse educators. Mr Mohit Wankhade, Head – Administration and the Engineering team, SCM Champions and Security Personnel also pitched in, as did Dr Manisha Pathak, Head - Medical Services and her team of consultants, junior doctors, Medical Social Workers and Clinical Pharmacists. Crucial roles were played by Mr Satish Patil, Head - Human Resources and the Learning & Development team, Mr E. Chandrashekhar, Head – Finance, and his team, Ms Rinku Mavani, Head - Sales & Marketing, and her team, in conjunction with all other department heads, including Blood Bank and Radiology, among others. They were ably supported by the Business Partners for the region and Unit Heads from the zone and beyond. The entire effort was helmed by Dr S. Narayani, Zonal Director, Fortis Hospitals, Mumbai.

Dr Narayani said, "We celebrate the JCI gold seal and are pleased to get there 6 times in a row! However, we covet not just the seal but the fact that it represents our journey of continuous and progressive quality improvement to ensure safety and good outcomes in all that we do. Our aspiration is that quality becomes a part of everyone's DNA, to do it right and try to do it right every time in everything. This is the marathon we embarked on 16 years ago, and there are yet miles to go."

Proud moment for Fortisians: Dr Brajesh Koushle of Fortis Noida accompanies Indian contingent for Tokyo Olympics as Doctor in-charge

Dr Brajesh Koushle, Additional Director – Orthopaedics, Fortis Hospital, Noida, has made all Fortisians proud by accompanying the Team India contingent participating in the Tokyo Olympics as the Doctor in-charge. In this capacity, Dr Koushle is responsible for ensuring the health and fitness of all the Indian players. An avid sports and fitness enthusiast himself, Dr Koushle has participated in the Olympics in a similar capacity in the past too.



Dr Brajesh Koushle (centre) with sporting celebs PV Sindhu (left) and Sania Mirza (right)

International Journal of Bronchology and Interventional Pulmonology publishes novel study of Dr Manoj K Goel of Fortis Memorial, Gurugram

A team of doctors led by Dr Manoj K Goel, Director - Pulmonology, Fortis Memorial Research Institute, Gurgugram, used the cryo technique under bronchoscopic guidance to biopsy the lung lesions in a series of 126 cases. The technique was used as the lesions were difficult to sample by the more common computed tomography (CT) guided biopsy. This novel methodology was documented in a study, titled 'Radial EBUS-guided Cryobiopsy of Peripheral Lung Lesions with Flexible Bronchoscopy without using Guide-sheath,' which has been published in the prestigious International Journal of Bronchology and Interventional Pulmonology, (2021; Vol 28 (3), July, page 184-191).

The diagnosis of bronchoscopically invisible peripheral parenchymal lung lesions (PPLs) is challenging, but the cryo technique allows larger biopsy samples as compared to forceps biopsy. This large series would be incorporated in future meta-analysis and find a place as a reference in various original articles.



Dr Manoj K Goel

Fortis Hospital, Anandapur, Kolkata wins award at 33rd CII Quality Circle Convention, West Bengal, 2021



Team Nursing, Fortis Anandapur, with the certificate



The certificate



The award

Team Nursing at Fortis Hospital, Anandapur, Kolkata, received an award on July 31, 2021, for its 'Quality Initiative to Optimise Departmental Consumption Leading To Excellence' at the 33rd Confederation of Indian Industry (CII) Quality Circle Convention organised in Kolkata, West Bengal. This was a zonal level competition where 10 hospitals participated and presented their projects. The Nursing Team, in collaboration with Supply Chain and Finance conducted the project to minimise departmental consumption across all patient areas. The Nursing In-charges and Supervisors played a key role in achieving the target. The project was supported by Mr Pratyush Srivastava, SBU Head, Fortis Hospital, Kolkata, and was well appreciated by the judges.

Dr Rahul Pandit of Fortis Mumbai appointed as Professor Emeritus at DY Patil Medical College, Kolhapur, Maharashtra

Dr Rahul Pandit, Director - Critical Care, Fortis Hospitals, Mumbai, has been appointed as Professor Emeritus in Intensive & Critical Care Medicine at DY Patil Medical College, Kolhapur, Maharashtra by DY Patil Education Society. The honour acknowledges Dr Pandit's contribution to Intensive & Critical Care Medicine during the COVID-19 pandemic. The letter of appointment for this prestigious position was presented by Prof Rajesh Kumar Mudgal, Vice Chancellor - DY Patil Education Society, Kolhapur.



The letter of appointment



Dr Rahul Pandit

Ms Banrishisha Basaiawmoit of Fortis Anandapur, Kolkata, named 'Young Leader of the Year 2021'



Ms Banrishisha Basaiawmoit



Young Leader of the Year Badge



The certificate

Ms Banrishisha Basaiawmoit, Head - Quality, Fortis Hospital, Anandapur, Kolkata, has been felicitated with Young Leader of the Year 2021 award by Associations of Nurse Executives – India (ANEI) in recognition of her achievement in quality and patient safety. Ms Basaiawmoit received the award on May 21, 2021.

Her innovative measures in implementing various quality improvement projects won the hospital many awards and recognition. In a short span of seven years of her career, Ms Basaiawmoit has been promoted initially as the Quality Nurse and then as Head of Quality, being responsible for accreditations, quality and patient safety.

Dr Sameer Sadawarte and Dr Rahul Pandit of Fortis Hospitals, Mumbai, conferred with the 'Maharashtra Jan Gaurav Puraskar'



(L) Dr Sameer Sadawarte receiving the Maharashtra Jan Gaurav Puraskar from (C) Hon. Governor of Maharashtra Shri Bhagat Singh Koshiyari



(L) Dr Rahul Pandit receiving the Maharashtra Jan Gaurav Puraskar from (C) Hon. Governor of Maharashtra Shri Bhagat Singh Koshiyari

Shri Bhagat Singh Koshiyari, Honourable Governor of Maharashtra, conferred the 'Maharashtra Jan Gaurav Puraskar' upon Dr Sameer Sadawarte, HOD & Senior Consultant – Paediatrics, Fortis Hospital, Mulund and Dr Rahul Pandit, Director – Critical Care, Fortis Hospitals, Mumbai. The award ceremony hosted at Raj Bhavan, Mumbai, was held on August 21, 2021, to felicitate eminent personalities, including doctors, journalists, musicians and social workers. The awards were presented on behalf of the Sapna Subodh Saoji Charitable Trust.

Fortis Hospital, Mohali, recognised as an Adverse Drug Reactions Monitoring Centre

Fortis Hospital, Mohali, has been recognised as an Adverse Drug Reactions (ADR) Monitoring Centre under the aegis of Indian Pharmacopoeia Commission (IPC), Ghaziabad, which is the National Coordination Centre (NCC) for Pharmacovigilance Programme of India (PvPI). Fortis Mohali is the first facility in the Fortis network and the only corporate hospital in the Northern India to function as an ADR Monitoring Centre. Dr Shivani Juneja Bedi, Associate Consultant, Clinical Pharmacology – who is the coordinator of this Centre – took the initiative under the guidance of Air Marshal (Dr) R.K. Ranyal, Medical Director; and Mr Abhijit Singh, Zonal Director; Fortis Hospital, Mohali.

The NCC-PvPI works in collaboration with the Global ADR Monitoring Centre (WHO - Uppsala Monitoring Centre), Sweden, in compiling the global ADRs database. ADRs are reported from across the country to the NCC-PvPI, which monitors data of the Indian population and helps the Central Drugs Standard Control Organisation (CDSCO) in taking decisions regarding the safe use of medicines.

ADRs can be reported to the Fortis Hospital, Mohali, Drug Information Centre on
email: fhm.dic@FORTISHEALTHCARE.COM



Dr Shivani Juneja Bedi



Brother Siju PV of Fortis BG Road, Bengaluru, receives Florence Nightingale Nurses Award – Karnataka, 2021



Glimpses of the award function



Brother Siju PV being awarded

Brother Siju PV, Nurse Educator - Fortis Hospital, BG Road, Bengaluru, has been felicitated with State level Florence Nightingale Nurses Award 2021 by the Trained Nurses Association of India-Karnataka State Branch (TNAI-KSB), in recognition of the meritorious services rendered by him. The award was presented to Brother Siju at a ceremony on August 21, 2021. Brother Siju is one of the three registered nurses to be honoured by TNAI-KSB.

Fortis Hospital, BG Road, Bengaluru, feted by World Alliance for Breastfeeding Action

The World Alliance for Breastfeeding Action (WABA) has appreciated Fortis Hospital, Bannerghatta Road, Bengaluru, for its breastfeeding promotion initiatives undertaken on the occasion of World Breast Feeding Week (August 1-7, 2021). The certificate of participation was received on September 2. WABA is a global network of individuals and organisations dedicated to the protection, promotion and support of breastfeeding worldwide.

Fortis BG Road’s team of Obstetricians and Gynaecologists along with Paediatricians, the Nursing team, the Nest team, the Nutrition Dept and the Lactation Clinic conducted 23 programs during the week, which included a training cum workshop, various competitions for staff and patients, and webinars. In addition, articles were published in local, national and international media. The program was further amplified through medical colleges, nursing colleges, non-governmental organisations and the National Rural Health Mission.



Certificate of participation

Joint Commission International appoints Ms Lavina Lall of Fortis Mulund to its Enterprise Customer Advisory Committee

Ms Lavina Lall, Head – Quality & Patient Experience, Fortis Hospital, Mulund, has been appointed to the Enterprise Customer Advisory Committee of Joint Commission International (JCI). The committee consists of 10 members from seven countries and has been set up to guide the development, implementation and future enhancement of Enterprise Accreditation, a new JCI offering aimed at hospital chains, over the next two years. The committee works closely with the core team of JCI to see through the successful implementation of the JCI Enterprise Accreditation.

Lavina has been leading the Quality & Patient Experience departments at Fortis Mulund for the past seven years. Her selection and appointment to the prestigious international committee is a recognition of her indomitable passion and deep understanding of various aspects of quality in healthcare. Lavina has spearheaded the past three JCI accreditation cycles for Fortis Hospital, Mulund.



Ms Lavina Lall

Fortis Escorts, New Delhi, receives AHPI Award 2021 for Excellence in Healthcare



At the award ceremony



The award

Fortis Escorts, Okhla, New Delhi, has been conferred with AHPI Award 2021 under the Patient Friendly Hospitals category. The award, instituted by Association of Healthcare Providers (India), recognises and celebrates excellence in the healthcare industry. The award was presented at an event held in Gurugram on August 6, 2021.

Engagement

Fortis Hospital, Rajajinagar, Bengaluru, inaugurates 'Wall of Fame'



Glimpses of the event

Fortis Hospital, Rajajinagar, Bengaluru, inaugurated the 'Wall of Fame' on August 3, 2021, to recognise employees across verticals. The 'wall' will feature photographs of employees who have been recognised as best performers, and the photographs will be replaced every quarter. The inauguration was graced by Dr (Wg Cdr) A Nagasubramaniam, Facility Director.

Fortis BG Road, Bengaluru, recognises contribution of Security staff; honours them with COVID Warrior certificates

Fortis Hospital, BG Road, Bengaluru, expressed gratitude towards the Security staff members who had worked tirelessly in the COVID wards for the maximum number of hours in a month. In recognition of their committed service, the staff members were felicitated with COVID Warrior certificates and rewarded with gift vouchers. The Regional Leadership Team and senior consultants from across all departments were present on the occasion.



Security staff members being felicitated

Employees' kids have day-long fun at Fortis Hospital, Nagarbhavi, Bengaluru

Fortis Hospital, Nagarbhavi, Bengaluru, organised a painting competition and fun games for the children of employees. The event, held on July 31, 2021, within the hospital premises, provided an opportunity to the children to unleash their creativity and give shape to their thoughts during the painting competition. Around 16 children participated with great enthusiasm.



Glimpses of the event

Fortis Escorts, Okhla Road, felicitates employees for exemplary patient care

Fortis Escorts Heart Institute (FEHI), Okhla Road, New Delhi, conducted a felicitation ceremony on September 10, 2021 to recognise employees who delivered outstanding services and patient care. This was the third such event conducted at Fortis Escorts. Mr Bidesh Chandra Paul, SBU Head & Zonal Director, presided over the ceremony and honoured 40 employees, who had received more than two patient accolades in a month. An overwhelming of 150 appreciations were received by these employees and several of them had received more than three individual appreciations. In a first, Mr Mahesh Sharma from Housekeeping received 11 appreciations. All the awardees were given a token of appreciation and goodies for their compassionate service and commitment towards enriching and saving lives.



Mr Mahesh Sharma being felicitated



Glimpses of the recognition ceremony

Fortis Escorts, New Delhi, felicitates employees who received patient accolades for exceptional service

Fortis Escorts Heart Institute, Okhla, New Delhi, conducted a felicitation ceremony on August 6, 2021, to appreciate the employees who had received multiple patient accolades in July 2021. The awardees received gifts from Mr Bidesh Chandra Paul, Zonal Director & SBU Head; Dr Z S Meharwal, Executive Director - Cardiothoracic & Vascular Surgery and HOD - VAD Programme; Dr Amrita Gupta, Medical Director; Mr Ravi Ranjan, Zonal HR Head; Ms Sangeeta Dua, Head Admin, and Ms Minimole John, Chief of Nursing.





Glimpses of the ceremony

Fortis Hospital, Nagarbhavi, Bengaluru, salutes its 'super heroes'

In an effort to recognise the best performing employees, Dr Thejaswini Parthasarathy, Facility Director, Fortis Nagarbhavi, Bengaluru, dedicated a photo gallery titled 'Saluting our Super Heroes' on August 21, 2021. The gallery is housed on a wall in a prominent area of the hospital which will display the photographs of the best performers of every quarter.



Recognising best performing employees through the 'Saluting our Super Heroes' initiative

Fortis Hospital, Anandapur, Kolkata, felicitates COVID warriors

Fortis Hospital, Anandapur, Kolkata, organised a felicitation ceremony on August 6, 2021, for all resident doctors who had contributed in managing the huge onslaught of COVID cases. Ms Richa Singh Debgupta, Senior VP Operations; Mr Pratyush Srivastava, SBU Head; Dr Arafat Faisal, Head - Medical Services; Dr Yashesh Paliwal, Director - Critical Care; Dr Sushmita Roychowdhury, Director - Pulmonology; Dr Basab Bijay Sarkar, and Dr Dibyendu Mukherjee, Consultant - Internal Medicine, presented the certificates to COVID warriors.

The felicitation programme commenced with lamp lighting and was followed by a cake cutting ceremony in honour of COVID warriors.



Glimpses of the ceremony

Wall of Fame

Fortis Hospital Kalyan

I am Anand (son of Mr Krishnakumar Nair). My dad was brought to Fortis Kalyan with complaints of severe headache and vomiting and giddiness and was admitted under **Dr Rakesh Lalla(Neurologist)** and **Dr Ujwal Yeole(Neurosurgeon)**. CT Brain with CT Angio was done and doctor explained us many things(Right MCA bifurcation aneurysmal rupture with sylvian fissure sub-arachnoid hemorrhage). We did not understand anything but that something was serious. We were given options to save my father. For us it was only that the costlier the treatment, more safe will my father be. But constant counselling by the consultants, helped us in concluding that of the two treatment options given to us, the low cost surgical intervention will be better for my father. At every step, **Ms Shinu (Patient experience officer)** was available for us to decide, to get updates during operation, post shifting dad to ICU and while in wards. Today my dad is completely well and we have walked upto the OPD of Fortis Kalyan for his follow up and completely recovered. We are very grateful to Dr Ujwal Yeole for his expertise and patience maintained during the 4 to 5 hour long surgery that he did. The entire team of Fortis - looked after my father like a family.

KUDOS TO YOU ALL!!! Dr Ujwal Yeole(Right)



Dr Ujwal Yeole

Appreciated by : Krishnakumar Nair, Patient

Appreciated for : Dr Ujwal Yeole, Dr Rakesh Lalla, Ms. Shinu Thomas

Fortis La Femme GK-II, New Delhi

Fortis lafemme

This is why we do what we do...

Dr Anjila Aneja

We and my wife Manvi Gang started visiting Fortis La Femme around the end of May for the expected due date of the 8th of July 2021. It was a very good and comfortable experience for us especially with the ever-present support of Sonu. We consulted Dr. Anjila and it helped us finalize our decision to choose La Femme for the delivery. The COVID protocols followed here further helped us decide in favour of La Femme.

We got admitted on the night of 27th July and were blessed with a baby girl on 8th July. We are indebted to the staff at and around the IT, labor room, and NICU who were extremely supportive in these anxious moments. From 8th of July to 12th of July we stayed in room 115 and then 211 and received excellent care from the nursing staff on both floors, all the TBH staff, the housekeeping staff and the visiting doctors. I wish we could have named a few but just everyone was extremely helpful. The room quality and maintenance both were impeccable.

My best wishes to the team of La Femme.

Patient Name: **Manvi***

*Name changed to protect patient identity.



Dr Anjali Aneja

Appreciated by :
Manvi

Appreciated for :
Dr Anjali Aneja

Fortis Hospital Amritsar



Amar Singh

3 reviews



3 weeks ago

NEW

All the thanks to Dr Jatinder Pal Singh the best Pulmonologist in the town. Though young but brilliant, intelligent, humble and always clear in his mind. His way of explaining disease and counselling is the thing which sets him apart.



Arvind Singh Anand

1 review



a week ago

NEW

Got my knee replacement surgery from dr. Mohit Arora .Professionally and medically excellent treatment .



Fortis Hospital Ludhiana



Dr. Sandeep Chopra Ji is an expert in his field. His way of dealing with his patients is remarkable. His polite nature adds another feather in his cap. Doctors like him who don't make their patients feel scared, are the real legends.. Thanks for being such a great person sir 🙏🙏

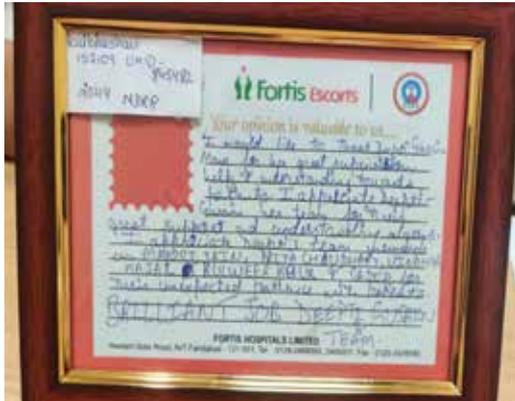


Dr Sandeep Chopra

Appreciated by : Vinny Malhotra
 Appreciated for : Dr Sandeep Chopra

Fortis Hospital Faridabad

I would like to thank Sister Deepti and her team Specially and whole team who look after me so amazingly well .My biggest fear during this recovery time they helped me through it as were as humanity possible. I have very much enjoyed my time here. Thank you so much all the staff and team



Appreciated by : **Saurabh Hooda, Kulbhushan**
Appreciated for : **Ms Deepti Gussain**



Ms Deepti Gussain

Fortis Hospital Vadapalani

Really Blessed to have the correct treatment with such a kind hearted and experienced doctor and team. Our Covid journey went with so much of ease. Really appreciate Dr. Sindura & team for being there with me and my husband



Appreciated by : **Mr & Mrs Gnanamohan**
Appreciated for : **Dr Sindura & Covid Team**



Dr Sindura

Photo Features



Fortis Hospital, Nagarbhavi



Fortis Hospital, Cunningham Road



Fortis Hospital, Bannerghatta Road



Fortis SL Raheja Hospital, Mahim



Fortis Hospital, Kolkata



Fortis Hospital, Noida



Fortis Hospital, Kalyan



Fortis Hospital C.DOC, New Delhi



Fortis Hospital, Mulund



Fortis Hospital, FEHI



Fortis Hospital, Vashi



Fortis SL Raheja, Hospital



Fortis Hospital, Bannerghatta Road



Fortis Hospital, Mulund



Fortis Hospital, Nagarbhavi



Fortis Hospital, FEHI



Fortis Hospital, Cunningham Road



Fortis Hospital, Kalyan



Fortis Ft. Lt. Rajan Dhall Hospital, Vasant Kunj



Fortis Hospital, Noida



Fortis Hospital, Kolkata

Fortis Celebrates Independence Day



Fortis Hospital, Mulund



Fortis Hospital, Kolkata



Fortis Hospital, Kalyan



Fortis Hospital, Nagarbhavi



Fortis SL Raheja Hospital, Mahim



Fortis Hospital, Noida



Fortis Hospital, La Femme GK-II



Fortis Hospital, Vashi

Congratulations



New Additions to the Family



Baby of Aakriti Singhania - Corporate Office



Baby of Pranit Priyadarshi - Vasant Kunj Unit

PLEASE NOTE

Dear Fortisians,
Due to the COVID-19 Pandemic, the publication of the "TRIVIA" section is being temporarily suspended.