



CLINICAL EXCELLENCE REPORT 2025-26

A Medical Strategy and Operations Group (MSOG) initiative
Fortis Healthcare Limited



THE YEAR GONE BY...

Fortis Healthcare has witnessed a healthy growth in its performance across clinical specialties. We have maintained our investment momentum in augmenting medical equipment and technology, adding to our clinical depth and expanding key medical programs. The year gone by has seen network expansion in our key geographies through brownfield initiatives and acquisitions.

Through the acquisition of **People Tree Hospital in Bengaluru** we have strengthened our presence in the city from approximately 900 beds across seven facilities with a potential to scale up to over 1,500 beds in the future. The addition of **Shrimann Superspecialty Hospital in Jalandhar** to Fortis network reinforces our presence in Punjab, expanding our regional footprint to nearly 1,000 beds. The addition of 200-bedded multi-specialty hospital in **Greater Noida** has expanded our presence in Delhi NCR to ~2,100 beds.

In a strategic arrangement, Fortis would be providing operation and management services to **Gleneagles India Hospitals**. This initiative further expands our geographic footprint in Southern India and provides an opportunity to leverage combined strengths. Additionally, Fortis Healthcare is collaborating with Ekana Group for a **550 bedded Greenfield Super Specialty hospital in Lucknow**. The facility would be providing Tertiary Care services bringing advanced medical infrastructure and global best practices to the city.

The **Fortis Healthcare Research Foundation (FHRF)** has been accredited by **Department of Scientific and Industrial Research (DSIR)**, Government of India and recognized as a Scientific and Industrial Research Organization (SIRO). This recognition reinforces FHRF's commitment to advancing high-quality, ethical, and innovative clinical research across a broad range of therapeutic areas.

As an organisation, we continue to progress on our brownfield expansion plans and actively evaluate further inorganic growth opportunities within our focus geographic clusters.

BUILDING A CULTURE OF CLINICAL EXCELLENCE



Fortis Healthcare Limited, a member of **IHH Healthcare**, is a leading integrated healthcare provider with a strong pan-India presence. The hospital chain began its journey with a single hospital in Mohali, Punjab, in 2001. Over the decades, Fortis has grown its presence across the nation through a combination of organic expansion, strategic acquisitions, joint ventures as well as operate and maintain (O&M) collaborations. As of March 31, 2026, Fortis Healthcare operates **36 hospitals** (including joint ventures and O&M facilities) across **12 states** with approximately **6,100 operational beds**. Its diagnostics subsidiary, **Agilus Diagnostics**, is India's largest diagnostics network, comprising **400 laboratories** across the country. Together, Fortis and Agilus deliver a comprehensive continuum of care, spanning primary, secondary, tertiary and quaternary healthcare services, supported by a broad range of ancillary healthcare offerings.

Fortis Healthcare is well established as a leader in clinical excellence, patient safety, and quality healthcare delivery in India. The organization has pioneered several innovative initiatives that focus on improving patient outcomes, transparency, and evidence-based medical care. The organization is a pioneer in institutionalizing multiple path-breaking healthcare initiatives in India including **Clinical Outcomes; Drug Resistance Index (DRI)** among others.

VISION

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

MISSION

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

VALUES

Patient Centricity | Integrity | Teamwork | Ownership | Innovation.



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MESSAGE FROM LEADERSHIP

Clinical Excellence continues to be the cornerstone of our organization's commitment to delivering safe, compassionate, and world-class healthcare. I take immense pride in acknowledging the extraordinary dedication, expertise, and professionalism demonstrated by our clinicians, whose relentless pursuit of excellence continues to strengthen patient trust and outcomes across all specialties. Our medical teams have consistently embraced innovation, evidence-based practices, and multidisciplinary collaboration to elevate the standards of care. Equally important is the robust technology and infrastructure ecosystem that supports our clinicians in delivering superior care. Investments in advanced, modern medical equipment and infrastructure has empowered our teams to enhance efficiency, improve accuracy, and achieve better clinical outcomes.

It gives me immense joy to present this edition of Fortis Clinical Excellence Report, which reflects our organization's unwavering commitment to delivering safe, compassionate, high-quality, and patient-centred care.

Over the past year, we have continued to strengthen our clinical standards through a culture of excellence, innovation, accountability, and continuous improvement. Our dedicated teams of clinicians, nurses, allied healthcare professionals, and support staff have worked collaboratively to ensure that every patient receives evidence-based care with empathy and dignity. We have focused on improving clinical outcomes, enhancing patient safety practices and implementing robust quality systems. As healthcare continues to evolve, we will remain focused on strengthening our capabilities, embracing future-ready technologies, and advancing our mission of providing world-class healthcare services with compassion and integrity.

I extend my sincere appreciation to our Doctors, Nurses, Healthcare teams, Employees, and Stakeholders for their dedication and contribution toward achieving clinical excellence. Together, we will continue to shape a healthier future and set new benchmarks in quality healthcare delivery.

Dr A Raghuvanshi

MD & CEO, Fortis Healthcare



Clinical excellence is the foundation of safe, effective, and patient-centred healthcare delivery. This report reflects our continuous efforts to strengthen clinical quality, enhance patient safety, and achieve superior healthcare outcomes through teamwork and evidence-based practices.

Over the past year, our medical teams have demonstrated remarkable commitment in delivering high standards of care across all specialties and services. Through robust clinical governance frameworks, multidisciplinary collaboration, standardized treatment protocols, and continuous monitoring of key performance indicators, we have further strengthened our healthcare delivery systems.

Patient safety continues to remain at the core of our operational priorities. We have focused extensively on infection prevention, medication safety, risk management, clinical audits, and quality improvement initiatives to ensure reliable and consistent care for every patient. Our nursing teams and allied healthcare professionals have played a vital role in supporting compassionate and holistic patient care. In addition to operational excellence, we remain deeply committed to academics, research, continuous training, and professional development to ensure our teams remain future-ready and aligned with global best practices.

I would like to sincerely thank our doctors, nurses, healthcare workers, and support teams for their dedication, resilience, and unwavering focus on patient well-being. Their collective efforts continue to drive our mission of delivering high-quality healthcare with compassion, integrity, and excellence. As we move forward, we will continue to embrace innovation, strengthen clinical systems, and pursue continuous improvement in every aspect of patient care.

Dr Bishnu Panigrahi

Group Head - Medical Strategy & Operations,
Fortis Healthcare



Delivering clinical excellence requires a strong integration of quality healthcare, operational efficiency and patient-centred service. This Clinical Excellence Report showcases our organization's commitment to building a healthcare system that consistently delivers safe, reliable, and high-quality care across all our facilities and services.

Over the past year, we have continued to strengthen our operational capabilities by enhancing clinical processes, improving patient flow, optimizing resource utilization, and implementing robust quality and safety frameworks. Our focus has remained on creating an environment where clinical teams can perform at their highest potential while ensuring an exceptional patient experience.

The achievements highlighted in this report reflect the collective efforts of our medical professionals, nursing teams, operational leaders, and support staff who work tirelessly to maintain the highest standards of healthcare delivery. We also recognize that sustainable excellence depends on continuous learning and innovation. Investments in staff development, research, training, infrastructure, and technology continue to strengthen our ability to meet the changing needs of patients and communities.

I extend my sincere appreciation to all our clinicians, nurses, operational teams, and employees for their dedication, resilience, and commitment to excellence. Their contributions are instrumental in driving our vision of providing world-class healthcare services with compassion, integrity, and operational excellence.

Mr Anil Vinayak

Group Chief Operating Officer,
Fortis Healthcare





36
Healthcare Facilities



~ 6,100
Operational Beds



7,300+
Doctors



8,500+
Nurses



2.45 Million
Outpatient Consultations



3,00,000+
Inpatient Admissions



2,00,000+
Emergency Visits



7,300+
Heart Surgeries



18,300+
Angioplasties



55,600+
Chemotherapies



8,100+
Neuro Surgeries



2,200+
Spine Surgeries



10,200+
Robotic-assisted Surgeries



15,000+
Radiation Therapies



14,000+
Knee Replacement Surgeries



456
Liver Transplants



372
Kidney Transplants



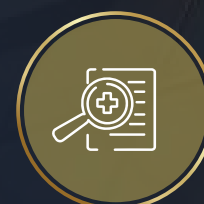
2,74,000+
Dialysis



244
Bone Marrow Transplants



345
National Board of Examination (NBE) seats



111
Clinical Trial Studies



4
JCI Accredited Hospitals



33
NABH Accredited/
Certified Hospitals

FY 2025-26 IN NUMBERS

ENHANCING PATIENT CARE ACROSS HOSPITALS

Fortis Healthcare remains committed to delivering safe, effective, and patient-centred care through a robust framework of clinical governance, continuous quality improvement, and evidence-based medical practices. Quality and patient safety form the cornerstone of our healthcare delivery model, ensuring that every patient receives the highest standards of treatment and care across all facilities.

Domains of Healthcare Quality*

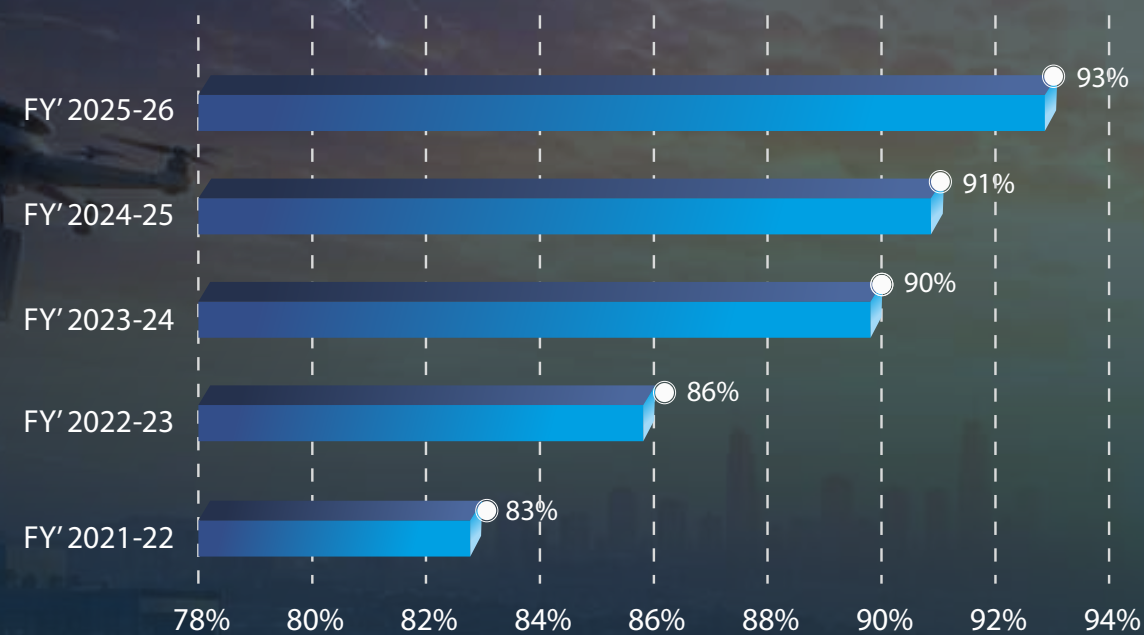


*Institute of Medicine framework

Fortis has been tracking Quality and Patient safety indicators across its network hospitals since **2013** through centrally designed **Clinical Excellence Scorecard (CESC)**. The organization continuously monitors and evaluates key quality indicators to strengthen clinical outcomes, enhance operational efficiency, and minimize patient risks. These indicators provide measurable insights into patient care processes and support data-driven, decision-making for ongoing improvement.

FORTIS QUALITY & PATIENT SAFETY INDICATORS

STEMI Door to balloon < 90 min



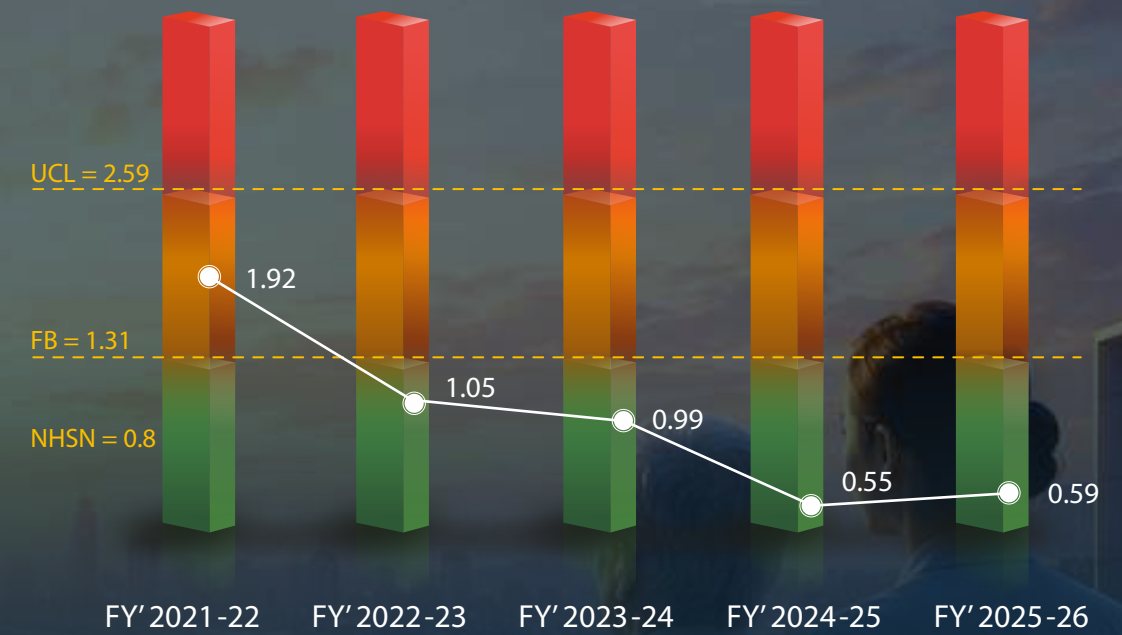
Catheter Associated Urinary Tract Infection (CAUTI)

Number of CAUTI (all ICUs, adult patients)/ Catheter days X 1000



Central Line - Associated Bloodstream Infections (CLABSI)

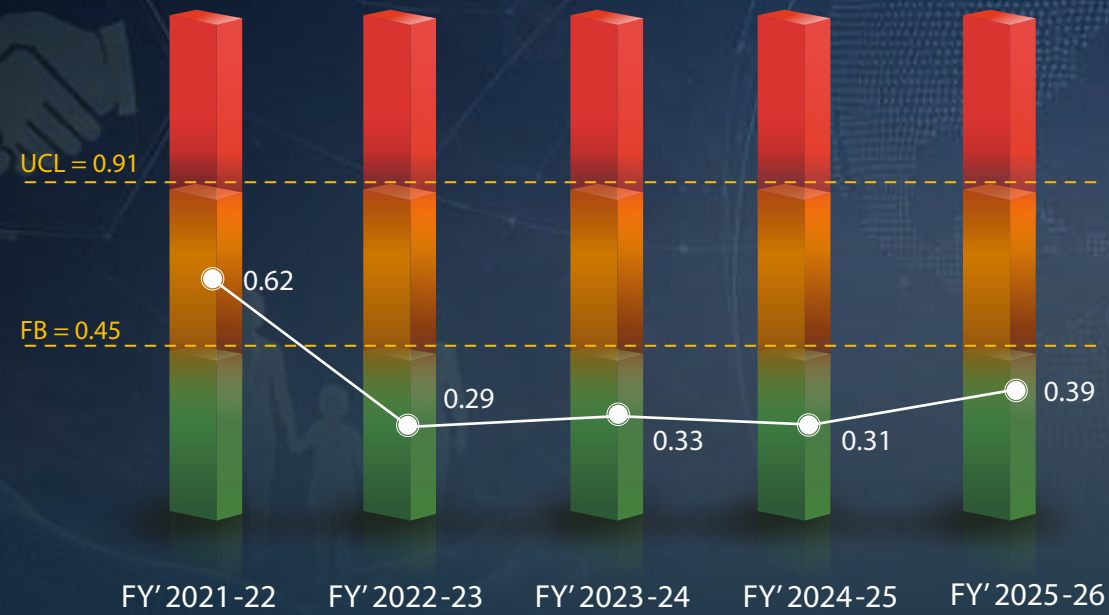
Number of CLABSI (all ICUs, adult patients)/ Central Line Days X 1000



FB Fortis Benchmark (basis pooled data with Upper Control Limit) | UCL Upper Control Limit
NHSN National Healthcare Safety Network

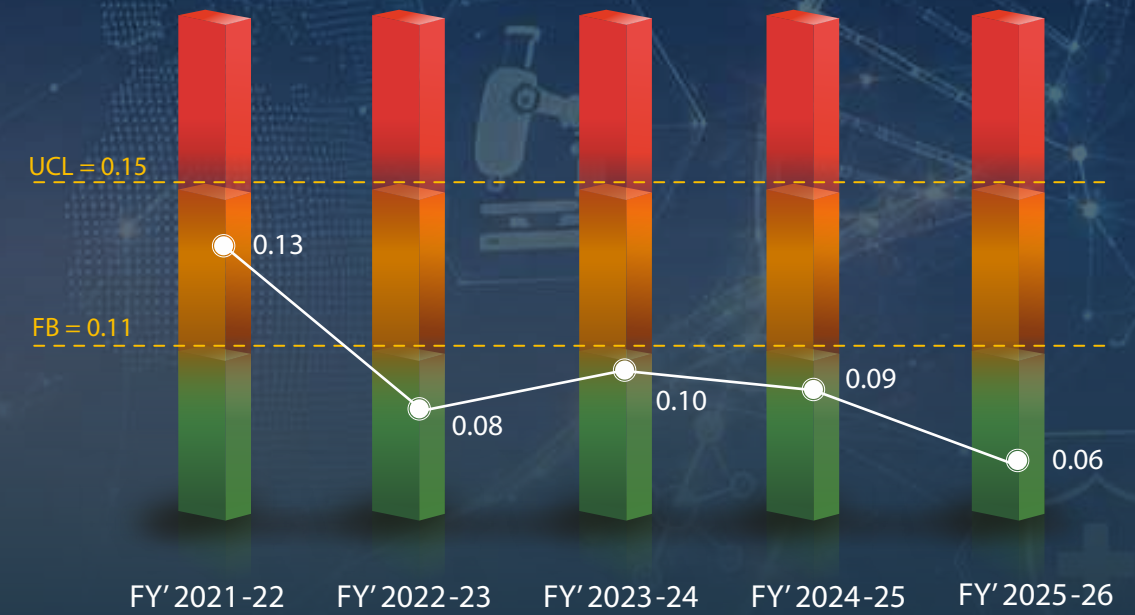
Ventilator Associated Pneumonia (VAP)

Number of VAP cases (all ICUs, adult patients)/ Ventilator Days X 1000



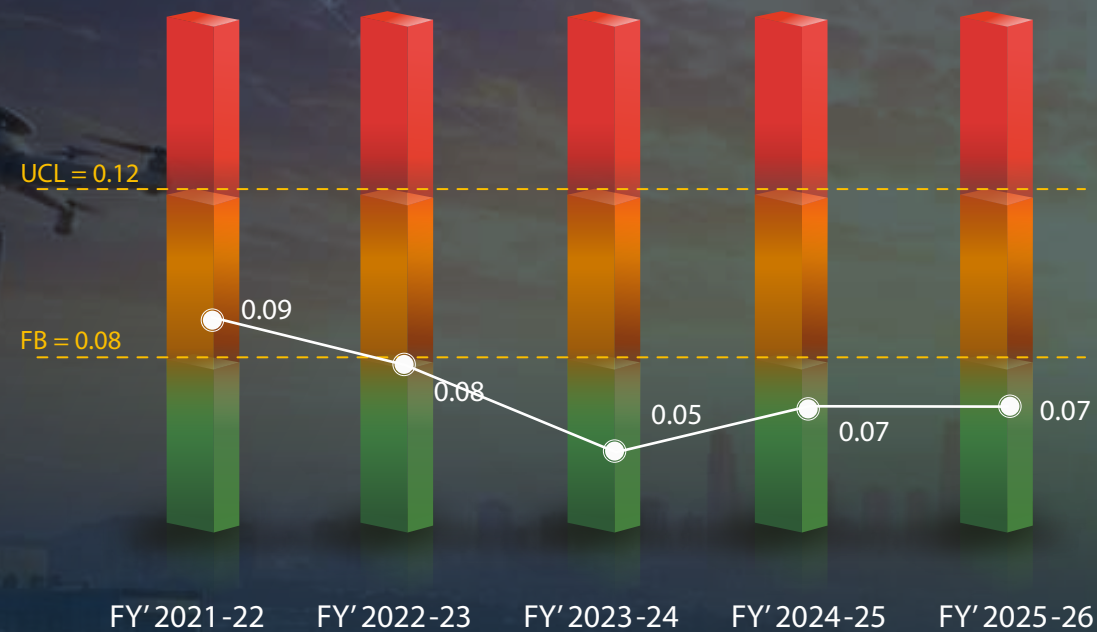
Surgical Site Infection Deep 30 Days

Number of deep infections/ Total number of surgeries in the month X 100



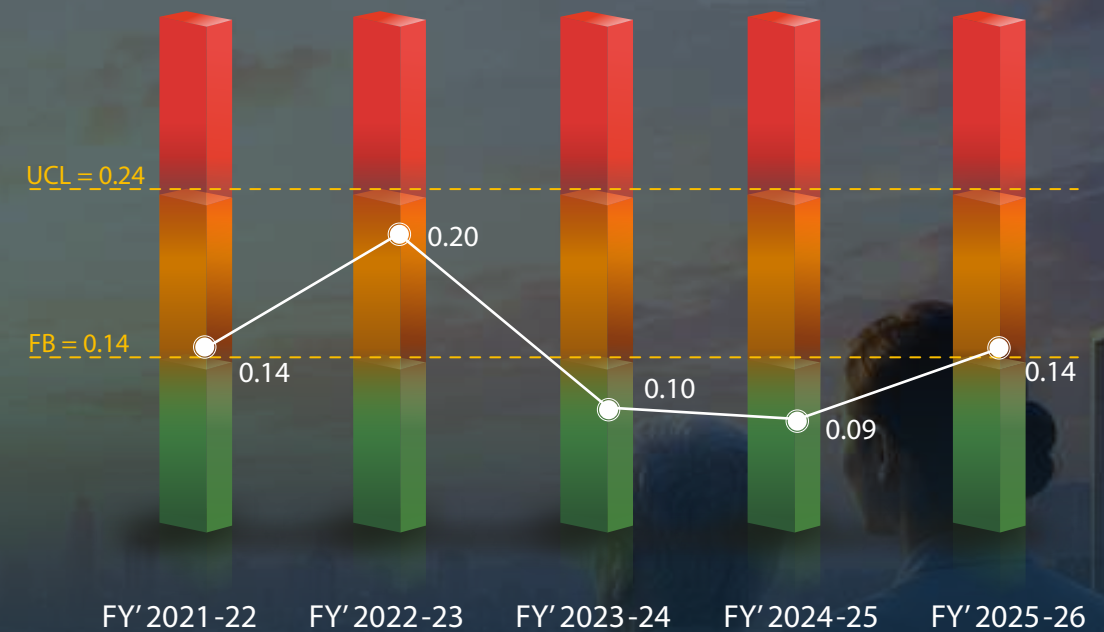
Surgical Site Infection Superficial 30 Days

No. of superficial infections/ Total number of surgeries in the month X 100



Surgical Site Infection Deep 90 Days

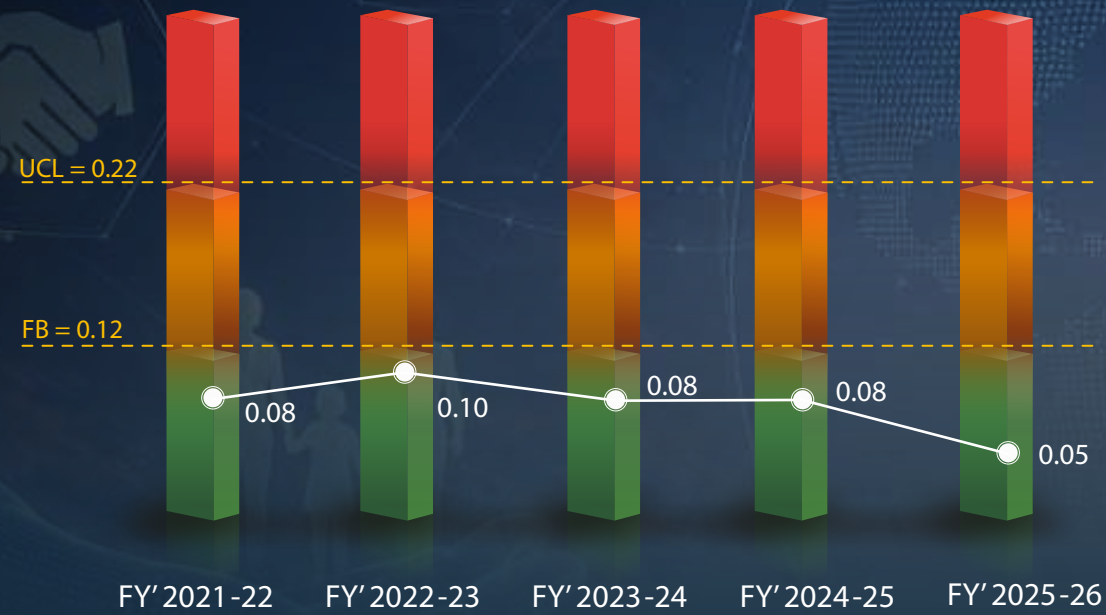
Number of deep infections/ Total number of surgeries in the month X 100



FB Fortis Benchmark (basis pooled data with Upper Control Limit) | UCL Upper Control Limit
NHSN National Healthcare Safety Network

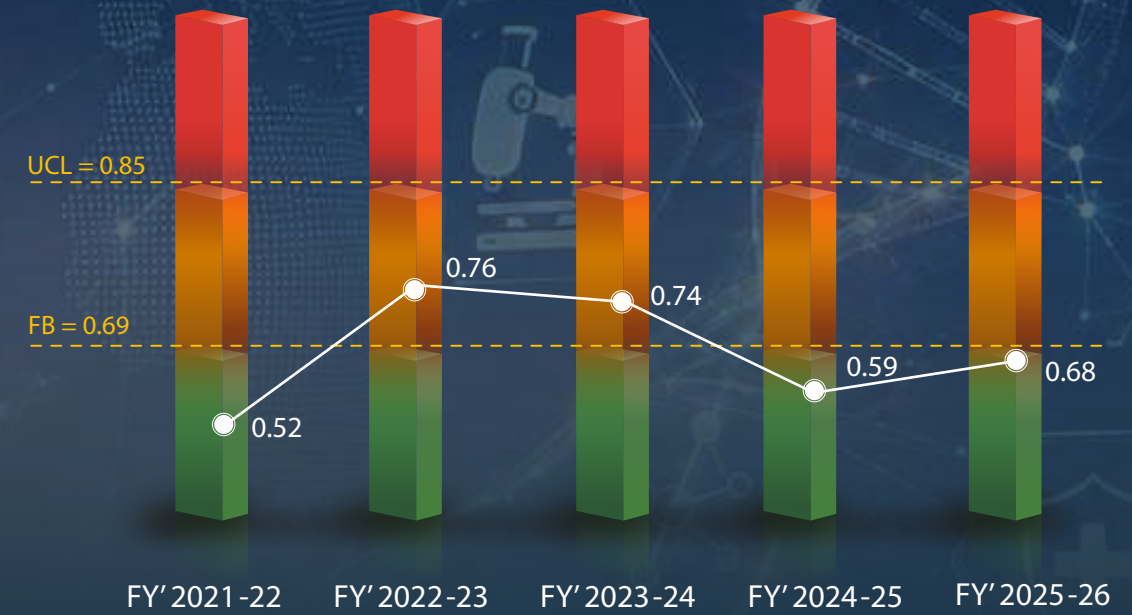
Healthcare Acquired Pressure Ulcers (HAPU)

Number of hospital acquired pressure injuries in hospitalized patients/ patient days X 1000



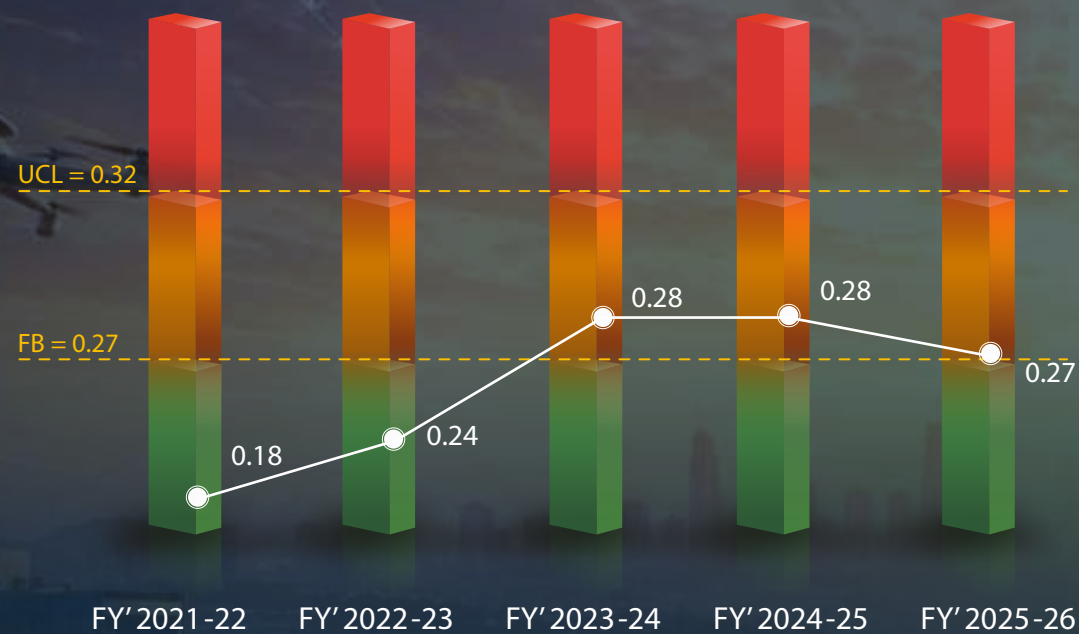
Return to ICU

Number of episodes of patients returning to ICU within 48 hours



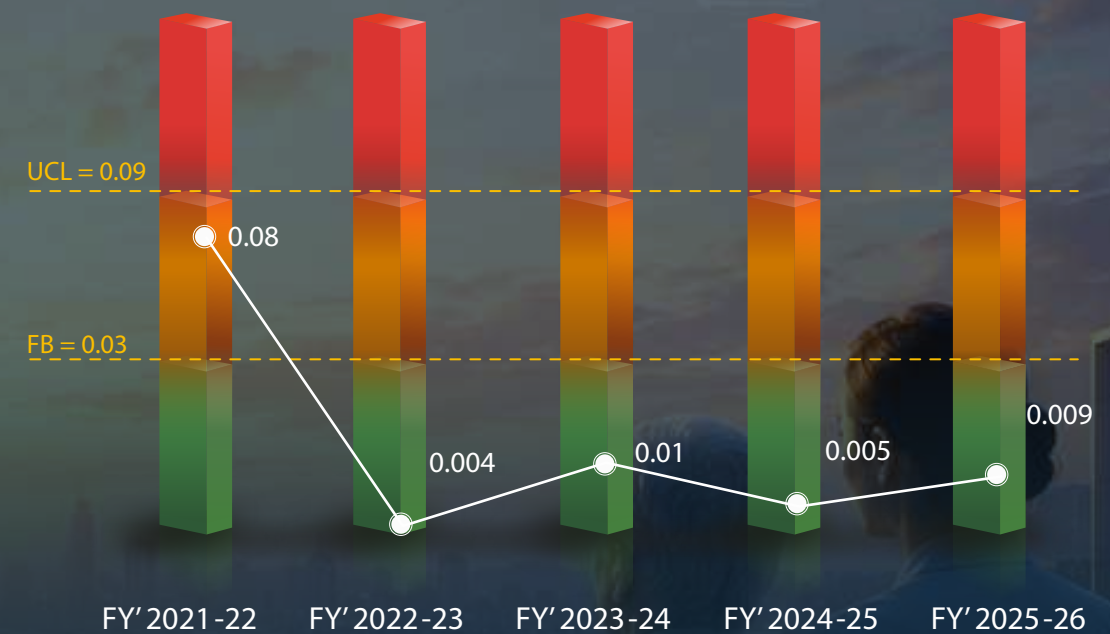
Return to Operation Theatre

Number of episodes of unplanned return to OT within same admission/ Number of surgeries in a month X 100



Return to ER

Number of episodes of ER return within 72 hours (for same or related condition)/ Number ER Footfalls x 100



FB Fortis Benchmark (basis pooled data with Upper Control Limit) | UCL Upper Control Limit
NHSN National Healthcare Safety Network

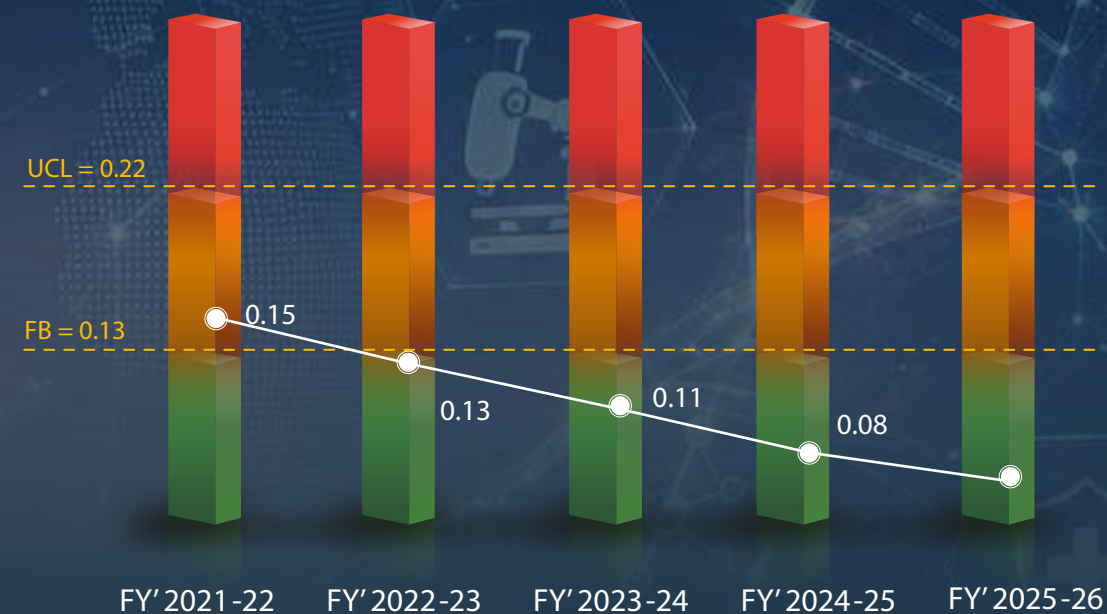
Venous Thromboembolism (VTE)

Number of VTE cases detected in the month/ Patient days X 1000



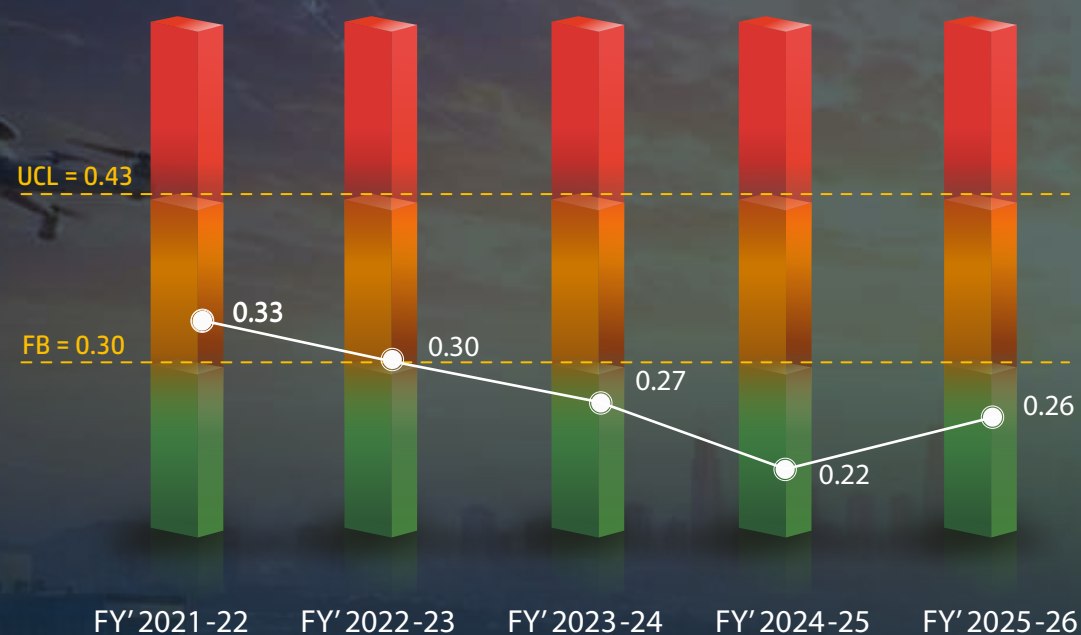
Patient Falls

Number of patient falls/ patient days X 1000



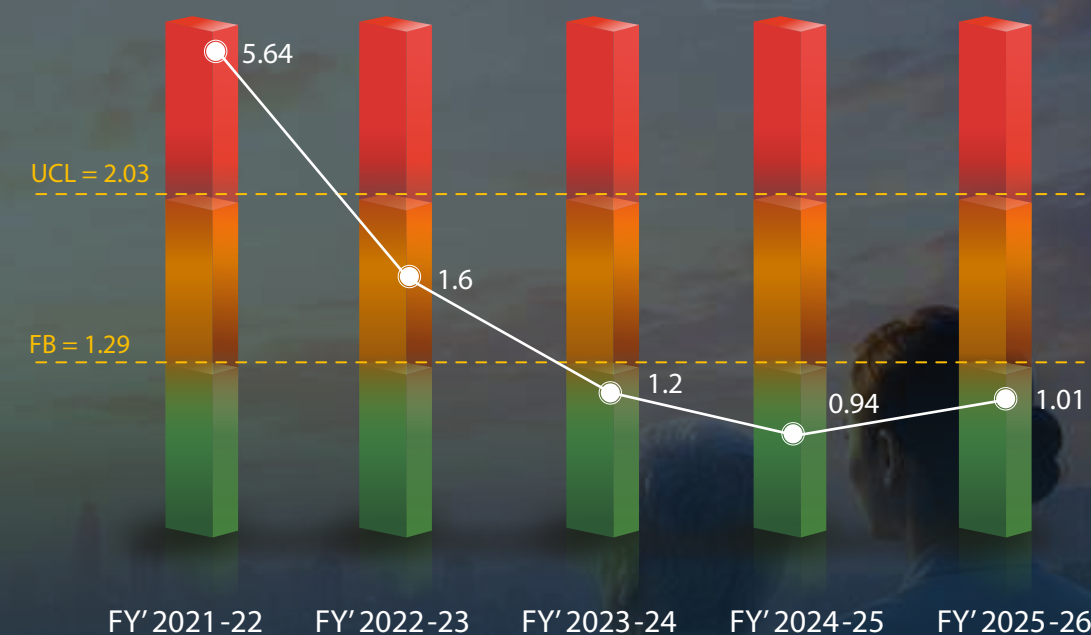
Needle Stick Injuries (NSI)

Number of sharps injuries/ patient days X 1000



Medication Error

Number of Medication Errors in sample and self-reported errors/ Number of files audited and self-reported errors X 100



FB Fortis Benchmark (basis pooled data with Upper Control Limit) | UCL Upper Control Limit
NHSN National Healthcare Safety Network



CLINICAL OUTCOMES

Clinical outcomes are measurable changes in a patient's health, condition, or quality of life resulting from clinical care. Discomfort, complications and patient satisfaction are few of the measurable results that **'matter most to patients'**. By measuring outcomes, healthcare organizations are able to evaluate efficacy, safety and success of their treatments and services.

Fortis is the First
healthcare chain
in India to publish
its ICHOM CAD
outcomes data
on website*

* <https://www.fortishealthcare.com/clinical-outcomes-at-fortis-healthcare>



International Consortium for
Health Outcomes Measurement

ICHOM, a Boston-based independent non-profit with a global focus, advances patient-centred healthcare by developing and promoting standardized **Patient-Centred Outcome Measures (Sets)** that prioritize the clinical and quality-of-life outcomes most important to patients.

Fortis Healthcare has been a pioneer in monitoring, measuring, and reporting clinical outcomes enabling transparency and informed decision-making among patients. Since 2012, as part of **Working Group at International Consortium for Health Outcomes Measurement (ICHOM)**, Fortis was instrumental in developing **Coronary Artery Disease (CAD)** Standard Set, thereby promoting evidence-based medicine.

Subsequently, as part of **ICHOM Steering Committee**, we were able to expand implementation across geographies.



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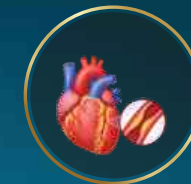
SWEDEN:

Tomas Jernberg, Swedeheart

UNITED KINGDOM:

Clive Weston | Myocardial Infarction, National Audit Programme

FEW OF THE CLINICAL OUTCOMES REPORTED AT FORTIS



Coronary Artery Disease - Coronary Artery Bypass Graft (CABG),
Percutaneous Transluminal Coronary Angioplasty (PTCA)



Kidney
Transplant

Total Knee
Replacement (TKR)



Endoscopic Retrograde
Cholangiopancreatography
(ERCP)

Radiation Oncology



Obstetrics and Gynecology -
Hysterectomy, Caesarean Section

Laparoscopic
Cholecystectomy



PATIENT-REPORTED OUTCOME MEASURES (PROMS)

As part of our commitment to value-based and patient-centred care, we have strengthened the measurement of clinical outcomes through the systematic collection and analysis of Patient-Reported Outcome Measures (PROMs). By capturing **patients' perspective on their health status, functional recovery, quality of life, and treatment effectiveness**, PROMs provide critical insights that complement traditional clinical indicators.

At Fortis Healthcare, we are advancing outcomes-based care through the structured implementation of Patient-Reported Outcome Measures (PROMs) in **Coronary Artery Disease (CAD)**, aligned with globally recognized standards set by the **International Consortium for Health Outcomes Measurement (ICHOM)**. Using PROM tools and questionnaires, Fortis **Patient Experience** teams continue to engage with patients, post-discharge, to learn more about their quality of life, daily functioning, symptoms, and other aspects of well-being. The integration of PROMs into routine clinical practice enables a more comprehensive assessment of treatment outcomes, supports shared decision-making, and helps identify opportunities for continuous quality improvement.

FORTIS CLINICAL OUTCOMES

Percutaneous Transluminal Coronary Angioplasty (PTCA)	2025	2024	2023	2022	Benchmark
Emergency CABG for failed procedure	0.03%	0.04%	0.04%	0.04%	1.2% *
Vascular complication at puncture site requiring intervention	0.11%	0.06%	0.04%	0.05%	1.1% *
Acute vessel occlusion requiring emergency re-intervention	0.13%	0.30%	0.23%	0.12%	--
Post procedure neurological stroke	0.05%	0.10%	0.12%	0.04%	0.284 % **
Post procedure Renal failure requiring hemodialysis	0.28%	0.24%	0.13%	0.35%	--
Any Bleeding event requiring transfusion/intervention (within 72 hrs.)	0.23%	0.35%	0.17%	0.30%	4.0 % *
Delayed vascular complication at puncture site	0.01%	0.01%	0.02%	0.01%	--
Readmission with acute Myocardial Infarction within 30 days	0.05%	0.04%	0.06%	0.08%	--
Mortality during same hospital admission	1.72%	1.99%	1.81%	1.98%	1.7 % *

Includes clinical outcome from those Fortis hospitals whose data is published on FHL website; doesn't represent all Fortis hospitals across India | References: *US National Registry Data 2013, **Cleveland Clinic Outcomes Report 2014

Coronary Artery Bypass Graft (CABG)	2025	2024	2023	2022	Benchmark
Use of left Internal Thoracic	89.77%	86.07%	86.36%	85.81%	74.20% *
Artery graft Need for Bail out Intra-Aortic Balloon Pump (IABP)	2.15%	1.70%	0.98%	1.87%	--
Perioperative Myocardial Infarction	0.20%	0.32%	0.07%	0.37%	0.96 % **
Post procedure neurological stroke	0.12%	0.41%	0.20%	0.33%	1.30 % †
Need of Re-exploration surgery	2.30%	2.73%	2.02%	1.91%	3.90 % †
Deep sternal wound infection	0.02%	0.06%	0%	0.20%	0.30 % †
Predicted mortality (using EuroScore II)%	2.69%	3.01%	2.71%	2.42%	--
Mortality during same hospital admission	2.42%	1.91%	1.77%	1.77%	--

Non risk adjusted

Includes clinical outcome from those Fortis hospitals whose data is published on FHL website; doesn't represent all Fortis hospitals across India | References: † STS Annual Report 2019, * Cleveland Clinic Outcomes Report 2014, ** Texas Heart Institute 2014

Endoscopic Retrograde Cholangiopancreatography (ERCP)	2025	2024	2023	2022
Successful CBD cannulation	95.6%	84.8%	94.4%	94.1%
Successful Stone Extraction	95.3%	77.8%	84.6%	76.8%
Outcome Achieved	89.0%	88.0%	95.4%	95.7%
Major Post Procedure Complication	0.85%	1.50%	2.25%	3.28%
In-hospital Mortality	0.16%	0.46%	0.06%	0.07%

Includes clinical outcome from those Fortis hospitals whose data is published on FHL website; doesn't represent all Fortis hospitals across India Clinical Outcomes data of 2020 & 2021 not published due to impact of COVID pandemic

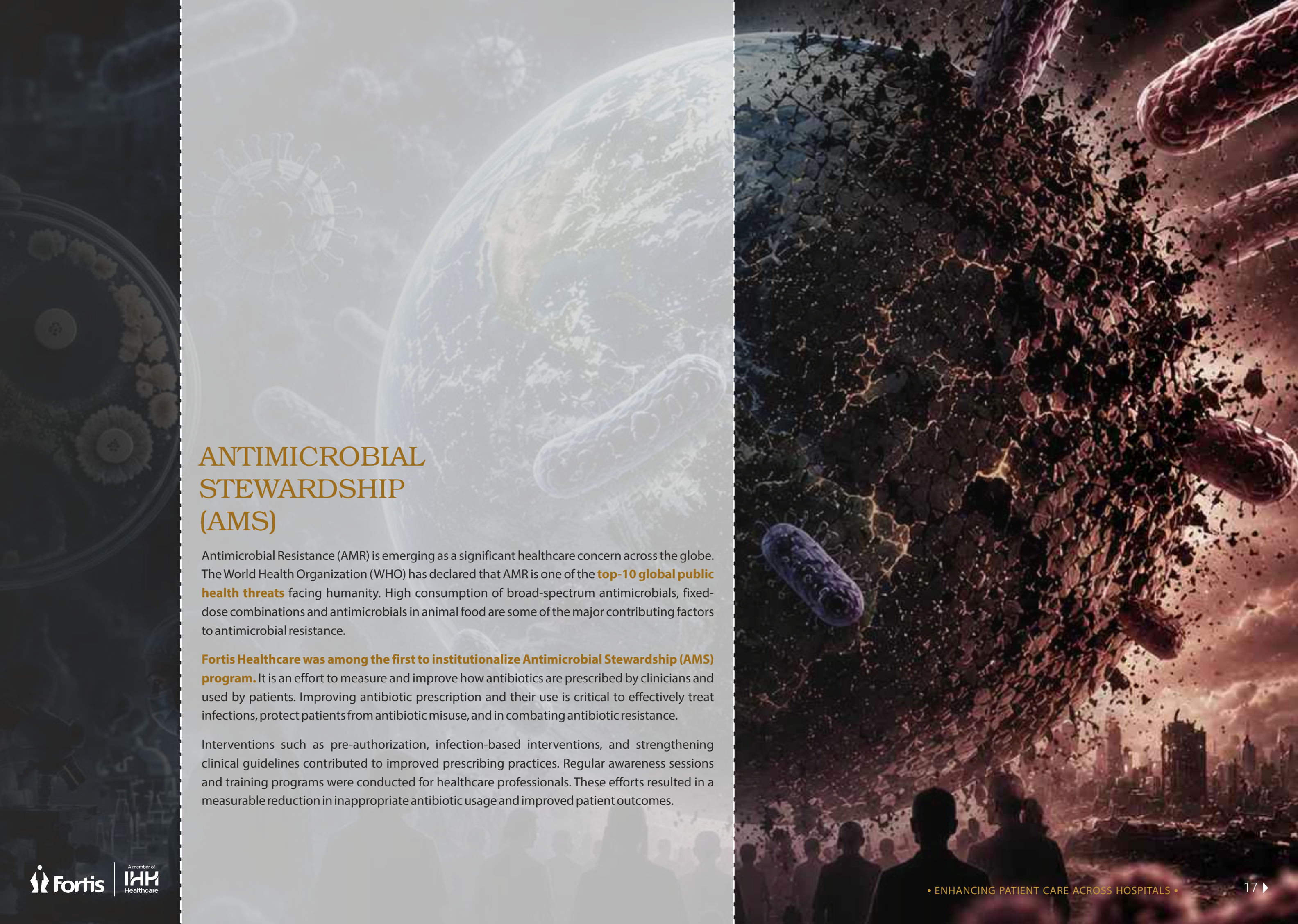
One year survival rate of Kidney Transplant patients	Apr' 2023 - Mar' 2024	Apr' 2022 - Mar' 2023	Apr' 2021 - Mar' 2022	Apr' 2020 - Mar' 2021	Benchmark
One year survival	99.3%	97.47%	95.40%	94.81%	90-95% * 90-95% ** 97% ***

Includes clinical outcome from those Fortis hospitals whose data is published on FHL website; doesn't represent all Fortis hospitals across India | References: * Kidney Research UK, ** Kidney Foundation of Canada, *** National Kidney Foundation, USA

Radiation Oncology	2025	2024	2023	2022	Benchmark
Treatment completed	98%	74%	100%	70%	--
Treatment – Curative	85%	53%	73.4%	46.0%	--
Treatment – Palliative	15%	47%	26.6%	54.0%	--
Acute morbidity post Radiotherapy (Grade 3 and 4)	6.2%	3.4%	0%	2%	5 – 15 %

References: Radiation Therapy Oncology Group (RTOG) common toxicity criteria (CTC) v.2.0

Toxicity severity grading:- Grade 3 - Severe and undesirable; Grade 4 - Life-threatening or disabling; Grade 5 - Death

The background of the page is a composite image. On the left, there's a dark area with a petri dish containing various bacterial colonies. The center features a large, glowing blue and white image of the Earth from space, with several translucent, rod-shaped bacteria floating in front of it. On the right, there's a dramatic, apocalyptic scene of a city being destroyed by a massive, dark, fiery explosion or meteor impact, with silhouettes of people in the foreground looking up in awe or fear.

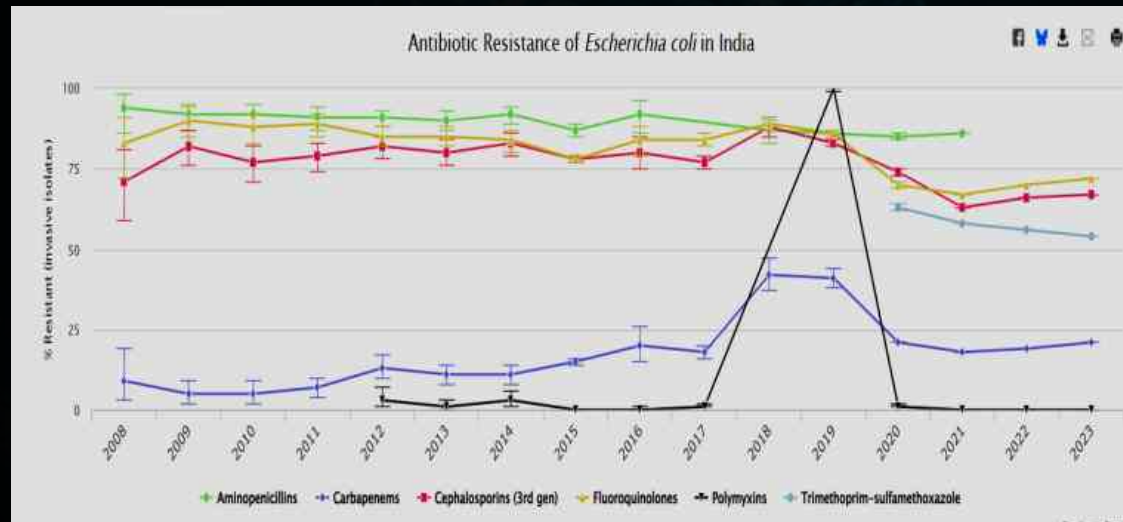
ANTIMICROBIAL STEWARDSHIP (AMS)

Antimicrobial Resistance (AMR) is emerging as a significant healthcare concern across the globe. The World Health Organization (WHO) has declared that AMR is one of the **top-10 global public health threats** facing humanity. High consumption of broad-spectrum antimicrobials, fixed-dose combinations and antimicrobials in animal food are some of the major contributing factors to antimicrobial resistance.

Fortis Healthcare was among the first to institutionalize Antimicrobial Stewardship (AMS) program. It is an effort to measure and improve how antibiotics are prescribed by clinicians and used by patients. Improving antibiotic prescription and their use is critical to effectively treat infections, protect patients from antibiotic misuse, and in combating antibiotic resistance.

Interventions such as pre-authorization, infection-based interventions, and strengthening clinical guidelines contributed to improved prescribing practices. Regular awareness sessions and training programs were conducted for healthcare professionals. These efforts resulted in a measurable reduction in inappropriate antibiotic usage and improved patient outcomes.

Fortis Healthcare was amongst the first institutions in India to partner with **Centre for Disease Dynamics, Economics & Policy (CDDEP)*** towards collecting data on antimicrobial resistance and establishing trends.



2015

- Aminoglycosides: 26% (25%-28%) resistant; 3,333 isolates tested
- Carbapenems: 15% (14%-16%) resistant; 3,108 isolates tested
- Cephalosporins (3rd gen): 78% (77%-79%) resistant; 3,072 isolates tested
- Fluoroquinolones: 78% (77%-79%) resistant; 3,316 isolates tested
- Piperacillin-tazobactam: 36% (34%-38%) resistant; 2,295 isolates tested
- Polymyxins: 0% (0%-0%) resistant; 2,518 isolates tested

Source: Private laboratory network, India/Indian Council of Medical Research/Fortis Healthcare Limited

<https://resistancemap.onehealthtrust.org/CountryPage.php?country=India>

The **Drug Resistance Index (DRI)** is a novel composite measure to evaluate the relationship between antimicrobial resistance and antimicrobial usage in clinical practice. The DRI expresses the antibiotic resistance and antibiotic use relationship on a scale from 0-1. A value of 1 means that infections are untreatable with any of the antibiotics used in the given setting. A value of 0 means all isolates included in the calculation were susceptible and treatable. Values in between express overall susceptibility of infections, adjusted for local prescribing practices.

FORTIS DRUG RESISTANCE INDEX

Fortis Hospital Code	Total DRI									
	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
A	0.54	0.54	0.68	0.47	-	0.73	0.55	0.67	0.71	0.62
B	0.51	0.45	0.49	0.47	0.42	0.47	0.36	0.44	0.47	0.59
C	0.4	0.51	0.48	0.47	0.45	0.48	0.48	0.39	0.41	0.37
D	0.6	0.59	0.59	0.49	0.4	0.35	0.4	0.45	0.33	0.49
E	0.6	0.69	0.5	0.6	-	-	0.22	0.63	0.28	0.62
F	0.4	0.47	0.48	0.48	0.54	0.5	0.48	0.39	0.41	0.47
G	-	-	-	-	-	-	-	0.63	0.54	0.48
H	-	-	-	-	-	0.38	0.38	0.34	0.38	0.45
I	0.37	0.46	0.4	0.47	0.43	0.5	0.46	0.55	0.56	0.5
J	0.6	0.53	0.58	0.58	0.59	0.54	0.63	0.62	0.57	0.53
K	NA	NA	NA	0.58	-	0.6	0.56	0.58	0.46	0.61
L	-	-	-	-	-	0.22	0.26	0.35	0.37	0.52
M	0.57	0.46	0.55	0.55	0.54	0.52	0.58	0.52	0.51	0.51
N	0.63	0.64	0.55	0.63	0.67	0.57	0.6	0.61	0.61	0.61
O	0.48	0.5	0.59	0.59	0.62	0.51	0.3	0.57	0.50	0.6
P	0.49	0.49	0.44	0.29	0.36	-	0.37	0.44	0.37	0.41
Q	0.54	0.57	0.62	0.62	0.54	0.54	0.46	0.37	0.47	0.48
R	-	-	-	-	-	0.48	0.07	-	-	0.37
S	0.5	0.39	0.62	0.53	0.18	0.11	0.62	0.64	0.58	0.54
T	0.37	0.38	0.4	0.39	-	0.48	0.44	-	0.43	0.48
U	0.53	0.39	0.42	0.44	0.43	0.44	0.51	0.56	0.57	0.52
V	0.63	0.58	0.6	0.66	0.71	0.66	0.69	0.7	0.68	0.00

Fortis Hospital Code	Restricted DRI									
	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
A	0.2	0.19	0.59	0.34	-	0.4	0.4	0.45	0.42	0.43
B	0.21	0.24	0.33	0.38	0.29	0.39	0.26	0.26	0.24	0.33
C	0.07	0.14	0.22	0.17	0.14	0.16	0.16	0.12	0.15	0.16
D	0.09	0.16	0.29	0.15	0.22	0.22	0.47	0.34	0.15	0.2
E	0.2	0.38	0.25	0.22	-	-	0.19	0.2	0.28	0.34
F	0.16	0.21	0.29	0.29	0.36	0.31	0.24	0.31	0.34	0.36
G	-	-	-	-	-	-	-	0.4	0.33	0.32
H	-	-	-	-	-	0.2	0.08	0.23	0.18	0.28
I	0.09	0.14	0.26	0.38	0.41	0.25	0.21	0.29	0.29	0.25
J	0.21	0.14	0.37	0.39	0.37	0.3	0.63	0.37	0.36	0.33
K	NA	NA	NA	0.26	-	0.27	0.21	0.22	0.14	0.32
L	-	-	-	-	-	0.12	0.38	0.31	0.33	0.44
M	0.18	0.18	0.24	0.24	0.25	0.21	0.21	0.24	0.29	0.25
N	0.29	0.22	0.26	0.35	0.3	0.25	0.34	0.28	0.27	0.31
O	0.16	0.24	0.17	0.19	0.3	0.25	0.65	0.24	0.18	0.38
P	0.1	0.11	0.26	0.34	0.13	-	0.12	0.2	0.1	0.15
Q	0.27	0.23	0.39	0.37	0.33	0.32	0.24	0.17	0.29	0.25
R	-	-	-	-	-	0.18	0.27	-	-	0.02
S	0.2	0.16	0.37	0.32	0.16	0.14	0.26	0.23	0.21	0.26
T	0.13	0.14	0.2	0.22	-	0.26	0.12	-	0.14	0.24
U	0.18	0.14	0.14	0.16	0.18	0.15	0.35	0.51	0.5	0.44
V	0.39	0.31	0.37	0.38	0.39	0.38	0.42	0.5	0.38	0.00

Fortis Hospital Code	Gram-negative Bacteria									
	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
A	0.62	0.64	0.68	0.57	-	0.77	0.73	0.73	0.77	0.67
B	0.57	0.46	0.58	0.57	0.52	0.53	0.47	0.47	0.54	0.66
C	0.41	0.55	0.49	0.49	0.49	0.52	0.43	0.43	0.49	0.42
D	0.66	0.61	0.66	0.53	0.46	0.35	0.5	0.5	0.42	0.53
E	0.62	0.72	0.61	0.64	-	-	0.65	0.65	0.29	0.75
F	0.46	0.57	0.53	0.56	0.65	0.58	0.42	0.42	0.44	0.52
G	-	-	-	-	-	-	0.66	0.66	0.63	0.53
H	-	-	-	-	-	0.43	0.37	0.37	0.5	0.48
I	0.4	0.53	0.44	0.51	0.52	0.53	0.62	0.62	0.56	0.55
J	0.69	0.6	0.63	0.6	0.63	0.57	0.65	0.65	0.6	0.56
K	NA	NA	NA	0.61	-	0.65	0.6	0.6	0.58	0.64
L	-	-	-	-	-	0.21	0.39	0.39	0.42	0.53
M	0.64	0.49	0.56	0.58	0.56	0.52	0.58	0.58	0.56	0.57
N	0.65	0.7	0.59	0.68	0.75	0.64	0.68	0.68	0.68	0.68
O	0.57	0.6	0.65	0.64	0.66	0.53	0.61	0.61	0.53	0.64
P	0.5	0.47	0.53	0.34	0.36	-	0.46	0.46	0.43	0.43
Q	0.58	0.58	0.64	0.64	0.55	0.56	0.39	0.39	0.51	0.53
R	-	-	-	-	-	0.49	-	-	-	0.38
S	0.5	0.39	0.62	0.58	0.2	0.12	0.7	0.7	0.65	0.59
T	0.42	0.45	0.52	0.45	-	0.52	-	-	0.49	0.52
U	0.59	0.44	0.44	0.47	0.49	0.46	0.58	0.58	0.59	0.53
V	0.72	0.69	0.68	0.76	0.77	0.8	0.76	0.76	0.78	0.00

*(One Health Trust, formerly the Center for Disease Dynamics, Economics & Policy)



COMPLEX CARE MANAGEMENT

1. A rare and complex Hybrid Cardiac Surgery was performed at **Fortis Hospital, Gurugram**. It involved open bypass surgery combined with minimally invasive endovascular repair on a 29-year-old patient suffering from ruptured and massively dilated thoracic abdominal aorta - a condition associated with extremely high mortality. This is among the first such reported surgery in South-East Asia.
2. Clinicians at **Fortis Hospital, Bannerghatta Road, Bengaluru**, performed combined Robot-assisted Minimally Invasive Coronary Artery Bypass Surgery (MIDCAB) and Robotic Radical Prostatectomy to address both conditions in one sitting with safety and precision. Although combining two major surgeries under a single anaesthesia is rare, in this case, it significantly helped avoid multiple major surgeries and hospital admissions, repeated exposure to anaesthesia, prolonged recovery and high risk.
3. A multidisciplinary team at **Fortis Hospital, Anandapur, Kolkata**, successfully treated a rare and life-threatening case of Acute Necrotising Encephalopathy of Childhood (ANEC) secondary to Influenza B in a 7-year-old patient. After nearly two months of intensive care, the child was discharged in a stable condition. Two months post-discharge, the child was breathing on his own, and eating and drinking normally. He was able to speak, and his cognition appeared to be preserved. His upper limb power improved significantly, and his lower limb power was improving rapidly.
4. At **Fortis Escorts, Okhla, Delhi**, a minimally invasive spine procedure was carried out on a 99-year-old patient to treat her spinal compression fracture. The patient arrived at the hospital with severe pain and complete inability to walk, sit or even lie down comfortably. After evaluation, patient was diagnosed with D10 compression fracture. She was advised percutaneous balloon kyphoplasty, a minimally invasive procedure performed under local anaesthesia. The procedure was preferred in view of the patient's advanced age and her age-related comorbidities. The surgery lasted just 40 minutes and patient was discharged the very next day.
5. A team of doctors at **Fortis Hospital, Gurugram**, successfully removed 8,125 gallstones in a 70-year-old male patient who had been suffering for years from persistent abdominal pain, fever, fatigue and appetite loss. This is among the highest reported number of gallstones removed in this part of the country.
6. In a landmark achievement in the field of multidisciplinary robotic surgery, a combined robot-assisted heart bypass (CABG) and breast cancer surgery (modified radical mastectomy) was performed in a single operative session at **Fortis Escorts, Okhla, Delhi**. The complex, life-saving 11-hour procedure was carried out on a 72-year-old patient with advanced Stage 3 breast cancer along with critical triple-vessel coronary artery disease and signs of heart failure. Robotic heart bypass surgery was followed by modified radical mastectomy without altering the surgical field. The patient made a steady recovery and was discharged in stable condition after 12 days.
7. **Fortis Hospital, Bannerghatta Road, Bengaluru**, has achieved yet another clinical milestone with the launch of the **TREAT Program (Total Robot Enabled and Assisted Transplant)** - a first-of-its-kind initiative in India for robot-assisted kidney transplantation. This cutting-edge advancement marks a new era in surgical excellence and compassionate care, underscored by a landmark achievement: the successful execution of simultaneous robotic surgeries for both donor and recipient - a historic first in the country.
8. A rare surgery was performed at **Fortis Hospital, Gurugram** to remove two parasitic foetuses from the abdomen of a one-month-old girl diagnosed with foetus-in-fetu, a rare congenital anomaly seen in only about 1 in 500,000 live births. With fewer than 300 such cases reported worldwide - and only about 35 involving multiple foetuses - this achievement marks a significant milestone in neonatal care. The infant recovered well after receiving specialized neonatal care.
9. Patient at **Fortis Hospital, Anandapur, Kolkata**, was successfully treated for Subclavian Steal Syndrome. The 49-year-old patient had been suffering from recurrent fainting episodes triggered by daily activities like shaving, applying brakes on his bike or any mild exertion using his hands.

ACCREDITATIONS



Fortis Hospital, Mohali

has secured the prestigious **Joint Commission International (JCI)** re-accreditation for the Sixth consecutive time. The hospital underwent comprehensive evaluation, conducted under the **8th edition revised format**, encompassing 1,125 measurable elements spanning across all services and departments, and achieved a **97.15%** compliance score.

Fortis Memorial Research Institute, Gurugram

has secured the prestigious **Joint Commission International (JCI)** re-accreditation for the second time. The assessment was conducted under the **8th edition revised format**, which allows only two outcomes - 'Met' or 'Not Met' - with no provision for 'Partially Met'. Out of 1,073 measurable criteria, Fortis Hospital, Gurugram achieved an outstanding **98%** compliance score.

JCI Accredited



- Fortis Hospital, Mulund, Mumbai
- Fortis Hospital, Mohali
- Fortis Hospital, BG Road, Bengaluru
- Fortis Memorial Research Institute, Gurugram



NABH Accredited/Certified

- Fortis Hospital, Kangra
- Fortis Escorts Hospital, Amritsar
- Fortis Hospital, Jalandhar
- Fortis Hospital, Ludhiana
- Fortis Hospital, Mall Road, Ludhiana
- Fortis Hospital, Mohali
- Fortis Hospital, Anandapur, Kolkata
- Fortis Hospital & Kidney Institute, Kolkata
- Fortis CDOC, Delhi
- Fortis Escorts Heart Institute, Delhi
- Fortis Flt Lt Rajan Dhall Hospital, Vasant Kunj, Delhi
- Fortis Escorts Hospital, Faridabad
- Fortis Hospital, Noida
- Fortis Hospital, Greater Noida
- Fortis Hospital, Shalimar Bagh, Delhi
- Fortis Memorial Research Institute, Gurugram
- Fortis Hospital, Manesar
- Fortis La Femme, Greater Kailash, Delhi
- Fortis Hospital, Raigarh
- Fortis Escorts Hospital, Jaipur
- Fortis Hospital, Kalyan, Mumbai
- Fortis Hospital, Mulund, Mumbai
- SL Raheja Hospital – A Fortis Associate Hospital, Mahim, Mumbai
- Fortis Hospital, Vashi, Navi Mumbai
- Fortis Hospital, BG Road, Bengaluru
- Fortis Hospital, CG Road Bengaluru
- Fortis Hospital, Nagarbhavi, Bengaluru
- Fortis Hospital, Rajajinagar, Bengaluru
- Gleneagles Hospital, Kengeri, Bengaluru
- Gleneagles Hospital, Richmond Road, Bengaluru
- Gleneagles Hospital, Lakdi-Ka-Pul, Hyderabad
- Gleneagles Hospital, LB Nagar, Hyderabad
- Gleneagles Hospital, Chennai



SKILLED AND COMPASSIONATE NURSING

Compassionate Nursing Care remains central to delivering clinical excellence and improving patient outcomes. It involves demonstrating empathy, dignity, respect, and patient-centred communication in all aspects of care delivery. Ongoing training and professional development programs at Fortis have significantly improved the quality of nursing care by strengthening clinical competence, communication skills, and patient-centred practices. Training sessions focused on compassionate care, effective communication, empathy, emotional support, and respectful patient interactions have helped nurses better understand and respond to the physical, emotional, and psychological needs of patients and families. As a result of these initiatives, nurses are demonstrating greater confidence, professionalism, and sensitivity in care delivery.

The **Spandan** program aims at reinforcing existing nurses' ability to provide effective explanations (Golden Steps) for key procedures, practice applying the Golden Steps of key procedures in everyday Nurse-Patient interactions and re-visit Fortis Service Behavioral Standards. The **Communicating Care** training program educates participants on Fortis Service Behavioral Standards, reinforcing their understanding of Global Nurse Patient communication framework (AIDET Communication Framework, LEAP Framework to deal with dissatisfied/unhappy patients and attendants). The **Simulation Training** for Nursing Faculty is a six-day course conducted at the National Centre of Excellence for Simulation Training at Gurugram. A highly immersive six-day Training of Trainers (ToT) initiative designed to build academic and technical capacity among nursing educators. The program focused on integrating simulation-based learning (SBL) into mainstream nursing education. Seven educators from Fortis Healthcare attended this program. **Virohan**, the Fortis Nurse's Induction Program is aimed to strengthen and upgrade the existing training and capacity-building framework. The program has been redesigned with the primary objective of enhancing teaching methodologies, streamlining staff evaluation processes, and ensuring smoother assimilation of newly joined nurses into the system across all categories of hospitals within the network.

The integration of compassionate care principles into daily nursing practice has contributed to higher patient satisfaction, improved teamwork, and a more supportive healing environment. These training efforts continue to strengthen the organization's commitment to clinical excellence, safe care, and positive patient experiences.

At Fortis, we also understand the need to define & support a progressive path forward to elevate the role of Nurses as transformative healthcare leaders. Here, career path for Nurses is diverse, flexible, and full of growth opportunities – from bedside care to leadership roles in general and nursing administration. The **Fortis Future Operational Leadership Development Program** is an initiative to develop & build capabilities of the selected nursing talent for future operational leadership roles by providing integrated education, experience & exposure opportunities. With new vision of professional development, the program provides a pathway for our nurses to acquire skills, knowledge, mindset necessary for such operational leadership roles. Adept at providing care across the entire care continuum, our nurses can contribute immensely by transitioning into operation roles in domains such as:

*General Administration | Patient Care Services | Sales & Marketing
Supply Chain Management | Quality Management | Patient Experience*

Since its inception in 2023, 14 Nurses have enrolled for this program. Among them 6 have completed the course and moved to operational roles.



MEDICAL TECHNOLOGY AND INNOVATION

STRATEGIC INVESTMENTS IN ADVANCED MEDICAL TECHNOLOGY

Our organization remains committed to sustained capital investment in advanced medical technologies that enhance clinical decision-making, improve patient outcomes, and support the delivery of evidence-based medicine. Recent investments include state-of-the-art **Linear Accelerator (LINAC)** technology for precision radiation therapy, advanced **Spinal Robot**, **Soft tissue Robot** and **Orthopaedic Robotic surgery** platforms for minimally invasive surgeries, advanced **O-Arm**, **MRI** and **CT** imaging systems, and high-definition **Neurosurgical Microscopes**. These technologies strengthen our ability to deliver accurate diagnosis, minimally invasive interventions, and highly personalized treatment pathways.

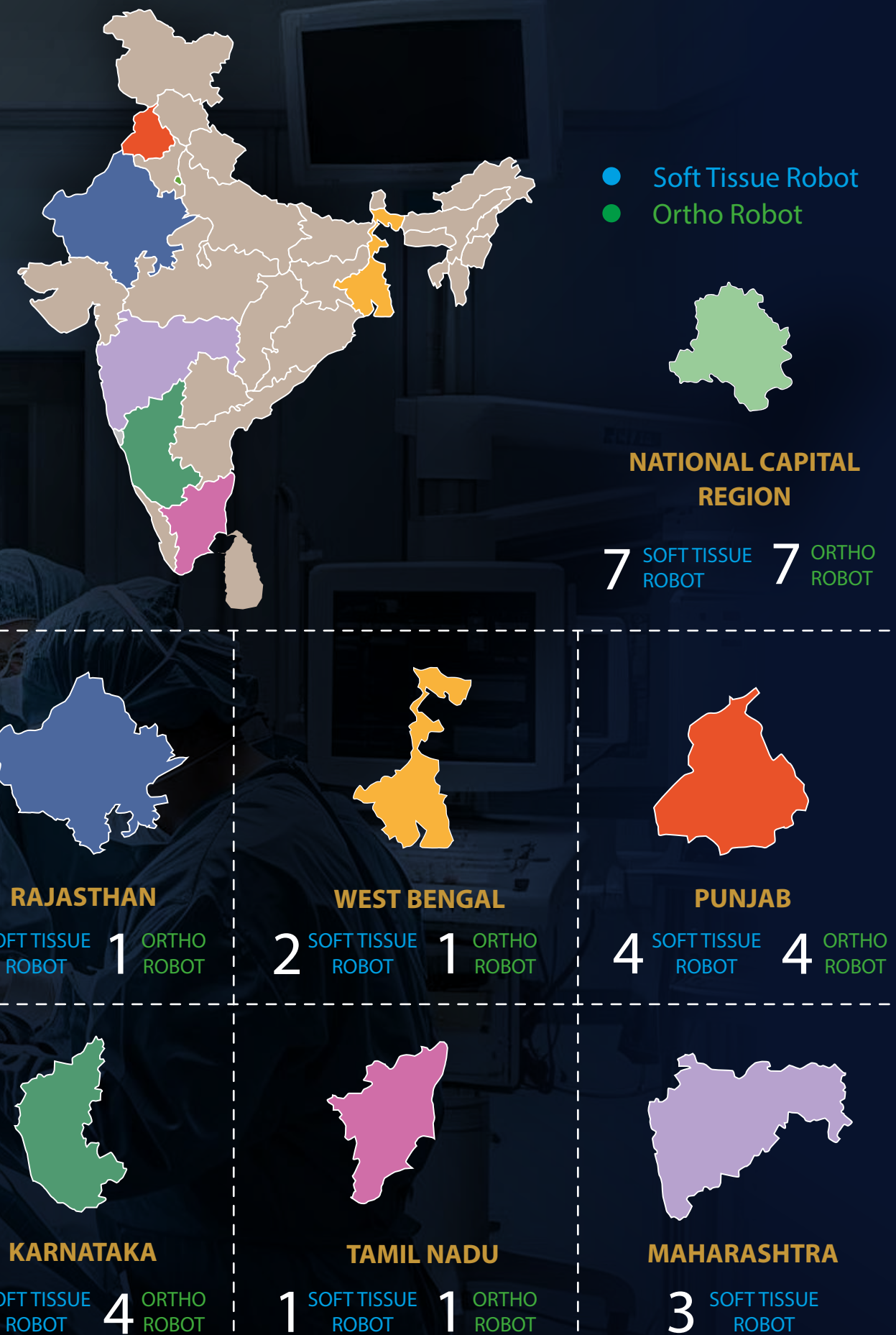
At Fortis, installation of **Hybrid Operating Room** shall be a major medical technology advancement in image-guided surgery, by integrating state-of-the-art imaging with a fully equipped surgical environment to enable high-precision, minimally invasive procedures. Designed to support complex, high-acuity interventions across specialties such as vascular surgery, cardiology, neurosurgery, and interventional radiology, this system enables clinicians to transition effortlessly between diagnosis and treatment within a single sterile environment.

By equipping our clinicians with cutting-edge tools and technologies, we enable greater precision, safety, and efficiency across the continuum of care. These investments reflect our strategic focus on clinical excellence, innovation, and continuous improvement, ensuring that patients benefit from the latest advancements in modern medicine while supporting superior clinical outcomes and enhanced patient experiences.

ROBOTIC-ASSISTED SURGERY

Fortis has established one of the leading Robotic-Assisted Surgery (RAS) programs in India, reflecting its commitment to clinical innovation and excellence. With nearly **40 robotic systems** across the Fortis network, spanning both soft tissue and orthopedic specialties, the organization is at the forefront of technology-enabled surgical care. Robotic platforms enhance surgical precision through superior visualization, greater instrument dexterity, and advanced intraoperative control, enabling surgeons to perform complex procedures with increased accuracy. These capabilities support minimally invasive approaches, reduced surgical trauma, faster recovery, shorter hospital stays, and improved patient outcomes. At Fortis, lifetime procedures on Soft tissue Robot have exceeded **14,000** in volume.

The continued expansion of Fortis' robotic surgery program underscores its strategic investment in advanced medical technology, empowering clinicians with cutting-edge tools to deliver evidence-based, high-quality care while setting new benchmarks in surgical excellence.



Maps drawn are not an actual representation.



ACADEMICS AND RESEARCH

ACADEMICS

SEATS
158 | 17
Super Specialties
(DrNB)

SEATS
171 | 15
Broad Specialties
(Diploma/ DNB)

SEATS
11 | 4
Post-Graduate Fellowship
specialties (FNB)

SEATS
5 | 2
Post-Doctoral Fellowship
(FNB) program

SEATS
345 | 17
Hospitals offering
DNB/ DrNB/ FNB programs

RESEARCH

The Clinical Research Department at Fortis Healthcare, through the **Fortis Healthcare Research Foundation (FHRF)**, continues to strengthen India's clinical research ecosystem with a robust network of 24 associated research sites across the country. Recognized as a **Scientific and Industrial Research Organization (SIRO)** by the *Department of Scientific and Industrial Research (DSIR), Government of India*, FHRF remains committed to advancing high-quality, ethical, and innovative clinical research across diverse therapeutic areas. Our expertise spans Oncology, Haemato-Oncology, Cardiology, Gastroenterology, Pulmonology, Rheumatology, Clinical Immunology, Laboratory Medicine, Nuclear Medicine, and several other specialties.



NUMBER OF PROJECTS

Overview of projects across key research and development categories



- Industry-sponsored clinical trials
- Investigator-initiated studies
- Academic and intramural research projects
- Government-funded collaborative research initiatives
- Research Educational programs

Further strengthening our commitment to ethical research practices, our network of **17 NABH-accredited Ethics Committees**, registered with Indian regulatory authorities, ensures the highest standards of participant safety and compliance.

DIGITAL TRANSFORMATION AND FUTURE ROADMAP



Fortis has implemented CerebralPlus **Electronic Medical Record (EMR)** systems to digitize clinical workflows and centralize patient information across departments and facilities. The EMR platform enables healthcare professionals to access patient records in real time, improving continuity of care and clinical decision-making. The EMR ecosystem supports standardized clinical processes and enables hospitals to transition toward intelligent and paperless healthcare delivery models.

MD Online mobile application by Fortis serves as a digital engagement platform that provides clinicians with convenient access to patient information. The platform enhances accessibility and convenience by enabling remote access while maintaining continuity of care. We are enhancing **Picture Archiving and Communication System (PACS)** infrastructure and its integration with EMR to digitally manage radiology imaging and diagnostic workflows across hospitals.

Fortis continues to strengthen its digital healthcare architecture through scalable, secure, and future-ready technology platforms designed to support long-term healthcare transformation. Through implementation of EMR in OP and IP workflows, PACS integration, and mobile applications such as MD Online, the organization is enhancing clinical efficiency, patient engagement, and operational effectiveness. Its focus on scalable infrastructure, interoperability, and future-ready digital capabilities positions Fortis to support next-generation healthcare delivery models driven by intelligent, connected, and patient-centric care systems.

NABH DIGITAL HEALTH STANDARDS ACCREDITATION



The attainment of NABH Digital Health Standards Accreditation marks a significant milestone in our digital transformation journey and reaffirms our commitment to delivering technology-enabled, high-quality healthcare. By embedding digital capabilities across the care continuum, we have enhanced the quality, accessibility, and continuity of care while empowering clinicians with timely, accurate, and actionable information.

This accreditation recognizes the organization's adherence to nationally benchmarked standards for digital health governance, information management, interoperability, and the effective use of health information systems. Currently, **7 Fortis Hospitals have been accredited by NABH on digital health standards**, namely:

- Fortis Hospital, Gurugram
- Fortis Flt Lt Rajan Dhall Hospital, Vasant Kunj, Delhi
- Fortis Escorts Hospital, Faridabad
- Fortis Hospital, Noida
- Fortis Hospital, Shalimar Bagh, Delhi
- Fortis Hospital, Mulund, Mumbai
- Fortis Hospital, BG Road, Bengaluru

As healthcare increasingly evolves towards data-driven and evidence-based models of care, this accreditation validates our efforts to build a future-ready healthcare system that leverages technology to improve outcomes, elevate patient experience, and drive operational excellence.

ARTIFICIAL INTELLIGENCE ENABLED HEALTHCARE

Artificial Intelligence (AI) is transforming healthcare delivery by enabling smarter clinical decisions, improving operational efficiency, and enhancing patient experience. In modern hospital ecosystems, AI acts as an enabler for predictive, preventive, personalized, and precision-based care. For us, key applications of AI in Healthcare include:

Clinical Decision Support:



AI assists clinicians by analysing large volumes of patient data to support diagnosis, treatment recommendations, risk prediction, and early disease detection. It helps improve accuracy, reduce variability in care, enable evidence based clinical decisions.

Radiology and Diagnostics:



AI-powered imaging solutions enhance the speed and accuracy of radiology reporting by detecting abnormalities in X-rays, CT scans, MRI, and mammography. These systems support radiologists in prioritizing critical cases and improving turnaround times.

Chronic Disease Management:



AI enables continuous monitoring and predictive analytics for chronic conditions such as diabetes, hypertension, cardiovascular disease, and COPD. Remote patient monitoring and personalized care pathways improve long-term disease management and reduce hospital readmissions.

Administrative and Process Automation:



AI automates repetitive tasks including appointment scheduling, billing, coding, claims processing, discharge summary preparation, and patient communication. This reduces manual workload and enhances operational efficiency.

Patient Engagement and Experience:



AI-driven chatbots, virtual assistants, and digital engagement platforms provide seamless patient interactions, appointment reminders, health education, and post-discharge follow-up support, improving patient satisfaction and continuity of care.

Benefits of AI in Hospitals

Improved clinical outcomes

Faster diagnosis and treatment

Reduced clinician burnout

Enhanced operational efficiency

Better resource utilization

Lower healthcare costs

Improved patient safety and satisfaction

Governance and Ethical Considerations: Successful AI implementation requires strong governance frameworks focusing on:

Data privacy and security

Ethical AI usage

Bias mitigation

Regulatory compliance

Healthcare organizations must ensure that AI systems remain transparent, explainable, secure, and aligned with patient safety standards.

Future Outlook: AI is expected to become deeply embedded across the healthcare continuum, supporting predictive medicine, precision care, virtual health, and intelligent hospital operations. As healthcare systems evolve digitally, AI will play a central role in delivering scalable, efficient, and patient-centric care models. The future of healthcare lies in combining clinical expertise with intelligent technologies to create reliable, connected, data-driven, and outcome-focused healthcare ecosystems.



ACHIEVEMENTS

AWARDS

Fortis Wins
Awards in 7 of 8
Categories at
10th IHH Quality
Summit 2025,
Hong Kong



The award for Medical Excellence was won by **Dr Rama Joshi**, Chairman - Gynae Oncology & Robotic Surgery, Fortis Hospital, Gurugram.

- The 2nd prize for Service Excellence (Team) was won by the team led by **Dr Shalini Sharma**, Head - Quality, Fortis Hospital Mulund, for 'CAPAble-360: 360-degree CAPA Excellence: Guarding Safety with Resilience.'

- The 2nd prize for Best Catch was won by **Sister Shyamoli** of Fortis Hospital, Vashi.
- The 1st prize for Service Excellence (Individual) was won by **Sister Suni Koshy** of Fortis La Femme.
- The 1st prize for Sustainability - Social or Environmental was won by **Fortis Hospital, Anandapur**, for 'Improving Lives of Community - Installation of toilets and Hand-tube wells in Govt. aided schools.'
- The Lab Track prize was won by **Dr Abha Sidhique** (Agilus Diagnostics)



The 3rd prize for Clinical Excellence was won by **Dr Sandeep Gore**, ER Head, Fortis - Hospital Mulund. Dr Gore received the award for 'Optimal Septicaemic Shock Management for Better Outcomes.'

Team Nursing from Fortis Hospital,
Mulund Bags Three Awards at the
4th International RFCCN SAARC
Conference 2026

- The conference was hosted by the Critical Care Nurses Society of India, affiliated with the World Federation of Critical Care Nurses.
- Ms Andrea Vas** (Pain Management Nurse) and **Ms Nitu Yadav** (Nurse Educator) were the winners in the 'Best Quality Improvement Project' category.
- Ms Mansi Gharat** (CPICU In-charge) and **Ms Bincy Sunil** (Nurse Educator) won the Runners-up prize for 'Best Catch'.
- Ms Sherin Aranha** (Nurse Educator) was the Runner-up in the Poster Competition.

Fortis Nurses Win Three Prestigious Awards at 13th Infusion Nurses Society Conference 2025

- **Ms Nikethana Nair**, Chief Nursing Officer, Fortis Mohali, was honoured with the INS ICON Award – Tricity in recognition of her exemplary leadership and commitment towards patient care.
- **Ms Maumita Saha**, Quality Nurse, Fortis Hospital, Anandapur, and Ms Bincy Sunil Thomas, Senior Nurse Educator, Fortis Hospital, Mulund, were honoured with the 'Leaders In Infusion Therapy (LIT)' award in the 'Patient Safety Champion' category.



Fortis Hospital, Gurugram Wins Prestigious Awards at ET Health Conclave 2025



Dr Sandeep Dewan, Senior Director & HOD - Critical Care, was honoured with the 'Excellence in Critical Care & ECMO' award



Dr Rahul Bhargava, Principal Director & Chief - Haemaology, Haemato-oncology and BMT, won the 'Excellence in Haemato-oncology & BMT' award.



The 'Excellence in GI Surgery & GI Oncosurgery' award was bestowed upon **Dr Amit Javed**, Senior Director - GI, GI Oncology, Minimal Access & Bariatric Surgery.

Fortis Wins Six Prestigious Awards at FICCI Advantage Healthcare India 2026

- **Fortis La Femme, New Delhi** (Bloom IVF Centre), was recognised in the IVF & Reproductive Medicine category
- **Fortis Escorts Heart Institute, Okhla**, New Delhi, won recognition in the Paediatric Cardiac Sciences category
- **Fortis Hospital, Bannerghatta Road**, Bengaluru was recognised for Kidney Transplant program

- **Fortis Memorial Research Institute, Gurugram**, won two recognitions - one each in the Neurology & Neuro Surgery category and Bone Marrow Transplant category.
- **Fortis Hospital, Noida**, was recognised for Liver Transplant program

Fortis Flag Flies
High as 12 Hospitals
Win Prestigious
Awards
at AHPI Global
Conclave 2026

● **Fortis Escorts, Okhla, New Delhi**

- Excellence in Quality Beyond Accreditation
- Excellence in Nursing Practices

● **Fortis Hospital, Vasant Kunj, New Delhi**

- Employee-Centric Hospital

● **Fortis Hospital, Bannerghatta Road, Bengaluru**

- Excellence in Hospital Operations (Clinical)

● **Fortis Hospital Chandigarh Road, Ludhiana**

- Excellence in Infection Control Practices
- Excellence in Emergency Services

● **Fortis Hospital, Manesar**

- Excellence in Critical Care
- Employee Centric Hospital

● **Fortis Hospital Shalimar Bagh, New Delhi**

- Excellence in Hospital Operations (Clinical)
- Excellence in Nursing Practices

● **Fortis La Femme, New Delhi**

- Excellence in Infection Control Practices

● **Fortis Hospital, Gurugram**

- Excellence in Infection Control Practices
- Employee Centric Hospital

● **Fortis Escorts Hospital, Jaipur**

- Excellence in Nursing Practices

● **Fortis Hospital, Jalandhar**

- Excellence in Infection Control Practices

● **Fortis Hospital, Mohali**

- Excellence in Hospital Operations (Non-Clinical)

● **Fortis Hospital, Mulund**

- Excellence in Clinical Operations

Team Fortis won several accolades at the annual conference of Consortium of Accredited Healthcare Organisations (CAHOCON 2026)

- **Fortis Hospital, Shalimar Bagh, New Delhi**, secured the First Runner-up position in the Poster Presentation (Clinical Services category) for its work on Sepsis Management.

- **Fortis Hospital, Anandapur, Kolkata**, won the First Runner-up award for i-Comply Audit.

- **Fortis Hospital, Mulund** secured the First Place in the Lightning Talk (Nursing) category for 'Latch on to Safety – Enhanced Breastfeeding Practices'. The Central Sterile Services Department (CSSD) earned the Awareness, Compliance and Excellence - ACE 2025 West Zone Runner-up Award.

- **S.L. Raheja Hospital** secured the First Prize in the Nursing Project Platform Presentation for 'Don't Hold It, Sling It: Sling Bag for Uro and Drain Support'.

- In the Meme Competition, **Ms Hannah** from Gleneagles Hospital (A Fortis Associate), Chennai, won the First Prize.



RECOGNITIONS



Newsweek's

'World's Best Smart Hospitals 2026'

Fortis Hospital, Gurugram has been ranked 36th among the World's Best Smart Hospitals 2026 by Newsweek and Statista. It is the only Indian hospital to feature among Top 50, reinforcing its position among top hospitals of the world

Dr Suneeta Mittal of Fortis Gurugram, honoured with prestigious Lifetime Achievement Award by AIIMS, New Delhi

Dr Suneeta Mittal, Snior Director and Head of the Department of Obstetrics & Gynaecology, Fortis Hospital, Gurugram, has been honoured with the prestigious Lifetime Achievement Award by the All India Institute of Medical Sciences (AIIMS), New Delhi. The recognition was bestowed on Dr Mittal during the institutes 50th Convocation. The honour acknowledges Dr Mittal's exemplary contributions towards advancing women's health, medical education and clinical excellence.



Fortis Hospital Gurugram Awarded Prestigious Oncomine Clinical Research Grant 2024 for Pioneering Work in Leukaemia Genomics

The proposed pioneering work on low-pass whole genome sequencing in Acute Myeloid Leukaemia (AML) earned a grant valued at USD 150,000. This international grant positions Fortis Gurugram among the leading global institutions in the field of precision haematology and oncology research. Only two centres in India have ever received this recognition.

Fortis Hospital, Gurugram Wins IHW Smart Hospital & Diagnostics Gold Award

Fortis Hospital, Gurugram has won the IHW Smart Hospital & Diagnostics Gold Award in the 'Smart Hospital of the Year in the Urban, Large & MidSized Hospitals' category. This prestigious recognition reflects the hospital's strong commitment to digital innovation, smart healthcare delivery, and patient-centric excellence.

Dr Anoop Misra Felicitated with Times Now's 'Hippocrates of India' Award

Dr Anoop Misra, Chairman - Fortis C-DOC, has been felicitated with the prestigious 'Hippocrates of India' award, the highest category of award given by Times Now, Times of India Group. The award celebrates exceptional physicians and medical leaders in India who demonstrate clinical excellence, innovation, ethical practice, and community impact.



Senior Clinicians from Fortis Gurugram Honoured at 7th Cancer Summit & Awards 2026

Dr Ankur Bahl, Principal Director - Medical Oncology, Fortis Gurugram, received the Excellence in Medical Oncology Award.

Dr Vikas Dua, Principal Director & Head - Pediatric Haematology, Hema to Oncology and BMT, Fortis Gurugram, was honoured with the Excellence in Pediatric Haematology Oncology & Bone Marrow Transplantation Award.

Dr Sushil Jain, Additional Director - Surgical Oncology, Fortis Gurugram, was conferred the Excellence in Advanced Surgical Oncology Care Award

Dr Sanjay Kumar of Fortis Escorts, Faridabad, Honoured with Lifetime Achievement Award by IMA Faridabad

Indian Medical Association (IMA) Faridabad has honoured **Dr Sanjay Kumar**, Senior Director - Cardiology, Fortis Escorts Hospital, Faridabad, with the Lifetime Achievement Award. An accomplished cardiologist with over 26 years of experience, Dr Sanjay Kumar specialises in coronary angiography and angioplasty. He has performed over 50,000 procedures including 40,000 coronary angiographies and 10,000 angioplasties at Fortis hospitals.

Fortis Healthcare Bags 7 Awards at FICCI Medical Value Travel Conference & Awards 2025

Fortis Memorial Research Institute, Gurugram, won awards in multiple categories including - Oncology-Medical, Oncology-Surgical and Orthopaedic Surgery-Joint Replacement.

Fortis Escorts Heart Institute, Okhla secured wins in four categories - Cardiac Surgery (Adult), Interventional Cardiology (Adult), Pediatric Cardiac Sciences – Cardiology and Pediatric Cardiac Sciences – Cardiac Surgery.

MILESTONES

Fortis Hospital, Cunningham Road, Bengaluru, marked 35 years of dedicated healthcare service. As a leading NABH-accredited multispeciality hospital, it is renowned for its exceptional healthcare services, particularly in the field of Cardiology. With a team of highly skilled Cardiologists and Cardiac Surgeons, the hospital offers the finest treatments for a wide range of heart issues and surgical procedures.

Fortis Hospital, Gurugram, celebrated one year of **MR Linac in service - North India's first and the second in the country**. Since its launch this advanced technology has successfully treated **300+** patients with complex cancers, providing shorter treatment durations, fewer side effects, and improved recovery outcomes.

Fortis Hospital, Gurugram, has surpassed **600+** Gamma Knife procedures since its launch in 2024. The technology enables incision-free treatment of complex brain tumours, vascular malformations, trigeminal neuralgia and other neurological conditions with sub-millimetre precision - ensuring targeted therapy while preserving healthy brain tissue.

Fortis Hospital, Noida successfully hosted the 9th edition of its prestigious **Neurosciences Conclave 2025**, centred around the theme – “Approach to Diseases of the Brain and Spine.” The event witnessed the enthusiastic participation of over 350 doctors from Delhi/ NCR and various regions across Uttar Pradesh. The conclave served as a vital knowledge-sharing platform, focusing on the latest advancements, challenges, and multidisciplinary approaches in the field of brain and spine surgery.

Fortis Hospital, Gurugram launched the **Fortis Institute of Genomic Medicine**, a pioneering centre dedicated to harnessing the power of genomic science to transform patient care. Backed by Fortis' advanced clinical ecosystem and Agilus Diagnostics' extensive national footprint, the institute brings together a multi-disciplinary team of medical experts from Molecular Haematology, Oncology, Neurology, Paediatrics, Pathology and Genomic scientists along with bioinformaticians and AI (artificial intelligence) engineers.

2027 and BEYOND

LEARNINGS FOR HOSPITAL SECTOR

The private hospital sector in India plays a pivotal role in delivering advanced healthcare services, however, it continues to operate in a highly complex and dynamic environment with multiple challenges impacting **Clinical, Operational, and Financial** performance. One of the major challenges is the rising cost of healthcare delivery driven by increasing price of medical technology, management of chronic diseases, aging population and advanced treatment modalities. Balancing affordability for patients while ensuring financial sustainability remains the key.

Despite these challenges, we continue to strengthen our capabilities through innovation, quality improvement initiatives, workforce development, and technology adoption, ensuring sustained progress toward delivering high-quality and patient-centred healthcare services.

In India, healthcare is evolving rapidly, being shaped by changing patient expectations, growing disease burden, regulatory developments, and rapid technological advancement. These experiences have provided important organizational and clinical learnings that continue to guide healthcare delivery and improvement.

At Fortis, we understand the importance of balancing **Quality, Affordability, and Accessibility**. While patients increasingly seek advanced and specialized care, ensuring cost-effective delivery of services remains essential for sustainability and wider reach. Our strong **Clinical Governance** framework, **Standardized Protocols**, and adherence to Quality framework have led to significant improvements in patient safety and clinical outcomes. **Periodic Audits** and implementation of **Evidence-based Practices** have become central to Clinical Excellence.

We recognise the critical role of **Preventive Healthcare** in improving clinical outcomes and enhancing patient experience. Strengthening our preventive care initiatives through structured health screenings, vaccination programs, lifestyle modification initiatives, and community outreach has enabled timely identification of health risks and interventions. We believe, that a proactive approach to health management contributes to reduced disease progression, lower hospitalizations, and improved population health outcomes. Furthermore, preventive healthcare supports the transition toward value-based care by promoting long-term wellness while ensuring efficient use of clinical resources.

At Fortis, we continue to evolve through continuous learning, innovation, and adaptation, with a strong focus on delivering safe, high-quality, patient-centred, and sustainable healthcare services.

EXPANSION OF CLINICAL SERVICES

The organization's future roadmap is focused on strategic expansion and strengthening of clinical services to meet the growing healthcare needs of the community and to enhance access to high-quality, specialized care. The planned expansion aims to build a more comprehensive, integrated, and patient-centric healthcare ecosystem. Key priorities include the development of additional specialty and super-specialty services, strengthening of critical care capabilities, and enhancement of advanced surgical and diagnostic services. Emphasis will be placed on expanding tertiary and quaternary care offerings to manage complex and high-acuity cases with improved clinical outcomes.

The roadmap also includes scaling up infrastructure capacity through the addition of beds, operation theatres, intensive care units, and emergency services to address increasing patient volumes and ensure timely access to care. A major focus area will be the integration of advanced technology-enabled care, including expansion of digital health systems, telemedicine services, and data-driven clinical decision support tools. This will support improved efficiency, continuity of care, and enhanced patient outcomes. Further, the organization plans to invest in talent acquisition, skill development, and multidisciplinary team building to support the expanded clinical portfolio. Strengthening academic partnerships, research initiatives, and continuous medical education will remain central to sustaining clinical excellence.

Overall, the future roadmap reflects a commitment to expanding clinical capabilities, improving accessibility, and delivering high-quality, safe, and patient-centred healthcare aligned with evolving healthcare demands and global standards.

CONCLUSION

As a private hospital chain in India, our journey towards clinical excellence is defined by a steadfast commitment to delivering safe, high-quality, and patient-centred healthcare across all our facilities. This report reflects not only our achievements but also our continuous efforts to strengthen systems, processes, and people that support exceptional care delivery.

In a rapidly evolving healthcare environment, we recognize the importance of balancing clinical quality with operational efficiency, affordability, and accessibility. Our focus remains on strengthening clinical governance frameworks, enhancing patient safety standards, and ensuring consistent adherence to evidence-based practices across all units of the organization.

We are equally committed to advancing digital healthcare capabilities, including the effective use of Electronic Medical Records, data analytics, and emerging technologies, to improve decision-making, operational transparency, and patient outcomes. At the same time, we continue to invest in our most valuable resource - our people - through continuous training, skill development, and leadership building.

We remain grateful to our **Industry and Technology partners** in supporting hospitals by providing reliable, high-quality medical equipment, along with essential services, training, maintenance, and innovation. Their support ensures that hospitals can continue to deliver safe, effective, and efficient care to patients.

We extend our sincere appreciation to our **Doctors, Nurses, Healthcare professionals**, and **Support teams** whose dedication and commitment continue to drive our mission forward. Together, we will continue to build a future-ready healthcare system rooted in excellence, compassion, and integrity.

STAY CONNECTED

Website: <https://www.fortishealthcare.com/>

Email: clinicalexcellence.msog@fortishealthcare.com

NATIONWIDE NETWORK

NATIONAL CAPITAL REGION (NCR)



Fortis Memorial
Research Institute,
Gurugram



Fortis Escorts
Heart Institute,
Okhla, Delhi



Fortis Hospital,
Vasant Kunj,
Delhi



Fortis Hospital,
Shalimar Bagh,
Delhi



Fortis Hospital,
Noida



Fortis Hospital,
Greater Noida



Fortis La Femme,
Greater Kailash II, Delhi



Fortis C-DOC,
Nehru Place, Delhi



Fortis Cancer Centre,
Defence Colony, Delhi



Fortis Escorts Hospital,
Faridabad



Fortis Hospital,
Manesar



Adayu,
Gurugram

PUNJAB



Fortis Hospital,
Mohali



Fortis Hospital,
Mall Road, Ludhiana



Fortis Hospital,
Chandigarh Road, Ludhiana



Fortis Escorts Hospital,
Amritsar



Fortis Hospital,
Jalandhar

WEST BENGAL (KOLKATA)



Fortis Hospital,
Anandapur, Kolkata



Fortis Hospital and
Kidney Institute,
Rash Behari, Kolkata

TELENGANA

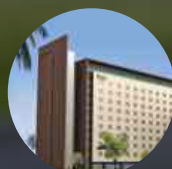


Gleneagles Hospital,
Lakdi-Ka-Pul, Hyderabad



Gleneagles Hospital,
L.B. Nagar, Hyderabad

MAHARASHTRA



Fortis Hospital, Mulund,
Mumbai



S. L. Raheja Hospital,
Mahim



Hiranandani Fortis Hospital,
Vashi



Fortis Hospital,
Kalyan

TAMIL NADU



Gleneagles Hospital,
Perumbakkam, Chennai

RAJASTHAN

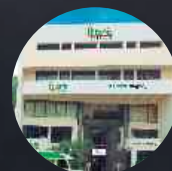


Fortis Escorts Hospital,
Jaipur

KARNATAKA (BENGALURU)



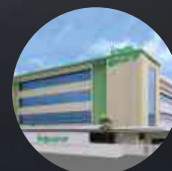
Fortis Hospital,
Bannerghatta Road,
Bengaluru



Fortis Hospital,
Cunningham Road,
Bengaluru



Fortis Hospital,
Nagarbhavi,
Bengaluru



Fortis Hospital,
Yeshwanthpur,
Bengaluru



Fortis Hospital,
Rajaji Nagar, Bengaluru



Gleneagles Hospital,
Kengeri, Bengaluru



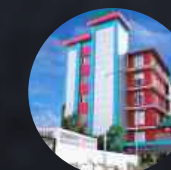
Gleneagles Hospital,
Richmond Road, Bengaluru

CHHATTISGARH



Fortis Hospital, Raigarh

HIMACHAL PRADESH



Fortis Hospital, Kangra

FORTIS HOSPITAL NETWORK*



A member of
IHH
Healthcare

Fortis Healthcare Limited

36
HOSPITALS | **12**
STATES | **~6100**
BEDS (OPERATIONAL)

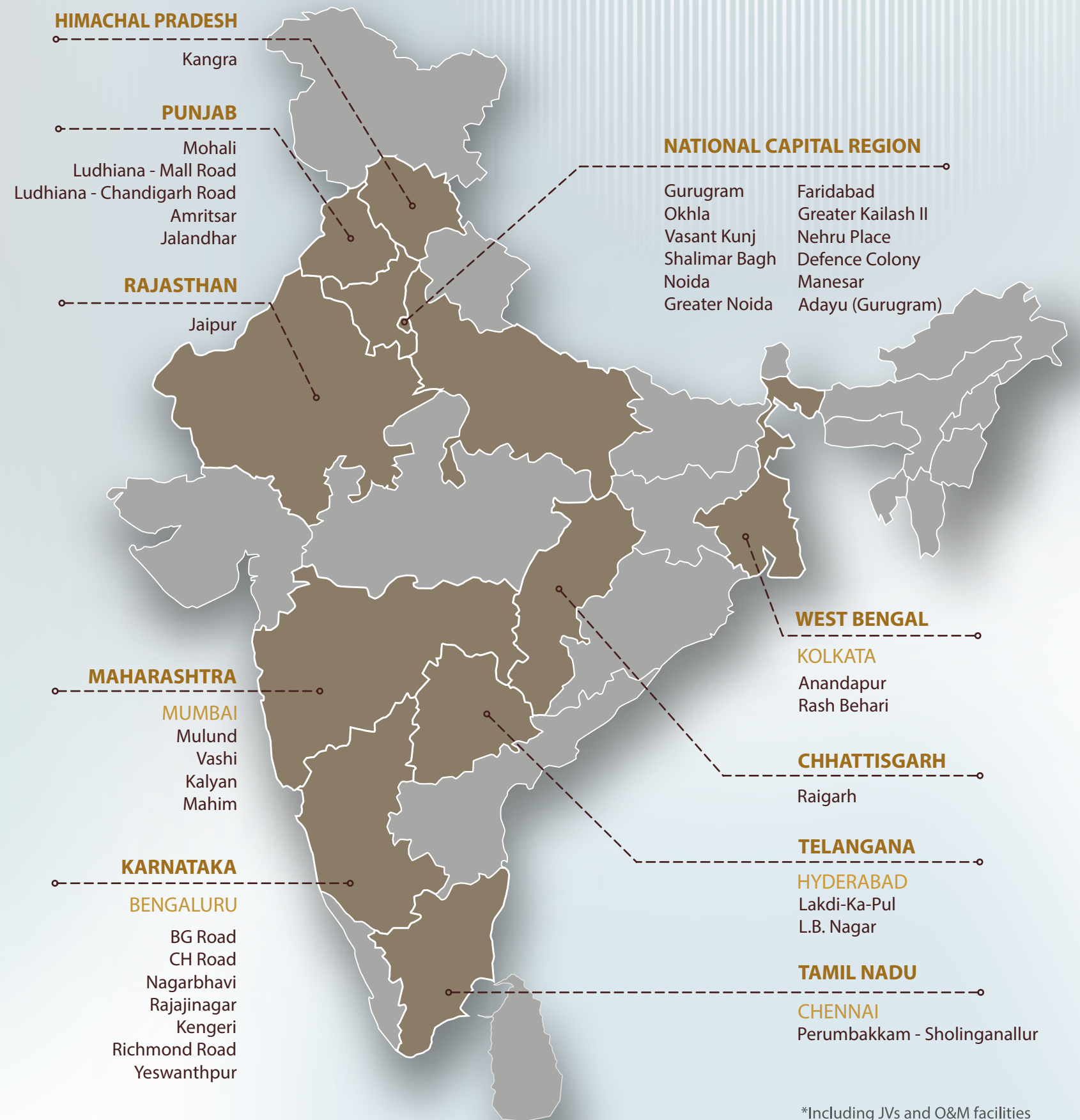
33
NABH ACCREDITED
HOSPITALS | **4**
JCI ACCREDITED
HOSPITALS | **1**
VISION | **1**
MISSION

X: @fortis_hospital
Link: https://x.com/fortis_hospital

f Facebook: @fortishealth
Link: www.facebook.com/fortishealth/

Instagram: fortis.healthcare

www.fortishealthcare.com



*Including JVs and O&M facilities
Maps drawn are not an actual representation.