

CLINICAL EXCELLENCE REPORT 2023-24



FORTIS HEALTHCARE LIMITED -
MEDICAL STRATEGY & OPERATIONS GROUP (MSOG)

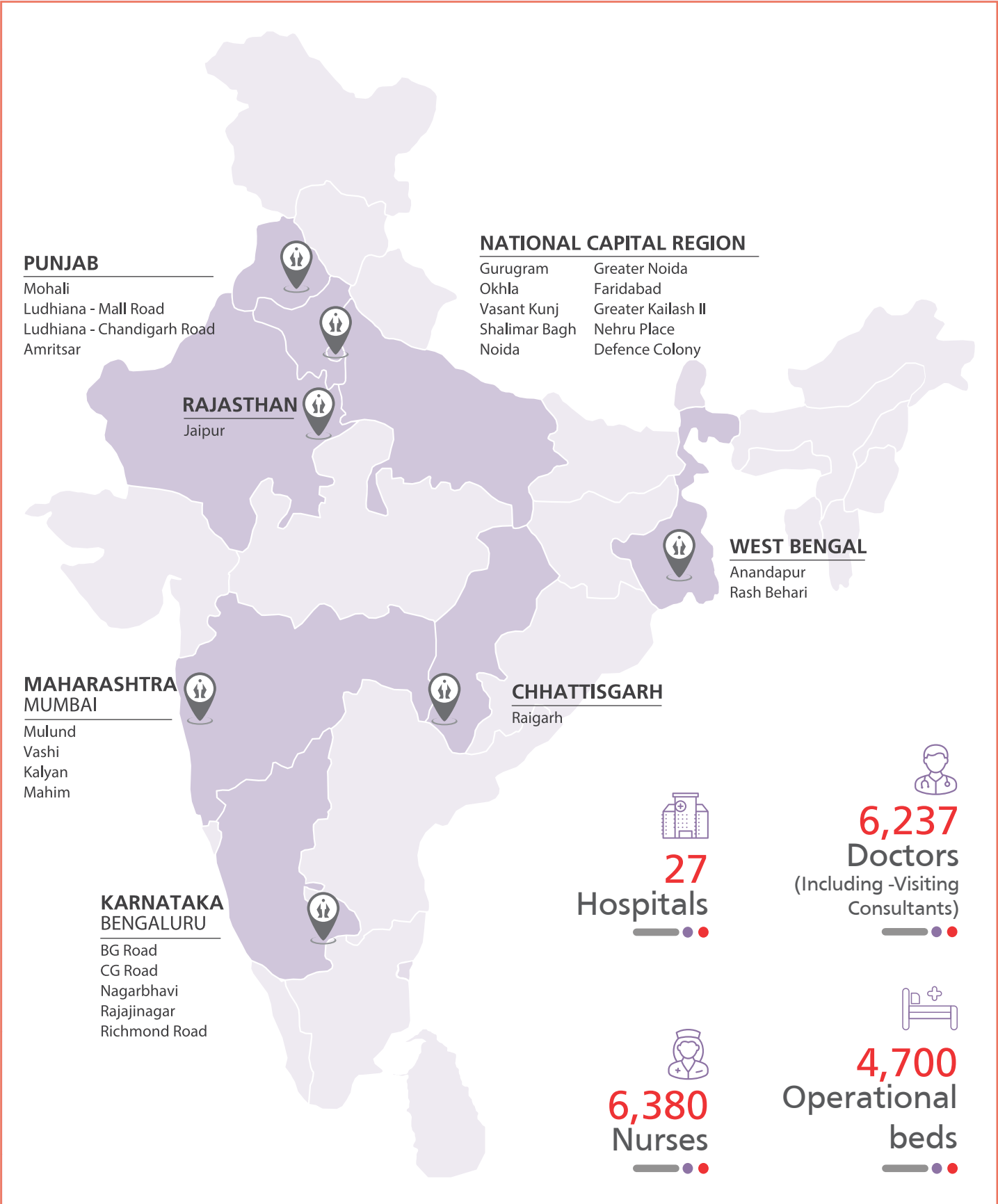
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At a Glance



The Fortis Hospital Network



The Year Gone By...



As one of the leading, accredited, private healthcare chains in India, Fortis continued to drive its core value of **Patient Centricity** in all aspects of service delivery. It has been our constant effort to pursue highest standards in patient care while aiming to achieve the best outcome for each patient. Our systems-based approach demands continuous monitoring and evaluation of healthcare services, thereby enabling greater transparency and clinical success.

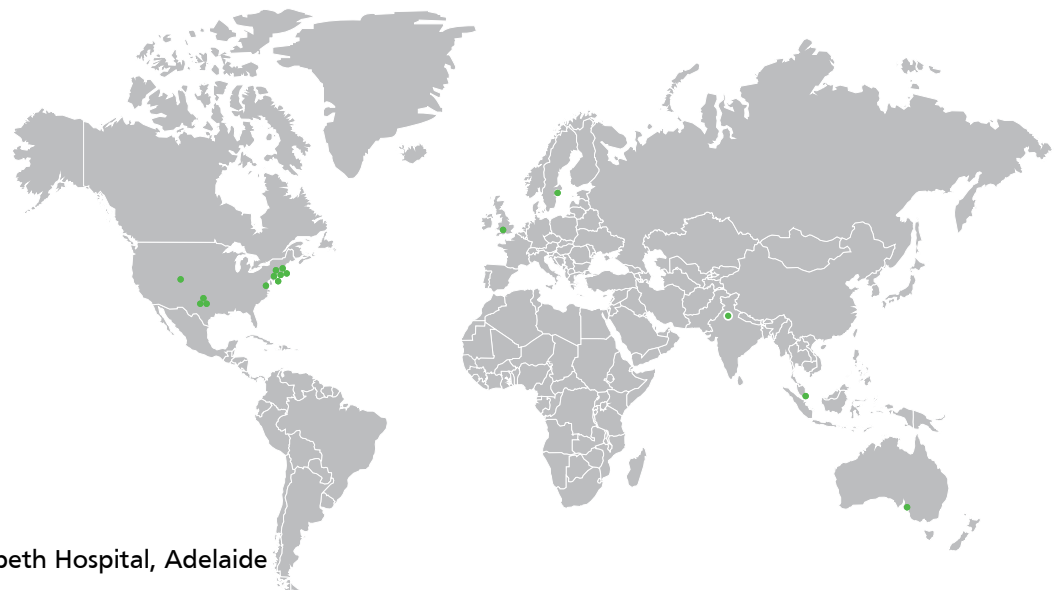
The **Fortis Clinical Governance** framework enables Senior Clinicians to come together, collaborate and share global best practices while pursuing Evidence Based Medicine. Within this overarching framework, the **Fortis Medical Council** (FMC), as the apex medical body at Fortis, comprises of Senior Eminent Clinicians who through their collective wisdom and experience, provide guidance to the executive on medical matters. The FMC provides invaluable insights and recommendations for improving quality and patient care standards. The current Chairperson of FMC is Dr Ashok Seth (Chairperson, Fortis Escorts Heart Institute) who succeeded Dr Narottam Puri (Advisor – Medical, Fortis Healthcare). The apex medical body at each hospital is the Hospital Medical Council (HMC). It comprises of Senior Clinicians for effective oversight and governance. Additionally, clinicians also come together to share their vast

knowledge and wide experience in **Specialty Councils** and **Central Committees**. A Specialty Council acts as a platform for strengthening collaborative links between clinicians of a particular specialty and harness their expertise. Together, they provide direction to respective specialty and augment medical programs.

All our *Hospital Medical Councils; Specialty Councils and Central Committees* are headed by *Senior Clinicians*.

It is widely accepted that measurement of **Clinical Outcomes** promotes transparency and informed decision making for patients. In India, Fortis has been a pioneer and at the fore front of this global initiative. We are among the first private healthcare service delivery chains to measure; report and publish outcomes for various clinical procedures. As part of **Working Group at International Consortium for Health Outcomes Monitoring (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.

We are the *First healthcare chain in India* to publish its ICHOM CAD outcomes data on website.



Australia

John Beltrame | Queen Elizabeth Hospital, Adelaide

India

Bishnu Panigrahi | Fortis HealthCare

Singapore

Terrance Chua Siang Jin | National Health centre

Sweden

Tomas Jernberg | Swedeheart

United Kingdom

Clive Weston | Myocardial Infarction National Audit Programme

United States

Erica Spatz | Yale

Bob McNamara | Yale

Larry Sadwin* | American Heart Association

Mark Schoeberl | American Heart Association

Louise Morgan | American Heart Association

David Shahian | Massachusetts General Hospital, Harvard Medical School

Robert Yeh | Massachusetts General Hospital Jack

Lewin | Cardiovascular Research Foundation

Paul Heidenreich | American Heart

Association/American College of Cardiology

John Rumsfeld | Veterans Health Administration

Robert Jesse | Veterans Health Administration

*Patient representative

In our pursuit of **Clinical Excellence**, we continuously strive for achieving highest standards in patient care. While *Quality* would “conform our services to requirements,” *Patient Safety practices lead to “prevention of harm.”* We lay utmost emphasis on preventing errors; learning from the errors that do occur and continue to build a culture of safety for health care professionals and patients. Thereby reaffirming our faith in “*Primum non Nocera*” meaning “*first, do no harm.*”

For **Academic Programs**, the National Board of Examinations (NBE) has accredited Fortis Healthcare to train students in 15 Super Specialties (DrNB) with 116 seats; 13 Broad Specialties (Diploma/ DNB) with 155 seats; 3 Post-Graduate Fellowship programs (FNB) with 10 seats and 1 Post-Doctoral Fellowship (FNB) program with 6 seats. *Together, 287 seats are available for DNBI DrNB/ FNB programs across 15 Fortis Hospitals.*

Clinical Research at Fortis includes interventional regulatory trials, academic trials & large public health research studies. *Currently 142 studies are active across 16 research sites governed by their Ethics Committees registered with Drugs Controller General of India (DCGI); National Accreditation Board for Hospitals & Healthcare Providers (NABH) & Department of Health Research.*

Four Fortis Hospitals are accredited by **Joint Commission International (JCI)** while 26 hospitals have been accredited/certified by **National Accreditation Board for Hospitals & Healthcare Providers (NABH)**.

- Globally, JCI accreditation is considered Gold Standard in healthcare. Few of our hospitals are amongst the longest serving JCI accredited hospitals in India.
- **Fortis Hospital, Mulund**, holds the rare feat of being Mumbai's First hospital to be *JCI accredited 7 times in a row*. **Fortis Hospital, Mohali** and **Fortis Hospital, Bannerghatta Road, Bengaluru**, have each received JCI accreditation 6 times
- **Fortis Memorial Research Institute, Gurugram**, is among the first hospitals to have applied for and undergone assessment towards Platinum Level accreditation for *NABH Digital Health Standards for Hospitals*.
- **Fortis Hospital, Mohali**, is India's First hospital to receive *INFUZE* certification by Infusion Nurses Society (INS) India, an affiliate of INS United States. This certification is aimed at improving compliance to the best practices in Infusion therapy and Medication Management. **Fortis Hospital, Shalimar Bagh**, is the First hospital in NCR to receive *INFUZE* certification. Overall, Six Fortis hospitals are recipient of this prestigious certification.
- **Fortis La Femme, New Delhi**, a multi-specialty hospital for Women, is accredited by Manyata as Centre

of Excellence for Mother and Child Services. Manyata is a quality improvement and certification initiative offered by *Federation of Obstetric and Gynaecological Societies of India (FOGSI)* for public and private facilities providing maternal care.

Fortis Memorial Research Institute, Gurugram, has been ranked #34 in the list of *World's Best Smart Hospitals 2024* released by *Newsweek and Statista*. This list awards 330 hospitals in the field of smart technologies from 28 countries that stand out for their use of electronic functionalities, telemedicine, digital imaging, artificial intelligence, and robotics.

Fortis Clinical Connect is a periodic e-newsletter by our clinical fraternity that aims to highlight clinical excellence within our organization. Curated by an eminent Editorial Board, each edition of this e-newsletter comprises of carefully chosen high impact articles by Fortis Clinicians. *Besides Original Research articles, it includes description of challenging cases; new techniques and innovations; research and academic updates; expert opinion and Best Practices.*

Medical conferences and symposiums are opportunities for clinicians to come together, connect, network, grow, and learn from each other. **IHH Clinical Exchange** program offers such an opportunity to clinicians across IHH network to share knowledge and their experiences for mutual benefit. Following three such symposiums, organized by Gleneagles (India), Acibadem (Türkiye) and Singapore business units, the fourth one in this series was hosted by Fortis Healthcare on “**Robotic-assisted Surgery (RAS) for soft tissues**”. The two-day Symposium was held at Gurugram, India, on December 08th and 09th, 2023. The interactive scientific sessions included Video Workshops; Podium Presentations and Panel Discussions focused on key Robotic specialties like *Gynaecological Oncology; Urology; General and Gastrointestinal Surgery; Colorectal Surgery, Head and Neck Surgery and Cardio Thoracic Surgeries*. It witnessed participation of leading RAS surgeons from IHH Singapore; Malaysia, Hong Kong, Gleneagles India, and Fortis.

In January 2024, the **Fortis Cancer Summit** was organized at Bengaluru, India. The theme was “**Practice Changing Advances in Precision Oncology**.” It was attended by >300 National and >25 International faculty representing *Asia, Africa, Australia, Europe, and North America*. Overall, the summit witnessed participation from more than 30 countries with nearly 60 International delegates, 1200 National and 5000 Online delegates.

Fortis Healthcare and Gleneagles India hosted the **IHH Nursing Symposium 2023** in September 2023. The theme for this knowledge sharing event was “**Nursing Forward: Empowering Care Inspiring Change with the statement**.” Participants from IHH network hospitals discussed and deliberated upon topics such as Empowering our nurses; Synergizing Nursing Practices through Innovations, Research and Knowledge, among others.



Issue 1



Issue 2



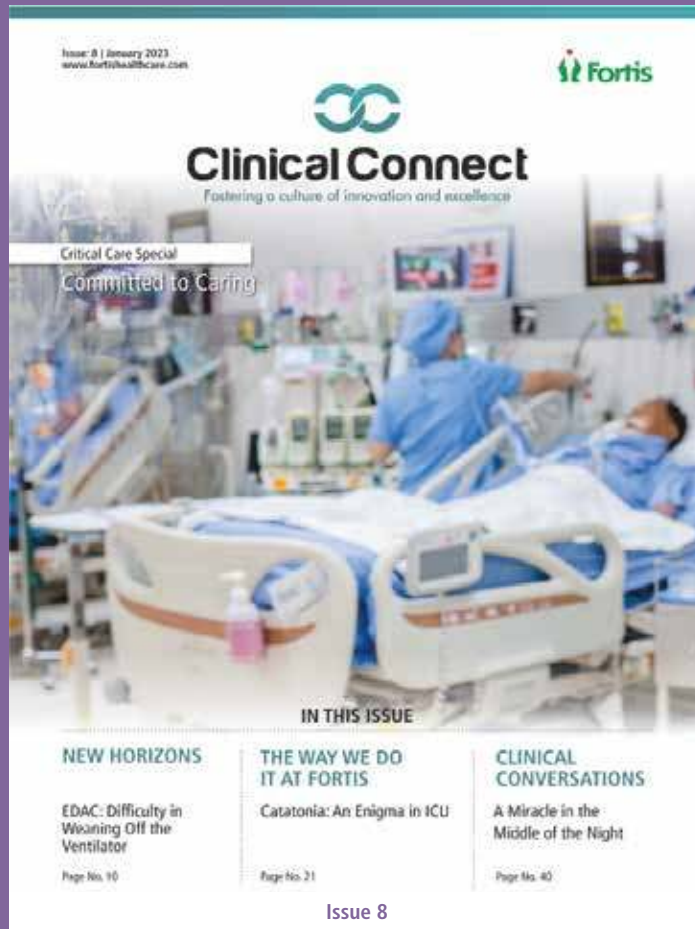
Issue 3



Issue 4



Issue 5



Issue 8



Issue 6



Issue 7



Issue 9



Issue 10



Issue 11



Issue 12



Issue 13

Clinical Outcomes



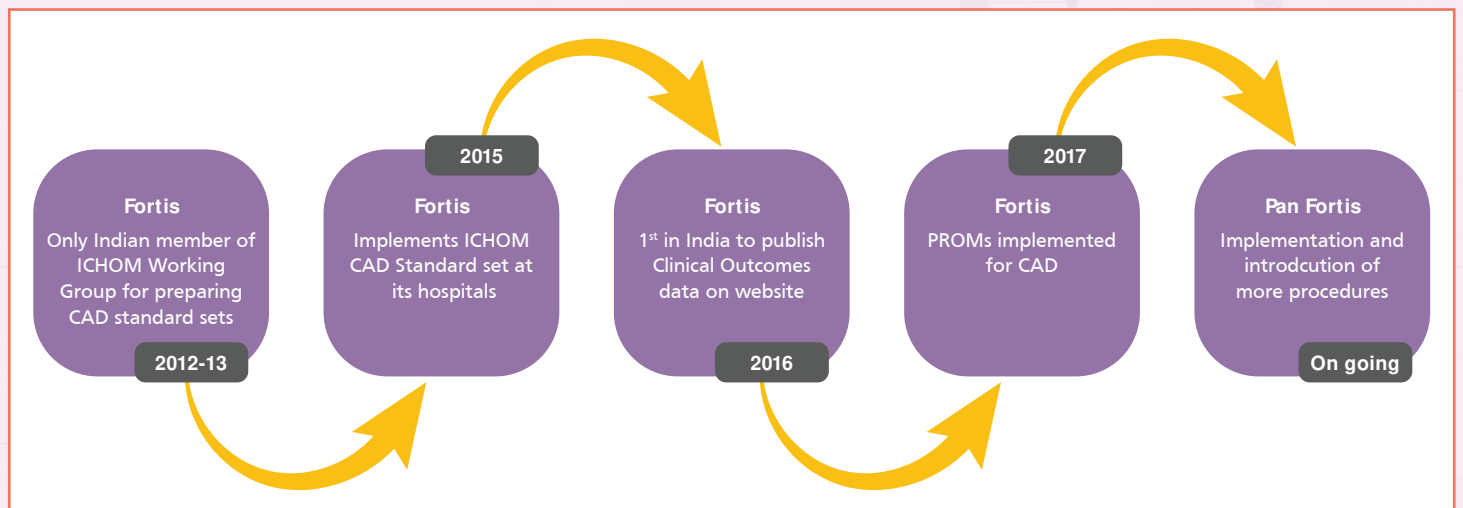
These are the globally agreed upon, evidence based measurable changes in health, function or quality of life that result from patient care. *Outcomes are the results that "matter most to patients" including discomfort; complications; patient satisfaction.* The standardized

outcome measures enable comparison across health settings along with structured, evidence-based learning. Reporting, monitoring, and evaluation of outcomes provides an opportunity to assess and improve quality of patient care.

Clinical Outcomes Value Proposition



Fortis Journey



Fortis Healthcare is the first healthcare chain in India to publish its ICHOM CAD outcomes data on website.
 URL: <https://www.fortishealthcare.com/clinical-outcomes-fortis-healthcare>

At present, Fortis reports and monitors multiple clinical outcomes, namely: Coronary Artery Disease [Coronary

Artery Bypass Graft (CABG), Percutaneous Coronary Interventions (PCI)], Organ Transplants (Kidney; Liver), Total Knee Replacement (TKR), Endoscopic Retrograde Cholangio pancreatography (ERCP), Radiation Oncology, Obstetrics and Gynaecology (Hysterectomy, Caesarean section), Laparoscopic Cholecystectomy.



Fortis Clinical Outcomes Data

Percutaneous Transluminal Coronary Angioplasty	(N=89600)	2016 - 2024	Benchmark
Emergency CABG for failed procedure		0.063%	1.2 % *
Vascular complication at puncture site requiring intervention (Beyond simple compression)		0.076%	1.1% *
Acute vessel occlusion requiring emergency re-intervention		0.197%	-
Post procedure Neurological Stroke		0.101%	0.284% **
Post procedure Renal failure requiring Hemodialysis		0.341%	-
Any bleeding event requiring transfusion/intervention (within 72 hours)		0.353%	4.0% *
Delayed vascular complication at puncture site		0.070%	-
Readmission with Acute Myocardial Infarction within 30 days		0.172%	-
Mortality during same hospital admission		1.877%	1.7% *

References: * US National Registry Data 2013 ** Cleveland Clinic Outcomes Report 2014

Coronary Artery Bypass Graft	(N = 29041)	2016 – 2024	Benchmark
Use of Left Internal Thoracic Artery graft		83.24 %	74.20 % *
Need for a bail out Intra-Aortic Balloon Pump (IABP)		4.42	-
Perioperative Myocardial Infarction		0.42 %	0.96 % **
Post procedure Neurological Stroke		0.40 %	1.30 %
Need of Re-exploration surgery		1.68 %	3.90 %
Deep Sternal Wound Infection		0.32 %	0.30 %
Predicted Mortality % (using EuroSCORE II)		3.10	-
Observed mortality %		2.34	-

References: ¶ STS Annual Report 2019 * Cleveland Clinic Outcomes Report 2014 ** Texas Heart Institute 2014

Endoscopic Retrograde Cholangiopancreatography	N = 10701	2016 to 2024
Successful CBD cannulation		94.32%
Precut papillotomy		16.63%
Intended outcome achieved		95.30%
Major Post procedure complication		1.41%
ICU step up needed		1.35%
In-hospital mortality		0.18%

Kidney Transplant	Apr 21 - Mar 22	Apr 20 - Mar 21	Apr 18 - Mar 19	Apr 17 - Mar 18	Apr 16 - Mar 17	Benchmarks
One year survival	95.4%	94.8%	94.8%	96.3%	97.2%	90 - 95% * 90 - 95% ** 97% ***

* Kidney Research UK; ** Kidney Foundation of Canada; *** National Kidney Foundation, USA

Outcome measures can also be reported by patients and their families. Measures of treatment outcomes from the patient's perspective are called **Patient-reported Outcome Measures (PROMs)**. A *Patient-reported Outcome (PRO)* is any report of the status of a patient's health condition that comes directly from the patient, without interpretation of the patient's response by a clinician or anyone else.

At Fortis, it is our constant endeavour to understand whether health care services and procedures are making a difference to patients' health status and quality of life. Using PROM tools and questionnaires, our 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.

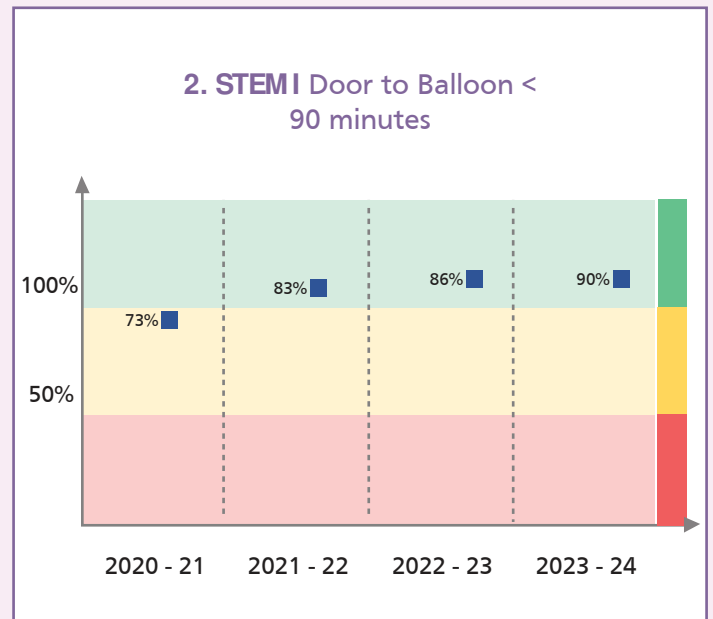
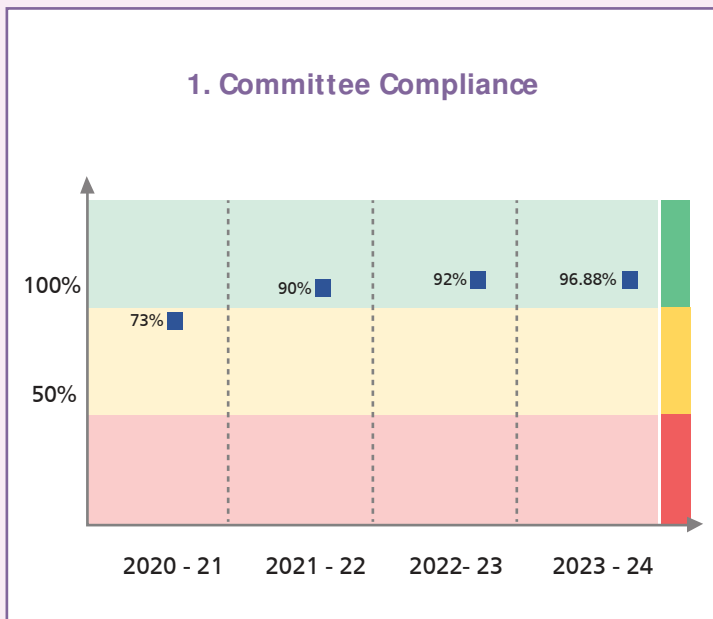
Clinical Excellence



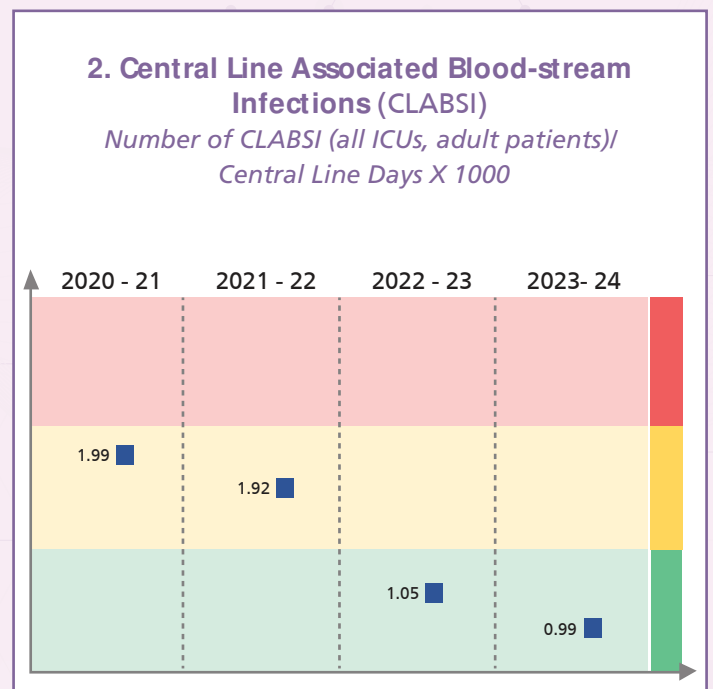
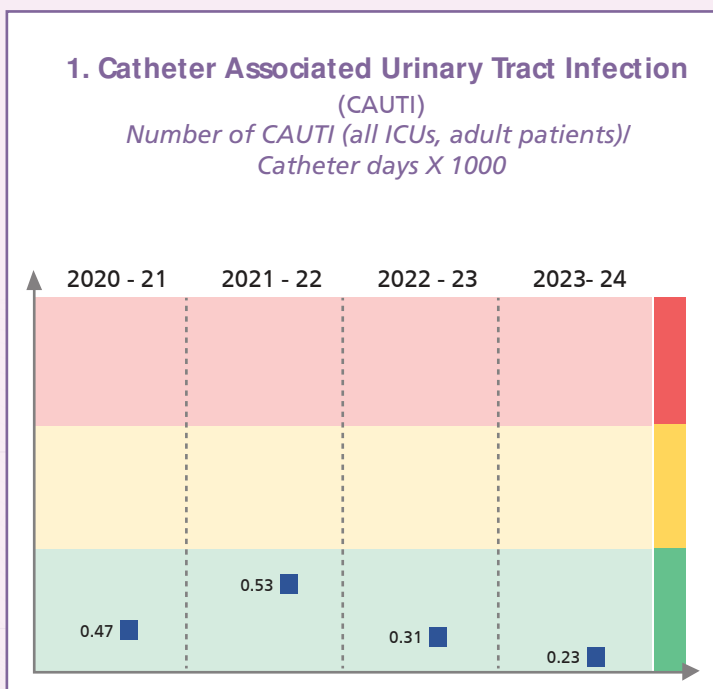
Quality and Patient Safety

- Quality and Patient Safety Patient Safety indicators can assess the performance of healthcare services while representing opportunities for improvement in the delivery of care. Fortis has been tracking Quality and Patient safety indicators across its network hospitals since 2013 through centrally designed Clinical Excellence Scorecard (CESC). The indicators have been chosen based on the following criteria of:
 - ✓ Importance
 - ✓ Scientific acceptability
 - ✓ Feasibility
 - ✓ Usability
 - ✓ Minimal overlap with other quality indicators

Fortis Clinical Governance Scores

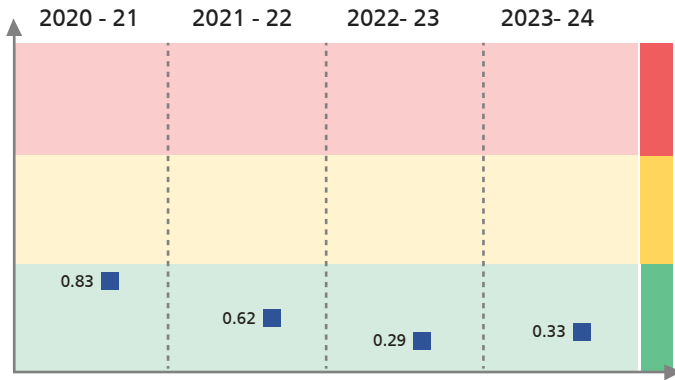


Hospital Associated Infections (HAI)



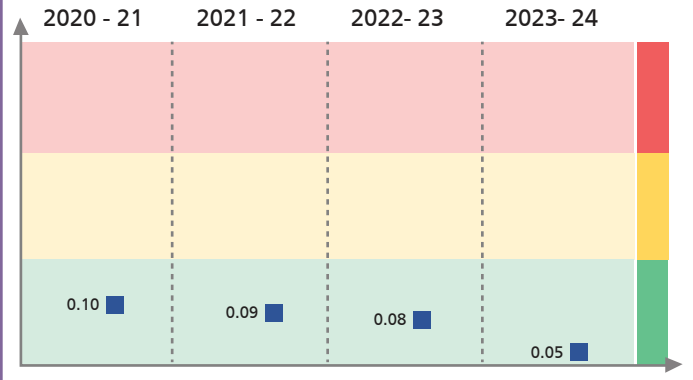
3. Ventilator Associated Pneumonia (VAP)

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



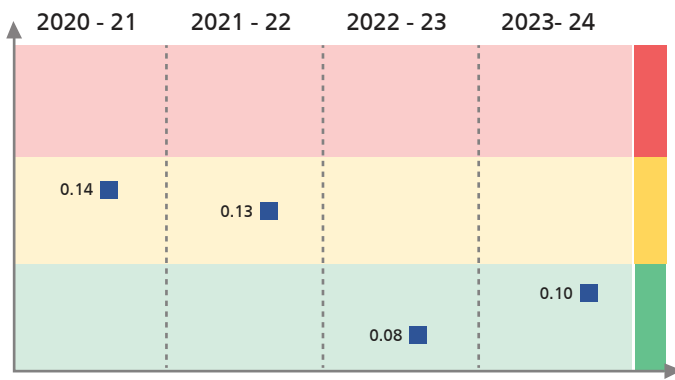
4. Surgical Site Infection Superficial 30 Days

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



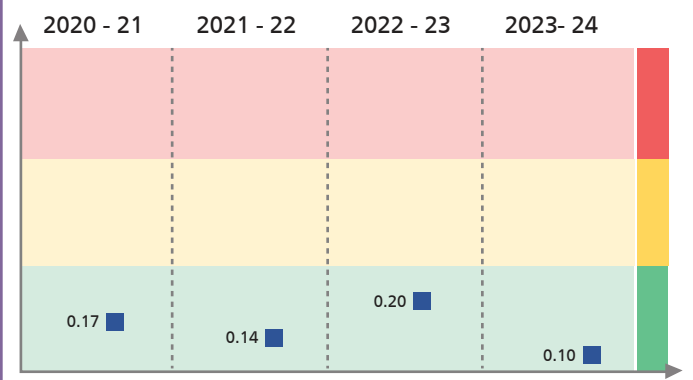
5. Surgical Site Infection Deep 30 Days

Number of infections (deep incisional/organ/space)/ Total number of surgeries in the month X 100



6. Surgical Site Infection Deep 90 Days

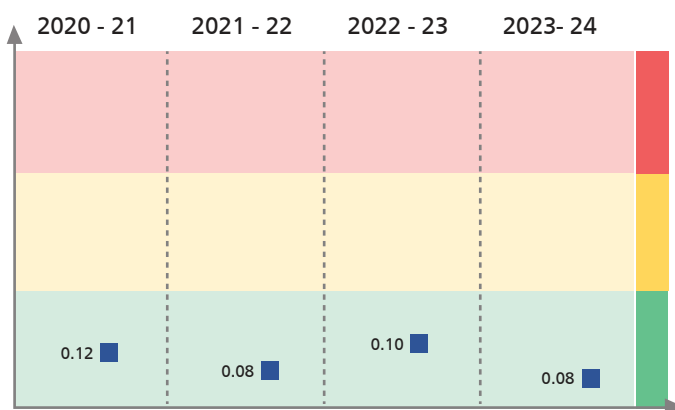
Number of infections (deep incisional/organ/space)/ Total number of surgeries in the month X 100



Fortis Quality Indicators

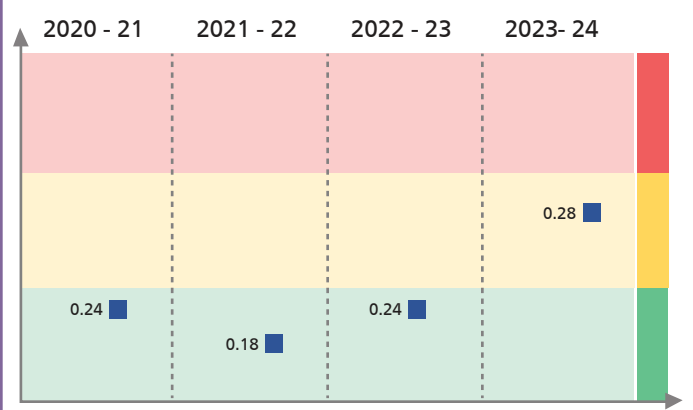
1. Healthcare Acquired Pressure Ulcers (HAPU)

No. of hospital acquired pressure injuries in hospitalized patients/ patient days X 1000



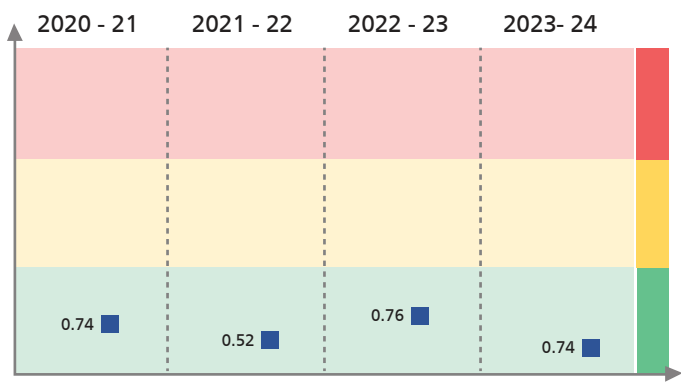
2. Return to Operation Theatre

Number of episodes of unplanned return to OT within same admission/ No. of surgeries in a month X 100



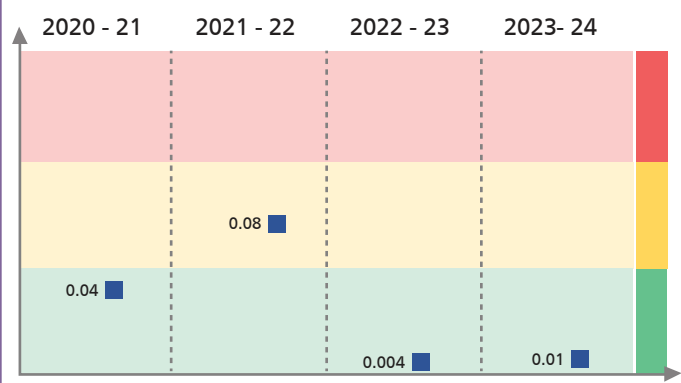
3. Return to ICU

Number of episodes of patients returning to ICU within 48 hours



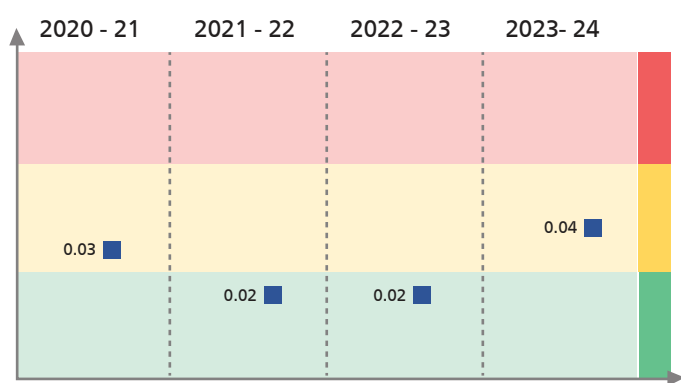
4. Return to ER

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



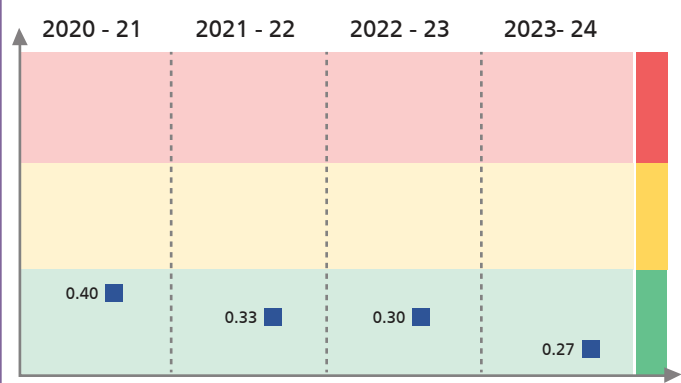
5. Venous Thromboembolism (VTE)

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



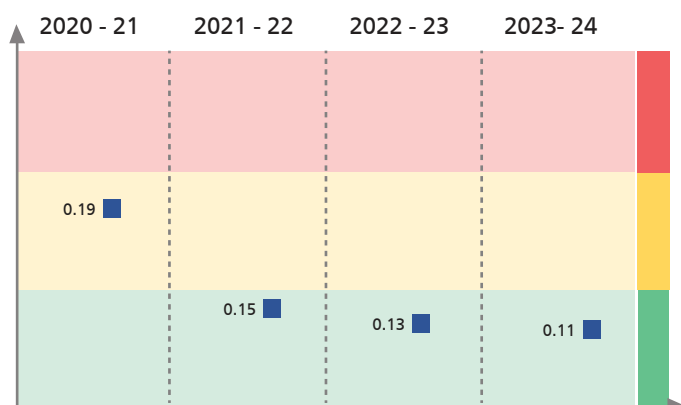
6. Needle Stick Injuries (NSI)

Number of sharps injuries / patient days X 1000



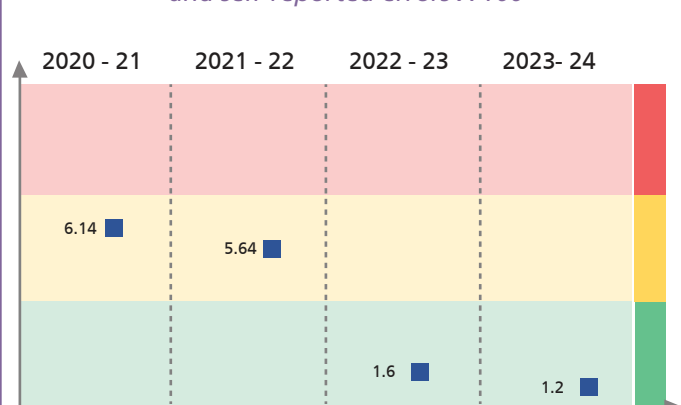
7. Patient Falls

Number of patient falls / patient days X 1000



8. Medication Error

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



Antimicrobial Stewardship (AMS)

Antimicrobial resistance has been identified as a global emergency. Although, resistance is a natural feature of bacterial evolution, the inappropriate prescription and misuse of antimicrobials increases the potential for 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.

Fortis is running a coordinated AMS program to address the increasing challenge of anti-microbial resistance.

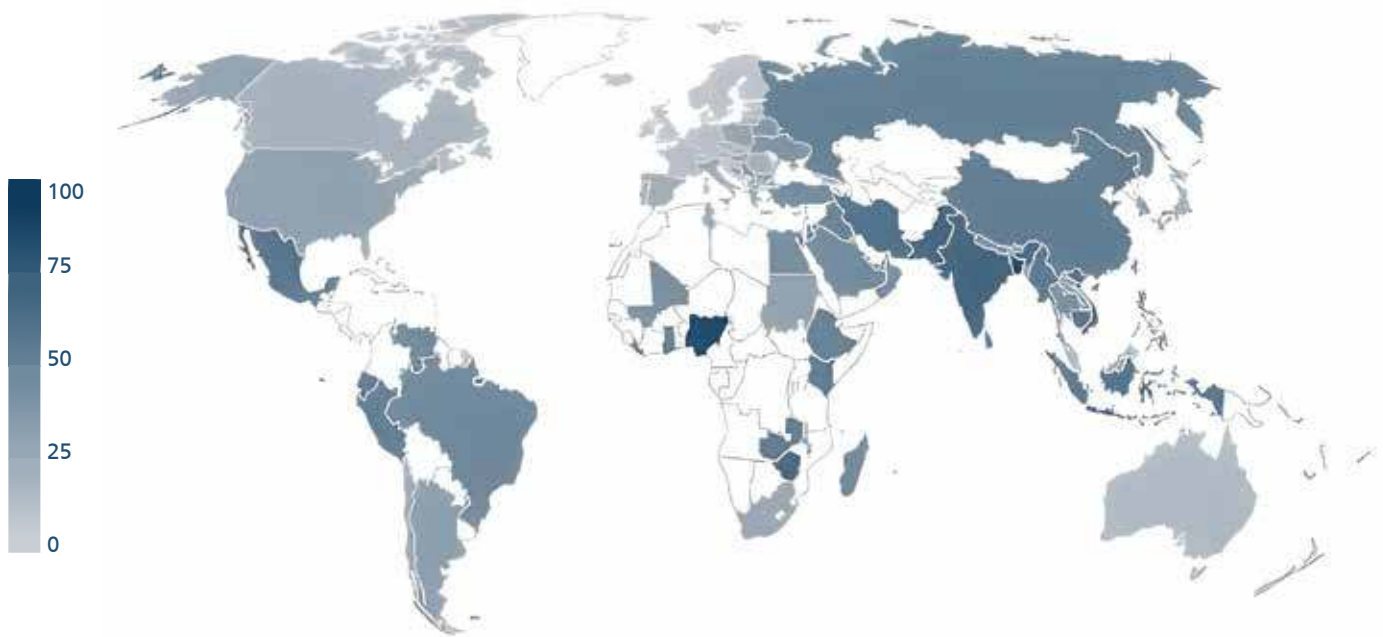
Key initiatives include:

- Antibiograms (an overall profile of antimicrobial susceptibility to antibiotics) are prepared for each hospital and shared with clinicians for their reference, encouraging them towards rational use of antimicrobials.
- Thereby, enabling efforts to reduce anti-microbial resistance especially for multidrug-resistant organisms.
- Pan Fortis guideline for Empiric Antibiotic therapy for BSI, LRTI, UTI for both OPD and IPD patients.
- Monitor and evaluate use of restricted antibiotics. Research initiatives submitted to ICMR on CODAR, AMS research proposal.
- Compliance with surgical prophylaxis ensuring appropriate choice of antibiotics and adherence to timing/ type/ dose.
- Awareness drives for public and patients on social media.

Antibiotic Resistance

Map Trend Chart

Resistance of Escherichia coli to Fluoroquinolones



Sources

- Australian Group on Antimicrobial Resistance (AGAR)
- European Antimicrobial Resistance Surveillance Network (EARS-Net).
- Canadian Antimicrobial Resistance Alliance (CARA).
- Private laboratory network. India/Indian Council of Medical Research/Fortis Healthcare Limited.
- A private tertiary-care hospital, Kenya.
- Public Health Surveillance, Institute of Environmental.
- Science and Research Ltd (ESR), New Zealand.
- SA National Health Laboratory Services and SASCM Private Data, South Africa.

Drug Resistance Index (DRI)



The DRI is a single, composite measure or index, reflecting the relationship between antimicrobial resistance and antimicrobial consumption. As a monitoring tool, the Drug Resistance Index (DRI) can assess the effectiveness of the Antimicrobial Stewardship (AMS) program. **DRI at Fortis was initiated in collaboration with CDDEP** (Centre for Disease Dynamics, Economics & Policy), a public health

research organization with headquarters in Washington, D.C., and New Delhi. For the past 8 years, Fortis has been calculating its own Drug Resistance Index, using it as a monitoring and analysis tool for antimicrobial consumption at our hospitals. *[The One Health Trust was founded as the Centre for Disease Dynamics, Economics & Policy (CDDEP) in 2010].*

Fortis DRI

Fortis Hospitals	Total DRI							
	2016	2017	2018	2019	2020	2021	2022	2023
A	0.54	0.54	0.68	0.47	–	0.73	0.55	0.67
B	0.51	0.45	0.49	0.47	0.42	0.47	0.36	0.44
C	0.4	0.51	0.48	0.47	0.45	0.48	0.48	0.39
D	0.6	0.59	0.59	0.49	0.4	0.35	0.4	0.45
E	0.6	0.69	0.5	0.6	–	–	0.22	0.63
F	0.4	0.47	0.48	0.48	0.54	0.5	0.48	0.39
G	–	–	–	–	–	–	–	0.63
H	–	–	–	–	–	0.38	0.38	0.34
I	0.37	0.46	0.4	0.47	0.43	0.5	0.46	0.55
J	0.6	0.53	0.58	0.58	0.59	0.54	0.63	0.62
K	N.A	NA	NA	0.58	–	0.6	0.56	0.58
L	–	–	–	–	–	0.22	0.26	0.35
M	0.57	0.46	0.55	0.55	0.54	0.52	0.58	0.52
N	0.5	0.46	0.41	0.36	0.45	0.43	0.34	–
O	0.63	0.64	0.55	0.63	0.67	0.57	0.6	0.61
P	0.48	0.5	0.59	0.59	0.62	0.51	0.3	0.57
Q	0.49	0.49	0.44	0.29	0.36	–	0.37	0.44
R	0.54	0.57	0.62	0.62	0.54	0.54	0.46	0.37
S	–	–	–	–	–	0.48	0.07	–
T	–	–	–	–	–	0.52	0.53	0.15
U	0.5	0.39	0.62	0.53	0.18	0.11	0.62	0.64
V	0.37	0.38	0.4	0.39	–	0.48	0.44	–
W	0.53	0.39	0.42	0.44	0.43	0.44	0.51	0.56
X	0.63	0.58	0.6	0.66	0.71	0.66	0.69	0.7

Fortis Hospitals	Restricted DRI							
	2016	2017	2018	2019	2020	2021	2022	2023
A	0.2	0.19	0.59	0.34	—	0.4	0.4	0.45
B	0.21	0.24	0.33	0.38	0.29	0.39	0.26	0.26
C	0.07	0.14	0.22	0.17	0.14	0.16	0.16	0.12
D	0.09	0.16	0.29	0.15	0.22	0.22	0.47	0.34
E	0.2	0.38	0.25	0.22	—	—	0.19	0.2
F	0.16	0.21	0.29	0.29	0.36	0.31	0.24	0.31
G	—	—	—	—	—	—	—	0.4
H	—	—	—	—	—	0.2	0.08	0.23
I	0.09	0.14	0.26	0.38	0.41	0.25	0.21	0.29
J	0.21	0.14	0.37	0.39	0.37	0.3	0.63	0.37
K	NA	NA	NA	0.26	—	0.27	0.21	0.22
L	—	—	—	—	—	0.12	0.38	0.31
M	0.18	0.18	0.24	0.24	0.25	0.21	0.21	0.24
N	0.08	0.08	0.22	0.16	0.19	0.44	0.13	—
O	0.29	0.22	0.26	0.35	0.3	0.25	0.34	0.28
P	0.16	0.24	0.17	0.19	0.3	0.25	0.65	0.24
Q	0.1	0.11	0.26	0.34	0.13	—	0.12	0.2
R	0.27	0.23	0.39	0.37	0.33	0.32	0.24	0.17
S	—	—	—	—	—	0.18	0.27	—
T	—	—	—	—	—	—	—	0.04
U	0.2	0.16	0.37	0.32	0.16	0.14	0.26	0.23
V	0.13	0.14	0.2	0.22	—	0.26	0.12	—
W	0.18	0.14	0.14	0.16	0.18	0.15	0.35	0.51
X	0.39	0.31	0.37	0.38	0.39	0.38	0.42	0.5

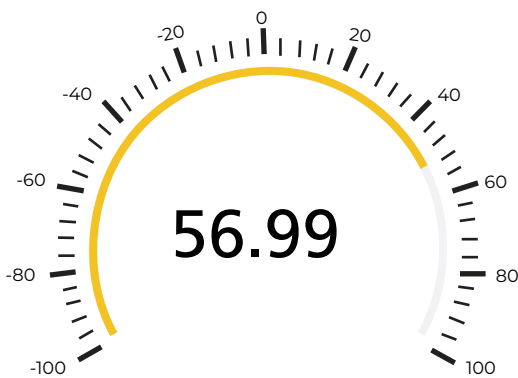
Fortis Hospitals	Gram-Negative Bacteria							
	2016	2017	2018	2019	2020	2021	2022	2023
A	0.62	0.64	0.68	0.57	—	0.77	0.69	0.73
B	0.57	0.46	0.58	0.57	0.52	0.53	0.4	0.47
C	0.41	0.55	0.49	0.49	0.49	0.52	0.53	0.43
D	0.66	0.61	0.66	0.53	0.46	0.35	0.25	0.5
E	0.62	0.72	0.61	0.64	—	—	0.23	0.65
F	0.46	0.57	0.53	0.56	0.65	0.58	0.54	0.42
G	—	—	—	—	—	—	—	0.66
H	—	—	—	—	—	0.43	0.43	0.37
I	0.4	0.53	0.44	0.51	0.52	0.53	0.49	0.62
J	0.69	0.6	0.63	0.6	0.63	0.57	0.69	0.65
K	NA	NA	NA	0.61	—	0.65	0.61	0.6
L	—	—	—	—	—	0.21	0.38	0.39
M	0.64	0.49	0.56	0.58	0.56	0.52	0.63	0.58
N	0.54	0.51	0.43	0.38	0.46	0.45	0.35	—
O	0.65	0.7	0.59	0.68	0.75	0.64	0.66	0.68
P	0.57	0.6	0.65	0.64	0.66	0.53	0.69	0.61
Q	0.5	0.47	0.53	0.34	0.36	—	0.41	0.46
R	0.58	0.58	0.64	0.64	0.55	0.56	0.5	0.39
S	—	—	—	—	—	0.49	0.28	—
T	—	—	—	—	—	0.68	0.56	0.18
U	0.5	0.39	0.62	0.58	0.2	0.12	0.7	0.7
V	0.42	0.45	0.52	0.45	—	0.52	0.49	—
W	0.59	0.44	0.44	0.47	0.49	0.46	0.54	0.58
X	0.72	0.69	0.68	0.76	0.77	0.8	0.75	0.76

Patient Experience

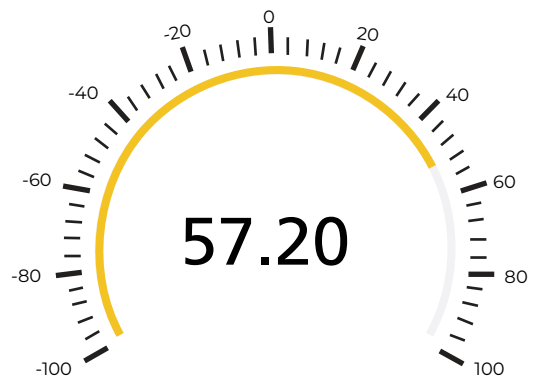


Patient experience includes a range of interactions that patients have within healthcare system, including their care by doctors, nurses, and paramedics. It includes several aspects such as timely appointments, easy access to information, and effective communication with health care providers. At Fortis, delivering excellent patient experience is a priority. Our **Patient Experience** teams at hospital regularly interact with patients to ensure care which is

respectful and responsive to individual patient preferences, needs and values. We have a robust mechanism in place to enable patients to share their feedback through digital means as well as raise service requests for early resolution by hospital staff. Based on unsolicited patient feedback, Net Promoter Score is calculated, monitored and evaluated for identifying improvement opportunities.



FY' 23-24 Unsolicited NPS – In Patient



FY' 23-24 Unsolicited NPS – Outpatient

Nursing



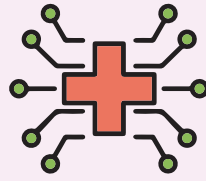
Nursing integrates the art and science of caring and focuses on protection, promotion, and optimization of health and human functioning; prevention of illness and injury; facilitation of healing; and alleviation of suffering through compassionate presence.

With a count of more than 6,500, Nursing forms the largest workforce at Fortis and their Induction plays a critical role in Job Readiness. Tailor made nursing induction modules enable them to quickly adapt to unfamiliar environment. This multidisciplinary approach is job oriented, structured & simulation based. Fortis

New Nurses Induction Plan is termed **VIROHAN** which means to start strong. It includes program **SPANDAN** which focuses on *enhancing care related focused Communication*.

Early Warning Score (EWS) systems make use of vital signs to identify patients who are most unwell and trigger urgent response by care providers. Prompt, immediate care prevents further clinical deterioration. At Fortis, continuous monitoring of EWS alerts have improved response rate to clinical emergencies while significantly reducing Code Blue incidences.

Medical Technology and Infrastructure



Globally, the medical technology landscape is evolving rapidly with technology playing an important strategic role in health care service delivery. Innovative and effective use of medical technology proves vital in saving lives while making healthcare more accessible and affordable. Fortis continues to optimize its investment in upgrading hospital infrastructure and medical technology. Our hospitals are equipped with state-of-the-art technology to augment medical programs and support Clinicians.

Cancer care at *Fortis Memorial Research Institute, Gurugram*, is set to transform with the installation of

MR Linac and Gamma Knife® under one roof. The MR Linac machine combines two technologies – a powerful 1.5 Tesla MRI unit with a linear accelerator - to precisely locate tumours, tailor the shape of X-ray beams in real time, and accurately deliver doses of radiation to tumours.

A Gamma Knife uses precise beams of gamma rays to treat an area of disease (lesion) or growth (tumour). It is most often used for brain. The beams of gamma radiation send a very intense dose of radiation to a small area without a need to make an incision.

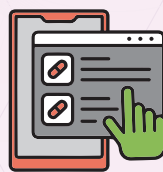


MR Linac



Gamma Knife

Electronic Medical Record



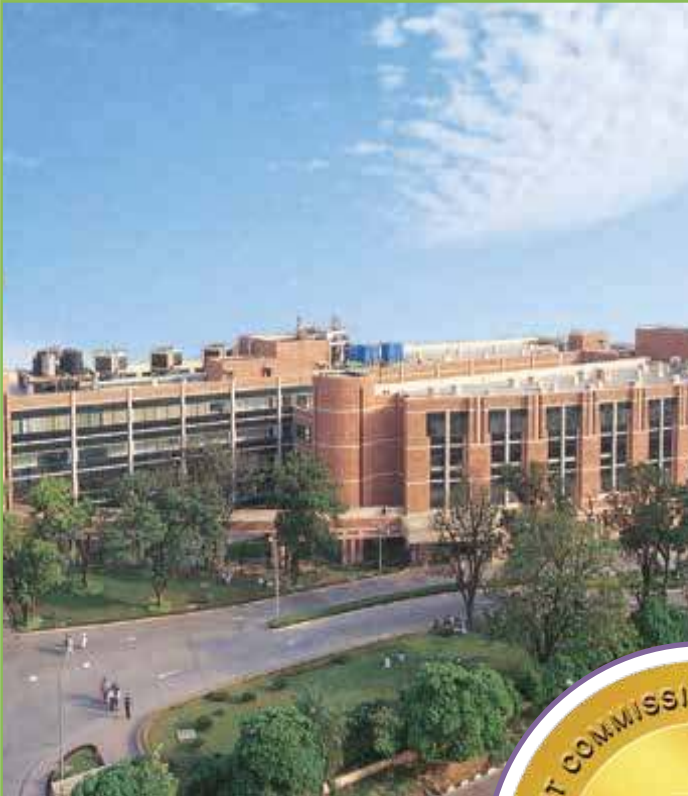
An **Electronic Medical Record (EMR)** is a digital collection of health-related information of an individual that can be created, gathered, managed, and consulted by authorized clinicians and care provider staff within a health care organization. In association with *Acibadem Technology, Türkiye*, Fortis has embarked up on its digital journey to

implement Cerebral Plus EMR application. This would enable interoperability across its network hospitals; automate access to information and streamline clinician's workflow. Timely access to patient data would further improve clinician decision making and delivery of patient care.

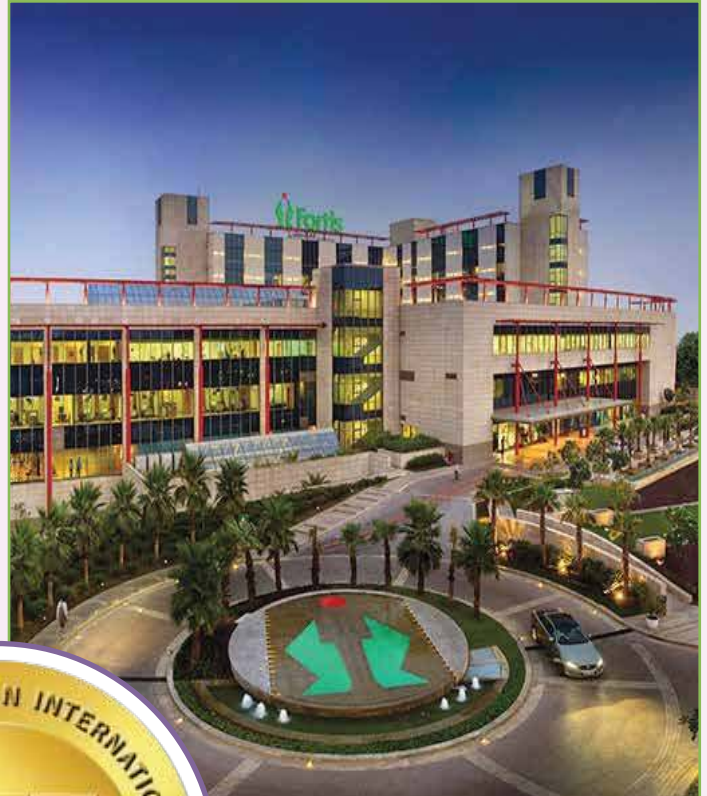
Accreditations



JCI Accredited



Fortis Hospital, Mohali



Fortis Memorial Research Institute, Gurugram



Fortis Hospital, Mulund, Mumbai



Fortis Hospital, B.G. Road, Bengaluru

NABH Accredited/Certified



Fortis, Kangra



Fortis Escorts Hospital, Amritsar



Fortis Hospital, Ludhiana



Fortis Hospital, Mohali



Fortis Hospital, Anandapur, Kolkata



Fortis Hospital & Kidney Institute (FHKI),
Kolkata



Fortis C-Doc Hospital, Delhi



Fortis Escorts Heart Institute (FEHI), Delhi



Fortis Ft. Lt. Rajan Dhall Hospital,
Vasant Kunj, Delhi



Fortis Escorts Hospital, Faridabad



Fortis Hospital, Greater Noida



Fortis Hospital, Noida



Fortis Hospital, Shalimar Bagh, Delhi



Fortis Memorial Research Institute (FMRI),
Gurgaon



Fortis La Femme, Delhi



Fortis Hospital, Raigarh



Fortis Escorts Hospital, Jaipur



Fortis Hospital, Kalyan



Fortis Hospital, Mulund, Mumbai



SL Raheja Hospital, Mumbai



Hiranandani Fortis Hospital, Vashi



Fortis Hospital, Bannerghatta Road, Bengaluru



Fortis Hospital, Cunningham Road, Bengaluru



Fortis Nagarbhavi, Bengaluru



Fortis Hospital, Rajajinagar, Bengaluru



Fortis Hospital, Richmond Road, Bengaluru

Medical Symposium



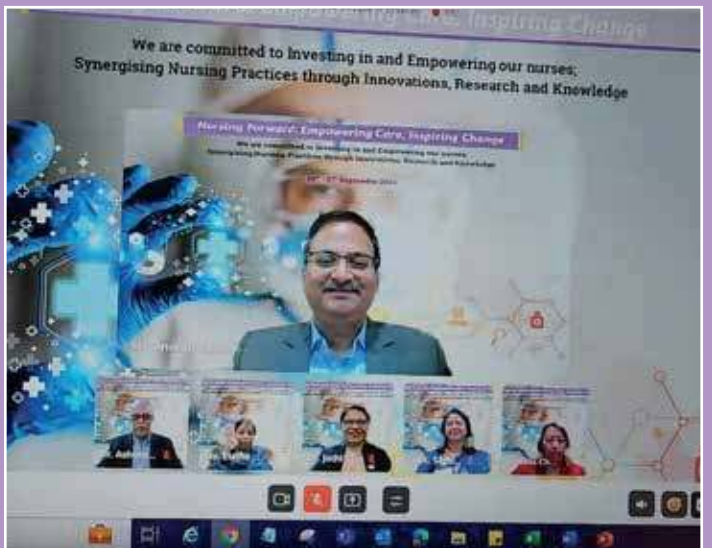
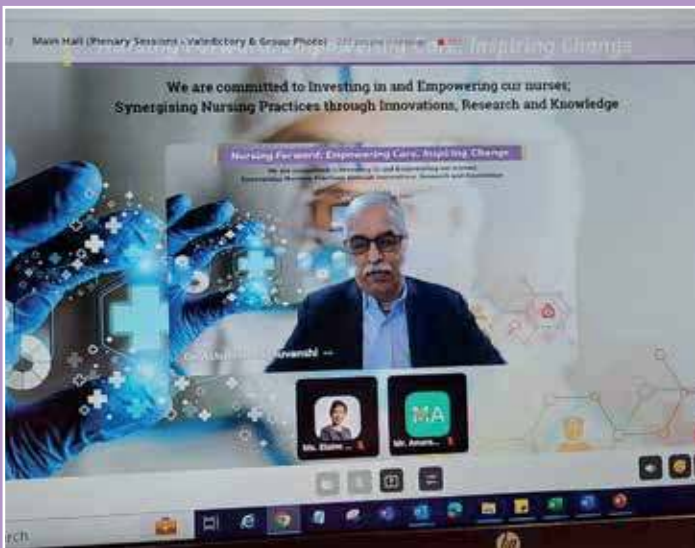
IHH International Medical Symposium 2023 - Robotic-assisted Surgery



Fortis Cancer Summit 2024



IHH Nursing Symposium 2023 hosted by Gleneagles (India) and Fortis Healthcare



Rewards and Recognition





Professor (Dr) Kameshwar Prasad

1. Professor (Dr) Kameshwar Prasad, Director-Neurology, Fortis Vasant Kunj, was appointed "Emeritus Professor" in the Department of Neurology at AIIMS, New Delhi.



Dr Bishnu Panigrahi

2. Dr Bishnu Panigrahi, Group Head-Medical Strategy and Operations was conferred with the prestigious "Chairman's Award for Outstanding Leadership in Healthcare 2023" by Federation of Indian Chambers of Commerce & Industry (FICCI). This award was in recognition of his exceptional and transformative contributions to healthcare ecosystem in India.



Professor (Dr) Ashok Seth

3. IHH Medical Excellence Award conferred to a) Professor (Dr) Ashok Seth, Chairperson, Fortis Escorts Heart Institute, Delhi



Professor (Dr) Anoop Misra

b) Professor (Dr) Anoop Misra, Chairperson, Fortis-C-DOC Centre of Excellence for Diabetes, Metabolic Diseases and Endocrinology, New Delhi



Dr Krishna Subramony Iyer

c) Dr Krishna Subramony Iyer, Executive Director, Pediatric and Congenital Heart Surgery, Fortis Escorts Heart Institute, Delhi



Capt. Sandhya Shankar Pandey

4. **Capt. Sandhya Shankar Pandey**, Corporate Chief of Nursing, was awarded the prestigious “**Healthcare Leadership Award**” by the World Federation of Healthcare Leaders.

6. **IHH Quality Summit 2023**

a) **Fortis Hospital Bannerghatta Road**, Bengaluru, secured 1st Position at Quality Award for the project titled “**To improve occupational safety among healthcare workers and environment safety by reducing hourly consumption of inhalational Anaesthetic Agents**”.

b) **Fortis Hospital, Mulund**, secured 1st Position in Service Excellence for the project titled “**Mission Impossible 07: Improving Discharge Experience for Hospitalized Patients**”.

c) **Ms Vijesha Soni**, Fortis Memorial Research Institute, Gurugram, secured 2nd Position in Patient Safety Award for “**Identifying Potential Gene Mutation inhibiting blood sugar control, leading to treatment modification**”.



Ms. Minimole Varghese

5. **Ms. Minimole Varghese**, Chief of Nursing, Fortis Hospital, Mulund, has been appointed President of Regional Federation of Critical Care Nurses for SAARC countries.

7. **Fortis Nursing** has brought laurels to our organization and received prestigious awards in recognition of their hard work and dedication. These include *AHPI Global Conclave 2024; CAHOCON 2024; CII 35th National Quality Circle Competition; CII Nursing Conclave; International Patient Safety Goals 2024; National Stroke Conclave 2023.*



Way
Forward...





Dr Ashutosh Raghuvanshi
MD&CEO,
Fortis Healthcare Ltd.

With a patient-centric approach, we aim to safeguard the highest standards in care delivery. At Fortis, we have established a robust Clinical Governance framework whereby Senior Clinicians can pursue evidence-based medicine and share global best practices within their fraternity. Under the stewardship of clinical governance and risk mitigation framework, quality of service delivery will remain a key driver in the development of Fortis Healthcare services as we aspire to **Care for Good**.



Dr Bishnu Panigrahi
Group Head – Medical
Strategy and Operations

In our sustained efforts to improve **Patient Care**, the importance of bedside nursing cannot be overstated. As a growing number of patients require specialized care, prompt and effective bedside nursing care directly contributes to better patient outcomes, improved patient satisfaction and increased healthcare efficiency. Globally, antimicrobials have transformed medical practice by making severe infections more treatable. However, misuse and overuse of antimicrobials is becoming a universal problem. At Fortis, **Patient Safety** is paramount. We have stringent infection control practices at all hospitals. Together with robust AMS program, we strive towards providing safe and efficient patient care.

The Fortis Network



Amritsar



Anandapur, Kolkata



Bannerghatta Road, Bangalore



Chirag Enclave, New Delhi



Cunningham Road, Bangalore



Defence Colony, New Delhi



Faridabad



FEHI, New Delhi



FHKI, Kolkata



FLF Greater Kailash, New Delhi



FMRI, Gurugram



Greater Noida



Jaipur



Kalyan



Ludhiana



Ludhiana, Mall Road



Mohali



Mulund, Mumbai



Nagarbhavi, Bangalore



Noida



Raigarh, Chhattisgarh



Rajajinagar, Bangalore



Richmond Road, Bangalore



Shalimar Bagh, New Delhi



SL Raheja, Mumbai



Vasant Kunj, New Delhi



Vashi, Mumbai

For queries/feedback:
clinicaexcellence.msog@fortishealthcare.com