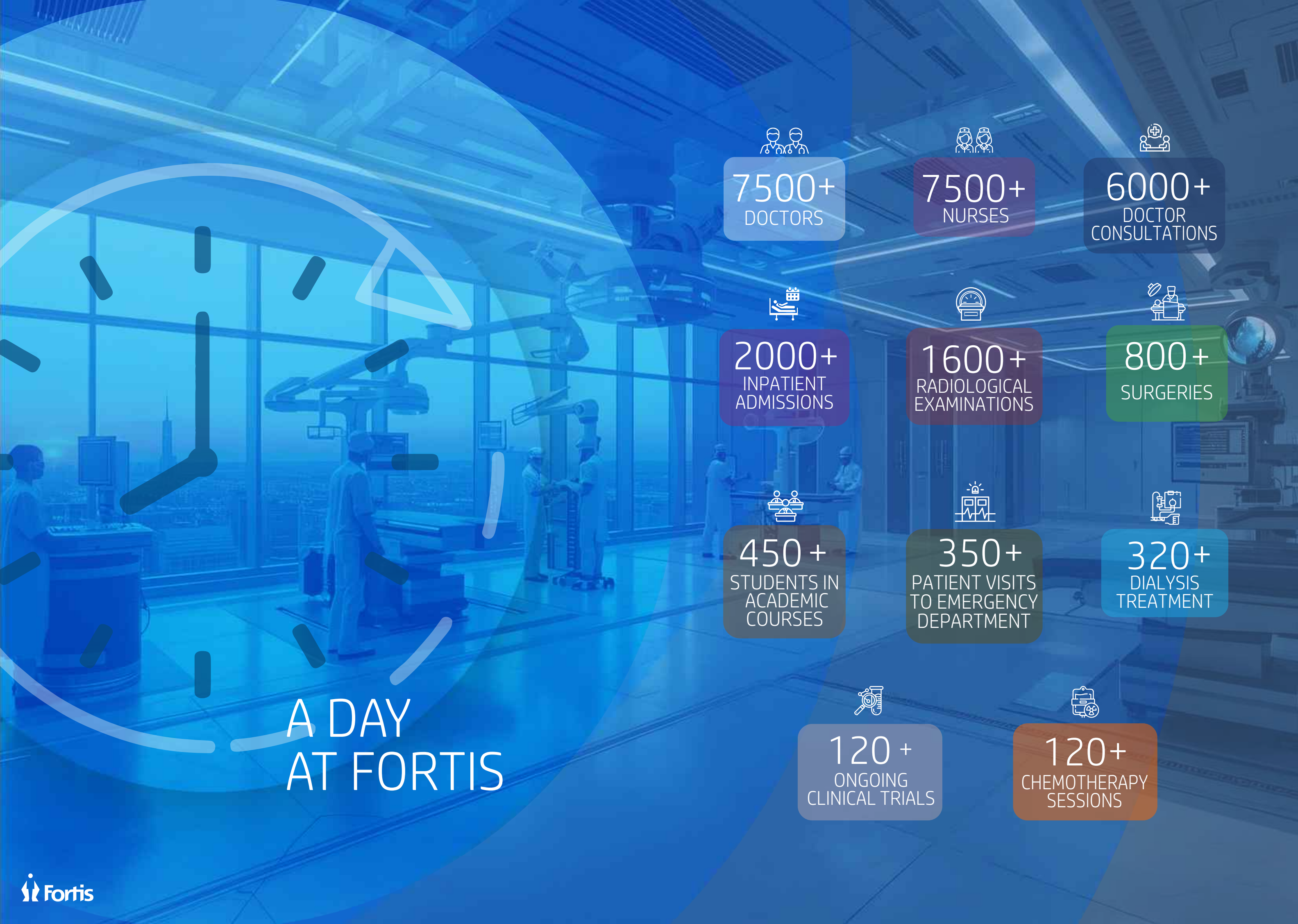




CLINICAL EXCELLENCE REPORT

2024-25

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



7500+
DOCTORS



7500+
NURSES



6000+
DOCTOR
CONSULTATIONS



2000+
INPATIENT
ADMISSIONS



1600+
RADIOLOGICAL
EXAMINATIONS



800+
SURGERIES



450+
STUDENTS IN
ACADEMIC
COURSES



350+
PATIENT VISITS
TO EMERGENCY
DEPARTMENT



320+
DIALYSIS
TREATMENT



120+
ONGOING
CLINICAL TRIALS



120+
CHEMOTHERAPY
SESSIONS

A DAY AT FORTIS

CONTENT

1 MESSAGE FROM MD & CEO	06
2 MESSAGE FROM GROUP HEAD - MEDICAL STRATEGY & OPERATIONS	08
3 MESSAGE FROM GROUP CHIEF OPERATING OFFICER	09
4 2024-25 HIGHLIGHTS	10 - 25
NUMBERS AT A GLANCE	12
AWARDS, ACCOLADES and ACCREDITATIONS	14
5. CLINICAL SKILLS and EXPERTISE at FORTIS	26 - 41
COMPLEX CARE MANAGEMENT	26
ONCOLOGY PROGRAM	28
CAR-T CELL	33
SOFT TISSUE ROBOTIC-ASSISTED SURGERY PROGRAM	34
GAMMA KNIFE	40
6. ASPIRING HIGHEST STANDARDS in PATIENT CARE	42 - 63
PURSUING NO HARM	44
CLINICAL OUTCOMES	54
ANTI-MICROBIAL STEWARDSHIP including DRUG RESISTANCE INDEX	60
7. ADVANCING HEALTHCARE at FORTIS	67 - 71
DIGITAL HEALTHCARE and EMR	66
ACADEMICS	70
CLINICAL RESEARCH	71
8. COMPASSIONATE CARE at FORTIS	72 - 74
NURSING CARE	73
PATIENT EXPERIENCE	74



MESSAGE FROM MD & CEO

It is with great pride and humility that I present to you the Fortis Clinical Excellence Annual Report for the financial year 2024-25. This year has been a defining chapter in our journey - marked by continued growth, clinical excellence, digital innovation, and an unwavering commitment to patient-centric care.

As one of India's leading healthcare providers, we expanded our footprint to reach more communities across India and strengthened key specialties. Our integrated care model, combined with investments in infrastructure and digital health solutions, has positioned us to deliver more accessible and personalized care across all touchpoints.

In FY' 2024-25, we achieved strong operational and financial performance, reflecting the trust of our patients and the dedication of our 15,000+ healthcare professionals. Our focus on clinical outcomes, patient safety, and employee wellbeing continues to guide our decision-making at every level.

We also accelerated digital transformation across our network, rolling out multiple Medical-IT applications and enhancing our Electronic Medical Record systems. These advancements are helping us move closer to our goal of becoming a truly future-ready healthcare organization.

Looking ahead, we remain committed to our purpose of bringing world-class healthcare within the reach of every Indian. We will continue to invest in talent, technology, and new care delivery models that redefine what's possible in Indian healthcare.

Dr A Raghuvanshi

MD & CEO,
Fortis Healthcare

At a time when healthcare in India is undergoing a transformative change, Fortis strengthened its core commitment to delivering high-quality, evidence-based, and compassionate care across our network.

At the heart of our clinical mission lies a relentless pursuit of excellence. Over the past year, we continued to enhance patient safety protocols, clinical outcome tracking, and infection control measures. Our focus remained on achieving the highest standards across key quality indicators - be it surgical outcomes or quality indicators.

A key part of our success is our strong, multidisciplinary clinical workforce. This year, we invested in robust training and upskilling programs for our doctors, nurses, and allied health professionals. We believe that a culture of continuous learning is central to medical excellence.

Going forward, we are guided by our responsibility not just to treat illness, but to promote long-term health and well-being. Preventive care, patient education, and community health initiatives are integral in that approach.

To our clinical teams, I extend my deepest gratitude - for your tireless dedication and commitment to our values. To our patients and families, thank you for entrusting us with your care.

Let us continue working together to redefine the future of healthcare in India - rooted in science, strengthened by technology, and driven by compassion.

Dr Bishnu Panigarhi
Group Head - Medical Strategy & Operations,
Fortis Healthcare



It is with great pride and deep appreciation that we present this edition of Fortis Clinical Excellence Report. It is a reflection of not only the clinical achievements and innovations across our hospitals but also the unwavering dedication of every member of our healthcare team who continues to put patient care at the heart of all we do.

Over the past year, we have faced both new challenges and new opportunities. Whether it was in strengthening our emergency preparedness, enhancing operational efficiencies, or expanding access to high-quality care, our teams rose to the occasion with resilience, agility, and compassion.

Our focus on operational excellence has led to significant improvements in patient throughput, digital transformation initiatives, and data-driven decision-making. These advancements have allowed us to better support our clinicians, optimize resource utilization, and ultimately improve patient outcomes.

Collaboration has remained a cornerstone of our progress. The alignment between our clinical, administrative, and support functions has proven essential in driving sustainable improvements across the network. As we look ahead, we remain committed to evolving our operational strategies in alignment with emerging healthcare trends, regulatory standards, and the needs of the communities we serve. We are also focused on investing in people, processes, and technologies that will sustain and elevate our service delivery in the years to come.

Together, we move forward with purpose and confidence.

Mr Anil Vinayak
Group Chief Operating Officer,
Fortis Healthcare



2024-2025 HIGHLIGHTS

Fortis Healthcare is a leading integrated healthcare services provider in India, renowned for its commitment to clinical excellence and patient-centric care.

With a network of 33 Hospitals and over 5,700 Operational Beds, Fortis has evolved into one of India's largest healthcare organizations that consistently sets high standards for innovation and complex care.

The organization is a pioneer in institutionalising multiple path-breaking healthcare initiatives in India including Clinical Outcomes; Drug Resistance Index (DRI) among others.


Fortis Healthcare remains committed in addressing the critical healthcare needs of the community and reported significant growth in a range of complex and critical care services across key medical specialties. Increasingly, technology is playing a critical role in hospital operations, impacting everything from patient care and safety to strategic decision-making. Fortis continues to invest in upgrading medical technology and infrastructure to support hospital Medical Programs and Clinical Talent.

 33
Healthcare Facilities

 5,700
Operational Beds

 7,500+
Doctors

 7,500+
Nurses


 2.2 Million+
Outpatient Visits

 7,50,000+
Inpatient Admissions

 1,30,000+
Emergency Visits

 9,500+
Heart Surgeries

 16,000+
Angioplasties

 47,000+
Chemotherapy

 7,000+
Neuro Surgeries

 1,900+
Spine Surgery

 5,600+
Robotic-assisted
Surgeries

 5,000+
Radiation
Therapy


 11,000+
Knee Replacement
Surgeries

 440
Liver
Transplants

 340
Kidney Transplants

 1,17,000+
Dialysis

 240
Bone Marrow
Transplants

 290
National Board of
Examination (NBE) seats

NUMBERS AT A GLANCE

 120+
Clinical Trial
Studies

 4
JCI Accredited
Hospitals

 31
NABH Accredited/
Certified Hospitals



AWARDS, ACCOLADES, ACCREDITATIONS

In 2024-25, Fortis Healthcare continued to gain national and international recognition for its contributions towards improving patient care, medical advancement and technical innovation.



Lifetime Achievement Award by the Indian Society of Critical Care Medicine (ISCCM)

Dr Kameshwar Prasad, Principal Director & HOD – Neurology, has been honoured with the prestigious Lifetime Achievement Award by the Indian Society of Critical Care Medicine (ISCCM). The award was presented at ISCCM's 2025 Annual Conference in Kochi .

The award recognizes Dr Prasad's lifelong dedication, contribution and unwavering commitment to the field of critical care medicine. Dr Sandeep Vaishya, Executive Director & HOD - Neurosurgery & Gamma Knife at Fortis Hospital Gurugram, has taken over as the President of the World Spinal Column Society (World Spine Society) during the society's annual meeting held in Indonesia. A globally renowned neurosurgeon with over 28 years of experience, Dr Vaishya has been at the forefront of advancing spine and brain surgery, with expertise in minimally invasive techniques, deep brain stimulation, brachial plexus surgeries, and Gamma Knife procedures.



The first robotic surgeon from India and Asia to be featured on Intuitive, a global technology platform on LinkedIn

Dr Swapna Misra, Director - Obstetrics, Gynaecology & Robotic Surgery at Fortis Hospital Mohali, has the distinction of being the first robotic surgeon from India and Asia to be featured on Intuitive, a global technology platform on LinkedIn comprising robotic surgeons from across the world, and the second in the world to be put on spotlight on this platform. She is a leading robotic surgeons in gynaecology in the country and imparts training to robotic surgeons.

Ms Doli Biswas, Chief Nursing Officer at Fortis Hospital Anandapur has been conferred with the prestigious National Florence Nightingale Award. The award was presented at a ceremony held at Rashtrapati Bhavan, recognizing her dedication and contribution to nursing profession .



IHH Medical Excellence Award

Dr Rama Joshi, Chairman Gynae Oncology and Robotic Surgery, Fortis Hospital, Gurugram, received the IHH Medical Excellence Award at the 10th IHH Healthcare Quality Summit, held at Hong Kong.



Florence Nightingale Award

Ms Jayashree B, Senior Infection Control Nurse, Fortis CG Road, Bengaluru, honored with Florence Nightingale Award, 2024 at an event held at Vidhana Soudha, Bengaluru.



Einstein World Records

In April 2025 Fortis Nurses created history as they successfully attempted a world record. The Association of Nurse Executives India (ANEI) collaborated with Einstein World Records to achieve a world record for nation wide largest synchronized training session on "Prevention of Medication Administration Errors" for three consecutive days between April 10th-12th, 2025. In this event, more than 254 Nurse Trainers simultaneously trained 15,718 Registered Nurses over three days, across India, towards enhancing nurses' knowledge and skills in preventing medication errors. Fortis Healthcare had the largest contingent in the country with more than 4000 nurse and was felicitated for this feat.



Fortis Doctors honored with Prestigious Awards for Medical Excellence at HTI Global Healthcare & Wellness Summit, Dubai.

The summit was organized to put a spotlight on the breakthrough innovations and global collaboration in healthcare. The event brought together over 200 attendees and key decision-makers in the healthcare industry from over 40 countries to set new standards and celebrate excellence in the medical sector.



Dr Vinod Raina, Chairman - Onco-Sciences at Fortis Healthcare and Executive Director & Head Medical Oncology & Hematology at Fortis Memorial Research Institute, Gurugram.

Dr Mohan Keshavamurthy, Senior Director – Urology, Uro-Oncology, Uro-Gynecology, Andrology, Kidney Transplant & Robotic Surgery at Fortis Hospitals, Bengaluru.



Dr Vivek Vij, Chairman - Liver Transplant, Fortis Escorts, Okhla Road.

Dr Rahul Bhargava, Principal Director and Chief Bone Marrow Transplant (BMT) at Fortis Memorial Research Institute, Gurugram.



Fortis Hospitals Win Prestigious Awards at CAHOCON 2024

Fortis Anandapur, Kolkata, won the prestigious ACE Quality Improvement Program award at an event organized in Kolkata. The hospital won the award in the Medium Healthcare Organization Category for East Region.

Fortis Hospital Mulund won the first position for Lightning Talk in the Nursing Category.

Fortis Hospital, Shalimar Bagh (FHSB) secured the 1st runner-up position in the video presentation in Nursing Category and 2nd runner-up position in the lightning talk Clinical Category.

Fortis Nursing Practices Award at AHPI Global Health Conclave 2025 - Fortis Gurugram, Fortis Escorts Heart Institute - Delhi, Fortis Hospital Noida, Fortis Hospital Anandapur win Excellence in Nursing Practices Award.

Fortis Hospital Anandapur Kolkata bagged “Ace of Initiatives” Winner award at ANEI National Nurse Leaders' Summit in October 2024

Fortis Hospitals Win Prestigious Awards at 12th International Patient Safety Conference, New Delhi.

Fortis Hospital Gurugram won the Excellence in Digital Innovation for Quality Management System award, highlighting its commitment to patient safety and digital excellence with initiatives such as incident reporting, audits, privileging of clinicians and hand hygiene audits.

Fortis Hospital Mulund won an award in the 'Nursing Leadership for Patient Safety' category for the project - Live-tracking of Nursing Practice & Outcome Indicators (NPOIs).

Fortis Hospital Anandapur was honored with an award for its pioneering work in sustainable innovation for patient safety for its project - Revolutionizing patient satisfaction: Implemented evidence-based Pentagon approach for effective communication.

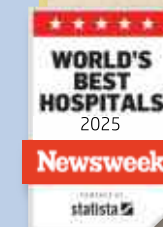
Fortis Hiranandani Hospital, Vashi, presented a paper titled 'Precision Care of Peripheral Intravenous Catheters' under the 'Improvement of Processes & Outcomes' category. Out of 200 entries, 30 papers were shortlisted for presentation, and this paper was awarded as one of the 'Best Seven'.

Fortis Hospitals Tops Ranking

By **Newsweek**

Fortis hospitals ranked amongst top 100 hospitals in Newsweek's 'Best Specialized Hospitals - Asia Pacific'

Newsweek, a US-based weekly news magazine, has partnered with Statista, a global data firm, for the second annual Best Specialized Asia Pacific Hospitals ranking. The endeavor aims to help patients navigate the increasingly in-demand medical services in Asia Pacific countries. The list recognizes the leading medical facilities in the Asia Pacific region and has ranked the hospitals in nine key areas of expertise. Newsweek and Statista invited thousands of medical experts – including doctors, hospital managers and other healthcare professionals to participate in online surveys that allowed them to recommend and assess various hospitals within their respective specializations.



Asia Pacific 2025

RANK 23	Fortis Escorts Heart Institute	Cardiac Surgery
	Fortis Escorts Heart Institute	Cardiology RANK 23
RANK 56	Fortis Hiranandani Hospital	Cardiology
	Fortis Hospital Mulund	Pulmonology RANK 59
RANK 65	Fortis Escorts Hospital Amritsar	Cardiology
	Fortis Hospital Mulund	Cardiology RANK 80
RANK 88	Fortis Ft. Lt. Rajan Dhall Hospital	Cardiology

Asia Pacific 2024

SPECIALITY

RANK 15	Fortis Memorial Research Institute	Gurugram
	Fortis Ft. Lt. Rajan Dhall Hospital	New Delhi RANK 21
RANK 24	Fortis Hiranandani Hospital	Navi Mumbai
	Fortis Hospital Mulund	Mumbai RANK 31
RANK 48	Fortis Hospital Nagarbhavi	Bengaluru
	Fortis Hospital Mohali	Mohali RANK 90
	Fortis Escorts Heart Institute	New Delhi

ACCREDITATIONS



JCI Accredited

- Fortis Hospital, Mohali
- Fortis Hospital, Gurugram
- Fortis Hospital, Mulund
- Fortis Hospital, BG Road, Bengaluru

Fortis Hospital, Mulund, received the prestigious JCI re-accreditation for the 7th consecutive time. Fortis Mulund is the third hospital in the country to secure seven consecutive re-accreditations.

JCI 8th edition Standards -

- Fortis Hospital, Gurugram recorded **98%** Compliance.
- Fortis Hospital, Mohali, recorded **97%** Compliance.



NABH Accredited/Certified

- Fortis Escorts Hospital, Amritsar
- Fortis Hospital, Ludhiana
- Fortis Hospital, Mall Road, Ludhiana
- Fortis Hospital, Mohali
- Fortis Hospital, Anandapur, Kolkata
- Fortis Hospital & Kidney Institute, Kolkata
- Fortis C-DOC
- 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
- Fortis Hospital, Gurugram
- Fortis La Femme, Greater Kailash, Delhi
- Fortis Hospital, Raigarh
- Fortis Escorts Hospital, Jaipur
- Fortis Hospital, Kalyan, Mumbai
- Fortis Hospital, Mulund
- 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
- Fortis Hospital, Jalandhar
- Gleneagles Hospital, Lakdi-Ka-Pul, Hyderabad
- Gleneagles BGS Hospital, Kengeri, Bengaluru
- Gleneagles Health City, Sholinganallur, Chennai
- Gleneagles Aware Hospital, LB Nagar, Hyderabad
- Gleneagles Hospital, Richmond Road, Bengaluru

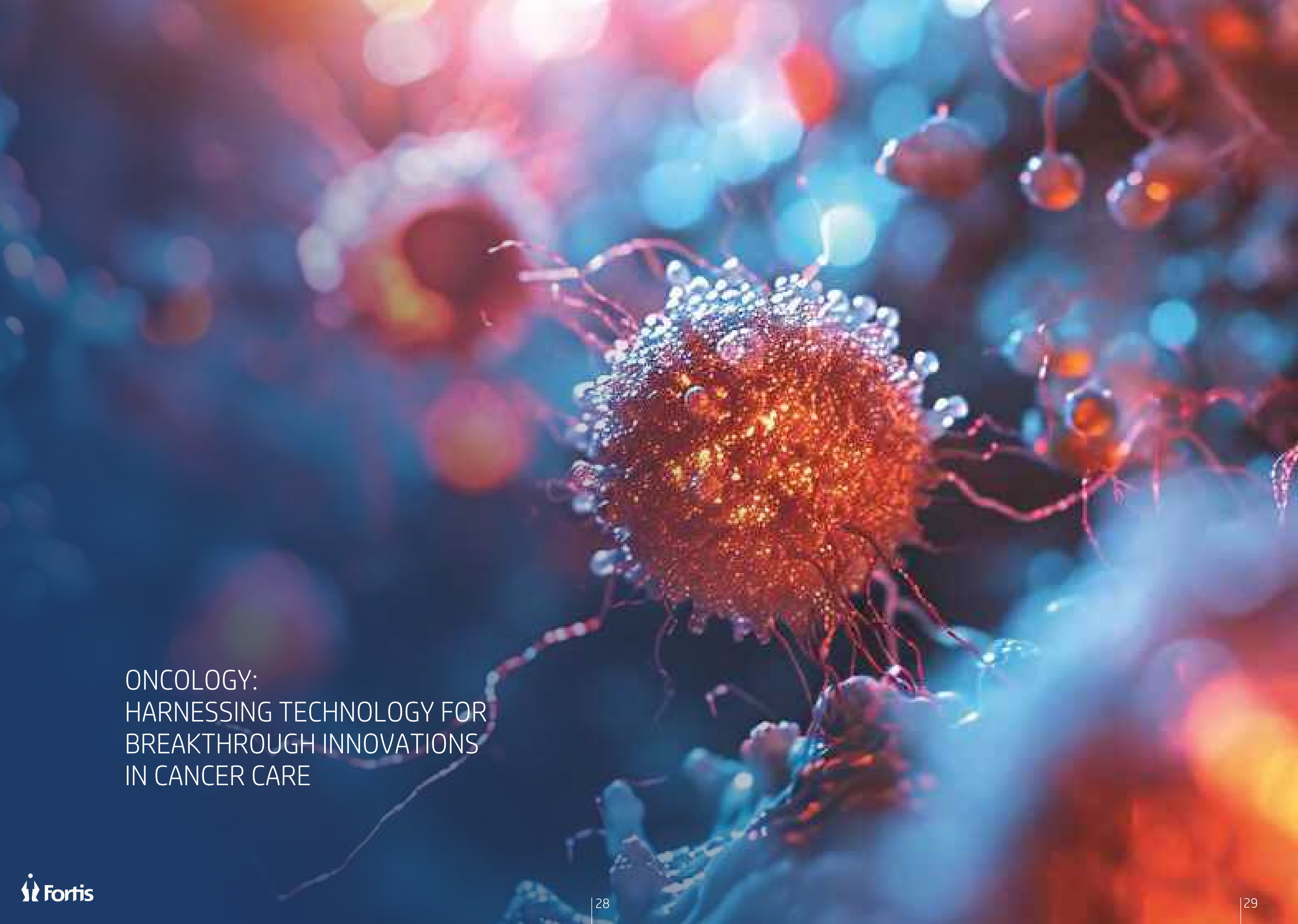


CLINICAL SKILLS AND EXPERTISE

COMPLEX CARE MANAGEMENT

- i Fortis Hospital Cunningham Road, Bengaluru, conducted three simultaneous complex procedures - Coronary Artery Bypass Grafting (CABG), gallbladder stone removal, and colon cancer surgery in one session. The complex procedure was successfully completed in 7 hours.
- ii Fortis Hospital Bannerghatta Road, Bengaluru, successfully treated a young boy weighing >100 kgs, suffering from a severely dislocated spinal disc, by performing a life-saving spine surgery procedure known as 'Micro-Lumbar Discectomy'. A team of doctors performed the surgery which ended the young boy's four-month struggle with severe pain and immobility, eventually allowing him to walk with ease shortly after the procedure.

- iii Fortis Hospital Cunningham Road, Bengaluru, successfully treated a patient diagnosed with severe diabetic foot infection complicated by necrotizing fasciitis (a rare and dangerous condition caused by flesh-eating bacteria). The patient, who had a history of heart issues and had undergone multiple cardiac procedure within the past month, benefited from an advanced surgical technique and specialized wound care. The patient's limb was saved, and amputation was avoided because of the innovative procedure.
- iv In an instance of rare surgery, doctors at Fortis Hospital Mohali performed a Robot-assisted Partial Nephrectomy on a transplanted kidney of a 56-year-old cancer patient. The challenging surgery has been previously performed only at a few centres across the world.
- v Fortis Escorts Heart Institute, Okhla, achieved a historic medical milestone by performing rare Kidney Auto-Transplant on a small child suffering from Bilateral Wilms Tumour, a rare kidney cancer.
- vi Doctors at Fortis Hospital, Noida, successfully removed a watermelon sized noncancerous tumour weighing 2.2 kgs from the uterus of a woman via Robot-assisted surgery.
- vii In a rare procedure, a young child suffering from Chronic Budd-Chiari Syndrome with Chronically Occluded Portomesenteric Venous System underwent a complex portal vein reconstruction via the umbilical vein at Fortis Hospital, Gurugram.
- ix A team of doctors at Fortis Escorts Hospital, Faridabad, successfully extracted over 1,170 stones from the gallbladder of a 36-year-old woman.
- x Doctors at Fortis Hospital, Gurugram treated a rare case of Killian-Jamieson Diverticulum, an upper esophageal disorder, using a modified Per-Oral Endoscopic Myotomy (POEM) technique.



ONCOLOGY:
HARNESSING TECHNOLOGY FOR
BREAKTHROUGH INNOVATIONS
IN CANCER CARE

THE DEPARTMENT OF RADIATION THERAPY at Fortis Hospital, Gurugram, is at the forefront of cancer care at this modern hospital. It plays a vital role in comprehensive cancer care combining cutting-edge equipment, specialized expertise, and personalized treatment planning. The department plays a critical role in a multidisciplinary approach to cancer care, working closely with medical oncology, surgical oncology, radiology, pathology, and palliative care teams. It is a technologically advanced, patient-centred unit designed to deliver high-precision radiation treatments with maximum efficacy and safety such as:

- i **COMPUTED TOMOGRAPHY SIMULATOR:** A Computed Tomography simulator or CT simulator is a specialized type of CT scanner used in radiation therapy planning for cancer treatment. Its main purpose is to help doctors precisely plan how to deliver radiation to a tumor while minimizing exposure to healthy tissue.
- ii **Comprehensive Cancer TREATMENT PLANNING SYSTEM:** An advanced treatment planning system which supports planning for a wide variety of treatment techniques for photon, electron, proton, carbon-ion, helium-ion, BNCT and brachytherapy. Key benefits include:
 - a) More accurate targeting of the tumour – leading to higher cure rates and fewer complications
 - b) Reducing damage to healthy tissue - safer and more effective treatment
 - c) Shorter and faster sessions for more comfortable experience
 - d) Superior treatment monitoring
 - e) Personalized, evidence-based care

iii **MR LINAC:** Next-generation radiotherapy system that integrates a high-field 1.5 Tesla MRI with a 7 MV linear accelerator, enabling real-time MR imaging during radiation delivery.

a) Key advantages for patients :

- Revolutionary technology offering precise therapy for tumors
- Safer for patients sparing healthy tissue
- Quantum jump in visualization of tumors due to better soft tissue contrast
- Real tracking of moving tumors in areas such as Lung, Bladder and Prostate
- Ability to treat inoperable tumors
- Shorter treatment duration
- Fewer side effects and improved Quality of Life
- Potentially improved outcomes

b) MR Linac indications :

- Lung Cancer
- Head and Neck Cancers
- Rectum Cancer
- Prostate Cancer
- Pancreatic Cancer
- Breast Cancer

Since its installation in August 2024, nearly 200 patients have been treated on MR LINAC.

- iv **SURFACE GUIDED RADIOTHERAPY (SGRT):** It employs advanced camera systems to create a 3D map of the patient's skin surface, allowing for continuous monitoring of their position during treatment. This technology ensures that radiation is delivered accurately to the targeted area while minimizing exposure to surrounding healthy tissues. Key benefits to patients:
 - a) Reduced need for extra X-rays or computed tomography (CT) scans
 - b) Reduced radiation exposure making it safer for patients
 - c) Reduced appointment time making it more comfortable for patients
- v **STEREOTACTIC BODY RADIATION THERAPY (SBRT):** A treatment for cancer which delivers precise, intense doses of radiation to tumor cells while minimizing damage to healthy tissue. Sophisticated image guidance pinpoints the exact three-dimensional location of a tumor so that the radiation can be more precisely delivered to cancer cells.

THE DEPARTMENT OF NUCLEAR MEDICINE THERAPY at Fortis Hospital, Gurugram, has been at the forefront of nuclear medicine therapy right from 2013, offering patients state-of-the-art nuclear medicine therapy procedures. Currently the department is the apex centre for radioactive iodine therapy for thyroid cancer, receiving patients from across geographies.

In the theragnostic sphere the department offers practically all radionuclide treatments available to patients all over the world. In addition to the routine therapies like Lu177 PSMA for prostate cancer and Lu177 PRRT for neuroendocrine tumours, the centre boasts of being a pioneer in starting targeted alpha therapy (TAT) for various cancers for the first time in India and almost at the same time as pioneering nations like Germany which is considered as the Mecca of radionuclide therapy in 2016.

Even today the centre has one of the highest volume of patients coming in for both Lu177 PSMA and TAT in the country, attracting patients not just from all over the country but also from various other countries abroad including the United States of America and China. The department treats nearly 100 new patients with Lu177 PSMA every year and is second only to centres like All India Institute of Medical Sciences in volumes.

Over the past 10 years, the department at Fortis Gurugram has not only grown its clinical portfolio of radionuclide therapy but has also developed various research protocols in radionuclide therapy. Some notable feats are:

- a. The department is the only centre in the country and one of the handful of centres in the world running a trial with radioactive lead (Pb212).
- b. The centre is also one of the only two centres in the country, to be selected as a sites for two global trials by companies MNCs.
- c. The department is building its first GMP compliant radiolabelling and quality control lab with a US based company. This would be the first lab of its kind in the country and is part of a capacity building initiative to allow the department to be a global site for early phase studies in Nuclear Medicine.

- d. The department actively runs a dosimetry program to further refine the radionuclide treatment protocols and has three dedicated dosimetry software, Hermes, MIMs and Voximetry.
- e. The department works in collaboration with the Mallinckrodt institute of Radiology, Washington University, St Louis, USA to develop new paradigms for low count imaging.

Brief summary of few notable cases is as under:

- a. A 76-year-old patient with high-risk metastatic prostate cancer with severe bone pain, PSA levels > 2000 ng/ml, developed severe coronary artery disease due to androgen deprivation therapy and had to discontinue it. He was not eligible for chemotherapy due to severe peripheral neuropathy, refused orchidectomy, underwent Lu 177 PSMA therapy. One month later his PSA dropped to 10 ng/ml, and there was complete resolution of the bone pain. He received two more doses of Lu 177 PSMA therapy and underwent a complete PSA and radiological response. The patient has remained in complete response for the past 6 years
- b. An 85-year-old patient diagnosed with metastatic prostate cancer with lung and brain metastases. With median survival of only 4 months, lung and brain metastases is considered a very poor prognostic sign. The patient was treated with targeted alpha therapy (TAT) with Ac225 PSMA and brain and lung metastases resolved completely. The patient survived for 2 and a half years.

CAR T-CELL THERAPY

Fortis Hospital, Gurugram, has commenced the CAR T-Cell Therapy, an advanced cancer treatment for some types of blood cancer. It is a type of immunotherapy to get immune cells called T cells (a type of white blood cell) to fight cancer by changing them in the lab so they can find and destroy cancer cells. CAR T-cell therapy is also sometimes talked about as a type of cell-based gene therapy, because it involves altering the genes inside T cells to help them attack the cancer.

ROBOTIC-ASSISTED SURGERY (Soft tissue) complex procedures

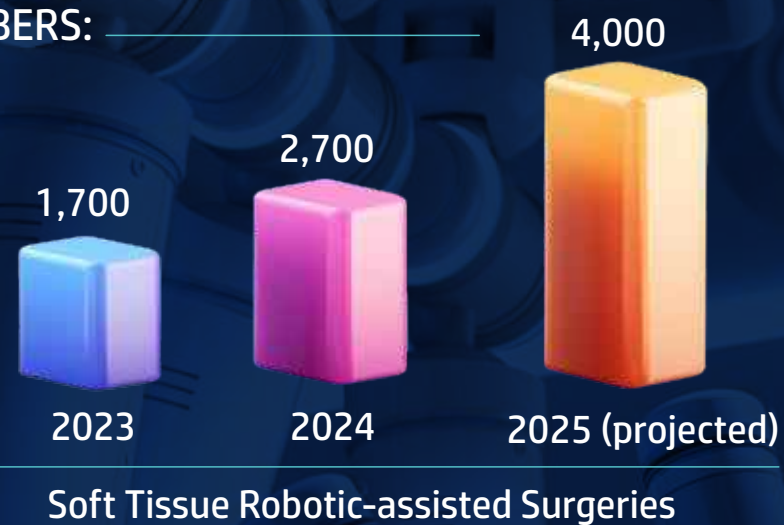
i FORTIS HOSPITAL, MOHALI: Robotic retroperitoneal partial nephrectomy surgery after incidental finding of 3.2 x 3.6 cm right kidney upper pole tumor. CT scan characterized the lesion which showed upper pole mass likely renal cell carcinoma. Patient was taken up for robotic retroperitoneal partial nephrectomy. Retroperitoneal space is a limited space which is not considered ideal for minimally invasive surgery. Kidney is a retroperitoneal organ and can be accessed directly from back. However, robotic surgery for kidney is usually done from transperitoneal approach. Robotic surgery has made it possible to perform complex cancer surgeries with the help of minimally invasive technique. Using retroperitoneal space for robotic kidney surgery is a newer modality which is utilized at limited centres across world.

- ii FORTIS HOSPITAL, CUNNINGHAM ROAD successfully treated a patient with stage 3 of uterine prolapse (a condition where the uterus slips out of its normal position). Her condition was advanced with the uterus protruding through the vagina, a rare occurrence for that age group, as this typically happens post-menopause. Patient underwent a Robot-assisted Sacro-Hysteropexy.
- iii Fortis Hospital, Cunningham Road successfully performed a life-enhancing robot-assisted kidney transplant on patient suffering from End-Stage Renal Disease (ESRD). Presenting with complex medical challenges, the patient underwent the transplant with the expertise of a multidisciplinary team. The patient recovered well and was discharged in six days post-surgery.
- iv Fortis Bannerghatta Road, Bengaluru successfully treated a patient who underwent a robotic direct anterior hip replacement surgery. The patient had been suffering from chronic hip pain due to avascular necrosis (AVN) following a previous COVID-19 infection. Despite seeking treatment at multiple hospitals worldwide and undergoing several failed surgeries, he turned to Fortis Hospital for a solution. A team of doctors at the hospital effectively treated the patient, enabling him to walk on the same day of the surgery.

• **STATISTICS**

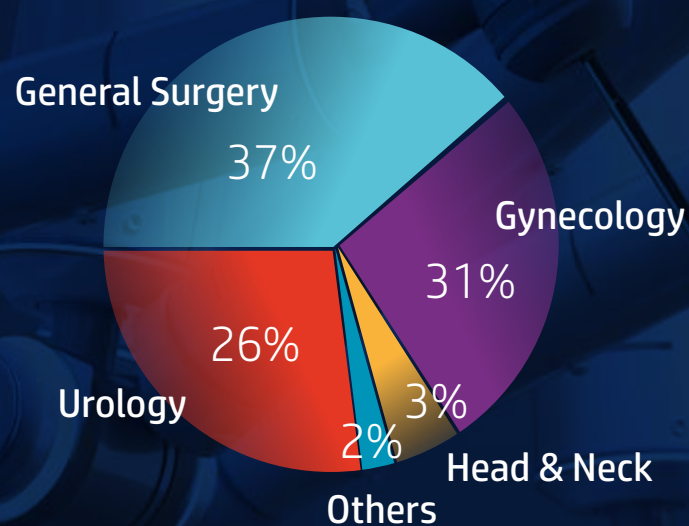
With over 9,000 robotic surgeries performed till date, Fortis has built one of the largest robotic surgery programs in India. It has a robust ecosystem, combining high-volume centres of excellence, governed by robotic council and hospital steering committees, training and mentoring programs with rare high-risk procedures, making robotics both scalable and sustainable.

• **FORTIS BY THE NUMBERS:**



The growth of robotics at Fortis has been exponential.

• **SPECIALTY MIX FY' 24-25**



CENTRES OF EXCELLENCE: Robotics at Fortis is anchored in high-performing hubs that set national benchmarks:

FORTIS MOHALI: India's busiest robotic centre, with 363 surgeries in a single quarter, the highest for any hospital in the country.

FORTIS BG ROAD, BENGALURU: Pioneered the Total Robot Enabled and Assisted Transplant (TREAT) program for kidney transplantation, a first in India.

BOTH MOHALI AND BG ROAD already run two robotic systems each, making them rare multi-robot hospitals in India.

FORTIS HOSPITAL, GURUGRAM: A leading centre for oncology and multi-specialty robotics, preparing to install its second robot to meet rising demand.

FORTIS MANESAR: A new but fast-growing program, adding to Fortis' NCR footprint.

OUR ROBOTIC FLEET: We currently operate 16 robotic systems across our network, one of the largest in India.

The first quarter of FY'25-26 marked a historic milestone

1,103 robotic surgeries in one quarter - crossing the 1,000-mark for the first time.

32% quarter-on-quarter growth.

55% year-on-year growth, demonstrating both patient trust and clinical capacity.

Dr. Swapna Misra, Fortis Hospital Mohali, has successfully performed 1000+ robotic procedures, cementing her position as one of the leading Gynae Robotic Surgeons in the country. She has also received the highest TR 500 training in the US which makes her the only such trained robotic surgeon in the country. Renowned US Robotic Surgeon Dr Peter C. Lim felicitated Dr Misra for her remarkable contributions towards advancement of robotic surgery specialty.



ROBOT INSTALLATIONS AT FORTIS

- ● Fortis Hospital, Gurugram
- Fortis Hospital, Manesar, Gurugram
- ● Fortis Hospital, Shalimar Bagh, Delhi
- Fortis Escorts Hospital, Amritsar
- Fortis Hospital, Mall Road, Ludhiana
- Fortis Hospital, Ludhiana
- ● Fortis Hospital, Noida
- ● Fortis Flt Lt Rajan Dhall Hospital, Vasant Kunj
- Fortis Escorts Heart Institute, Delhi
- ● Fortis Hospital, Mohali
- Fortis Escorts Hospital, Jaipur
- ● Fortis Hospital, Anandpur, Kolkata
- Fortis Hospital & Kidney Institute, Kolkata
- Fortis hospital, Mulund, Mumbai
- Fortis Hospital, Vashi, Navi Mumbai
- ● ● Fortis Hospital, Bannerghatta Road, Bengaluru
- Fortis Hospital, Cunningham Road, Bengaluru
- Fortis Hospital, Nagarbhavi, Bengaluru



- Soft Tissue Robot
- Ortho Robot



GAMMA KNIFE

Gamma Knife is a state-of-the-art, non-invasive neurosurgical technology that has redefined the landscape of brain tumor treatment. Unlike traditional surgical methods, Gamma Knife does not require any incision, providing a highly precise and targeted approach to address various neurological conditions. The system utilizes a multitude of highly focused gamma-ray beams to converge at a specific point within the brain. This convergence is exceptionally precise, allowing for the treatment of intricate brain conditions without affecting the surrounding healthy tissue.

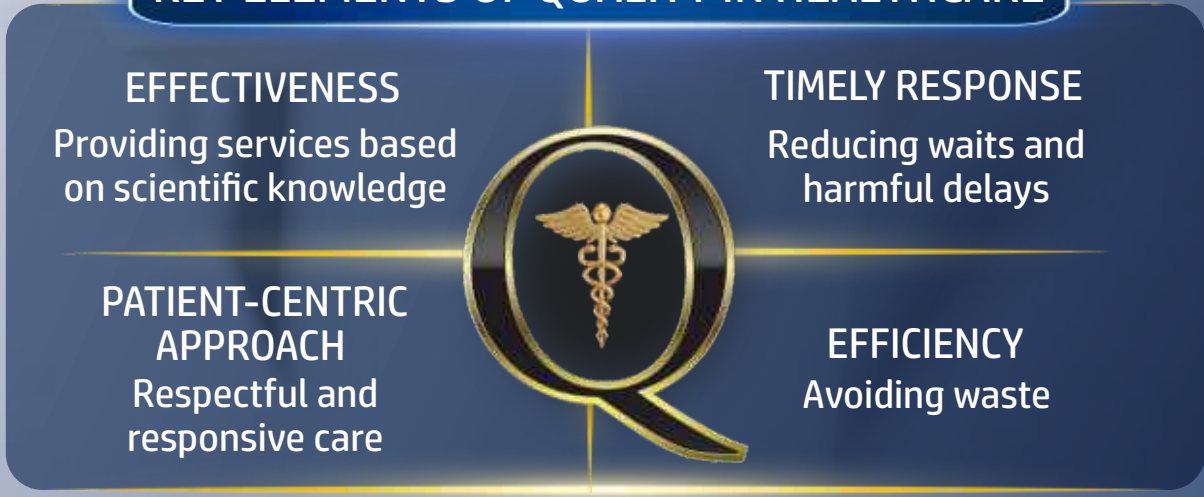
Fortis Hospital, Gurugram, is the **FIRST HOSPITAL IN INDIA** to have MR-LINAC and Gamma Knife installed under one roof. Since its installation in June 2024, more than **415** surgeries have been performed with Gamma Knife.



HIGHEST
STANDARDS
IN PATIENT CARE



KEY ELEMENTS OF QUALITY IN HEALTHCARE



PATIENT SAFETY OBJECTIVES



PURSUING NO HARM

Quality and Patient safety are two fundamental pillars in healthcare, closely linked to improving outcomes and building trust. While Quality increases likelihood of desired outcomes, Patient Safety focuses on preventing errors and adverse effects associated with healthcare.

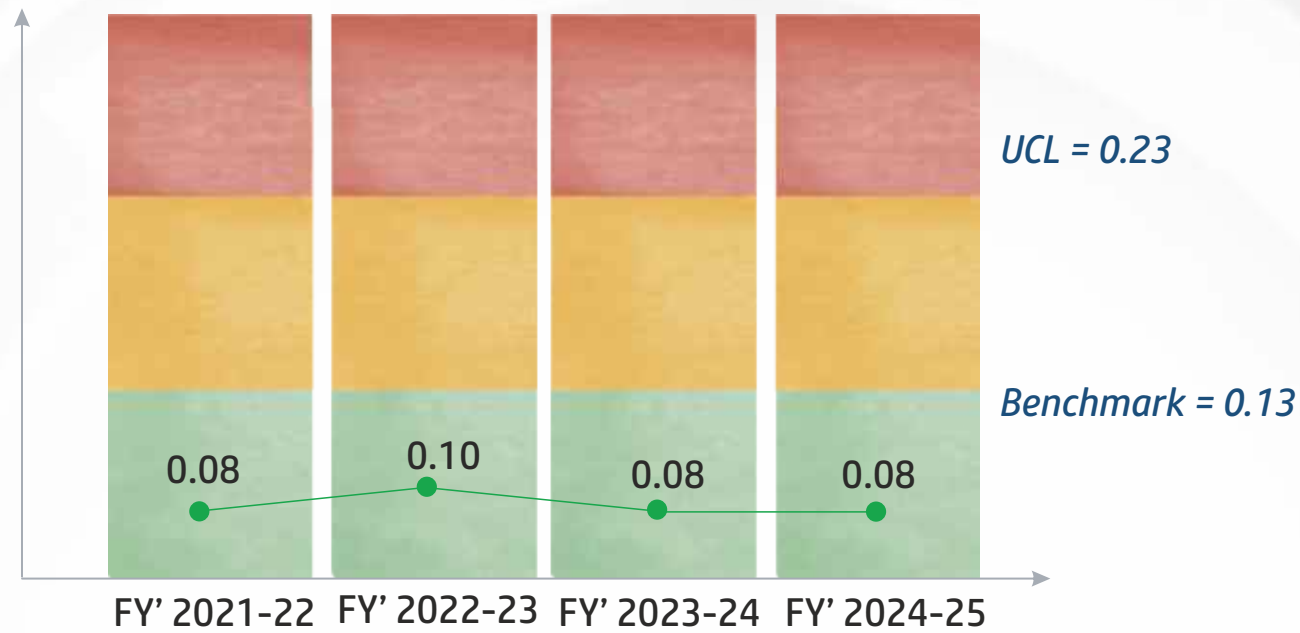
Fortis has been tracking Quality and Patient safety indicators across its network hospitals since 2013 through centrally designed Clinical Excellence Scorecard (CESC). The indicators have been chosen based on the following criteria of:

- I. Importance
- ii. Scientific acceptability
- iii. Feasibility
- iv. Usability
- v. Minimal overlap with other quality indicators

FORTIS QUALITY INDICATORS

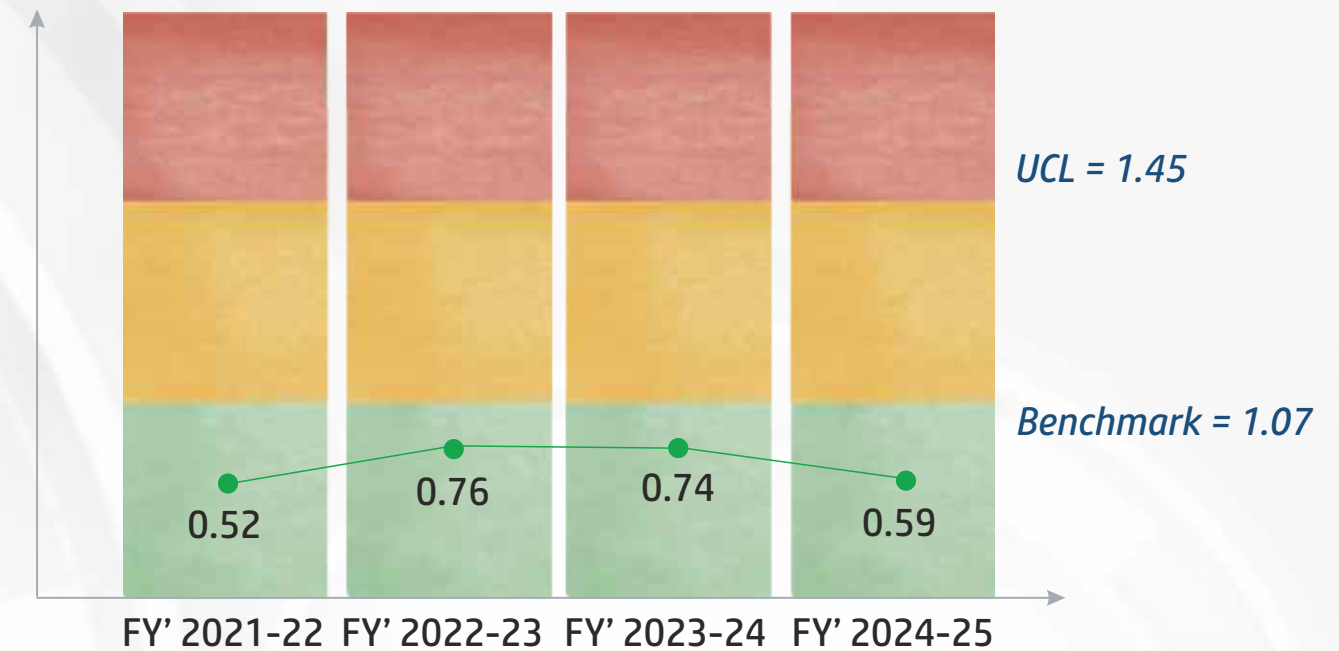
Healthcare Acquired Pressure Ulcers

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



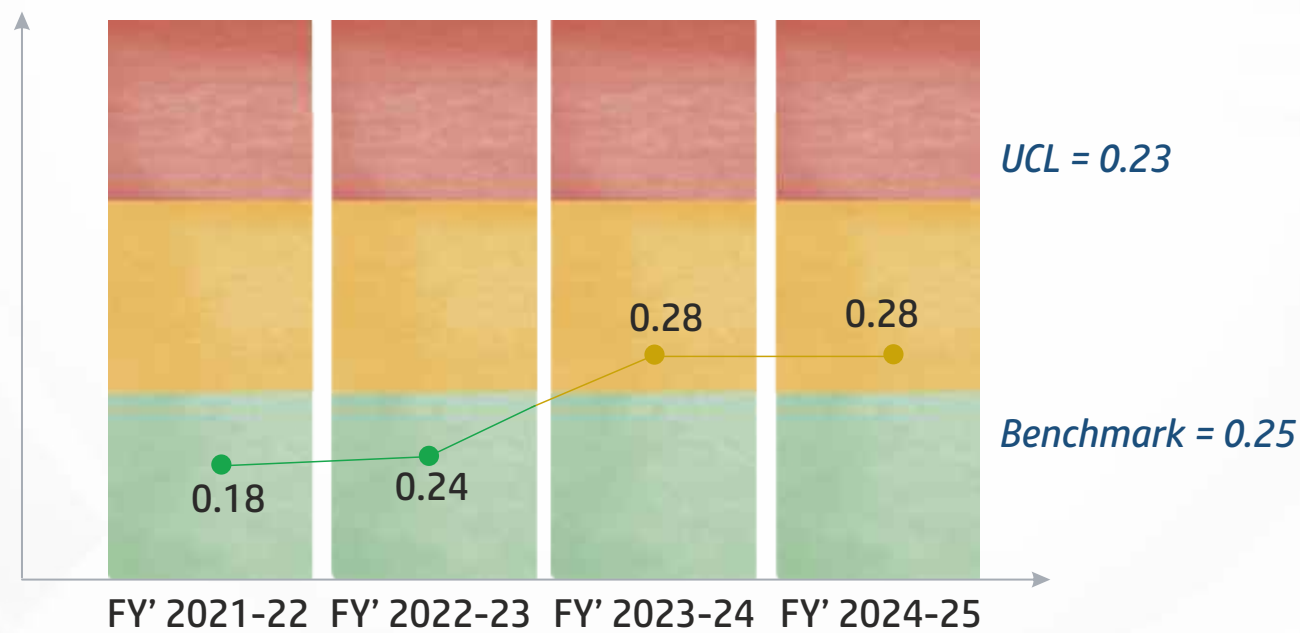
Return to ICU

No. of episodes of patients returning to ICU within 48 hours



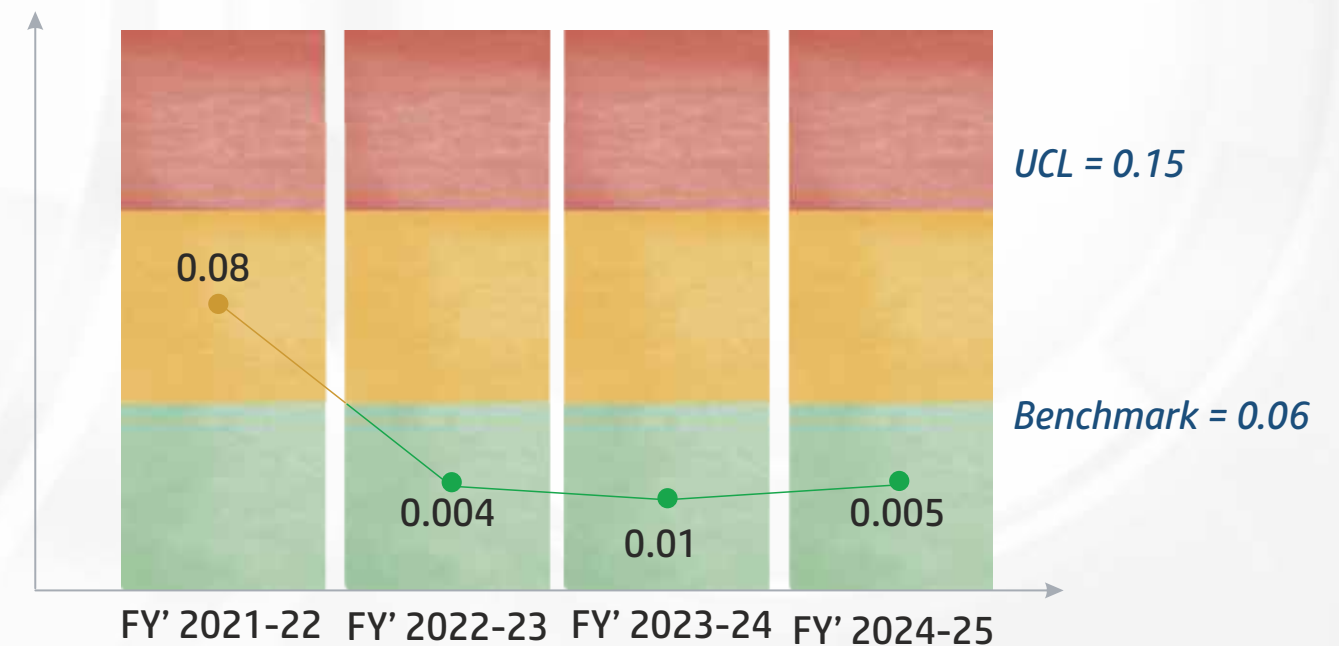
Return to Operation Theatre

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



Return to Emergency Room

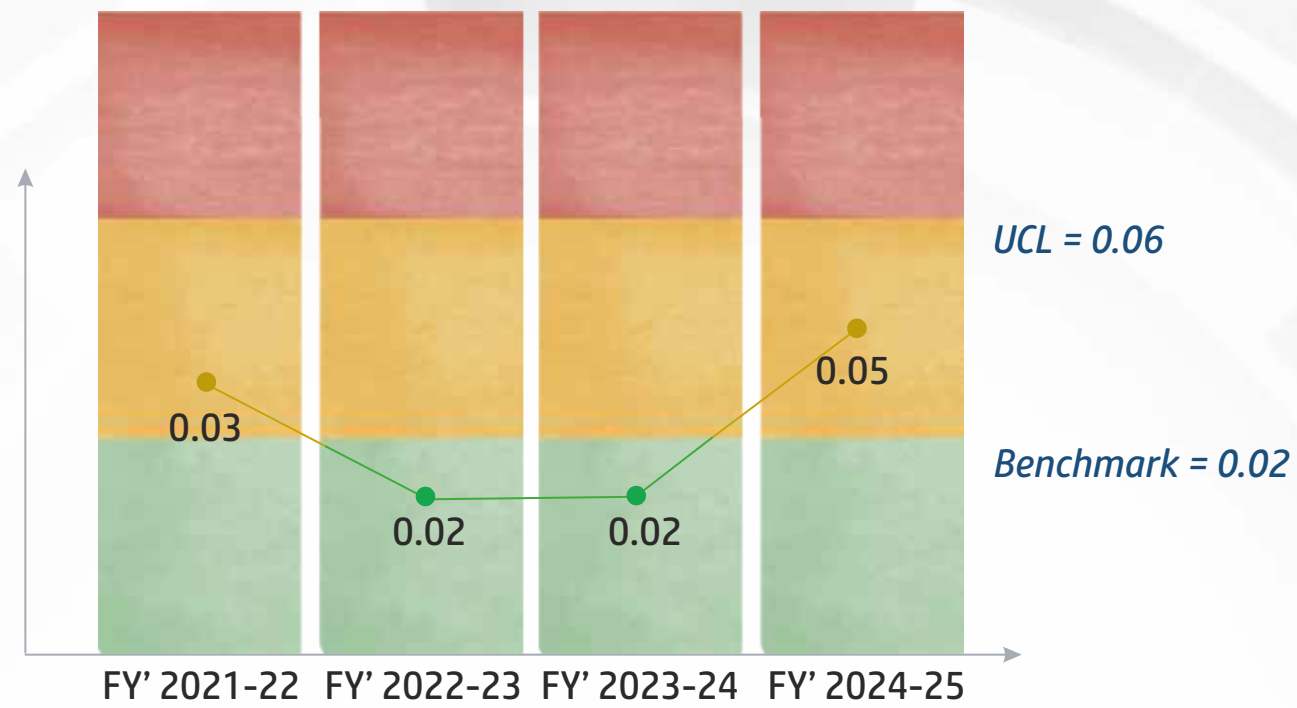
No. of Episodes of ER Return Within 72 Hours (for Same or Related Condition) / Number ER Footfalls X 100



*Benchmark refers to Fortis Internal benchmark basis pooled data with Upper Control Limit (UCL)

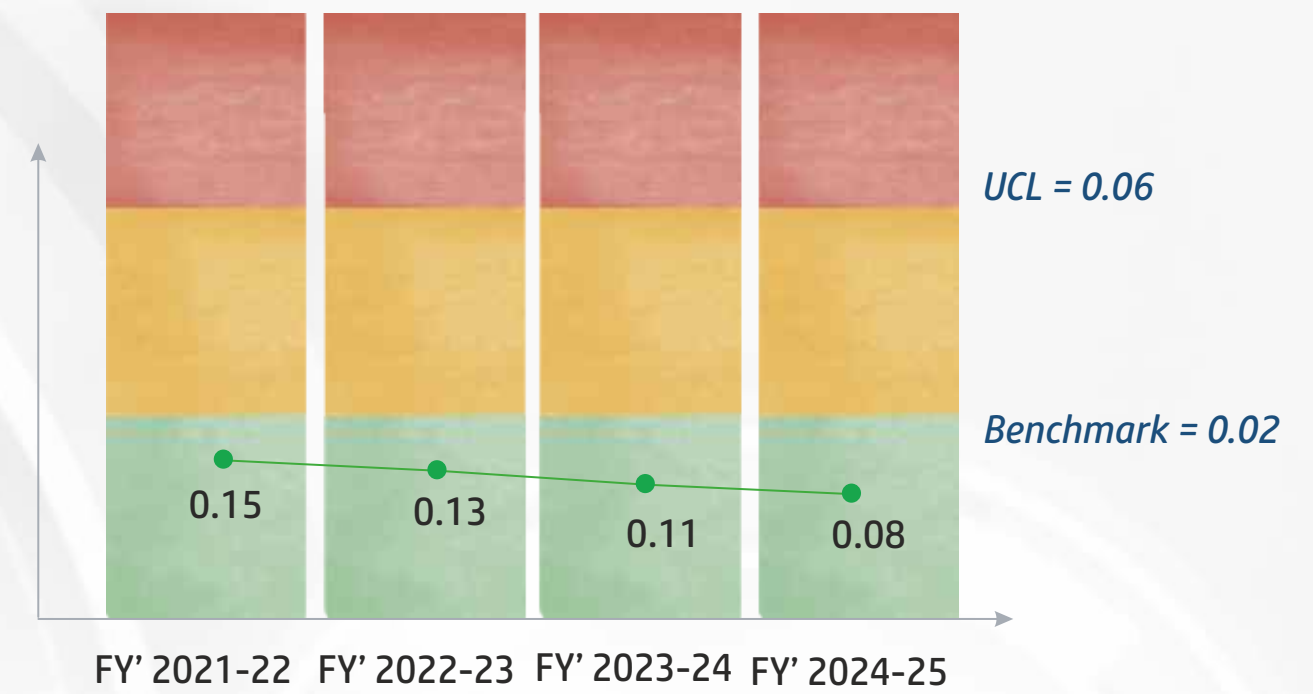
Venous Thromboembolism

No. of VTE cases detected in the month / Patient days X 1000



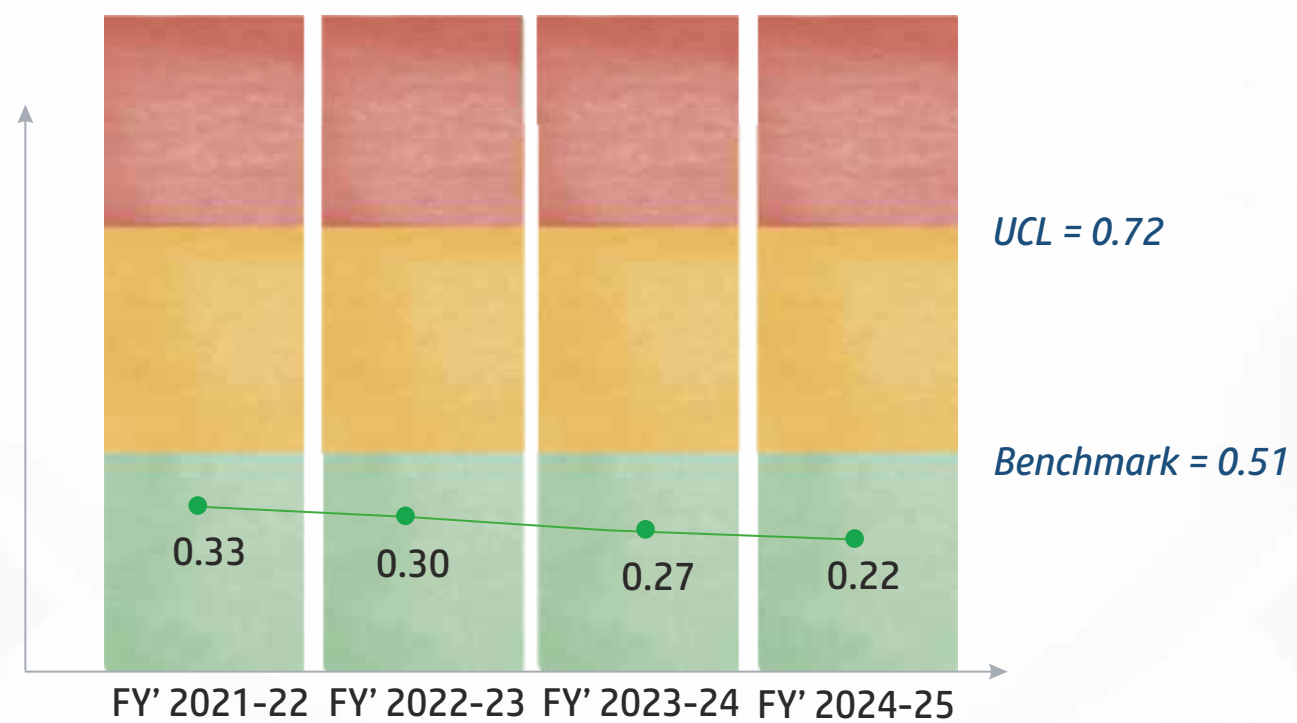
Patient Falls

No. of patient falls / patient days X 1000



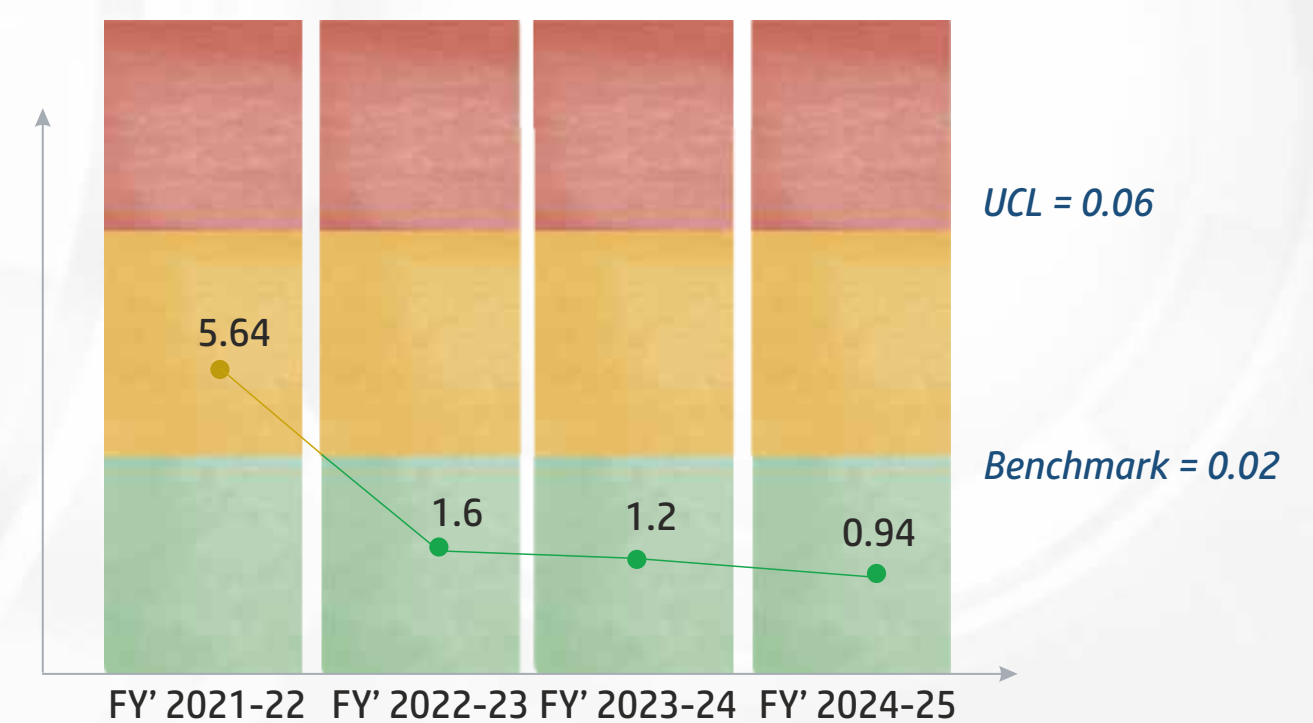
Needle Stick Injuries

No. of sharps injuries / patient days X 1000



Medication Error

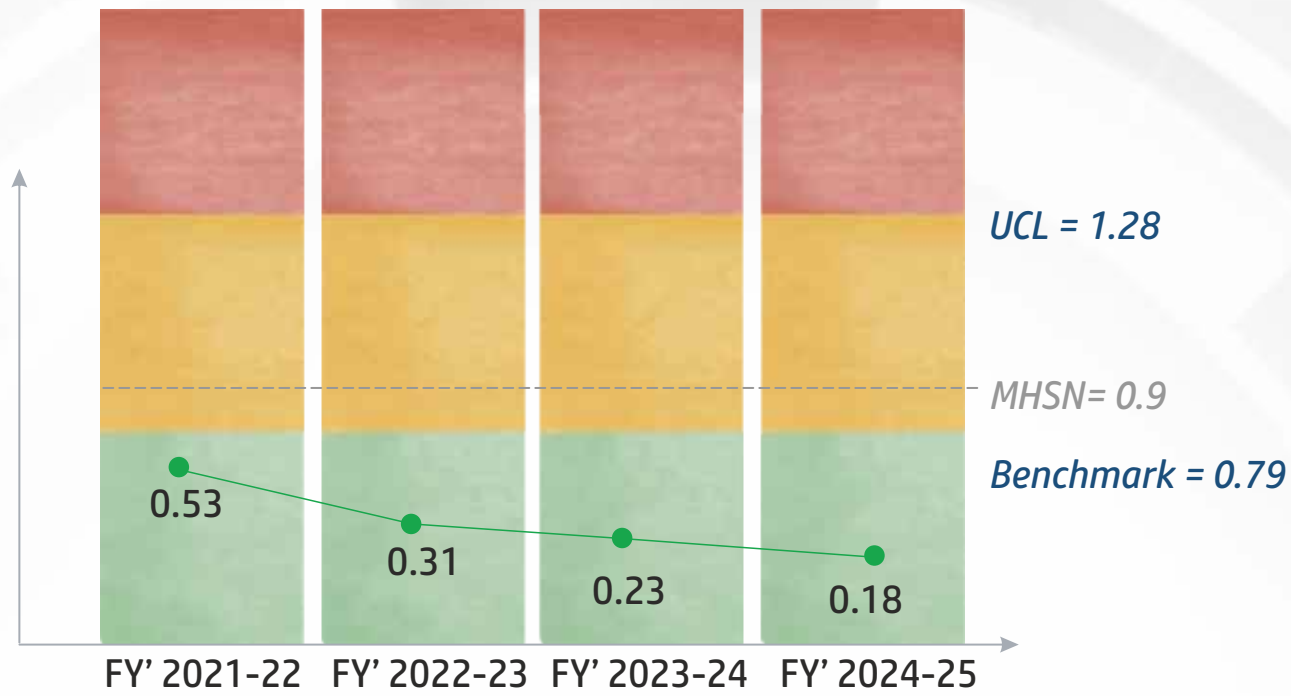
No. of Medication Errors in sample and self-reported errors / No. of files audited and self-reported errors X 100



*Benchmark refers to Fortis Internal benchmark basis pooled data with Upper Control Limit (UCL)

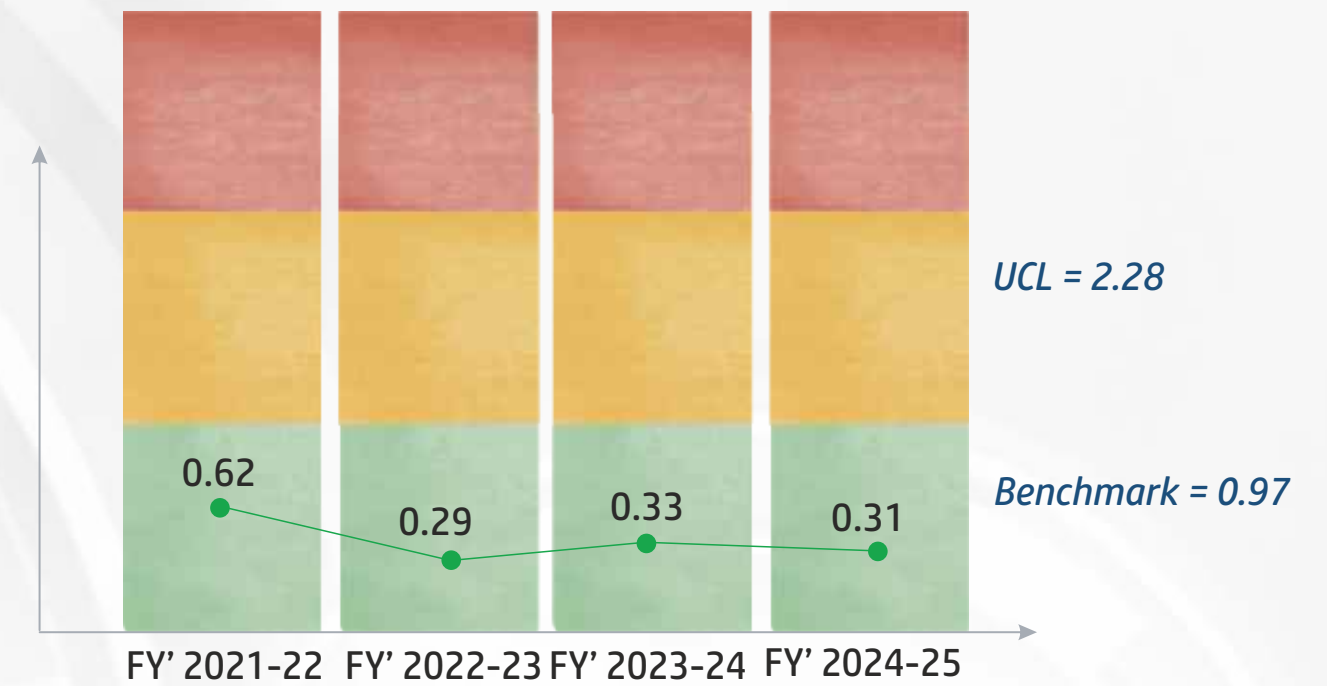
Catheter Associated Urinary Tract Infection

No. of CAUTI (all ICUs, adult patients) / Catheter days X 1000



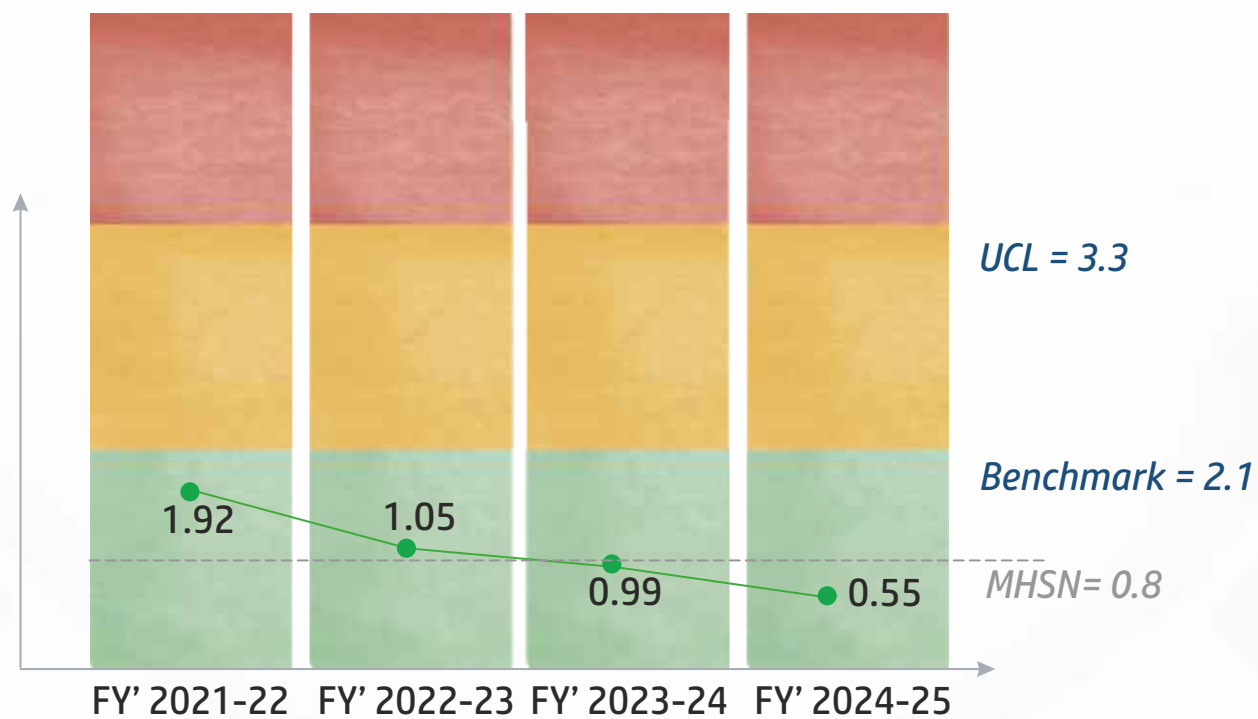
Ventilator Associated Pneumonia

No. of VAP cases (all ICUs, adult patients) / Ventilator Days X 1000



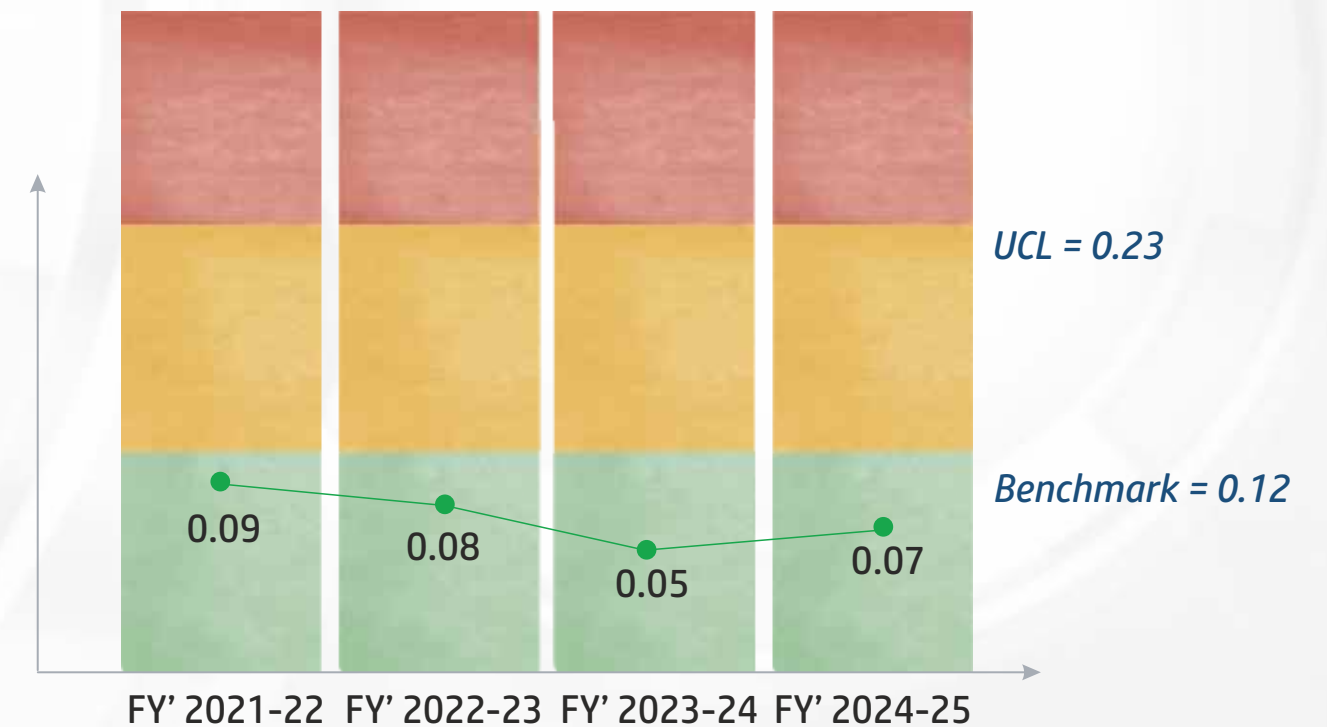
Central Line Associated Blood-stream Infections

No. of CLABSI (all ICUs, adult patients) / Central Line Days X 1000



Surgical Site Infection - Superficial 30 Days

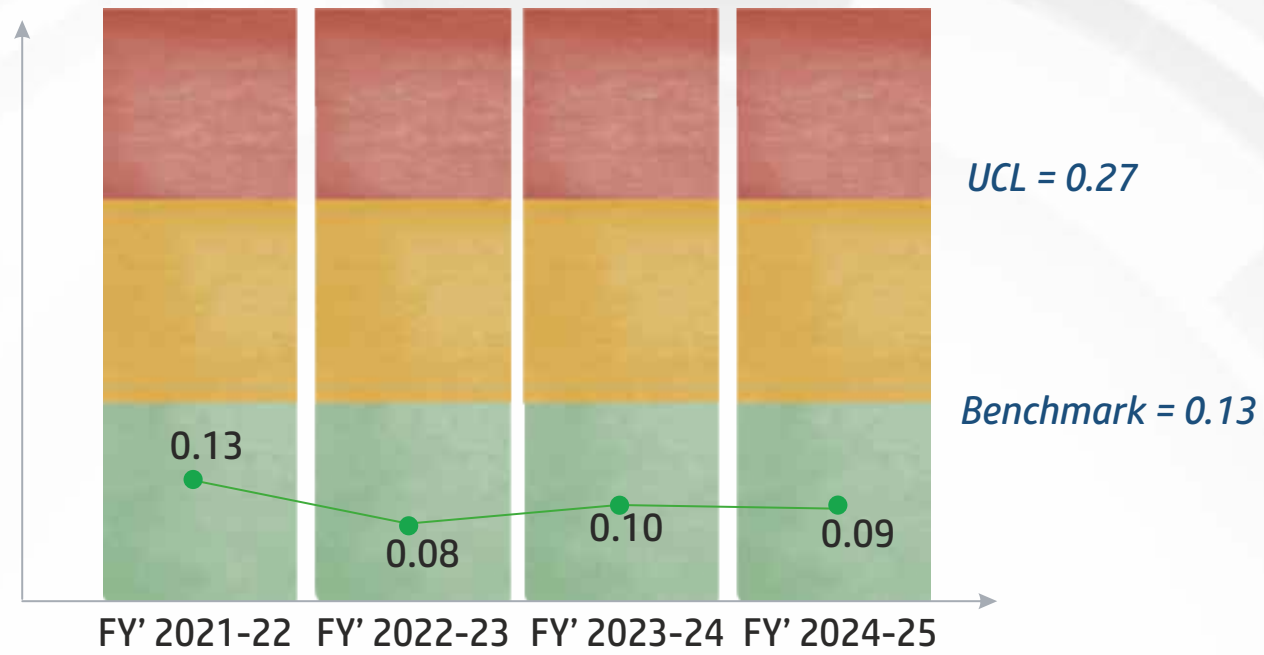
No. of superficial infections / Total no. of surgeries in the month X 100



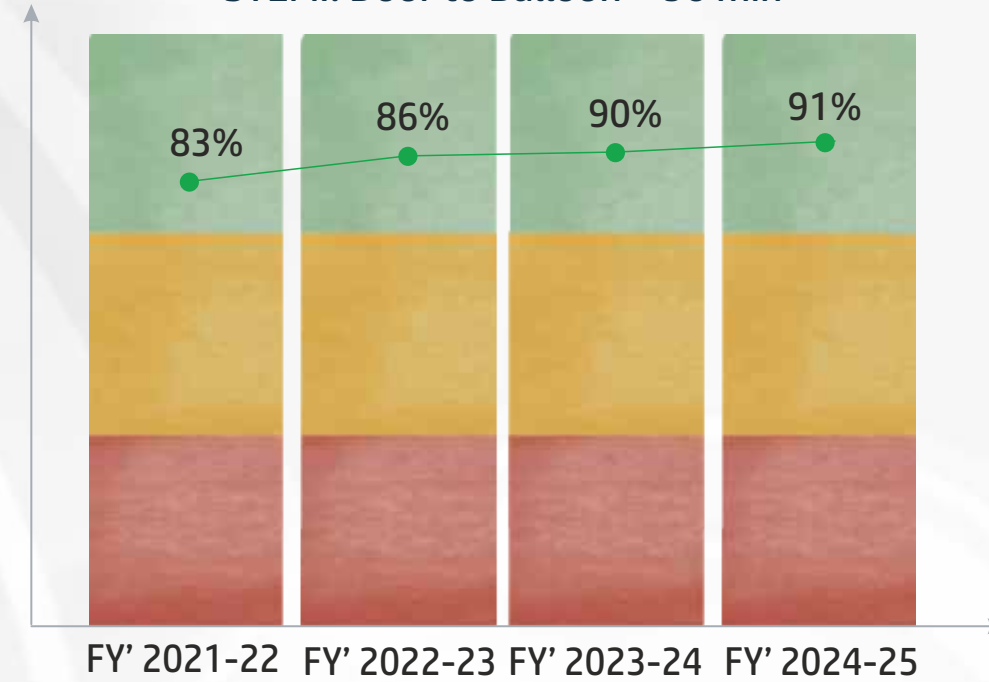
*Benchmark refers to Fortis Internal benchmark basis pooled data with Upper Control Limit (UCL)

CLINICAL PATHWAY

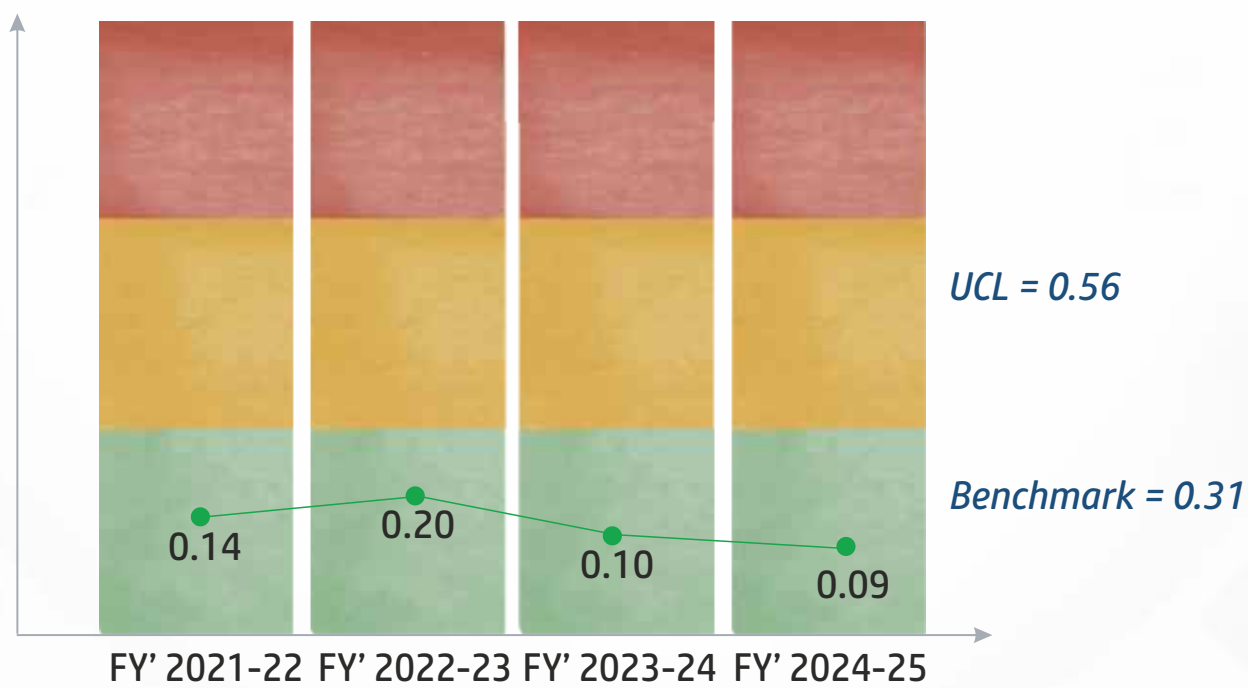
Surgical Site Infection - Deep 30 days



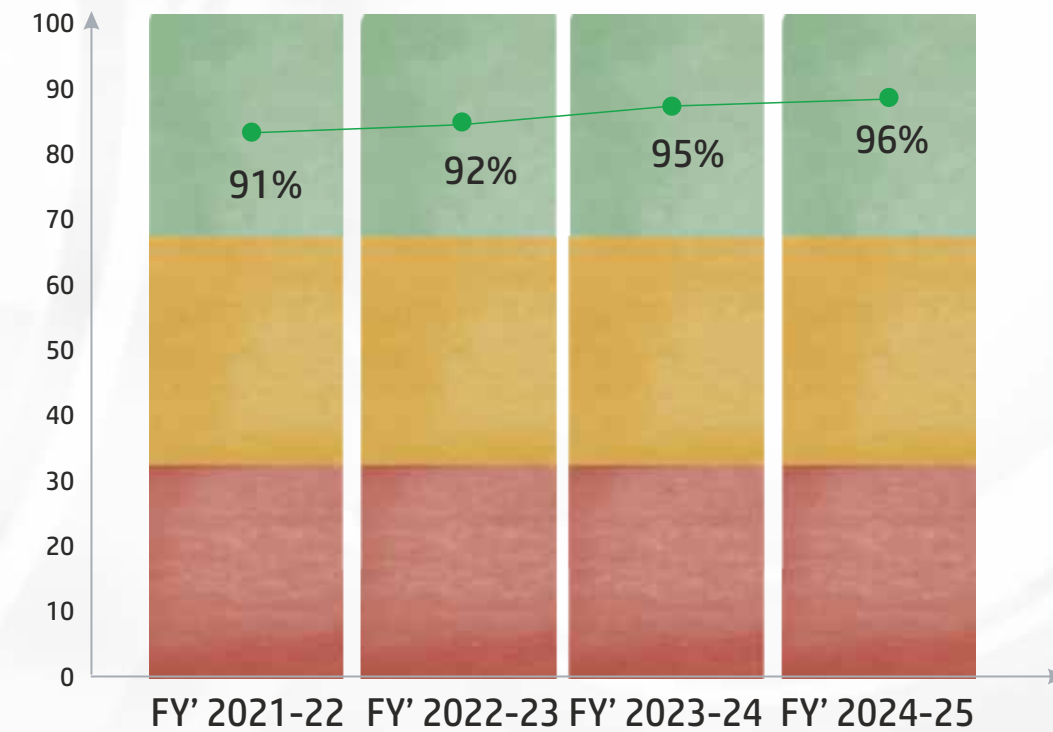
STEMI: Door to Balloon < 90 min



Surgical Site Infection - Deep 90 days



Stroke Treatment: % of Patients Undergoing Thrombolysis Within Window Period*



*Benchmark refers to Fortis Internal benchmark basis pooled data with Upper Control Limit (UCL)

*Combined for Intra-venous, Intra-arterial and Mechanical Thrombectomy



CLINICAL OUTCOMES

Outcomes are the results that “matter most to patients” including discomfort; complications; patient satisfaction. As the end result of medical care, clinical outcomes reflect patient's health status after receiving healthcare services. These are globally agreed upon, evidence based measurable changes in health, function or quality of life that result from patient care. Clinical Outcomes may include:

- Mortality Rates • Morbidity Rates
- Improvement in Symptom • Functional Status
- Quality of Life • Readmission Rates
- Adverse Events



International Consortium for Health Outcomes Measurement

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.



FORTIS CLINICAL OUTCOMES JOURNEY

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.

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>

Contributers

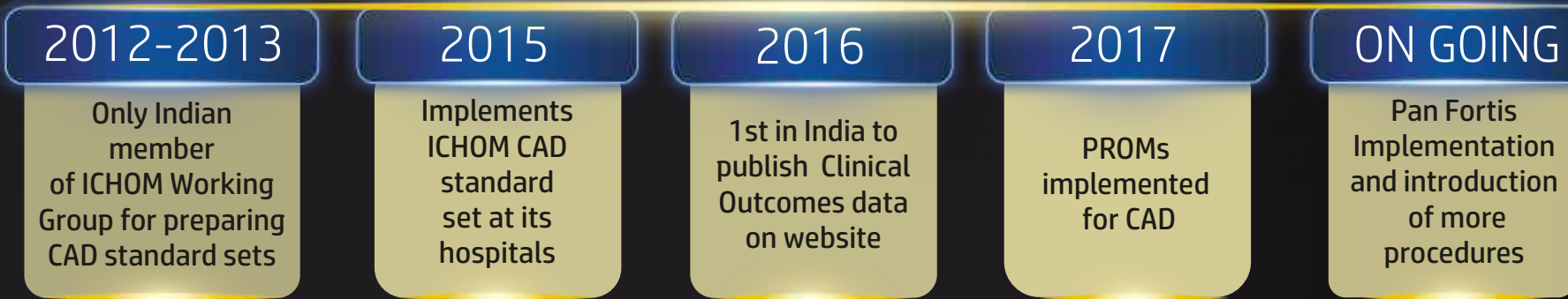
AUSTRALIA :
John Beltrame,
Queen Elizabeth
Hospital, Adelaide

INDIA :
Bishnu Panigrahi
Fortis Healthcare

SINGAPORE :
Terrance Chua
Siang Jin National
Heart Centre

SWEDEN :
Tomas Jernberg
Swedeheart

UNITED KINGDOM :
Clive Weston | Myocardial Infarction,
National Audit Programme



FORTIS CLINICAL OUTCOMES DATA

PERCUTANEOUS TRANSLUMINAL CORONARY ANGIOPLASTY (PTCA)* N = 64681	2024	2023	2022	2019	2018	Benchmark
Emergency CABG for failed procedure	0.04%	0.04%	0.04%	0.06%	0.02%	1.2% *
Vascular complication at puncture site requiring intervention	0.06%	0.04%	0.05%	0.02%	0.03%	1.1% *
Acute vessel occlusion requiring emergency re-intervention	0.30%	0.23%	0.12%	0.09%	0.16%	--
Post procedure neurological stroke	0.10%	0.12%	0.04%	0.04%	0.05%	0.284 % **
Post procedure Renal failure requiring hemodialysis	0.24%	0.13%	0.35%	0.23%	0.30%	-
Any Bleeding event requiring transfusion/intervention (within 72 hrs.)	0.35%	0.17%	0.30%	0.27%	0.20%	4.0 % *
Delayed vascular complication at puncture site	0.01%	0.02%	0.01%	0.12%	0.04%	-
Readmission with acute Myocardial Infarction within 30 days	0.04%	0.06%	0.08%	0.22%	0.21%	-
Mortality during same hospital admission	1.99%	1.81%	1.98%	1.70%	1.57%	1.7 %*

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

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

CORONARY ARTERY BYPASS GRAFT (CABG)* N = 19204	2024	2023	2022	2019	2018	Benchmark
Use of left Internal Thoracic Artery graft	86.07%	86.36%	85.81%	84.83%	84.58%	74.20% *
Need for Bail out Intra-Aortic Balloon Pump (IABP)	1.70%	0.98%	1.87%	2.27%	2.47%	-
Perioperative Myocardial Infarction	0.32%	0.07%	0.37%	0.33%	0.24%	0.96 % **
Post procedure neurological stroke	0.41%	0.20%	0.33%	0.36%	0.13%	1.30 %*
Need of Re-exploration surgery	2.73%	2.02%	1.91%	1.21%	1.20%	3.90 %*
Deep sternal wound infection	0.06%	0%	0.20%	0.42%	0.58%	0.30 %*
Predicted mortality (using EuroScore II)	3.01%	2.71%	2.42%	3.00%	3.03%	-
%Mortality during same hospital admission	1.91%	1.77%	1.77%	2.24%	1.89%	-

Includes clinical outcome from those Fortis hospitals whose data is published on FHL website; doesn't represent all Fortis hospitals across India.

Outcome data of 2020 & 2021 not published due to impact of COVID pandemic.

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

ENDOSCOPIC RETROGRADE CHOLANGIOPANCREATOGRAPHY (ERCP)* N = 9185	2024	2023	2022	2019	2018
Successful CBD cannulation	84.8%	94.4%	94.1%	92.1%	94.2%
Successful Stone Extraction	77.8%	84.6%	76.8%	89.2%	92.8%
Outcome Achieved	88.0%	95.4%	95.7%	90.1%	94.2%
Major Post Procedure Complication	1.50%	2.25%	3.28%	0.44%	1.03%
In-hospital Mortality	0.46%	0.06%	0.07%	0%	0.62%

Includes clinical outcome from those Fortis hospitals whose data is published on FHL website; doesn't represent all Fortis hospitals across India.

Outcome data of 2020 & 2021 not published due to impact of COVID pandemic.

ONE YEAR SURVIVAL RATE OF KIDNEY TRANSPLANT PATIENTS* N = 1288	Apr'2022-Mar'2023	Apr'2021-Mar'2022	Apr'2020-Mar'2021	Apr'2018-Mar'2019	Apr'2017-Mar'2018	Benchmark
One year survival	97.47%	95.40%	94.81%	94.81%	96.26%	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

AT PRESENT, FORTIS REPORTS AND MONITORS MULTIPLE CLINICAL OUTCOMES



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



Endoscopic Retrograde
Cholangio pancreatography (ERCP)



Radiation Oncology



Kidney Transplant



Obstetrics and Gynecology -
Hysterectomy, Cesarean section



Total Knee Replacement (TKR)



Laparoscopic Cholecystectomy

ANTIMICROBIAL STEWARDSHIP (AMS)

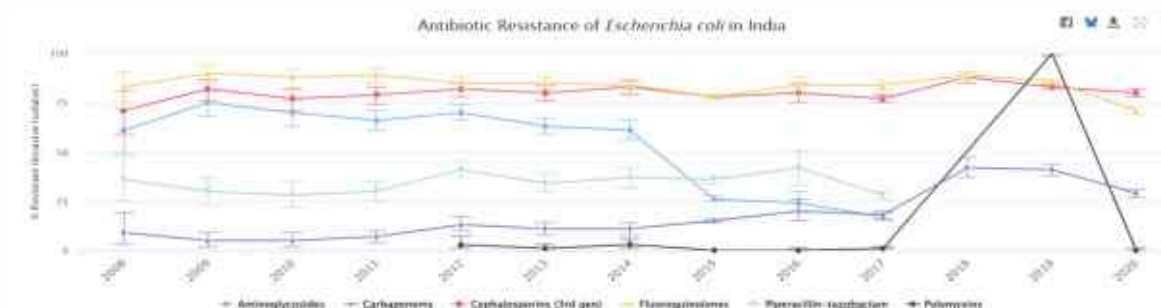
Antimicrobial Resistance (AMR) is emerging as a significant healthcare concern across the globe. The World Health Organization (WHO) has declared that AMR is one of the top-10 global public health threats facing humanity. High consumption of broad-spectrum antimicrobials, fixed-dose combinations and 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.

Fortis Healthcare was amongst the first institutions in India to partner with CDDEP towards collecting data on antimicrobial resistance and establishing trends.

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

- Hospital Antibiograms prepared at least once each year and shared with clinicians for their reference, encouraging them towards rational use of antimicrobials.
- Monitor and evaluate use of restricted antibiotics.
- 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 Class	Resistance Rate	Resistant Range	Isolates Tested
Aminoglycosides	26%	(25%-28%)	3,333
Carbapenems	15%	(14%-16%)	3,108
Cephalosporins (3rd gen)	78%	(77%-79%)	3,072
Fluoroquinolones	78%	(77%-79%)	3,316
Piperacillin-tazobactam	36%	(34%-38%)	2,295
Polymyxins	0%	(0%-0%)	2,518

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.

Utility of calculating DRI:

- Provides a simplified understanding of resistance rates against consumption patterns of antimicrobials.
- Used to strengthen the AMS program in a hospital setting, improve its compliance and effectiveness.
- Use the learnings from the data to favourably influence prescription practices and promote rational use of antimicrobials.

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

Restricted DRI									
Unit Code	2016	2017	2018	2019	2020	2021	2022	2023	2024
A	0.2	0.19	0.59	0.34	—	0.4	0.4	0.45	0.42
B	0.21	0.24	0.33	0.38	0.29	0.39	0.26	0.26	0.24
C	0.07	0.14	0.22	0.17	0.14	0.16	0.16	0.12	0.15
D	0.09	0.16	0.29	0.15	0.22	0.22	0.47	0.34	0.15
E	0.2	0.38	0.25	0.22	—	—	0.19	0.2	0.28
F	0.16	0.21	0.29	0.29	0.36	0.31	0.24	0.31	0.34
G	—	—	—	—	—	—	—	0.4	0.33
H	—	—	—	---	—	0.2	0.08	0.23	0.18
I	0.09	0.14	0.26	0.38	0.41	0.25	0.21	0.29	0.29
J	0.21	0.14	0.37	0.39	0.37	0.3	0.63	0.37	0.36
K	NA	NA	NA	0.26	—	0.27	0.21	0.22	0.14

Continued...

Continued...

Restricted DRI									
Unit Code	2016	2017	2018	2019	2020	2021	2022	2023	2024
L	—	—	—	—	—	0.12	0.38	0.31	0.33
M	0.18	0.18	0.24	0.24	0.25	0.21	0.21	0.24	0.29
N	0.29	0.22	0.26	0.35	0.3	0.25	0.34	0.28	0.27
O	0.16	0.24	0.17	0.19	0.3	0.25	0.65	0.24	0.18
P	0.1	0.11	0.26	0.34	0.13	—	0.12	0.2	0.1
Q	0.27	0.23	0.39	0.37	0.33	0.32	0.24	0.17	0.29
R	—	—	—	---	—	0.18	0.27	—	—
S	0.2	0.16	0.37	0.32	0.16	0.14	0.26	0.23	0.21
T	0.13	0.14	0.2	0.22	—	0.26	0.12	—	0.14
U	0.18	0.14	0.14	0.16	0.18	0.15	0.35	0.51	0.5
V	0.39	0.31	0.37	0.38	0.39	0.38	0.42	0.5	0.38

Gram Negative Bacteria DRI									
Unit Code	2016	2017	2018	2019	2020	2021	2022	2023	2024
A	0.62	0.64	0.68	0.5	—	0.77	0.69	0.73	0.77
B	0.57	0.46	0.58	0.57	0.52	0.53	0.4	0.47	0.54
C	0.41	0.55	0.49	0.49	0.49	0.52	0.53	0.43	0.49
D	0.66	0.61	0.66	0.53	0.46	0.35	0.25	0.5	0.42
E	0.62	0.72	0.61	0.64	—	—	0.23	0.65	0.29
F	0.46	0.57	0.53	0.56	0.65	0.58	0.54	0.42	0.44
G	—	—	—	—	—	—	—	0.66	0.63
H	—	—	---	—	—	0.43	0.43	0.37	0.5
I	0.4	0.53	0.44	0.51	0.52	0.53	0.49	0.62	0.56
J	0.69	0.6	0.63	0.6	0.63	0.57	0.69	0.65	0.6
K	NA	NA	NA	0.61	—	0.65	0.61	0.6	0.58
L	—	—	---	—	—	0.21	0.38	0.39	0.42
M	0.64	0.49	0.56	0.58	0.56	0.52	0.63	0.58	0.56
N	0.65	0.7	0.59	0.68	0.75	0.64	0.66	0.68	0.68
O	0.57	0.6	0.65	0.64	0.66	0.53	0.69	0.61	0.53
P	0.5	0.47	0.53	0.34	0.36	—	0.41	0.46	0.43
Q	0.58	0.58	0.64	0.64	0.55	0.56	0.5	0.39	0.51
R	—	—	---	—	—	0.49	0.28	—	—
S	0.5	0.39	0.62	0.58	0.2	0.12	0.7	0.7	0.65
T	0.42	0.45	0.52	0.45	—	0.52	0.49	—	0.49
U	0.59	0.44	0.44	0.47	0.49	0.46	0.54	0.58	0.59
V	0.72	0.69	0.68	0.76	0.77	0.8	0.75	0.76	0.78



ADVANCING HEALTHCARE

DIGITAL HEALTHCARE AND EMR



In the past year, our organization has made significant strides in advancing Digital Healthcare initiatives, with a strong focus on the implementation and optimization of Electronic Medical Records (EMR) systems. Digital healthcare represents the integration of technology into healthcare delivery, enabling improved patient outcomes, operational efficiency, and data-driven decision-making.

The adoption of EMR has been a cornerstone of our digital transformation efforts. By transitioning from traditional paper-based records to comprehensive digital patient records, we have enhanced the accuracy, accessibility, and security of medical data. EMRs allow healthcare providers to access real-time patient information, facilitate coordinated care across departments, and streamline clinical workflows.

Key benefits realized through our EMR deployment include:

- Enhanced compliance with regulatory standards and data privacy protocols.
- Increased capacity for remote consultations and telehealth services, expanding access to care.
- Structured data and standardized code-based information is easily retrievable, enabling researchers to identify patterns, evaluate interventions, and improve patient care

Despite challenges such as data integration and staff training, our commitment to digital healthcare has positioned us to meet evolving patient needs and leverage emerging technologies. Moving forward, we aim to further enhance our digital infrastructure, ensuring seamless, patient-centred care driven by innovation and data excellence.



NABH DIGITAL HEALTH STANDARDS ACCREDITATION

Given the importance of Digital Health, NABH has drafted India's first ever Digital Health Standards for Hospitals to enable the adoption of digital health processes and ensure safe & secure use of digital health solutions. The intent of NABH digital Health Standards is to improve the overall clinical care & quality ecosystem in the country. The 1st Edition of NABH Digital Health Standards for Hospitals was released in September, 2023.

Currently, 7 Fortis Hospitals have been accredited by NABH on digital health standards, namely:

- Fortis Hospital, Gurugram
- Fortis Ft 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

ACADEMICS

For Academic Programs, the National Board of Examinations (NBE) has accredited Fortis Healthcare to train students in

15

Super Specialties (DrNB)

with 129 seats

13

Broad Specialties (Diploma/ DNB)

with 148 seats

4

Post-Graduate Fellowship specialties (FNB)

with 11 seats

1

Post-Doctoral Fellowship (FNB) program

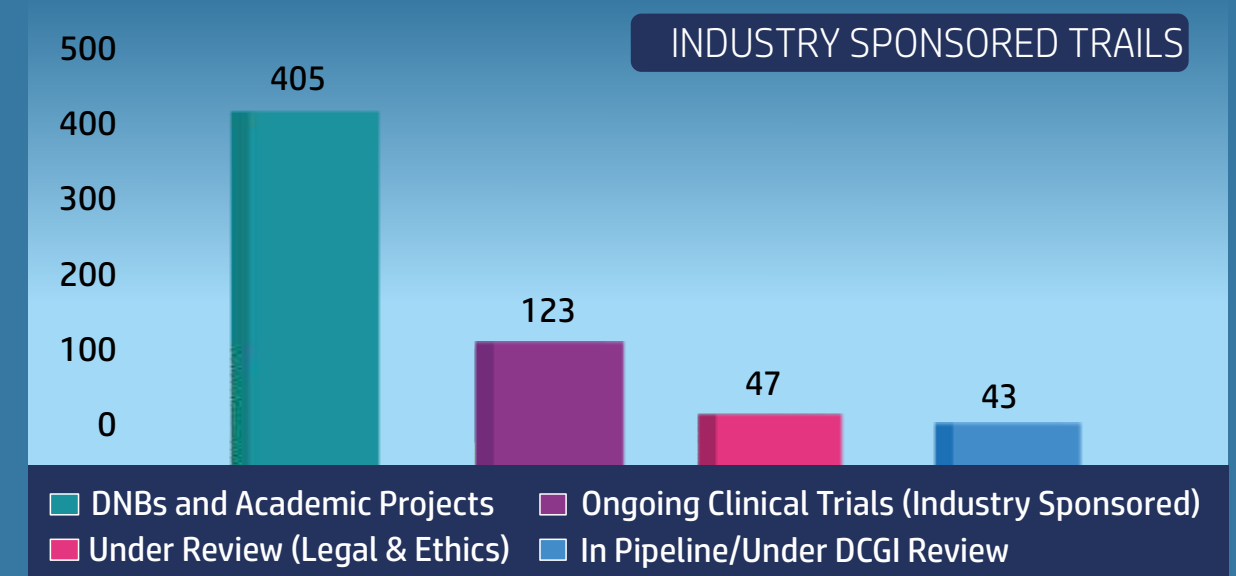
with 5 seats

Together 290 seats are available

For DNB/ DrNB/ FNB programs across 16 Fortis Hospitals.

CLINICAL RESEARCH

Guided by its vision “Promoting Education and Research for the Benefit of Humanity,” the Fortis Healthcare Research Department is at the forefront of India's clinical research resurgence. With over 1800 projects (including 600+ global trials across all phases), it has built a strong reputation for integrity, quality, and ethical standards. Operating through 18 GCP-compliant sites, supported by Ethics Committees registered with CDSCO and DHR and accredited by NABH, Fortis provides a trusted research network for global sponsors and CROs. Its portfolio spans sponsored, academic, government-funded, and education-driven studies, with 123 active industry-sponsored trials. Notably, Fortis has demonstrated capability in both early and late phase research, recently completing a Phase-I CAR-T cell study.



COMPASSIONATE CARE

At Fortis, 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** provides a structured and systematic framework for developing internal talent in operations by strengthening competencies & capabilities for future operational leadership roles across Fortis Network.

NURSING

The role of nurses is vital and multifaceted, encompassing various aspects of healthcare delivery, patient care, education, and community health. Nursing is both a Science and an Art as it combines knowledge of anatomy, physiology, pharmacology, and more for providing empathetic and compassionate care.

With a count of more than 7500, Nursing is one of the largest workforces and essential frontline healthcare providers at Fortis. Their induction process plays a critical role in making them job ready. Tailor made nursing induction modules enable them to quickly adapt to new environment. This multidisciplinary approach is job oriented, structured & simulation based. Fortis' New Nurses Induction Plan is termed VIROHAN which includes a SPANDAN – a program which focuses on enhancing communication.

We continue to train our nurses towards enhancing their skill and knowledge thereby enabling high-quality, safe, and effective healthcare. In a move to strengthen internal capabilities, Fortis Hospital Mulund has commenced **1-year Nursing Fellowship for ECMO** and Mechanical Circulatory support device training. This fellowship would train nurses to excel at management of critically ill patients on multiple Extra Corporeal and Mechanical Circulatory Support Devices.

Additionally, multiple Fortis Hospitals run **Indian Diploma in Critical Care Nursing (IDCCN)** program\’s with an aim to enhance the skills of care providers who are working in the field of Critical Care Medicine so that patient care can be standardized and good quality care can be provided to patients.



PATIENT EXPERIENCE

It encompasses all aspects of a patient's interactions within a hospital, including the quality of care, communication with healthcare professionals, physical environment, and support services. It reflects how well healthcare providers deliver care that is respectful of, and responsive to, individual patient preferences, needs, and values. At Fortis, we believe a positive patient experience is closely linked to improved clinical outcomes, higher patient satisfaction, and increased trust in the healthcare system. Our hospitals seek patient feedback on hospital services to identify opportunities of improvement. Structured feedback data is used to calculate **Net Promoter Score (NPS)**, and measure customer satisfaction. It reflects how hospital services are perceived by patients to make appropriate improvements. As a result, we are able to prioritize patient-centered approaches to care, focusing on empathy, transparency, and engagement throughout the patient journey.

WAY FORWARD...

As we conclude this year's Clinical Excellence Report, we extend our deepest gratitude to our Clinicians, Nurses, Staff, and Partners who have contributed to the continued pursuit of excellence in patient care. This report reflects not only our achievements, but also our ongoing commitment to quality, safety, and compassionate service. We are 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 deliver safe, effective, and efficient care to patients.

While we celebrate the milestones reached over the past year, Fortis remains focused on the challenges and opportunities that lie ahead. For us clinical excellence is not just a destination but a continuous journey - one that requires collaboration, dedication, and teamwork.

Together, we will continue to raise the standard of care, improve outcomes, and ensure that our services reflect core values and unwavering commitment to excellence.

Stay Connected. <https://www.fortishealthcare.com/clinicaexcellence.msog@fortishealthcare.com>

The Fortis Hospital Network*

