

# FORTIS HOSPITAL, MULUND



"I Pledge - To Do Right Every time" Improving Patient Experience

Whereby Improving Patient Footfalls

Category: Best Hospital CEO

Author: Dr. S Narayani and Ms. Lavina Lall

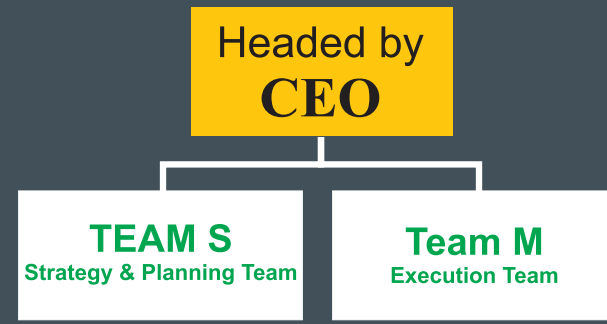
## PROJECT OBJECTIVE

1) Increase overall patient experience excellence score from 50% to >80%



2) Improve Net Promoter Score (number of patients who will recommend us) from 50% (17-18) to >80% by March-19

## PROJECT TEAM



## PROJECT APPROACH



Workforce Participation

Process Improvements

Effective/ Impactful Communication

## PROJECT PHASES

### PHASE 1: WE HEARD AND PLANNED

- Form Teams and select QIPs for Process Improvement
- Activities for Employees
- Activities for Patients



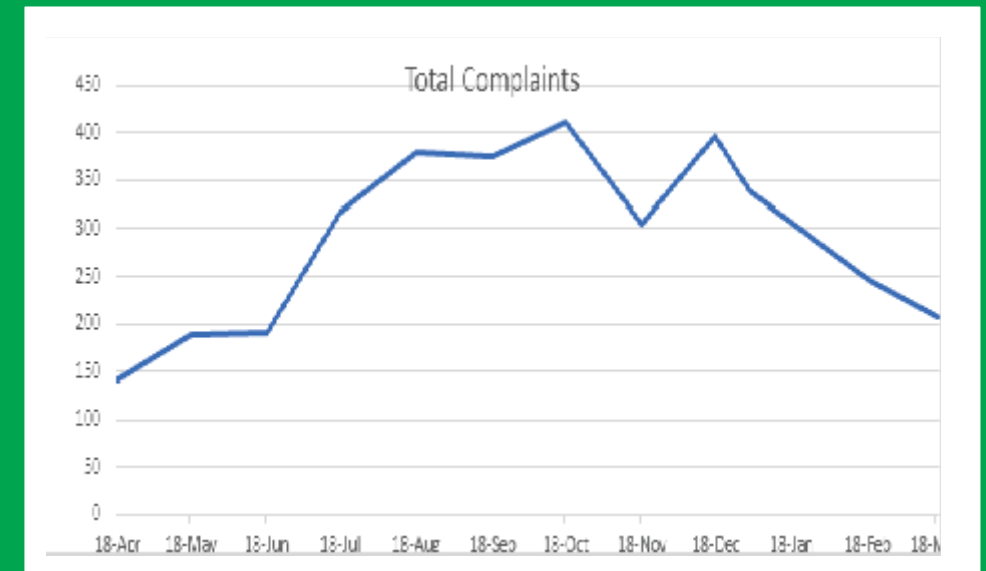
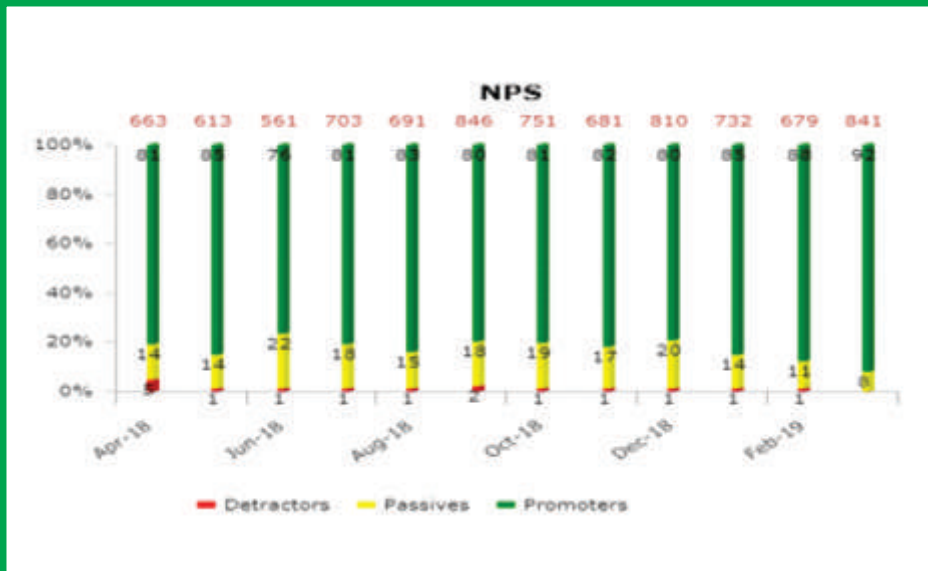
### PHASE 2: EXECUTED AND PLEDGED

- QIP Interventions implemented through PDSA cycles
- Review of QIP Progress every 4 weeks by CEO, Regional Quality Head, Regional PE Head
- Improvement Trend Established
- Grand Pledge Taking Ceremony



### PHASE 3: COMMUNICATED AND MONITORED

## PROJECT IMPACT : - A) PATIENT EXPERIENCE



## PROJECT IMPACT : - B) QIP ACHIEVEMENTS

- Admission (20min), Discharge (90min), Room Cleaning (30 Min), PHC (4 hours), Response to medical queries (30 Min), IT service-request (10 min), Pharmacy Antibiotic First-dose delivery 15min, Chemo-drugs (30 min)
- Billing Vs Estimate Reduced variation to 5%, Right food delivery 96%, Call centre Complete Info sharing up to 98%, Consumable availability in OT – 98%, Uptime of Utility systems – 98%
- Billing errors from 21% to 1%, Reduced medication errors from 14 to 6, Increasing patient satisfaction from 64% to 93%, Safe-surgery compliance (100%), 100% compliance to security protocol

QIPs: Tats 100 % Target Achieved For The Undertaken

QIPs: Effectiveness

QIPs: Safety

## PROJECT IMPACT : - C) OTHER BENEFITS



## PROJECT IMPACT : - D) IMPROVED EMPLOYEE SATISFACTION

- A. Employee Satisfaction scores improved from 64% In FY 17-18 to 89% in Jan 2019
- B. Patient appreciations increased from 219 to 438.
- C. REWARDS for Best Teams