Doctors at Fortis leading the way with Robotic Surgery

Dr Rajesh Ahlawat
Chairman – Urology and Renal Transplant Surgery, FEKUI, New Delhi

Dr Sanjay Gogoi
Director & Head – Urology & Renal Transplant FMRI, Gurgaon

Dr Rama Joshi
Director - Gynae-oncology & Robotic Surgeon FMRI, Gurgaon

Dr Vedant Kabra
Director - Surgical Oncology FMRI, Gurgaon

Dr Vikram Sharma
Director – Urology FMRI, Gurgaon

Dr Sabyasachi Bal
Director & Head, Thoracic Surgery and Thoracic Surgical Oncology FHVK, New Delhi

Dr Randeep Wadhawan
Director – Minimal Access, Bariatric GI Surgery FHVK, New Delhi
Message from the CEO

Dear Fortisians,

With this being the last issue of The Fortisian for the year, we thought it would be only appropriate to acknowledge and bring to the forefront some of the innovations that are underway in different parts of the Fortis Network.

In today’s dynamic world, it is clear that change is the only constant. Organisations that recognise and adapt quickly will most likely thrive and emerge stronger. Others who do not evolve will risk the danger of becoming irrelevant and may actually cease to exist.

Dealing with change is synonymous with adaptability and is often supported by innovation - big or small. Innovation becomes most relevant if it is directed and brings about newer and more efficient ways of accomplishing a task or solving problems. As we all know, innovation can be pervasive and need not be restricted to one department, function, hospital, region or the entire network. It is also not limited to technology since it can also be driven by new processes or just new ways of thinking.

Based on that philosophy, this edition of ‘The Fortisian’, captures the spirit of some new things that are happening in the clinical, non-clinical, administrative and support areas of our Network. You will get a glimpse of innovation at work within Fortis, be it in the areas of Surgical Interventions, Medical Technology, Research, Information Technology, Patient Care, Learning and Development or areas that touch upon aspects such as Social Responsibility, among others.

But innovation is not just at work - it is all around us. Some of the key elements of innovation in my life are the following:

a. While I have used social media networks like Facebook, Twitter and LinkedIn, I am now also on Snapchat and Instagram

b. I find that most of my TV watching now takes place on my laptop or I-pad vs a conventional TV

c. My source of news, which used to be newspapers and magazines, is now mostly Google News. I still read the papers but not as much

d. And where exercise used to be counted in minutes and hours - my new criteria is how many steps I have walked (goal is 20,000 per day)

How about you? What does innovation look like in your lives?

So, as we come to the end of an action packed year, we are well poised to enter a new era of growth. This will no doubt come with its own unique challenges but also some innovative solutions to deal with them.

With that, I would like to wish you and your families much success and happiness in the New Year.

Thank you once again for all that you do - let’s all have a great year ahead!

With warm regards,

Bhavdeep Singh
December 2016

New Beginnings & Launches

Executive Chairman Mr Malvinder Mohan Singh becomes Vice President of prestigious industry body, FICCI

Mr Malvinder Mohan Singh, Executive Chairman, Fortis Healthcare, has become the Vice President of the prestigious industry body, Federation of Indian Chambers of Commerce & Industry (FICCI). FICCI is the largest and oldest apex business organisation in India. A non-government, not-for-profit organisation, FICCI is the voice of India’s business and industry.

Fortis Hospital, BG Road, launches Fortis Centre for Advanced Heart Failure and Transplant

Fortis Hospital, Bannerghatta Road has launched a dedicated Fortis Centre for Advanced Heart Failure and Transplant. Dr Vivek Jawali, Chairman - Cardiac Sciences, Fortis Hospitals, Karnataka, delivered a talk on heart failures and transplants as treatment for such patients. Mr Raj Gore, COO, Fortis Hospitals - South West Region and Dr Manish Mattoo, Zonal Director, Fortis Hospitals, Bengaluru along with the entire Cardiology fraternity at Fortis Bengaluru were present. Dr Rajpal Singh, Consultant, Interventional Cardiologist; Dr Shashidhar, Consultant Cardiologist & Electrophysiologist; Dr Satish Govind, Chief, Non Invasive Cardiology and Dr Joseph Xavier, Consultant, Adult and Paediatric Cardiac Surgeon are the key members of the centre. They spoke about heart failure, including symptoms, diagnosis, surgical treatment, device management and non-invasive assessment.

Mumbai’s first ‘Headache and Vertigo’ clinic launched at Fortis Hiranandani Hospital, Vashi

In a first-of-its-kind initiative in Mumbai and Navi Mumbai, Fortis Hiranandani Hospital, Vashi, has launched a ‘Headache and Vertigo’ clinic. The facility was launched by Dr Pawan Ojha, Senior Neurologist and Dr Manisha Bobade, Facility Director, Fortis Hiranandani Hospital, Vashi. The clinic will offer succor to patients of migraine and vertigo, afflicting one in every five Indians. Apart from medical intervention, the clinic will create awareness regarding the benefits of early identification and diagnosis.

According to WHO, the ideal healthcare professional to population ratio is 2.5 doctors and 2.5 nurses per 1000 persons whereas in India, the ratio is 0.7 doctors and 1.5 nurses per 1000 persons.

- Deloitte Report – 2015 Healthcare Outlook of India
Creation, the fertility centre at Fortis Hospital, Bannerghatta Road, Bengaluru, celebrated its 5th anniversary with a fun filled event that included music, dance and recitation by patients, their children and the Creation team. The extravaganza began with lamp lighting and an invocation song by Dr Parimala Devi, Consultant - Obstetrics & Gynaecology.

Dr Manisha Singh, Consultant - Gynaecology & IVF Specialist, then took the audience through Creation’s journey, right from its launch in December 2011, including training initiatives, academic activities and social responsibility efforts.

The Lower Ground Floor is an upgraded version of the existing Chemo Daycare on the facility’s First Floor. It has 14 beds, 6 recliners and 2 private rooms. The daycare includes a spacious waiting lounge for the patient’s attendants.

A state-of-the-art Chemo Daycare was inaugurated at Fortis Memorial Research Institute (FMRI), Gurgaon, in the presence of Mr Bhavdeep Singh, CEO; Col Harinder Chehal, COO - NCR; Dr Simmardeep Singh Gill, Zonal Director, FMRI; Dr Vinod Raina, Director and HOD, Medical Oncology and Hematology, Dr B. K. Mohanti, Director & HOD, Radiation Oncology, and several distinguished leaders.

The Lower Ground Floor is an upgraded version of the existing Chemo Daycare on the facility’s First Floor. It has 14 beds, 6 recliners and 2 private rooms. The daycare includes a spacious waiting lounge for the patient’s attendants.

Liver Transplant Team at Fortis, Noida achieves 500th transplant milestone

Under the leadership of Dr Vivek Vij, Director – Liver Transplant, Fortis, Noida has achieved the milestone of completing 500 Liver Transplants.

Dr Vivek Vij is a pioneering liver transplant surgeon credited with developing living donor surgery and standardising safety protocols. He is the founder of Liver Transplantation and Hepatobiliary Sciences at Fortis and is credited with starting a highly successful liver transplant programme at Fortis Noida, Fortis Escorts Heart Institute, New Delhi and Fortis Mohali. He is the first surgeon from the Indian subcontinent to publish a series on laparoscopic Donor Hepatectomy in ‘Liver Transplantation’.

New Chemo Daycare inaugurated at Fortis Memorial, Gurgaon

Milestones
Did you know?
India is one of the largest antibiotic consumers globally – using over 13 Billion Standard Units annually. Source: CDDEP

Clinical Excellence

First in India: Scarless surgery used to treat Uzbek patient’s heart defect at Fortis Escorts, New Delhi

In a first for India, an 18-year-old patient from Uzbekistan suffering from a congenital heart defect was treated with a peri-areolar scarless, minimally invasive procedure at Fortis Escorts Heart Institute, New Delhi. The surgery was led by Dr. Yugal Mishra, Director – Cardiovascular Surgery.

The Atrial Septal Defect (ASD) or a hole in the wall that divides the upper chambers of the heart was detected in Uzbekistan. Conventionally, the corrective surgery leaves a deep scar on the chest. In this case Dr Mishra took up the challenge and performed an unconventional, minimally invasive, scarless procedure to successfully correct the defect.

16-hour surgery at Fortis Flt. Lt. Rajan Dhall Hospital, Vasant Kunj, New Delhi rids patient of recurring cancerous tumour

A team headed by Dr Mandeep S. Malhotra, Head - Department of Head, Neck and Breast Oncoplasty and Dr Rana Patir, Director & HoD - Neurosurgery removed a recurrent cancerous tumour from the forehead of a patient after a 16-hour surgery, at Fortis Flt. Lt. Rajan Dhall Hospital, Vasant Kunj, New Delhi. The tumour had been previously operated elsewhere on four occasions and was spreading rapidly across his eyeballs, orbit, face and brain, posing a major challenge.

The patient from Lucknow, an electrician, had been drained financially and emotionally after the unsuccessful surgeries. His appeal for financial help on social media resulted in overwhelming support from philanthropists in India, USA and Australia who raised over Rs 8 Lakhs, to fund his treatment.

Meticulous surgery at Fortis Shalimar Bagh revives 14-yr-old after ghastly accident

A team led by Dr Richie Gupta, Senior Consultant, Department of Plastic, Aesthetic & Reconstructive Surgery, Fortis Hospital, Shalimar Bagh, New Delhi saved a gritty 14-year-old boy who suffered grievous injuries after an iron fence pierced his neck and broke his jaw. The Class 9 student met with the accident while playing in a park and was stuck till his friends and bystanders pulled him out, causing profuse bleeding.

He was rushed to a nursing home and was referred to Fortis Hospital, Shalimar Bagh. He was conscious when he arrived and was bleeding profusely from his neck and mouth with a fractured jaw bone and displacement at both ends, said Dr Rajat Gupta, Associate Consultant, Department of Plastic, Cosmetic and Reconstructive Surgery, who was the first to receive the patient.
Clinical Care

Project Smart Foetus at Fortis, BG Road leads to 70% rise in detection of foetal genetic abnormalities

The Radiology and Foetal Medicine Team of Fortis Hospital, Bannerghatta Road, Bengaluru, under the leadership of Dr. S. Pradeep Srinivasan, Additional Director, Radiology and comprising Consultant Radiologists Dr Chitra P., Dr Amitha N. and Dr Rajani B. S., has launched ‘Project Smart Foetus’, to identify genetic abnormalities at a very early stage. Genetic abnormalities, such as Downs Syndrome or Trisomy 21, can result in mental retardation and physical abnormalities, greatly affecting the quality of life with enormous hardship to parents.

The project has led to an increased detection rate of over 70% of foetal mental retardation giving parents-to-be an indication of the challenges ahead. This has facilitated termination of the pregnancy at a very early and safe stage, within the permissible time limit for abortions.

Rare and complex paediatric cardiac surgery at Fortis Jaipur revives neonate

A 7 day-old baby with a rare cardiac defect, the Interrupted Aortic Arch, was revived after a surgery lasting 30 minutes at Fortis Escorts Hospital, Jaipur. Left untreated, the disorder leads to mortality within 4 days of birth in 90% cases. The surgery was conducted by a team led by Dr Sunil Kaushal, Director and Chief Paediatric Cardiac Surgeon, Fortis Escorts Hospital, Jaipur. During surgery, the heart and body of the child was kept in total cardiac and circulation arrest and blood pressure was maintained at zero while the body temperature was kept at 16 degrees.

Knee replacement system suitable for Indians introduced at Fortis BG Road, Bengaluru

Anthem Knee Replacement System, suitable for the Indian ethnicity, was implanted in a patient for the first time at Fortis Hospital, BG Road, Bengaluru. Smith & Nephew, a leading medical technology and equipment manufacturer, has introduced the path breaking system. The system comes at a nominal cost.

Dr J. V. Srinivas, Director– Orthopaedics, Fortis Hospital, BG Road, said, “Anthem Total Knee Replacement System will give much needed relief to the patient undergoing the knee replacement. Mostly people complain of pain even after the replacement. This is due to overhang, which occurs when the implant is bigger than the bone surface. Likewise, underhang occurs when the implant does not cover all the exposed cut bone. The fitment of Anthem Total Knee Replacement with Indian knee sizes will completely rule out the two possibilities.
Fortis Escorts Heart Institute, New Delhi, launches North India’s first ‘Regional Fetal Cardiology Unit’

With the launch of a specialised and dedicated ‘Regional Fetal Cardiology Unit’, Fortis Escorts Heart Institute, New Delhi, has taken the lead in North India to provide high quality fetal echocardiography and fetal cardiac care for unborn babies who may be suffering from congenital heart defects. Fetal echocardiography, is an advanced and detailed ultrasound evaluation of the heart in the unborn child to diagnose any congenital heart defects. However, fetal cardiology is still in its primitive stages in our country.

According to a study led by Dr. Radhakrishnan, Director, Department of Pediatric Fetal Cardiology at Fortis Escorts Heart Institute and Dr. Anupama Nair, Consultant Pediatric Cardiology and In-charge of the Fetal Cardiology Unit at Fortis Escorts Heart Institute and presented at the “International Fetal Cardiology Conference” at Phoenix, USA, the awareness about fetal echocardiography and its correct referral practices is still very low in our society as well as medical fraternity with more that 70% of pregnant females being referred for fetal echo beyond 24 weeks of pregnancy. Another ongoing study reveals that only 10-15% of congenital heart defects are diagnosed before birth in India while in the western countries majority of congenital heart defects are diagnosed before birth and this helps in better management of the baby after birth resulting in improved survival.

The ideal time for a fetal echocardiography is between 16-20 weeks of pregnancy so that appropriate counseling can be done and further management can be done in a better way. Antenatal detection of congenital heart defects and appropriate management of such pregnancies is known to improve the postnatal as well as post operative survival.

With this vision, Fortis Escorts Heart Institute and the Department of Pediatric Fetal Cardiology have launched the Regional Fetal Cardiology Unit to cover whole of North India with Dr Anupama Nair (who has done Fetal Cardiology training at the famous Evelina London Children’s Hospital (Guy’s St Thomas Hospital, London, UK) as the In-Charge of this newly launched Fetal Cardiology Unit.

Innovative Use of Medical Technology

Fortis Escorts Kidney & Urology Institute beams live robotic surgery as part of worldwide event

A robotic surgery was webcast live from Fortis Escorts Kidney & Urology Institute, New Delhi, (FEKUI) as part of the fourth Worldwide Robotic Surgery 24-hour Event (WRSE24). Dr Rajesh Ahlawat, Chairman - Urology and Renal Transplant Surgery, conducted the operation. FEKUI was one of the 14 leading robotic surgery centres from four continents across the world to be selected to beam a surgery during the event.

FEKUI was launched recently at the Fortis Escorts Heart Institute. It has emerged as a leading centre for the treatment of Nephrological and Urological diseases, with world-class equipment and unmatched clinical talent. The Institute has a high precision 4 arm HD Da Vinci XI surgical robot and was the first in the country to deploy the first generation Da Vinci Three Arm Surgical Robot.

The Registered Office of Fortis Healthcare Limited and Fortis Malar Hospitals Limited has been shifted from Escort Heart Institute & Research Centre, Okhla Road, New Delhi-110025 to Fortis Hospitals, Sector 62, Phase VIII, Mohali -160062, with effect from December 12, 2016.
Dr K. R. Balakrishnan awarded patents for low cost Ventricular Device and Flexible Magnetic Membrane

Dr K. R. Balakrishnan, Director - Cardiac Sciences and Chief Cardiothoracic & Transplant Surgeon, Fortis Malar Hospital, Chennai, has won two patents. One of these is for a Low Cost Ventricular Device and the other for the development of a ‘Flexible Magnetic Membrane’.

‘Ventricular Assist Device’ (VAD) is a mechanical pump that supports the heart and restores blood flow in patients suffering from heart failure. As these devices are very expensive, the low cost VAD developed by Dr K. R. Balakrishnan could be extremely useful in saving many more lives. The Flexible Magnetic Membrane is capable of providing simple, bio-compatible and cost-effective means for performing mechanical work to assist the functioning of various medical devices. The innovation paves the way for an artificial support system for a non-responsive heart, diaphragm or sphincter.

‘Nano Crush’ technique developed at Fortis Anandapur for the stenting of branching arteries

A team led by Dr Shuvanan Ray, Chief – Cardiology and comprising Dr Prithwiraj Bhattacharya, Dr Priyam Mukherjee and Dr Siddhartha Bandhopadhya of Fortis Hospital, Anandapur, Kolkata, has developed ‘Nano Crush,’ a new technique for the stenting of branching arteries. The technique has been accepted at the European Bifurcation Society meet held in Rotterdam. The prevalent stenting technique is time consuming, difficult, technically demanding and at times leads to incomplete revascularization. The new technique is more effective and leads to fewer adverse events. The technique has shown promising results when tested on a sample size of 70 patients. The clinical outcome for MACE (Major Adverse Cardiac Events) was recorded in less than 5% cases.

Mr Vikram Goel of Fortis Mohali develops low cost, automated Catheter Reprocessing System

Mr Vikram Goel from the Biomedical Department of Fortis Hospital, Mohali has developed an automatic angiography and angioplasty catheter cleaning machine. It is a significant improvement over the conventional manual method of catheter cleaning. The manual method does not offer standardized cleaning quality and is also prone to human error. The Catheter Reprocessing System (CRS) is a cost effective and quality assured way of reprocessing catheters to make treatment cost effective. It automates the entire process to avoid infections and also eliminates human error. Mr Goel has applied for a patent.

Fortis leading the way with Robotic Surgery

Fortis has taken the lead in Robotic Surgery in Delhi-NCR by deploying the latest 4th generation Da Vinci Xi System at Fortis Memorial Research Institute (FMRI), Gurgaon and Fortis Escorts Heart Institute (FEHI), New Delhi. In fact, FMRI and FEHI are among the only three hospitals in the region to have the latest, 4-arm robot.

The Da Vinci Xi is the 4th generation surgical robot offering a high-precision, minimally invasive alternative to large-incision surgeries. The equipment offers 3D High Definition vision along with bend-and-rotate capabilities beyond the capacity of a human hand. The robot has four arms, providing four quadrant access to the site of the surgery. The Laser Targeting System provides precision, leading to superior outcomes.
Innovation in Patient Care

At Fortis BG Road, Bengaluru, the guitar strums away blues for patients and attendants

Fortis Hospital, Bannerghatta Road, Bengaluru has been successfully using music to help patients and attendants overcome their anxiety and boredom. A live guitar session is held, usually in a common area, for patients and their attendants, lifting everyone’s spirits. Occasionally, the guitarist visits the rooms of patients who cannot be brought to the venue and plays for them. The initiative has been welcomed by both the doctors and the patients.

‘Clowns’ help patients forget illness for a while at Fortis Mohali

A group of artistes, led by renowned theatre person Mr G. S. Channi, spread a wave of happiness at Fortis Hospital, Mohali, as they descended upon the hospital, dressed as clowns and entertainers. The group spent time with patients and attendants in Chemotherapy Day Care, Dialysis, Paediatric OPD, IPD and other areas, making the patients and their attendants laugh and giggle. ‘Clowning’, as the activity is called, is considered therapeutic and used the world over to aid recovery. The artistes used wit and humour to make people laugh, helping them forget their worries and illness. The activity was appreciated by everyone, including the clinicians and support staff.

Fortis Noida uses Art Therapy and attendant education to deliver enhanced patient care

Art therapy is being used at Fortis Hospital, Noida as a powerful medium to bring about a change by psychotherapists working on improving the emotional and psychological wellbeing of both IPD and OPD patients. The programme, conducted under the aegis of the Department of Mental Health & Behavioural Sciences, helps patients analyse, understand as well as channelize their mind.

The hospital’s Patient Welfare Department conducts Spandan, an attendant education programme once every month. Patients as well as attendants participate in the programme. Senior doctors and clinicians share information on various healthcare-related topics. The programme enables a deeper understanding of diseases and their prevention.

Did you know?

The largest anatomical sculpture of a human heart was created by Ravindran M. Valappil of Pariyaram, Kerala. The sculpture is 16 ft high and mounted on a 14 ft pedestal.

– Limca Book of Records
Fortis Mulund launches ‘Happy 2 Help’ to provide efficient service requests

To enhance patient and attendant experience, Fortis Hospital, Mulund, Mumbai, has launched ‘Happy 2 Help,’ a technology based system that helps cater to service requests with increased efficiency. A service request related to food and beverages, housekeeping, engineering, billing or discharge and ambulance can be made in three simple steps, taking less than a minute.

The hospital has deployed the N-trackr software. A central desk with dial “88” has been set up. The central desk receives all types of service requests, which are logged into the system and assigned to the respective service departments. All service requests are tracked by the central desk for closure as per their pre-defined turnaround time and escalation protocol.

Fortis Escorts, Jaipur strengthens patient care through innovation in Nursing Care Records

The Nursing Team at Fortis Escorts Hospital, Jaipur has applied the ‘LEAN’ methodology to create documentation of patient medical records for nurses. The initiative has led to an improvement in productivity, quality of care, effective time per patient per day and operational efficiency while optimising costs. The endeavour has also reduced wastage.

Innovation in Information Technology (IT)

Fortis IT Team working on multiple innovations: From Artificial Pancreas to making patient information accessible

As a frontrunner in the healthcare space in India, Fortis has been at the forefront of adopting Information Technology (IT). The organisation is currently working on several projects. Admetsys, for example, is an Artificial Pancreas that leverages adaptive learning algorithms and counterbalances treatment with glucose and insulin delivery. Clinical trials on the system will begin once the regulatory approvals are received.

Fortis-Doctor 24x7 is another IT-innovation on the cards. It is a mobile based app that helps patients dial their doctor 24x7 on select specialities for a tele consult. Another helpful IT tool, the iCHR (Integrated Child Health Records) application, provides automated records of growth markers, vaccination chart and regular notifications related to newborns, which can be accessed through mobile by doctors and parents. The system is now live at La Femme, Greater Kailash, New Delhi.

iNICU is another innovation for the Neo-natal ICU that allows doctors to track the progress of a neonate and continuously monitors the vitals. The solution is useful as it helps minimize medication errors since the medication dosage in underweight neo-natal babies have to be carefully calculated and administered based on their daily changing weight. WellDoc is the first mobile prescription therapy developed for adults with Type 2 Diabetes. It is FDA approved and prescribed as a drug in the United States.
La Femme, Greater Kailash, New Delhi deploys Online Appointment System

La Femme, Greater Kailash New Delhi, has introduced a tab-based online appointment and queue management system in collaboration with Practo. The system has reduced patient queries about doctor availability, chances of error and patient anxiety while increasing efficiency with zero staff intervention.

The system has been a win-win for doctors and patients alike. Doctors can now access complete patient information, including number of patients, appointment time, patient waiting time, cancellations and no shows. Patients too have benefited because of the ease of booking appointments, checking doctor availability and other information, transparency in queue and immediate information on delays or appointment cancellation.

Innovation in Learning & Development

New practices, new behaviours ushered in through innovation in Learning & Development

Effecting change by creating a climate of learning that stimulates the application of new behaviours and skills has been the focus of the Learning & Development function. Building capabilities and transferring learning through innovative practices, learning tools, methods and approaches has garnered significant traction within the organization. The Fortis Leadership Peer Exchange Programme has been one of the most innovative training programmes in the Indian healthcare sector. The programme entailed pairing of leaders from across Fortis facilities. The participants shadowed, observed and shared their experience, resulting in learning for both. The ‘Learning Forum’ was another innovative tool deployed to develop a culture of learning. Learning Forums are non-formal avenues for employees to discuss their experience, practices, successes and failure and explore possible solutions, after attending a training programme.

To measure the impact of training, the innovative Training Effectiveness Index (TEI) was deployed. The tool measure progress on the basis of the learning goals, observed change in skills and behaviour, and impact on the business through the application of learning. This is perhaps one of its kind measurement process across industries. In addition, multiple modalities (learning channels) such as e-learning, mobile based learning solution and virtual classrooms are being explored to provide easy access and a self-paced learner experience. The recently launched mobile learning for product knowledge certification for the Sales Team is a case in point.

Innovative Social Responsibility Efforts

La Femme, New Delhi and Breast Milk Foundation launch ‘Amaara’, the first pasteurised Human Milk Bank in Delhi

Fortis La Femme in collaboration with the Breast Milk Foundation (BMF), a non-profit organisation, has launched the first Pasteurised Human Milk Bank, ‘Amaara’ in Delhi-NCR. This non-profit centre recognises that breast milk is the best nutritional food source for infants and should be made available to babies deprived of their mother’s milk. A public milk bank, it will be available to all mothers who need it. Only 14 such banks exist in India as per the Indian Academy of Paediatrics. Milk, once donated is tested, pasteurised and frozen at the ‘Amaara’ Milk Bank. It can be used over a period of six months.

Did you know?

The Fortis Network has 18 NABH accredited hospitals across the country.
Fortis Foundation continues relentless, determined pursuit to reach out to the underprivileged

In its attempt to reach out to the underprivileged children, Fortis Foundation organized a health camp as part of its flagship programme, AANCHAL, at Ashadeep Foundation. About a 100 homeless children benefitted from the programme. The health camp included an eye checkup, blood test, BMI test, dental check-up and an examination by a General Physician. An interactive platform was also provided for the children, engaging them in activities like story-telling, coloring and playing with building blocks. The story books have been developed by Fortis Foundation and focus on nutrition, health and hygiene. First Aid kits were distributed to all caretakers of Ashadeep.

Learning & Development Updates

Supervisory Skills Programme launched across Fortis

Equipping the supervisory cadre with requisite people skills for better performance and engagement with the team is a strategic imperative for building a robust service delivery environment. The supervisory workforce in both, operations as well as support functions plays a critical role in providing patient care. Enhancing supervisory skills is a key component of the ‘Fortis Leadership Development Framework’. The ‘Supervisory Skills Programme’ has been launched across Fortis. This two-day interactive and experiential workshop focuses on enhancing appreciation of the role and key supervisory skills.

The programmes have been conducted at Fortis Hospital, Mulund, Fortis Memorial Research Institute, Gurgaon and Fortis Hospital, Anandapur. Over 60 participants have so far attended the programme that focuses on giving instructions, active listening, providing feedback, organizing tasks, monitoring and reviewing progress and understanding inter-linkages with other roles for better alignment with organizational and business goals.

The programme has been designed and developed internally and was facilitated by Regional Training Heads, Ms Raakhee Mahi (NCR), Ms Jaspreet Ahluwalia (NE), Ms Jalaja Mehta (SW) and Ms Arpita Jain along with Ms Rekha Rao (Unit Trainer - Mulund) and Shonali Ghosh (Unit Trainer - Anandapur, FHKI and FMC). Inputs were provided by the Leadership Team, including Dr Simmardeep Gill, Zonal Director - FMRI, Mr Mohit Arora, Facility Director - FHKI and FMC, Mr Anand Vivek, Head, Administration - Mulund, Vijay Sethi, Director Administration & Hospitality – FMRI.
## Events

**Fortis Hospital, Ludhiana, organises workshop on Ultrasound use in Trauma and Critical Care**

Over 60 delegates from all over India attended a workshop on the use of Ultrasonography in trauma and critical care, organised by Fortis Hospital, Ludhiana. Dr Vinay Singhal, Senior Consultant & HOD Critical Care, was the course coordinator while Dr Amit Gupta and Dr Samta Goel helped ensure smooth running of the workshop. The event was a precursor to the 64th Annual National Conference of Indian Society of Anaesthesiologists (ISACON 2016).

The event raised awareness among anaesthesiologists, intensivists and physicians in the use of ultrasonography for bedside monitoring, early diagnosis of life threatening conditions as well as for procedural and therapeutic purposes.

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**Fortis Hospital, Mohali, celebrates Antibiotic Awareness Week**

The Antibiotic Awareness Week organised by Fortis Hospital, Mohali brought together the Antimicrobial Stewardship (AMS) Champions from across the hospital to discuss the importance of rational use of antibiotics. They engaged with doctors of the hospital to take forward this cause. The highlight of the week was a talk by Dr Dilip Nathwani, Consultant - Infectious Diseases and Honorary Professor of Infection, University of Dundee. He is also the Chairman of the Scottish Antimicrobial Prescribing Group; Chair of the European Study Group on Antibiotic Policies and President of the British Society for Antimicrobial Chemotherapy.

**Fortis La Femme organises Motarde 2016 to spread awareness about Breast Cancer**

Over 250 women bike riders in Bengaluru and Delhi participated in the first ever La Femme Motarde, organised to create awareness about Breast Cancer, a dreaded killer that claims over 75,000 lives across India every year. The event was held on November 20 in Bengaluru and on December 4, 2016 in Delhi. The event was flagged off by Ms Anika Parashar, COO - Fortis La Femme and Mr Daljit Singh, President, Fortis Healthcare in Bengaluru and Delhi, respectively. Mr Bhavdeep Singh, CEO, Fortis Healthcare, graced the closing ceremony in Delhi. The event generated a tremendous response and was hugely appreciated.
Fortis Hospital, BG Road, Bengaluru, observes Infection Control and Prevention Week

Infection Control & Prevention Week was celebrated at Fortis Hospital, BG Road, Bengaluru, to not only reinforce the established protocols and best practices at the hospital but also to highlight the collective efforts of infection control professionals. The event also aimed to create awareness about the importance of infection control and prevention in maintaining high healthcare standards. The annual event saw the participation of close to 40 doctors, 50 technicians and over 120 housekeepers. Over 350 nurses also attended training sessions daily. The week-long event culminated with a skit and a grand quiz followed by the prize distribution ceremony.

Conversatation

Meet Dr Harish Matta, Head - General Surgery and Consultant Onco Surgery, Fortis Hospital, Ludhiana, who is also a fine singer

How do you manage to keep up with your passion, considering your busy schedule?

If you are passionate about something in life, you will always find time for it. I enjoy listening to music and singing whenever I get free time.

What does it take to be a vocalist?

Well, I am not a professional vocalist. But yes, God has been very kind to me. He has bestowed me with a good voice and I try to do ‘Riyaz’ whenever possible.

You have won the title of Fortis Idol, Ludhiana. How was the journey?

I enrolled for the Fortis Idol but due to my busy schedule, I didn’t get much time to rehearse. It was more of an extempore performance. It is my passion, I do enjoy singing whenever I get an opportunity, so with the Almighty’s blessings, I could win this title.

What kind of music do you like?

My favorite music is slow romantic songs, ghazals, Ballads and sometimes Rock. I prefer to sing old Hindi classics.

Tell us about your family?

I am very lucky to have Dr Garima as my life partner, who, besides being an ideal wife is a very good singer herself. So we enjoy singing duets on and off stage. I am blessed with two sons. My elder son sings well and my younger son is a guitarist in the making!

Anything that you would like to share with our readers?

Music is an absolute stress buster. With music, you can heal the inner soul. It’s a form of meditation. As Doctors, we undergo a lot of stress every day and music is a good way to rejuvenate and unwind.
To mark World Diabetes Day, Fortis BG Road, Bengaluru spreads awareness about the disease

Fortis Hospital, Bannerghatta Road, Bengaluru, observed World Diabetes Day with a week-long series of events aimed at increasing awareness about the disease and its resultant complications. The theme, “Eyes on Diabetes,” was focused on timely monitoring and interventions to prevent Diabetes-related complications.

The highlight of the event was a talk on the importance of “Glycemic control through proper management with insulin” by Dr Manjunath Malige, Consultant Endocrinologist and Diabetologist. During the closing ceremony, three doctors and three nurses, were anointed as ‘Diabetes Champions’ and feted with certificates and mementos. The event was held by the departments of Clinical Pharmacy and Dietetics, under the supervision of the Medical Services team.

Fortis Ludhiana’s message to school kids: ‘Prevention is better than cure’

To inculcate the importance of preventive healthcare in young minds, Fortis Hospital, Ludhiana, has collaborated with Yadavindra Public School (YPS), Patiala, to initiate a School Health Programme. The school children will be regularly screened for health issues and will also be made aware of several health-related topics, ranging from basic hygiene practices to cancer, though workshops and lectures. The initiative aims to ensure a healthy physiological and psychological development of the school children.

‘Attack the Attack’ wins ABP News Healthcare Leadership Award for Best Marketing Campaign

Attack the Attack, a campaign aimed at creating awareness about heart attack symptoms, has won the ABP News Healthcare Leadership Award for Best Marketing Campaign. The initiative was launched jointly by the Fortis hospitals in Mumbai.

The campaign reached out to the masses through various channels, such as social media, radio and website. In addition, engagement at corporate houses, celebrity endorsement by singer, lyricist and music composer Raghu Dixit and the launch of a guidebook were also part of the initiative.
Six month clinical trial led by Dr Ashok Seth, Chairman - FEHI affirms safety of the first ‘made in India’ thin strut fully dissolvable stent

Findings of the six month clinical trial on the first thin strut fully dissolvable stent in the world, developed in India, were presented by Dr Ashok Seth, Chairman - FEHI and the principal investigator of the study, at the Cardiovascular Therapeutics (TCT) 2016, Washington DC. TCT is the biggest and best regarded meeting of interventional cardiologists across the world.

Dr Ashok Seth, said, “This is a big day for India and the ‘Make in India’ programme. It also reveals to the world that our Indian devices industry has the ability to be innovative, creative and supportive of high quality research. The innovative design of the MeRes100 scaffold developed in India addresses some of the limitations of the currently available Bio Resorbable Stent (BRS)s (dissolvable stents) and may have higher success and lower complication rates in the long term, besides being less expensive. The MeRes-1, first-in-man study demonstrates that this new generation thin strut sirolimus eluting BRS is both safe and effective at six months. These encouraging results provide the basis for further studies using wider range of length and sizes in more complex and larger patient population.”

Fortis Vasant Kunj, New Delhi, wins ‘Green OT’ certification; receives applause for 100% compliance

Fortis Flt Lt Rajan Dhall Hospital, Vasant Kunj, New Delhi, has received the prestigious Green OT certification from Bureau Veritas, a global agency that conducts independent assessment and audit of hospitals. The facility was also lauded for 100% compliance. The assessment parameters included prevention of surgical site infections, promotion of safe anaesthesia and safety of surgical teams as well as equipment, among others. To meet the stringent requirements, the hospital made significant efforts to reduce waste, promote energy conservation and mitigate the exposure of patients and staff to hazardous chemicals. The staff also underwent regular training and participated in awareness workshops.

Fortis La Femme’s Amaara Milk Bank wins a Silver at the India Health and Wellness Summit 2016

Amaara Milk Bank, launched by Fortis La Femme, New Delhi, has won the Silver Award (Runner-Up) in the Health CSR of the Year category at the India Health and Wellness Summit & Awards, 2016. Mr Radha Mohan Singh, Hon’ble Union Minister for Agriculture, presented the award at an event held in New Delhi on December 15, 2016.

Amaara is the first Pasteurized Human Milk Bank to be launched in Delhi NCR. Fortis La Femme, New Delhi, in collaboration with Breast Milk Foundation (BMF), a non-profit organisation within the GNS Foundation, had launched the initiative in April 2016. The organisation aims to provide breast milk for infants deprived of their mother’s milk.

Did you know?

Almost 86% of the rural population and 82% of the urban population in India are not covered by any health insurance.
– National Sample Survey Office
Fortis Hospital, Mulund, Mumbai wins 3 awards at the 6th International Patient Safety Congress

Fortis Hospital, Mulund, Mumbai won three recognitions at the Asian Patient Safety Awards 2016, held as part of the 6th International Congress on Patient Safety in Chennai. The hospital won the awards in the Medication Safety, Innovation in Safe Communication and Patient & Family Education categories for its projects, ‘Insulin Super League’ and ‘Effective Communication through Communication Chart’. These projects were recognised as best practices in their respective areas. The hospital was also adjudged a runner-up for its project, ‘Bravery of Fatherhood through Breast Feeding’. Ms Minimole Varghese, Chief of Nursing and Ms Lavina Lall, Quality In-charge, received the awards on behalf of the hospital at a felicitation ceremony.

Fortis Hospital, BG Road, Bengaluru, wins ‘Healthy Workplace Gold Award’

Fortis Hospital, Bannerghatta Road, Bengaluru, added yet another prestigious award to its growing list of accomplishments, by winning the Arogya World - Healthy Workplaces Award in the Gold Category.

The award recognises best healthcare practices for employees in an organisation. Fortis Hospital, BG Road was especially recognised for its stringent policy on prohibition of smoking and several other wellness programmes such as Lose to Win - a weight loss contest, promotion of regular walk breaks during work hours, work place yoga, zumba workouts and for providing flexible work timings and part time work options for new mothers.

Mr Ravi Sachdev, Group General Counsel, Fortis Healthcare, features on The Legal 500 GC Powerlist - India 2016

In a rare honour, Mr Ravi Sachdev, Group General Counsel, Fortis Healthcare, has been included in The Legal 500 GC Powerlist - India 2016. The global recognition was announced at the launch of the India edition of the magazine on November 18, 2016, in New Delhi. The Legal 500 GC Powerlist - India 2016 felicitates leading General Counsels in India for their quality, excellence and innovation. The awardees are selected after a stringent scrutiny and research carried out by The Legal 500 team.

Mr Sachdev has been with Fortis since early 2014. With over 40 years of professional experience, Mr Sachdev is one the most experienced in-house lawyers in India. In his role as a General Counsel, he offers strategic advice and counsel in all legal, regulatory and compliance related matters to the Board of Directors and Management.
Indian Rheumatology Association felicitates Dr Ashok Kumar of Fortis Vasant Kunj with the MN Passey Award

Dr Ashok Kumar, Director & Head, Department of Rheumatology, Fortis Flt. Lt. Rajan Dhall Hospital, New Delhi, was presented with the prestigious MN Passey Award by the Indian Rheumatology Association for his distinguished services in the field of Rheumatology. Prior to joining Fortis Flt. Lt. Rajan Dhall Hospital, Dr Kumar was associated with the All India Institute of Medical Sciences (AIIMS) as Professor of Medicine & Head, Clinical Immunology & Rheumatology Service, Department of Medicine. Dr Kumar has over 25 years of rich and varied experience in Rheumatology and Clinical Immunology.

Test Your IQ – December 2016

1. Which saint is associated with the legend of Santa Claus?
2. Who was the author of the Novella “A Christmas Carol”?
3. Which fertility centre in Bengaluru recently celebrated its fifth anniversary?
4. Where did India’s first scarless surgery to treat a heart defect take place?
5. Name the latest high precision robot being used for treatment of nephrological and urological diseases at FEKUI, New Delhi?
6. What is name of the new technique for the stenting of branching arteries developed at Fortis Anandapur?
7. Name the first Pasteurized Human Milk Bank to be launched in Delhi NCR?
8. The Supervisory Skills Programme rolled out across Fortis is part of which framework?
9. In which cities were the La Femme Motarde held?
10. Statistically, how many Indians are prone to migraine and vertigo?

Send in your answers to supportoffice.communications@fortishealthcare.com by January 10, 2017. Do mention your full name, designation and location. The first FIVE all correct entries will receive a gift. Hurry!!

ANSWER TO LAST MONTH’S QUIZ
1. Happy Losers Club
2. Patent Ductus Arteriosus
3. FEH Jaipur
4. Pune*
5. Neuro Navigator
6. Liver
7. Hepatitis B
8. Entamoeba histolytica
9. BCG
10. Psoriatic Arthritis

* The donor heart for the 35th heart transplant to be conducted at Fortis Mulund was transported from Pune while the heart for 35th heart transplant in Mumbai, which was also conducted at Fortis Mulund, was transported from Indore. We have considered both Pune and Indore as correct answers for this question.
The winners of last month’s quiz

Hemant Narang,
Financial Controller, Fortis Hospital Mohali

Ankush Thakur,
IPD Billing, La Femme, Greater Kailash, New Delhi

Rita Lakhani,
Vice Principal, Nursing College, Mulund, Mumbai

Bincy Sunil Thomas,
Nurse Educator, Fortis Hospital, Mulund, Mumbai

Nitika David,
Urology and Renal Transplant, FMRI, Gurgaon

Split a side – Have a laugh!

- Women: My husband has a bad habit of talking in his sleep! What should I give him?
  - Doctor: Give him an opportunity to speak when he is awake.

- Doctor: You should take at least 10 glasses of water every day.
  - Patient: That is impossible.
  - Doctor: Why?
  - Patient: I have only 4 glasses at home.

- Doctor: Would you prefer a local anaesthesia?
  - Patient: I would rather prefer an imported one.

Courtesy: http://www.wowfunnyjokes.com

Happy New Year 2017
Congratulations on your Wedding

And for the new additions to your family.