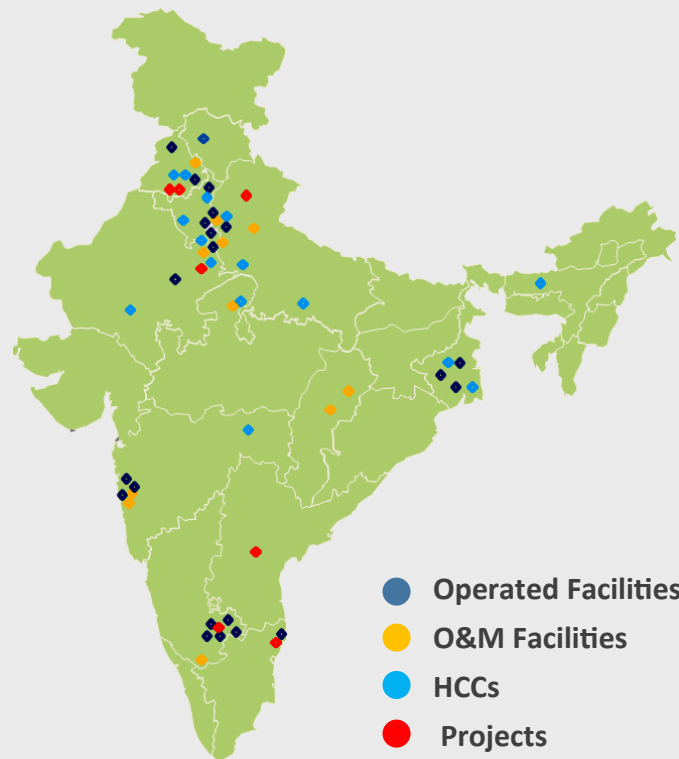


Implementation of Outcomes measurement at Fortis Healthcare

Dr Bhaskar Bhowmik; Dr Gaurav Mahindra; Dr Narayan Pendse; Dr Bishnu Panigrahi M.D. (Fortis Healthcare Limited, INDIA)



ICHOM Global Virtual Congress, 16 -19 November, 2020



1 Who we are ...

- Fortis Healthcare Limited, is one of the largest integrated, healthcare services provider in India with presence in multiple geographies across the country.
- Network of more than 30 hospitals (including projects under development)
- ~ 4,000 operational beds (including O&M beds); > 400 diagnostics centres; > 10,000 trained healthcare professionals
- Our largest hospital at Mohali (Punjab), is a 350 bedded tertiary care facility with >45% as ICU beds
- Our journey commenced with Fortis Healthcare becoming a part of the ICHOM Working Group for developing the standard sets for Coronary Artery Disease (CAD) which was rolled out in November'2013 by Prof. Michael Porter at Harvard Business School, Boston.
- Since 2014, Fortis Escorts Heart Institute, a 300 bedded hospital in Delhi and one of India's premier cardiac care institutes, has been part of ICHOM Coronary Artery Disease (CAD) Steering Committee and is the first Asian hospital to implement ICHOM CAD set.

2 Our journey so far....

Fortis joins ICHOM working group on Coronary Artery Disease (CAD)
January 2014

Implementation of ICHOM CAD standard
August 2015

January 2013
Kick off with Clinical Outcomes Monitoring for 3 procedures – CABG, PTCA, KTP

June 2015
Partnership with Vital Health (ICHOM certified software supplier)

February 2016
1st In India to publish Clinical Outcomes data on website

Clinical Outcomes at Fortis	Volumes
Coronary Artery Bypass Graft (CABG)	> 24000
Percutaneous Transluminal Coronary Angioplasty (PTCA)	> 63000
Organ Transplant (Kidney; Liver; Heart)	> 1900
Total Knee Replacement	> 23000
Radiation Oncology	> 9000
Endoscopic Retrograde Cholangio Pancreatography (ERCP)	> 5400
Maternal and Child Health	> 4500
Mental Health	

Website URL <http://www.fortishealthcare.com/clinical-outcomes>

3 Facilitators....

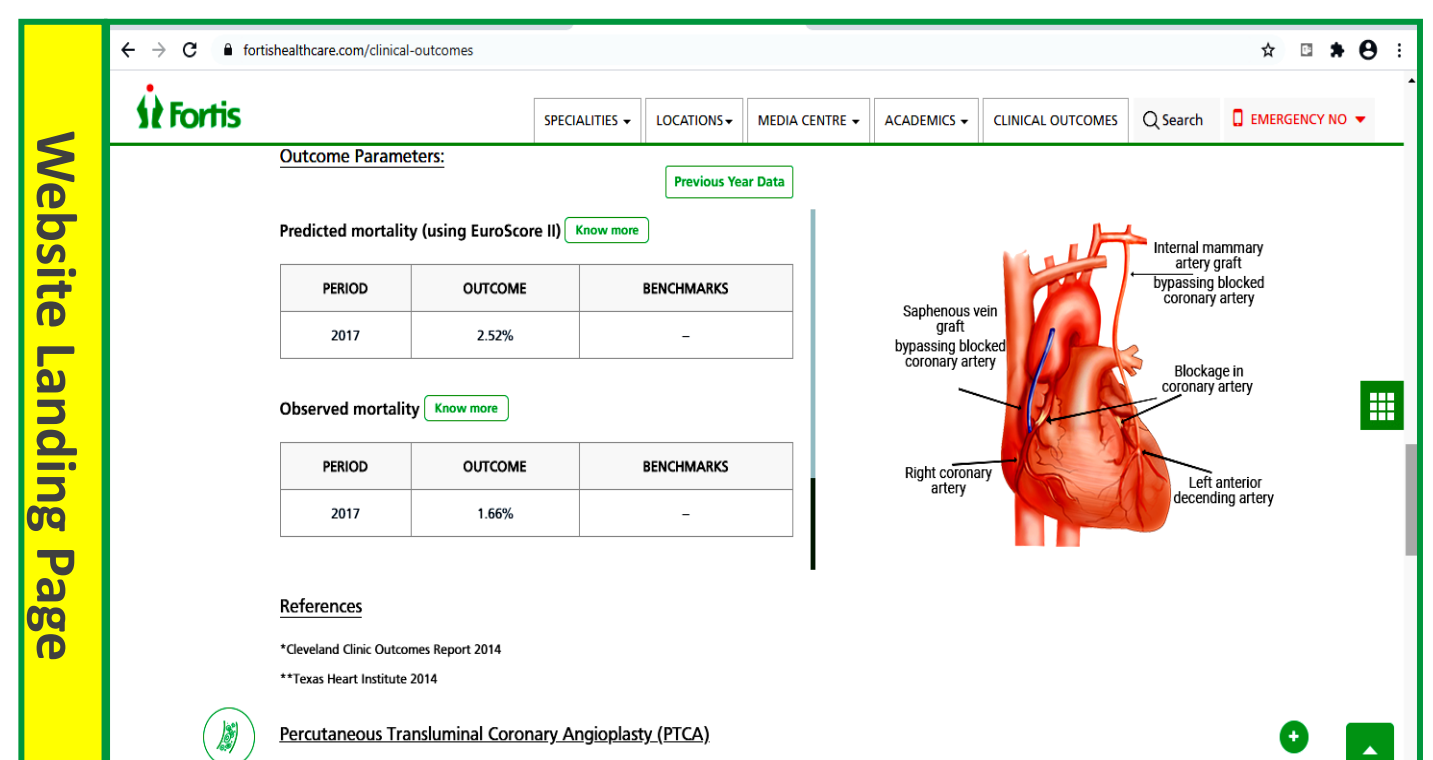
- Support from Senior Leadership**
Progress being reported to Board of Directors
- Fortis Clinical Governance framework**
A structure which enables greater accountability towards continuous improvement in healthcare services while, safeguarding high standards in patient care. The objective is to improve upon clinical outcomes, promote Evidence Based Medicine, share Best Practices and follow a process-based approach
 - Fortis Medical Council (FMC)
As the apex body of Senior Clinicians, the FMC deliberates upon important policy matters. Their collective wisdom and recommendations get invariably converted into organisation policy directives.
 - Specialty Councils
An endeavour to realize the full potential of our clinical expertise through collective and frequent deliberations by domain experts, sharing of evidence based clinical practices and individual experiences.
 - Clinician Ownership
- Internal data validation being carried out by Clinical Leads**

Specialty Councils

Cardiac Surgery
Cardiology
Oncology
Neuro Surgery
Neurology
Critical Care
Emergency Medicine
Renal Sciences
G I Surgery
Gastroenterology
Pulmonology
Hematology
Liver transplant
Robotics



Functional Dashboards



Website Landing Page

4 Challenges....

- Unfortunately, the year 2020 has witnessed an unprecedented, global, public health emergency with the World Health Organization (WHO) declaring COVID-19, a global pandemic and India was no exception to it.
 - Management of COVID-19 was the immediate priority.
 - Elective procedures and treatment have been deliberately deferred by patients, understandably so, adversely impacting data collection.
- Patient Reported Outcome Measurement (PROMs)**
 - Patient feedback:** At Fortis, often, patients seek treatment from far flung areas/ satellite towns. Subsequent follow up at local healthcare/ government establishments leads to interruptions in information chain and data collection.
- Electronic Medical Records:** Although great strides have been made in implementing an integrated, Pan Fortis HIS software, yet, inter hospital operability/ data processing, leaves much to be desired.

5 Opportunities....

