

PRESS RELEASE

For Immediate Publication

Fortis Healthcare awarded Golden Globe Tigers Award for Patient Safety

- *Turnout ratio of 99.59% of compliance proactively corrected 1107 errors*

24th April, 2015, New Delhi: Fortis Healthcare Limited (Fortis), India's leading healthcare delivery company, was awarded the prestigious Golden Globe Tigers Award for the category of Best patient Safety Initiative. The adoption of the World Health Organisation (WHO) Surgical Safety Checklist (SSCL) for patient safety and risk minimization in the operating room has standardised and implemented a single surgical safety checklist across all Fortis Hospitals in India. For successful implementation of this, Fortis was awarded this award in the Patient Safety category.

Fortis has identified Patient Centricity as one of its core value. In order to substantiate and follow this value in letter and spirit, it was decided to standardize and implement a single surgical safety checklist across all Fortis hospitals in India. Following the founding principle of medicine – Primum Non Nocere (First Do No Harm) - the company adopted WHO's Surgical Safety Checklist (SSCL). Such standardized checklist across all hospitals of Fortis in India and their implementation will definitely improve patient safety and risk minimization in operating room. A total of 140,967 checklists have been filled for 141,535 surgeries with a turnout ratio of 99.59%. This practice has helped to detect 1107 errors. Due to timely response, these errors were proactively rectified. There were 23 errors that could have caused serious patient harm.

Speaking on the occasion, **Dr Bishnu Panigrahi, Senior Vice President, Medical Strategy and Operations Group (MSOG)** said, "We are very happy and elated for being awarded this coveted prize and recognised internationally for our initiative in patient safety and risk minimization in operations room. We are bound by our guiding principle of patient care. This initiative has not only standardized treatment across all Fortis hospitals but also ensured best global safety guidelines."

The campaign was launched under WHO supervision and trainings were conducted among all the stakeholders during the course of its implementation process. The SSCL has been customised to suit Fortis Operation Room (OR) practices. In order to ensure complete implementation, a system to monitor checklist compliance was introduced in all hospitals last year. The use of the checklist has also improved consent practice and compliance of the "Fortis Anti-Microbial Stewardship (AMS) programme, and has also given a boost to employee confidence, improved the efficiency of the system and reduced inter-fraternity barriers.

About Fortis Healthcare Limited

Fortis Healthcare Limited is a leading integrated healthcare delivery service provider in India. The healthcare verticals of the company primarily comprise hospitals, diagnostics and day care specialty facilities. Currently, the company operates its healthcare delivery services in India, Singapore, Dubai, Mauritius and Sri Lanka with 54 healthcare



facilities (including projects under development), approximately 10,000 potential beds and 260 diagnostic centres. In a global study of the 30 most technologically advanced hospitals in the world, its flagship, the Fortis Memorial Research Institute' (FMRI), was ranked No.2, by 'topmastersinhealthcare.com, and placed ahead of many other outstanding medical institutions in the world.

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