

Internship
at
MNI Narayana Multispecialty Hospital, Raipur

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About Narayana Health -

Narayana Hrudayalaya Limited was founded in 2000 by Dr. Devi Prasad Shetty. The company is the leading private healthcare service providers in India operating a chain of multispecialty tertiary and primary healthcare facilities. The company's first facility was established in Bengaluru with approximately 225 operational beds. As of 1 May 2018 Narayana, Hrudayalaya operates 24 hospitals (multispeciality and super speciality healthcare facilities which provide tertiary care) 7 heart centres (super speciality units which are set up in a third-party hospital) 19 primary care facilities (including clinics and information centres) and a multi-speciality hospital in Cayman Islands adding up to 6232 operational beds.

Narayana believe that "Narayana health" brand is strongly associated with our mission to deliver high-quality, affordable healthcare services to the broader population by leveraging our economies of scale, skilled doctors, and an efficient business model.

Mission -

The mission is to deliver high quality, affordable healthcare services to the broader population in India. Core values are represented by the acronym "iCare", which encompasses innovation and efficiency, Compassionate care, Accountability, Respect for all, and Excellence as a culture. At the same time, NARAYANA seek to generate a strong financial performance and deliver long-term value to our shareholders through the execution of our business strategy .

MMI Narayana Multispeciality Hospital

Narayana Health took over the management of MMI Hospitals in August 2011 to provide affordable, high quality healthcare to the people of Raipur and Chhattisgarh add extra care and nurture. The MMI Narayana Multispeciality Hospital, Raipur came into existence when the earlier hospital was transformed by incorporating state-of-the-art equipment and facilities with modernized operation theatres as well as the best of clinical talent. Set amidst one of the most tranquil locations in Raipur, the hospital makes it an ideal place to recover and rejuvenate faster.

MMI Narayana Multispeciality Hospital, Raipur was acquired with a vision to provide the best infrastructure and technology to help doctors to serve the best to the patients at

an affordable cost, without having them to travel to metros for their healthcare needs. To ensure that the hospital is at par with the top hospitals in central India, - best practices followed by the Narayana Health group - management practices, standard operating procedures, quality of staff and service as well as infrastructure were implemented in this hospital.

We have also introduced various preventive health check-up packages to emphasize the importance of getting a regular health check done and detecting diseases at an early stage thereby helping ineffective treatment. MMI Narayana Multispeciality Hospital, Raipur offers treatment and procedures in diverse medical specialties covering Adult & Paediatric Cardiology, Minimally Invasive Cardiac Surgery, Thoracic & Vascular Surgery, Nephrology & Kidney Transplant, Neurology, Neurosurgery, Orthopaedics & Joint Replacement, General & Laparoscopic Surgery, Medical & Surgical Gastroenterology, Obstetrics & Gynaecology, Urology & Urosurgery, Pulmonology & Sleep Medicine, Plastic Surgery, Cranio-Maxillo Facial Surgery, Dermatology & Cosmetology, Haemato-oncology, Physiotherapy & Rehabilitation, Ophthalmology and Dental Sciences.

Our Outpatient Department (OPD) has 35 consultation chambers for consultations in all specialties. The OPD is supported by fully computerized and automated laboratory and diagnostic radiology facilities.

MMI Narayana Multispeciality Hospital has one of the largest Dialysis units in the state of Chhattisgarh with 26 beds. In Radiology, latest equipment has been installed for quality diagnosis and treatment. 1.5 Tesla MRI and 128 Slice CT scanner are some of the best equipment that has taken medical technology to a new niche.

The hospital also has 5 modular operating theatres for critical, life-saving surgeries and to handle an accident, trauma victims. The emergency and trauma centre have been upgraded and it possesses a specialized team of trained Orthopaedic and Neurosurgery to handle any type of medical emergency. We also have allied services such as Pathology, Blood Bank, Physiotherapy & Rehabilitation to ensure a holistic healthcare service delivery approach, so that the patients and their families need not visit multiple clinics.

Overview of Departments/Speciality Service-

- Cardiology
- Neurology
- Nephrology
- General medicines
- Orthopaedics
- Obstetrics & Gynaecology
- Anaesthesiology
- Critical care Medicine
- Physiotherapy
- Cardiothoracic & Vascular Surgery
- Physiotherapy
- Cardiothoracic & Vascular surgery
- General Surgery
- Urology
- Neurosurgery
- Radiology
- Microbiology
- Pathology
- Blood Bank
- Psychiatry
- Ophthalmology
- ENT
- Dermatology
- Endocrinology
- Dental Science
- Clinical Nutrition & Dietetics
- Rheumatology
- Emergency Medicine
- Gastrology

MMI NARAYANA INTENSIVE CARE UNIT-

- Medical ICU
- Surgical ICU
- Intensive Coronary Care Unit
- Neonatal ICU
- Paediatrics ICU
- Cardio Thoracic Surgery ICU
- Neuro ICU

Overview of Supply Chain Department-

1. Inventory -

Materials management in any health-care institution is that part of the entire hospital activity which deals with procurement, storage, transportation, distribution, maintenance and evaluation of drugs, consumables and implants . Non-availability of an item when required by the user in a hospital could lead to stock-out and adversely affect the treatment of a patient, or even create a life-threatening situation. On the other hand, over stocking of items could lead to blockage of finance, which in turn would be a costly proposition to any hospital. Hence, planning of logistics and supplies is a process of deciding what and how much of various items are to be kept in stock at a given time. It is also necessary to determine the lead-time involved and the appropriate quantity to be procured.

Primary Objectives

- a) Good information system regarding the items
- b) Right price of purchase
- c) High turnover of the items
- d) Low procurement and storage cost
- e) Continuity in supply of stores
- f) Consistency in quality of the product
- g) Good supplier relations
- h) Development of personnel carrying out materials management

Secondary Objectives

- a) Forecasting requirement
- b) Favourable reciprocal relationship between supplier and purchaser
- c) Awareness of new materials and products Standardization of items
- d) Standardization of items

Pharmacy services –

A) Central Pharmacy Store (Drugs, Consumables & General materials) &

B) OT Store (Sub-Store)

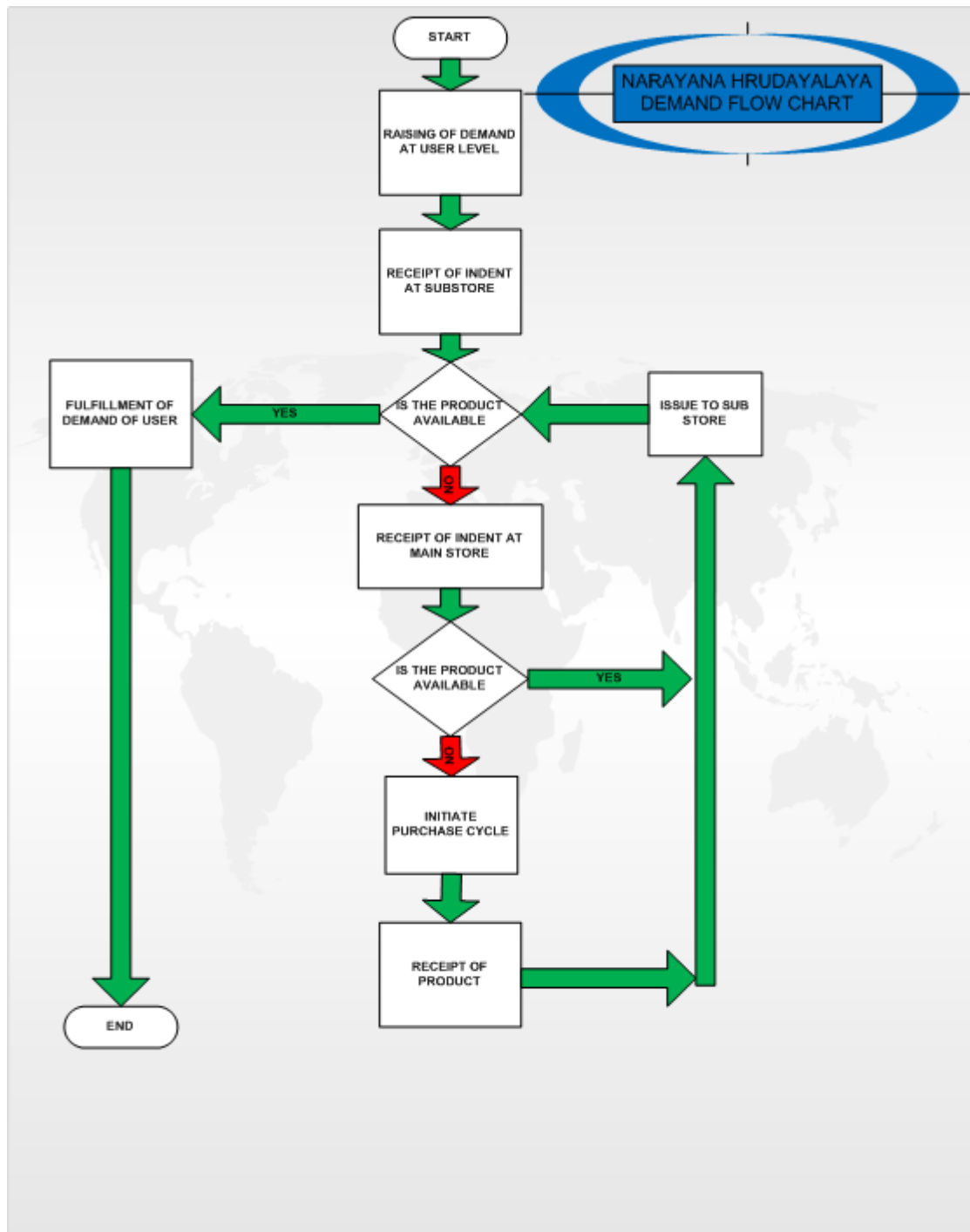
C) IPD Pharmacy

D) OPD pharmacy

- Supply of medicines and consumables round the clock through IPD Pharmacy.
- Specialty medicines viz Neurology, Orthopaedics, & Cardiology etc are provided under one roof.
- Drugs are made available for patients at comparative rates & within least time from Authorized dealers.
- The Pharmacy shall have stock of medicines as per the Formulary. Non Formulary drugs shall be ordered as need arises and after seeking necessary approval.
- The Drug and Therapeutic Committee (comprising of competent representatives of major specialties, administration, nursing and pharmacy) shall guide the formulation and implementation of policies and procedures pertaining to Pharmacy.

Non pharmacy services Sub-Stores

- a. General store
- b. Maintenance store



Materials Accounting

- **Stock identification card;** These cards are kept against each bin-rack to identify the materials. It has the material; code number, full description, stores ledger folio and bin-card numbers.
- **Materials requisition slip;** this document conveys the quantity required of the material from the issue counter. Stores department must ensure that the MR slip is

signed by the authorized person, proper code number, and/or description of material is mentioned and the quantity issued must be entered and signed.

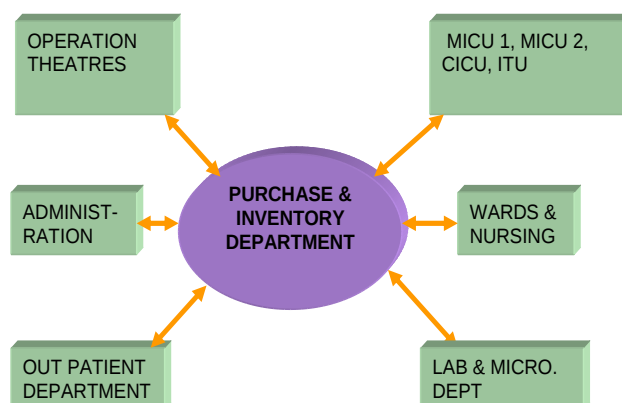
- **Materials returned note:** When a department does not require materials, these are returned to the stores with this note. Stock and stores records are adjusted accordingly.
- **Materials transfer note:** transfer of materials from one department to another is carried out on this note and stores account informed for necessary recording.

FLOW OF GOODS

- FIFO method
- **Specific cost method;** This provides the most realistic valuation of ending inventory as well as flow of costs. Costs flow and physical flow are identical under this method, with proper maintenance of records. It is suitable for physical verification of inventories made round the year.
- Physical Distribution Logistics.
- Elimination or reduction of all unnecessary handling and movements.
- Planning of stores distribution for overall economy

Distribution System

- Materials should be kept generally at a level at which distribution is most convenient.
- Materials should be placed on pallets, trays or platforms.
- Distances for distribution should be as short as possible.
- When distances are long, attempt should be made to handle as large a quantity as possible on each trip/issue, to cut down frequency of handling.
- Straight flow layout is deal
- Gravitational use must be encouraged



2. Purchase Department-

The Purchasing Department is responsible for coordinating the acquisition of goods and services and ensuring that the hospital receives the best value for money spent. Our objective is to purchase equipment, materials, supplies and services when needed, in the Right Quality, in the Right Quantity, at the Right Price and from the Right Source. We strive to encourage open and competitive bidding on the acquisition of all goods and services.

PRIMARY OBJECTIVES

- a) Right price of purchase
- b) Continuity in supply of stores
- c) Consistency in quality of the product
- d) Good supplier relations
- e) Development of personnel carrying out purchase activity
- f) Good information system regarding the items

SECONDARY OBJECTIVES

- a) Standardization of items
- b) Favourable reciprocal relationship between supplier and purchaser
- c) Awareness of new materials and products

Receipt of Purchase Requisition:

- For all kind of purchase a purchase requisition is received in specified format. Details of previous status are retrieved through HINAI against every purchase requisitions
- Separate requisition Capex Form (for high value purchase) duly filled is received from Indenter mentioning the Material detail and with proper justification.
- Purchase department takes valuable comments on purchase requisition from Respective technical staff along with requisitioned department HODs remarks & Sign
- Purchase team checks for vendor details with CBU (Central buying unit) team
- Quotations are invited from at least three Companies/ vendors (preferably from CBU) through mail, fax or telephonically.
- Received quotations data are compiled with respect to price commercial terms and Quality assurance Certification i.e. (either of any available certificate)
- FDA, CE, WHO, GMP, CGHS approval certificates and respective literatures for technical & clinical references etc.) and comparison sheet is presented in front of FD

- A negotiation meeting is arranged between selected vendors/companies.
- The finally agreed vendor/company is then asked to fill vendor creation form
- Duly filled vendor creation forms are then forwarded to finance department for vendor creation.
- Vendor is then issued a purchase order for the purchase of respective items.

For routine purchase:

- Routine purchase is done for materials which are required on regular basis
- Materials to be purchased routinely are well negotiated before entry in our system.
- Reorder level has been defined for every routinely purchased material based on average consumption
- Reorder level report/ transaction summary is generated on daily basis. We also receive and record the Verbal reminder from OT store and analyze the issues to OT
- Store from Central Pharmacy Store to keep proper checks in demand & supply.
- Order is raised after getting the purchase requisitions from the main store

