

Internship
at
Narayana Multi Specialty Hospital, Jaipur

By
Snehangshu Roy

Dissertation submitted in partial fulfillment of the requirements of the degree
MBA Pharmaceutical Management

Academic year, 2017-2019



The IIHMR University, Jaipur

1, Prabhu Dayal Marg, Sanganer, Airport
Jaipur 302029, Rajasthan
Ph: 0141 3924700, Fax: 3924738
Website: www.iihmr.edu.in

Organization Profile

Narayana Health is headquartered in Bengaluru, India, and operates a network of hospitals across the country, with a particularly strong presence in the southern state of Karnataka and eastern India, as well as an emerging presence in northern, western and central India.

First facility was established in Bengaluru with approximately 225 operational beds and have since grown to 23 hospitals, 7 heart centres, 19 primary care facilities across India and an international hospital in the Cayman Islands.

The group now features over 6,000 operational beds through a combination of greenfield projects and acquisitions. "Narayana Health" brand is strongly associated with 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.

NH Jaipur is a 330 bedded multispecialty tertiary care hospital, located at Pratap Nagar in the Southern part of Jaipur. The hospital is in a sprawling 4.7-acre campus and offers high quality affordable medical care to the people of not only Rajasthan but also the bordering states.

The hospital is defined by its multi-disciplinary approach to provide holistic healthcare to its patients. NH Jaipur has one of the best teams of specialists trained in top institutions in India & abroad bringing in international experience to treatments and procedures.

The hospital houses one of the largest dialysis units in the region with a capacity of performing 3000 dialysis sessions per month.

It is also an authorized centre for performing heart & kidney transplants.

The hospital houses one of the largest cardiology units in the region and is the largest centre in Rajasthan performing CABG (By-pass Surgery)

High end technological infrastructure coupled with clinical excellence has helped the hospital emerge as the preferred centre for high-risk, minimally invasive and re-do surgeries in Western India and of the leading hospitals of the Narayana Health group.

Narayana Multi speciality Hospital, Jaipur offers comprehensive care across 37 specialties which includes its six Centres of Excellence –

- Cardiology & Cardio-vascular surgery
- Medical & Surgical Gastroenterology
- Orthopaedics & Joint Replacement
- Renal Sciences & Kidney Transplant
- Medical & Surgical Oncology
- Critical Care Medicine

Mission

“Our mission is to deliver high quality, affordable healthcare services to the broader population in India. Our core values are represented by the acronym "iCare", which encompasses **i**nnovation and efficiency, **C**ompassionate care, **A**ccountability, **R**espect for all, and **E**xcellence as a culture. At the same time, we seek to generate a strong financial performance and deliver long-term value to our shareholders through the execution of our business strategy.”

▪ **Services Offered by Narayana Multi speciality Hospital, Jaipur**

Clinical Services – OPD & IPD

Cardiac Sciences

- Cardio thoracic & Vascular Surgery (Adults & Paediatrics)
- Heart Transplant
- Interventional Cardiology
- Non-Interventional Cardiology

Gastroenterology & Hepatic Biliary Sciences

- Medical • Surgical

Neuro Sciences

- Neuro Surgery
- Neurology
- Interventional Neurology

Obstetrics & Gynaecology

- Obstetrics Procedures
- Gynaecological Procedure
- Gynae-Oncology
- High Risk Pregnancy

Orthopaedic Sciences

- Joint Replacement
- Arthroscopy & Sports Medicine
- Spine Surgery
- Hand & Limb
- Trauma & Micro-Vascular Surgery

Oncology

- Medical Oncology Surgical Oncology

Paediatrics

- Paediatric Medicine
- Paediatric Surgery
- Neonatology
- Intensive Care [NICU, PICU, Immunizations]

Renal Sciences

- Nephrology
- Urology
- Dialysis
- Renal Transplant

Trauma, Critical Care & Medicine

- Accident & Emergency
- Anaesthesia
- Critical Care Medicine
- Endocrinology
- Internal Medicine
- Preventive Medicine
- Respiratory Medicine
- Rheumatology

ENT, Head & Neck Surgery

General & Minimally Invasive Surgery Interventional Radiology

Plastic & Reconstructive Surgery Oral & Craniomaxillofacial Surgery

Ancillary Services

- Dietetics
- Physiotherapy

Clinical Services - Outpatients

- Dermatology
- Ophthalmology
- Psychiatry

Supply Chain Work Flow Related with IPD

Receiving

In the receiving department items are 3 times stamped for gate pass, guard copy and receiving. Items are properly checked by quantity, expiry date, volume, batch no., company etc. Receiving ledger is maintained. Goods receiving note (GRN) are generated. Items then shifted from main store to IPD

Audit

Daily 3 times audit are done on high value items, medicines related with oncology by IPD pharmacists. Regularly approx. 100 items are audited in morning, evening and night shift. Quarterly audit is done on total IPD items.

Expiry

Items in their last 3 months of expiry are not dispensed to patients as per protocol regarding potency. They are quarantined and exchanged with new same items.

Purchase

For replenishment and in case of unavailability orders are given to purchase department.

Forecast

Re order level (ROL) of items are checked within specific time frame like weekly and monthly. Inventory management is done by forecasting in advanced Microsoft excel in such a way so that optimum stock is maintained problem doesn't happen in emergency time. In rare cases of urgency and unavailability from local vendor items are purchased

Return

Runners also bring return items to IPD in case of patient discharge, code Z or when patients don't require the same medicines while shifting from one ward to another. Return items are updated in system and arranged in proper place

Consignment

Consignments for such as OT are charged after usage by the patient with proper record keeping in system and files.