

Internship at
P.D. HINDUJA HOSPITAL AND MEDICAL RESEARCH CENTRE

By

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ABOUT ORGANISATION:

P.D. HINDUJA HOSPITAL AND MEDICAL RESEARCH CENTRE

The Late Shri. Paramanad Deepchand Hinduja in 1951 established a charitable hospital under “The National Health and Education Society”. Later the Hinduja foundation under the patronage of Sh. S.P. Hinduja, launched an U.S. \$30 million (about Rs 35 crore) project to develop this into a modern, technologically advanced Tertiary Care Hospital Medical Research complex. The Hospital project with 342 beds inclusive of 53 critical care beds was dedicated to the memory of late Sh. P.D. Hinduja and opened in August 1986. Today it is one of South Asia’s most modern centres for health care. It has a unique collaborations program with Massachusetts General Hospital, Boston and the Washington Hospital Centre, Washington D.C., U.S.A.

HISTORY

Behind the ultra-modern and internationally acclaimed in extending world class medical services which are offered at P.D. Hinduja National Hospital & Medical Research Centre, lies a 50 years old dream.

Shri Parmanand Deepchand Hinduja- A hard working philanthropist, laid down the foundation of the National Hospital, way back in 1951.

Hinduja Hospital is an ultramodern multi-specialty tertiary care hospital with a Medical Research Centre in collaboration with Massachusetts General Hospital (MGH), Boston.

The hospital has an inpatient capacity of 381 beds inclusive of 57 critical care beds in different specialties. As a tertiary care hospital, the services offered are comprehensive covering investigation & diagnosis to therapy, surgery & post – operative care. The inpatient services are complemented with a day centre, out-patient facilities and an exclusive centre for health check for executives.

LOCATION Located in Mumbai, the heart of the financial and commercial capital of India, it is landmark in itself. Situated in Mahim, Veer Sarvakar Marg, its unique structure and immensity of size and its colour white and yellow edifice immediately distinguishes it from the rest of the surrounding.

PHILOSOPHY

‘To provide World Class Quality Health Care Services to all sections of the society’ with an emphasis on philanthropy.

MISSION

To create Hinduja Hospital as a world class medical institution by delivering quality medical care to all patients as well as continuing medical education to all doctors and training to nurses and by under taking basic and clinical research with a focused on the needs of the country.

VISION

Quality healthcare for all.

QUALITY POLICY

To our patients we commit our best we aim to

- Assure best outcome.
- Build seem less services.
- Create values.
- Satisfied with personalized care.

Pledge to set and practice high standards through an effectively quality management system and ensure that our services always meet the expected requirement of our clients and patients.

ACHIEVEMENTS

- The First Hospital Laboratory in India to be **accredited by the College of American Pathologists.**

- P.D. Hinduja Hospital is the second hospital in the city to receive the **NABH accreditation**, on July 1,2009.
- Hinduja Hospital was recently awarded the **IMC Ramakrishna Bajaj Award** for Quality.

MEDICAL EXPERTISE

With over **86 hospital based consultants**; which is a unique feature of the hospital, there is always an experienced specialist available to initiate treatment without delay. The various specialties covered are Cardiology, Cardiothoracic Surgery, Neurology, Neurosurgery, Orthopaedics, Oncology, Ophthalmology, Rheumatology, Endocrinology, ENT, Gastroenterology, and Paediatrics, paediatric Surgery, Paediatric Neurology, Urology, Nephrology, Dermatology, Dentistry, Plastic Surgery, Gynaecology, Pulmonology, Psychiatry, General Medicine & General Surgery.

BASIC FACTS ABOUT P.D. HINDUJA HOSPITAL

- Bed strength = 402 beds inclusive of 52 critical care
- Bed occupancy rate = 98.96%
- ALOS = 4.7days
- Mortality Rate = 23 death per month
- Patient to Nurse Ratio = 4:1
- Number of Discharges/month = 2000
- Number of OPD patient/day = 2000-3000
- Number of Emergency case = 40-50/ day
- Building of Hinduja Hospital = 3
 - Hinduja Clinic (OPD) = 4 floors (3+1 floor)
 - West Block (IPD Block)= 16 floors
 - Lalita Girdhar (S1 Building) = 14 floors

PROCUREMENT DEPARTMENT

INTRODUCTION

- The Material management process is basically economic - concerned with money paid out to suppliers and then tied up in inventory. Also, it is service oriented. Hospitals are using more of materials partly because of technology, and much of the growth in purchase is a product of genuine innovation. In Hospital Industry, the supply process is a major contributor to the labour costs. Perhaps, Materials Management Department (MMD) is the only department having participation in almost all the spheres of business operations.
- The primary responsibility of Materials Management Department is to ensure timely availability of all the materials under its purview, at the most economical costs and with a minimal wastages and obsolescence.
- The important characteristic of MMD functioning is that, all the actions which are required to pursue the basic responsibility, are proactive in nature, and influence the overall smooth functioning of the organization. MMD operates within a framework determined by the Management.
- The vision of Materials Management Department is to maintain uninterrupted supply chain without affecting cost, quality, and service parameter

SCOPE OF MMD

1. Goals of the Materials Department

The Goal of Materials department is to make available all the required materials timely and economically by strictly adhering to the laid down rules and procedures which are relevant to the authority and responsibility of the department.

2. Scope & Range of Services

- Range of Activities (Purchase)
- Sourcing (Bid Tabulation)

- Procurement – Local & Imports
 - .Materials online and manual requisitions
 - Vendor Negotiations & Development
 - Scrap Sales & Surpluses
 - Management Information System
3. Range of Activities (Stores). Detailed scope is mentioned
- Indenting
 - Receiving
 - Storing
 - Distributing
 - MIS, including SMS, inventory evaluation, stock turn over, stock outs, volumes monitoring, pending RGP/NRGP, stock adjustments,
 - Inventory maintenance, including over and under stocking, near expiry and non-moving monitoring
4. This covers all the purchasing and storing activities of the following;
- All medical items including drugs, medicines, surgical items, chemicals, radioactive material required for patient care.
 - All capital equipment and consumables (including imported items).
 - Engineering including spare parts, tools and equipment, medical gases.
 - All stationary and miscellaneous items – books & periodicals.
 - All linen, food stores.
 - All other items, purchase of goods and/or services not specifically included under exemption.

Functions of MMD in Purchase

- 1) Negotiating and dealing with indigenous local and foreign suppliers for purchase of capital, non-capital and consumable items of acceptable quality and in economic quantity as per requirements of various user departments.
- 2) Proper accounting of all indents and orders, and strict control and follow up of all the items purchased.
- 3) Arranging disposal of Scrap and Surplus items according to the hospital policies.

- 4) Strictly adhering to the Management's policies and procedures relating to purchase of all capital, non-capital and consumables items to ensure smooth functioning of user departments.
- 5) Development of New Vendors / alternate sourcing to eliminate the possibility of stockout at any point of time.
- 6) To establish new strategies to improvise cost savings and cost reduction in the field of Procurement.
- 7) Ensuring Quality products availability as desired by the User departments. For eg. For Implants and Prosthesis, quality certificates like CE or USFDA or Indian FDA are preferred.
- 8) To practice 7-R's supply chain concept to ensure availability of right product, from right source, at right price, right quality, in right time, at right place and with right service.
- 9) Green & Clean Purchase Policy: The product purchased shall be less toxic, minimally polluting, more energy efficient, safer and healthier for patients, workers, and the environment. The product shall contain higher recycled content, have eco-friendly &/or reusable packaging and be fragrance-free.

My Position Title: Executive – Materials (Handling Bio-Medical and Capital Purchase)

Role: The incumbent would be responsible for managing all Capital Materials, Imports Purchases, Medical equipment's, Biomedical spares & accessories, CSSD equipment's/instruments, Operation Theatre Materials for the entire hospital cost effectively, without affecting quality & service parameters.

My Job:

1. Negotiate and generate Purchase Order for the biomedical items like spares & accessories.
1. Regular follow-up of the pending orders and keep the Dept. Head updated of the latest status.

2. Liasoning with Bio-Medical Dept, Operation Theatres to know of their needs on a regular basis.
3. Taking-up of the matters proactively with the vendors, so as to minimize the downtime in the operation theatres.
4. Efficient day-to-day administration of the CAPEX Section.
5. Carry out any other functions/duties/responsibilities, as assigned by the Manager - Materials & Director- Materials, on all matters relating to CAPEX.
6. Apart from college dissertation Project I am also working on the Project assigned by the director material for our department.