

Internship at Rajasthan Medical Service Corporation

By

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COMPANY PROFILE

RAJASTHAN MEDICAL SERVICE CORPORATION

Rajasthan Medical Services Corporation Limited (RMSCL) was incorporated on 04th May, 2011 as Public Limited Company under The Companies Act, 1956. It is wholly owned Government Company. It has obtained Certificate of Commencement of Business on 13th June, 2011. RMSCL has been established as a centralized procurement agency for procuring generic medicines, surgical & sutures and medical equipments for the department of Medical, Health and Family welfare department, medical Education department and other departments. It was constituted in compliance of Hon'ble Chief Minister budget announcement for the year 2011-12 to provide commonly used essential medicines free of cost to all patients visiting Government healthcare institutions.

The main activities of Supply section:-

The main job of Supply Cell is to maintain continuous availability of medicines & surgicals in the District Drug Warehouse of RMSC as per the demand. Quarterly purchase orders are issued through e-Aushadhi as per the annual demand, consumption pattern, & suggestion of respective District Warehouse in-charges. Regular monitoring of stocks is done through the software.

The cases of surplus (excess) stock or shortages are dealt with promptly by carrying out inter-warehouse transfers. The near expiry drugs are also taken care of in a similar way so that there is optimum utilization of drugs within the shelf life.

The supply cell is thus key to Supply chain management and inventory control of drugs in the District Warehouse across the state.

About e-Aushadhi

The e-Aushadhi is a web based application which deals with the management of stock of various drugs, sutures and surgical items required by different district drug warehouses of Rajasthan state. "e-Aushadhi" helps in ascertaining the needs of various district drug warehouses such that all the required materials/ drugs are constantly available to be supplied to the user district drug warehouses without delay. This includes classification/categorization

of items, codification of items, etc. The prime objective of a District Drug Warehouse is to supply drugs to the various medical institutes that are associated with the given district drug warehouse.

Key features of the Software "e-Aushadhi"

- Store, Maintain, Update, Search & Display information related to drugs.
- Ability to define the items into groups, sub groups, categories, codification of drugs.
- Provision to maintain expiry date / shelf life for an item wherever applicable.
- Alert with different colour for to be expired item will be generated well before its expiry date.
- Indent generation.
- Condemnation Requests.
- Compilation of Indents 91.
- Ability to generate indents automatically based on reorder, minimum, maximum planning.
- Ability to define and maintain various levels of stores and that will allow maintenance and keeps transaction history.
- Ability to maintain control (such as quantity tracking) on stocks and their replenishment.
- Ability to reserve items within the district ware house.
- Ability to search items using a number of search criteria like identification id, item specification, equivalent / related item etc
- There is provision to link all drug warehouses hierarchically to understand their physical as well as functional structure.
- Transfer of Drugs between Drug Warehouses.
- There is provision to record transactions while moving items from one location to another.

Benefits of Software based Inventory Management System

- Better Planning, executing and controlling
- Online Tracking of Drug Inventory
- Streamlining of Inter-Drug warehouse Transfer
- Efficient control of Inventory
- Multi user, Multi location storage
- Comprehensive Help
- Customizable Reports

Drug Inventory:

- This option will be used to add physically counted quantity of the items in stock on Current financial year/at the time of initializing the system.
- This option will also allow the user to update the existing item details according to the batch no, item name and serial number of the items.

Issue to Hospital / Institutes:

- This process is used for issuing (offline) drugs to Institutes by DDW
- Passbook of drugs will be issued to each Store.
- Store personnel will fill the passbook.
- Store incharge from District Institutions will go to respective Drug warehouse to collect medicines.
- The data entry operator will fill in the drugs details in the following form.

Drug Transfer:

- This Interface is used to transfer the Drug from a store to another store of the similar hierarchy level through RMSC.

Breakage / Lost Drug Details:

- This Option will be used to maintain breakage/damaged item details.

Miscellaneous Consumption:

- This process will be used to maintain miscellaneous consumption details at drug warehouse based on the following parameters- drug warehouse, item category, group name, item name, batch number, available quantity, consumption quantity, consumption unit and remarks.

Supplier Return Desk:

- This desk will be used to maintain the supplier return details by the drug ware house.
- The reason for return may be not suitable items are supplied by the supplier.

Physical Stock Verification:

- This desk is used to verify the stock position at any given date
- By matching the physically counted quantity of the items with the stock ledger

Condemnation Register Desk:

- This process will be used to mark the items for condemnation.

Quality Control Desk:

- This desk will be used to maintain the details of the quality check control performed on items provided by concerned drug ware house or supplier.

Sample Register:

- This desk will be used to maintain the sample details received from the different sources.
- The following activities will be controlled through this desk -
- Receiving of the sample,
- Returning of the sample and
- Disposing of the sample.

Drug Locator:

- This is used to locate a particular drug in various Drug warehouses.

Responsibilities of DDW:

- To be well acquainted with the e- Aushadhi application.
- Hardware Maintenance (Desktop Computers, Printers, UPS etc.)
- Availability of Broadband Internet Connection Co-ordination with respective vendor.

GOALS OF INTERNSHIP:

- To observe mannerism of the existing employees and learn the culture of Rajasthan Medical Service Corporation.
- To familiarize myself with different departments at Rajasthan medical Service Corporation.
- To understand how to make effective and efficient supply chain.

ORGANISATIONAL PROFILE:

The company provides market intelligence solution to the customers globally and helps to deliver cost-effective market solutions to the clients.

The company delivers market solution to different industries such as

SERVICES PROVIDED BY ORGANISATION:

Drug Procurement:

In order to have efficient management to overcome all these shortcomings, Rajasthan Medical Services Corporation Limited has been established and procurement policy has also been modified.

Under new policy, procurement of Drugs, Surgicals & Sutures are to be made by Competitive Bidding. Purchase preference is now restricted to 25% only, out of which 10% for state PSU's and 15% for state SSI's, that too on condition that it would be necessary for them to match with the L1 rates obtained through tendering.

The following technical and managerial improvements are envisaged with modified drug procurement policy which is to be enforced through RMSC:-

The procurement of medicines at lowest rates could be ensured due to the centralized bulk purchase. As the rates received would be much lower, this will result in additional availability of drugs, equipments and instruments. Due to streamlined procedure, the State Government will save on time and money.

RMSC PROCUREMENT LIST

The corporation has its own List of Drugs, Surgical & Sutures. It has been prepared after taking in to consideration the need of State. However NLEM, RSEML, and EDL of WHO

have also been considered. Further the EDL of TNMSC, KSMSC, Delhi and Karnataka etc have also been considered for

The drug List of RMSC is based on principles of:

- Efficacy
- Safety
- Suitability
- Cost effectiveness

It may be revised from time to time by RMSC in consultation with its T.A.C. and end users.

All Medical officers of the state health facilities are expected to prescribe drugs by

their Pharmacopoeial / Generic names in OPD as well as for IPD patients & the drugs will be prescribed from this list only as far as possible.

The specifications of drugs proposed to be procured will be decided in consultation with Technical Advisory Committee of RMSC. The Corporation will decide on the quantity to be procured from the essential drug list. It will be based on the requirements as ascertained from all state controlled health facilities.

Procurement of Drugs:

The purchase orders of drugs and surgical items will be placed twice a year, in general. The frequency schedule may be altered as per need.

RMSC shall have 4 months physical stocks in its Warehouses and 2 months stocks in pipeline for all the drugs. The Purchase order quantity will be arrived at by taking into account the requirements by the end users.

After the approval of the Managing Director, the purchase orders will be placed by procurement wing of RMSCL and sent to the Suppliers through E-mail and hard copy by courier. The stocks in the warehouses and their utilizations shall be closely watched on day to day basis by the Logistic wing.

After receipt of Purchase Orders the suppliers will be required to upload the confirmation of receipt of the Purchase order within 3 days from the date of placing the order. The suppliers would also have to intimate the schedule of supply by e-mail or Fax within 7 days from the date of receipt of the order so as to have a better plan of action on the movement of drugs.

The supply, if phased, has to be completed by the supplier in accordance with the conditions of tender. The shelf life of drugs should not be less than $\frac{3}{4}$ th as prescribed under Schedule-P of Drugs & Cosmetics Rules 1945.

Vaccines & Serums

The supply of vaccines and serums shall be allowed to be distributed to the hospitals as per the clearance from CRI, Kausuli. In addition to this, samples of the Vaccines may be drawn from the warehouses randomly and sent to the CRI for analysis.

In case of any adverse reactions reported in the Hospitals during administration due to any Vaccines, Serums or any Injectables, immediate action will be taken to stop the distribution of the drug and retrieve all the stocks from the Hospitals.

Logistic Cell:

The main activities of Logistic section at RMSC are to:-

- Ensure proper management, storage & upkeep of Drugs at District Drug Warehouses (DDWs) & Medical College Drug Warehouses (MCDWs)
- Ensuring availability & upkeep of essential storage equipments
- Updation of EDL (from time to time)
- Coordination with Medical & Health department & Medical Education Department for generation & submission of annual demand of medicines, surgical & suture items
- Need based organization of workshops & trainings.

Working of Logistics section:-

- Management and functioning of 34 District Drug Warehouses (DDWs) & 5 Medical College Drug Warehouses (MCDWs).
- Updation of RMSC's Essential Drug List (EDL) through conduction of TAC meetings and approval of Board of Directors.
- Prepare guidelines & framework for collecting Annual Demand of Medicines, Surgical & Sutures, to validate annual demand & providing the consolidated demand to facilitate Procurement Section for rate contracts.
- Monitoring of civil works at DDWs & MCDWs.
- To ensure availability of heavy duty racks, Pallets, ACs, De-humidifiers, Computers, Printers, Vacuum cleaners, Fire extinguishers, Hydraulic stackers, Hand pallet trucks and requisite furniture etc. at District/ Medical College Drug Warehouses for proper storage of medicines as per norms.
- To make available Walk-in coolers, ILRs & Deep Freezer to maintain potency & quality of temperature sensitive medicines at DDWs/MCDWs.
- To ensure write off & process, disposal of expired/Breakage/Spoilage medicines at DDWs/MCDWs as per norms.
- Organize Training/Workshops/Conferences related to quality of generic medicines & rational use of drugs.
- Coordinate with visiting teams of other countries, states & agencies for research & studies undertaken by them.

The Finance Cell Facilitates:

- Provisioning of budget for procurement of Medicines/ Surgical/Sutures items in relevant budget head of Director (PH), its transfer to PD account of the corporation & Payment to supplier after approval by concerned sanction, Besides the section keep a record of budget released as advance from other sources like NRHM, Police, Jail etc. for procurement of Medicines/ Surgical/Sutures items, equipments & other hospital supplies and provides Utilization Certificate to the concerned Department.
- The exercise of budget allocation to healthcare institutions for Medicines/ Surgical/Sutures items is done as per recommendation by state level committee based on bed strength, patient load, consumption of previous years etc. Finance Section also work as central Payment Authority and DDO.
- It prepares & maintains records of Annual Accounts of the Corporation. It also supervises & looks after internal control, disposal of Audit Reports etc. of the corporation.
- The corporation has adopted a centralized payment policy, where is all payments to employees/suppliers/firms is made through Core Banking Solution (CBS), NEFT & RTGS.

DEPARTMENTS VISITED:

- Procurement Cell
- Logistic Cell
- Quality Control Cell
- Supply Cell
- IT Cell

I have visited in these department and observed that how the analysts work and deal with the clients.

PROJECT HANDELED

- Supply of drugs in Various Health Care institutions.
- Inventory management.
- Quality Control of drugs

I have worked on these projects other than my dissertation project. In these projects, I have observed that what is the current situation of the Inventory management and Quality control of Drugs. In these projects I have worked on certain parameters such as:

- Challenges in the Quality control of cold storage medicines.
- Challenges in the inventory management

So apart from my dissertation, I have worked on these projects and submitted these reports before deadline.

Challenges in the unit

- The report has to be completed in 5 days which is very less time to complete a report. So, the time to complete a report should be increased.
- The report goes from different stages for checking errors and making changes but it's a long step, so people find it difficult to address the report.
- The cost of report is too high.

Impediments

During my 3 months of internship, I also faced some challenges in making report such as

- Difficult to find relevant secondary data
- Lack of time
- Intense working environment.