

**Internship
at
Narayana Multispeciality Hospital, Jaipur**

**Submitted By
Pragya Sharma**

**MBA Hospital & Health Management
2013-2015**


**Institute of Health Management Research,
Jaipur
2015**

TABLE OF CONTENTS

Organization profile		
Sr. No.	Content	Page no.
1	Vision	7
2	Values	8
3	Brand	8
4	About Narayana Multispecialty Hospital, Jaipur	9
5	Organizational Structure	10
6	Departments and services	11
7	Hospital Infrastructure	12
8	Material Department	15
9	In Patient Pharmacy Store	18

1. ORGANIZATION PROFILE

Narayana Health, one of India's largest and World's most economical healthcare service providers is set to emerge as a global industry model for its ability to reconcile quality, affordability, scale, transparency, credibility and sustainable profitability. Equipped with all super-specialty and tertiary care facilities that the medical world has to offer, it is now a one-stop destination for any healthcare requirement a common man needs. No one is refused treatment due to lack of funds. From a humble beginning of a 300 beds hospital in 2001, Narayana Health has grown to a 6000 beds health care conglomerate in 2013 with 17 hospitals present in 13 locations within the country.

Famous for its cost-cutting approach in many ingenious ways, NH has been ranked 36th among "WORLD'S 50 MOST INNOVATIVE COMPANIES" by Fast Companies in 2012.

In India, where accessibility to good healthcare facility still depends on one's economic status Dr Devi Shetty founder of Narayana Health bring a revolution in the health sector.

Vision-

To provide, “Affordable quality health care to the masses worldwide”.

Mission:

We at Narayana Hrudayalaya have a dream, “A dream of making quality health care available to the masses worldwide”.

Quality policy:

“Narayana Hrudayalaya is committed to provide professional patient care at a affordable cost to reach patient globally with holistic approach and continually improve the effectiveness of quality management system”.

Quality Objective:

- Provide holistic, timely patient care.
- Continually upgrade the knowledge and technique in patient care.

- Customer relationship management.

Values-

Narayana Health's Core Values are defined by I – CARE

Innovation and efficiency – to continuously reduce cost of delivery of high quality health care and improve reach

Compassionate Care – in providing accessible care that makes a difference to our patients

Accountability – to honor our commitments with integrity and transparency to our patients, employees and investors

Respect for all – recognize the contribution of every employee and respect rights and dignity of every patient and employee

Excellence – create a culture of individually excelling to collectively ensuring highest quality of consistent, reliable service to our patients and sustainable value to all our stakeholders

Brand.....

Narayana Health:

NARAYANA in Sanskrit means the preserver of the universe which matches with the NH ethos of being committed to the health of every life

Colour:

BLUE is the colour of calm, peace and cure... Leaf is a symbol of life

NH:

NH does not have any gaps in between as there is no space for discrimination while catering to the health needs of every individual

3 Leaves:

The THREE LEAVES three core values of NH – Compassion, Quality, Affordability

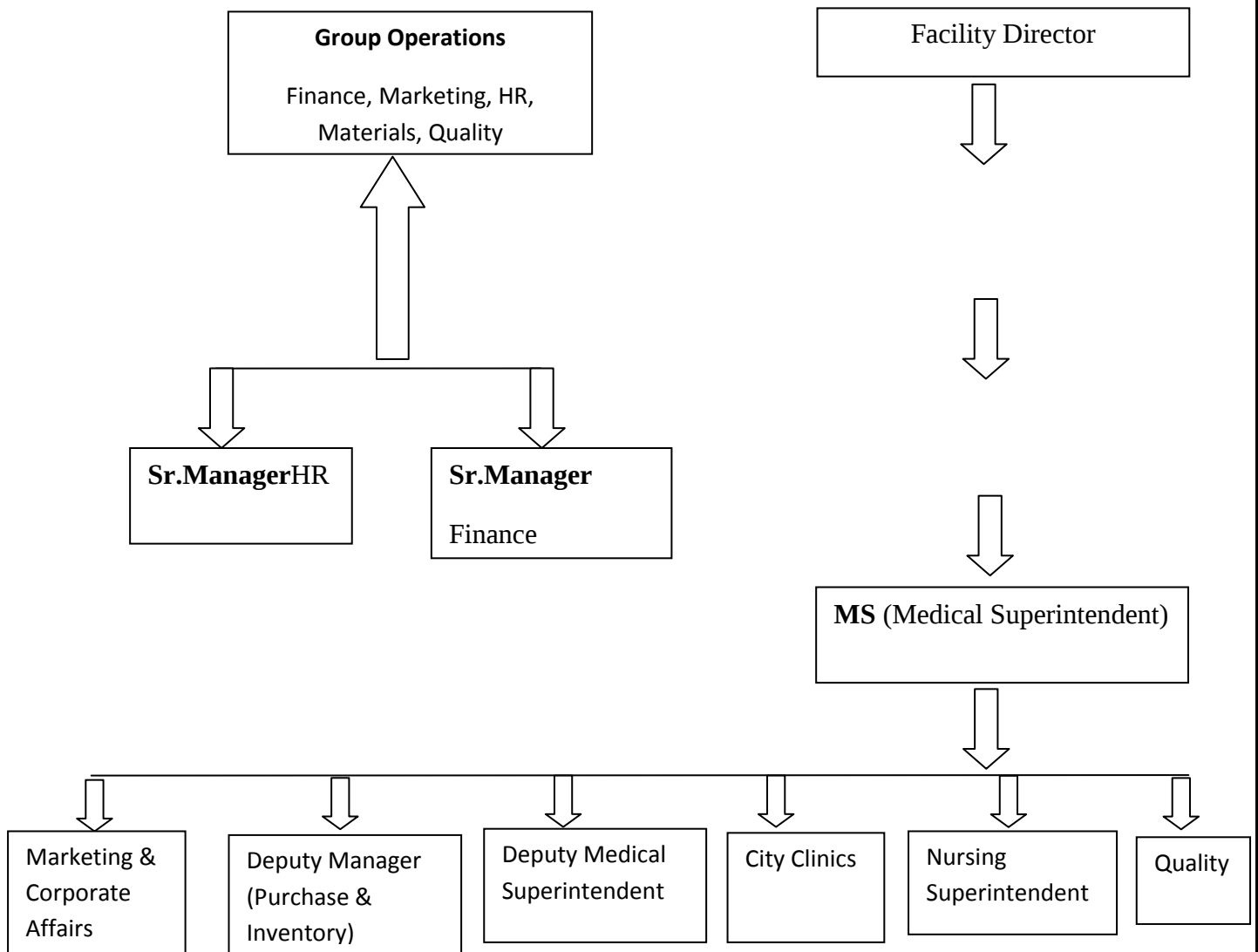
Sunrise:

The SUNRISE behind the letters NH marks a new dawn in healthcare that Narayana Health is trying to bring about

Narayana Multispecialty Hospital, Jaipur

Narayana Multispecialty Hospital, Jaipur was commissioned on 29th of January 2011. In 26 July 2012, the hospital was awarded the international accreditation from Joint Commission International (JCI) making it the first hospital in Rajasthan to receive this prestigious recognition. The 200 bed multispecialty tertiary care hospital is located at Pratap Nagar within a sprawling campus of 4.7 acres. Specialties at the hospital include both adult and pediatric cardiac services, orthopedics, obstetrics & gynecology, neurosciences, nephrology, urology and gastroenterology offering advanced treatment procedures including Laparoscopic and Minimally Invasive surgeries. Hospital has in-house Radiology, Laboratory and Blood Bank services offering Emergency and Trauma care.

ORGANIZATIONAL STRUCTURE



DEPARTMENTS & SERVICES:-

1. Cardiology and cardiac surgery
2. Neurosciences
3. Nephrology and urology
4. Gastroenterology
5. Orthopedics and joint replacement
6. Trauma care and emergency services
7. Critical care
8. Mother and child care
9. Pulmonary medicine
10. plastic surgery, cosmetic & reconstructive surgery
11. Internal medicine
12. Diabetes & endocrinology
13. Physiotherapy & rehabilitation center
14. Nutrition
15. Radio diagnosis and imaging
16. Pathology & microbiology
17. Comfort, safety and supportive care

HOSPITAL INFRASTRUCTURE

1. Basement

- Biomedical Engineering
- CSSD
- MRD
- Radiology & Imaging (X-Ray, MRI , Ultrasound, CT scan)
- Purchase & Main Store
- Linen
- Mortuary
- Central security office
- Male Medical Ward
- Male Surgical Ward
- Human Resource Department
- Administration Offices
- Cafeteria and Food Court
- Conference Room
- Accident and emergency
-

2. Ground floor

- Main Reception
- Admission Counter
- Discharge and Billing
- OP And IP Pharmacy
- Prayer Hall
- ATM
- Central Report Collection Centre
- MICU & CCU
- OPD
- Catha Lab
- Blood bank
-

3. First Floor

- Operation theatre
- Female medical ward
- Female surgical ward
- NICU
- PICU
- Paediatric ward
- ANC Ward
- CRIB
- Semi private ward
- ITU
- Dialysis unit
- Physiotherapy

4. Second floor

- Private ward
- CTVS

DEPARTMENT IN THE HOSPITAL

The following departments function in the hospital

Clinical Services	Clinical support services	Clinical Administrative Services	Administrative services
Accident & Emergency	LABORATORY MEDICINE	Ambulance services	Human resources
OPD	Imaging	Nursing department	Materials
Anaesthesia	CSSD	Food & beverages	Marketing
Critical Care	Biomedical waste	Security	Finance
OT	Housekeeping	Mortuary	Engineering
IPD	Pharmacy	Laundry	IT

Material Department

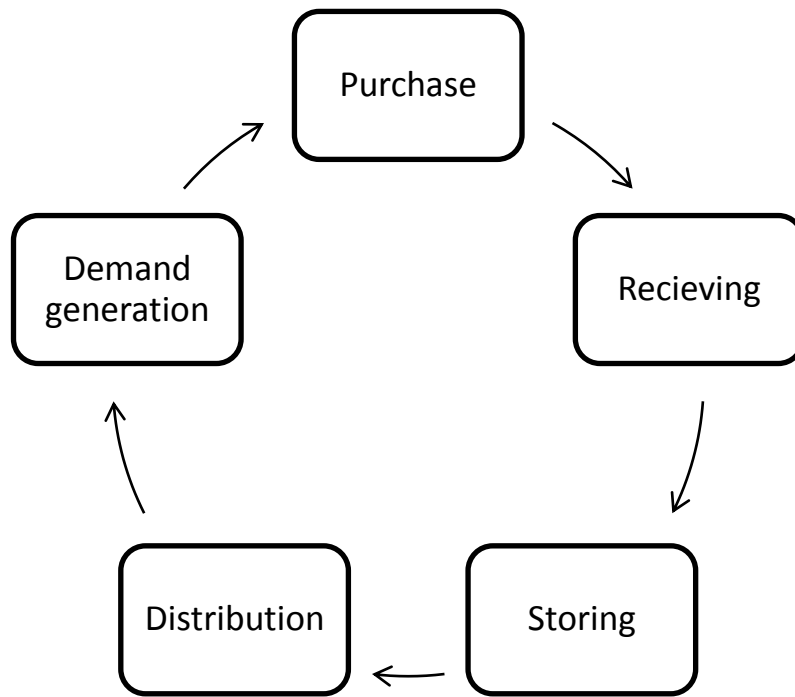
Basic objective of material department is to get right goods, at right price, at right time to maintain desired services level at minimum cost. It has 4 sub units:-

- I. Purchase unit
- II. Receiving unit
- III. Main store
- IV. Sub stores-
 - a. In Patient pharmacy
 - b. Cath lab Store
 - c. OT store
 - d. OPD Pharmacy

Material stores functions in order to supply the right material in right quintiles at the right time at the right price. The IP departments put up requests for the required materials by uploading indents in the HIS. The store manager raises a purchase order to be sent at the central procurement stores. The supplies received are inspected on the basis of quantity and expiry in the incoming material inspection area. The items are stored as per the storage norms. Departmental issues are made for non – medical consumables as per requirement. Stock is reviewed periodically for non-moving items and short expiry items. Stock audits are carried out twice/year. Any variance is reported to the higher management. For inventory control, ABC and VED analysis is carried out. FEFO (first expiry first out) is followed.

The key performance indicators are no stock outs, zero errors in maintenance of accounts, zero error in billing processing, maintain minimum inventory maximum efficiency, maintaining stores as per the NABH = ISO standards, submission of bills accounts within 4 working days, expired items on the shelves should be zero, minimize emergency purchase, TAT suture and lab kits (19 days), instruments (8 weeks) and other items (2 days).

Functions of material department:-



Purchase:-Purchasing of an item requires administrative, financial and technical approval. For purchasing any item department has to raise purchase order (PO). PO incorporates conditions of supply including time schedules and to seek an acknowledgement from the vendor firm.

Receiving:- At the time of delivery, verification of each item is done physically and count against suppliers invoice or challan, and bill is certified and forwarded to account department for prompt payment

Storing:-After receiving, items are transferred to main store. In main store GRN (goods receiving note) prepared and items are transferred to sub stores and wards according to demand generated by respective store except high alert medicines, which are stored in main store.

Distribution:- From the sub stores items are distributed to ward, Cath lab, and operation theatre according to demand generated by receiving side.

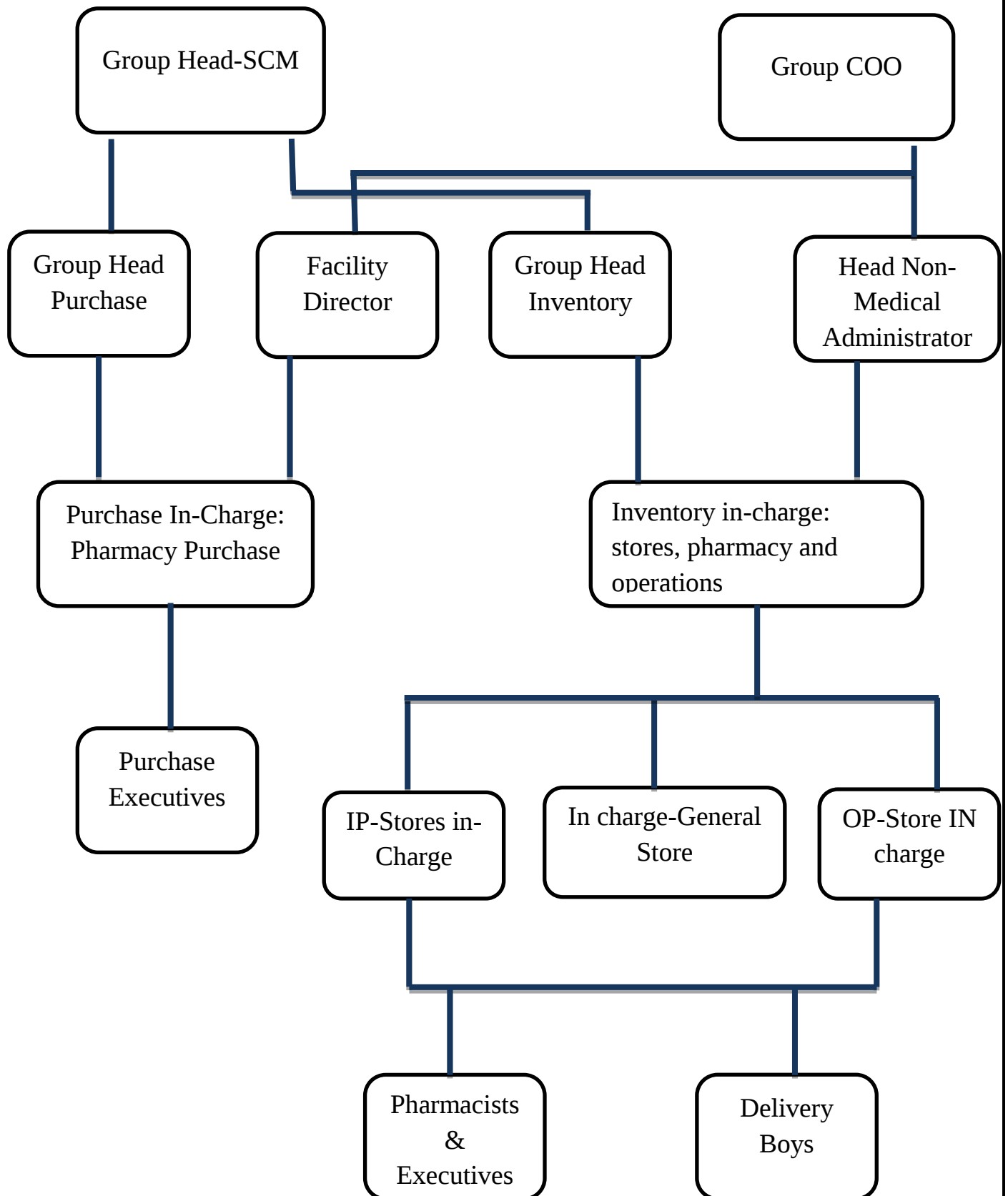
Demand generation:- Demand is generated in two ways:-

- a. Periodic demand
- b. Emergency demand

Periodic demand is generated twice a month which is identified with the help of tool named MSQ (minimum stock quantity) and on the basis of consumption pattern of last 2 month.

Emergency demand is generated for drugs which are not present physically and required urgently.

Organization Structure of Material Department:-



In Patient Pharmacy Store

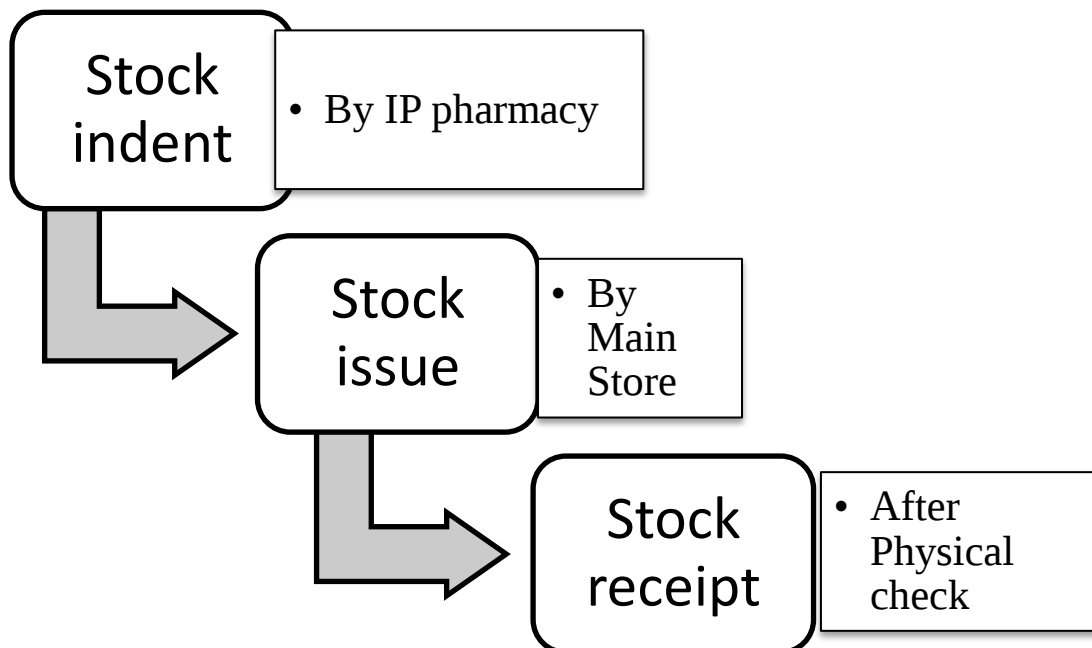
The In-patient pharmacy department of Narayana Multispecialty Hospital is a division of material department. Location- Ground Floor, Narayana Multispecialty Hospital The department runs 24* 7*365 days. The department strives to provide the best of medications as prescribed by the doctors and faster services to the patient.

Human resource:-

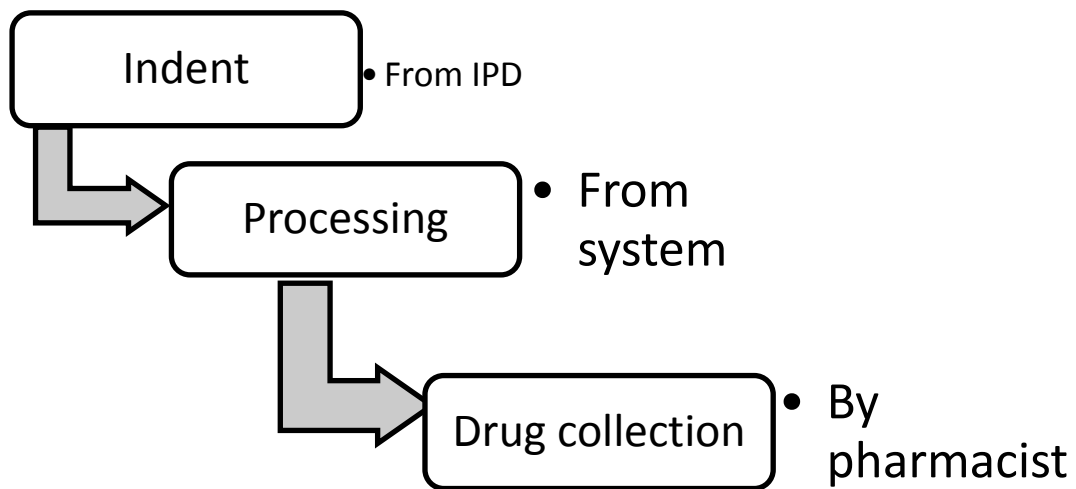
- 9 Pharmacists.
- 1 Helper.
- 5 Runner
- Shift timings:-Pharmacists
 - 8am-4pm (morning) - 1.
 - 10am-6pm (general)-2.
 - 12pm-8pm (evening)-3.
 - 8pm-8am (night)-2.

Activities:-

- **Receiving consumables from main store.**



➤ **Drug dispensing to IPD.**



➤ **Tasks: - Drug return and discharge.**

