

SUMMER INTERSHIP AT NH MMI SUPERSPECIALITY HOSPITAL RAIPUR, CHHATTISGARH

HISTORY- DR. DEVI SHETTY founded Narayana Hrudalaya in the year 2000 with a 280-bed heart hospital in Bangalore. In 2013, Narayana Hrudalaya officially changed its identity to Narayana Health. It now operates several hospitals and heart centres across India, making it the second largest hospital network in India. From 2016 onwards, it has increased its presence in New Delhi, Gurugram and Mumbai, by opening premium multi speciality hospitals. In 2022, NH announced that it is looking to set up a 1000-bed advanced speciality hospital in Kolkata, West Bengal.

ORGANIZATION VISION- To provide high quality health care, with care & compassion at an affordable cost, on large scale.

ORGANIZATION MISSION- "I CARE", which encompasses innovation & efficiency, compassionate care, accountability, respect for all & excellence as a culture.

ORGANIZATION STRUCTURE-

Key Management

- Chairman- DR. Devi Prasad Shetty
- Senior Vice-President-Milind Inamdar
- CEO- Emmanuel Rupert
- COO- Viren Shetty

ORGANIZATION INFRASTRUCTURE- Narayana Health took over the management of Hospitals in August 2011 to provide affordable, high quality healthcare. OPD has 35 consultation chambers for consultations in all specialties. It has one of the largest Dialysis units in the state of Chhattisgarh with 26 beds. In Radiology, 1.5 Tesla MRI and 128 Slice CT scanner are some of the best equipment that has taken medical technology to a new niche. It also has 5 modular operating theatres for critical, life-saving surgeries and to handle an accident, trauma victims.



SUGGESTIONS

- Proper marketing of 10 % discount
- Proper counselling of patients
- Reduce the waiting time of patients
- Crowd management
- Counter increase

CHALLENGES FACED DURING INTERSHIP

- Difficulty faced in early intership day
- Difficulty faced in collecting sample from patient
- Staff nurse were not co-operative in nephro department

LEARNING AND VALUE ADDITION IN SCM

USEFULNES

- Learned the importance of SCM in hospital
- How to improve the sales of op pharmacy
- Team work & Discipline

SWOT ANALYSIS

STRENGTHS

- .HOD is supportive and impartial.
- .Friendly environment
- .Enhanced technology
- .Good reputation
- .Experienced consultant

WEAKNESSES

- .Shortage of staff
- .Crowded space
- .High price cost
- .Sortage of staff in op pharmacy

OPPORTUNITIES

- .New market & services (oncology)
- .Technical training on how to operate the equipments to the clinical staff

THREATS

- .High attrition rate of nurse
- .competitive private hospital
- .staff dissatisfaction

DIFFERENCES BETWEEN PRACTICAL EXPOSURE AND THEORITICAL WORK

- Theoretically inventory should be maintained on basis of ABC/VED module but practically inventory is maintained on basis of consumption of item
- Practically inventory is maintained on basis of various department of hospitals
- Inventory is also maintained on basis of various season

LEARNING AND VALUE ADDITIONS DONE DURING INTERSHIP

- Learned how scm department play imp. Role in functioning of hospital
- The SC implemented ensures availability of medicine/product at right time, minimizing inventory wastage, maximizing patient care, co-ordination in all departments, minimizing human error/medication error

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