

**INTERNSHIP AT
FORTIS MEMORIAL RESEARCH INSTITUTE, GURUGRAM**

Submitted by:

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MBA Pharmaceutical Management
Academic Year: 2022-2024



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INTERNSHIP REPORT

(3months)

INTRODUCTION

Fortis Memorial Research Institute, Gurugram

Address : Sector - 44, Opposite HUDA City Centre, Gurugram, Haryana 122002

Fortis Memorial Research Institute (FMRI) is a multi-super-speciality, quaternary care hospital with an enviable international faculty, reputed clinicians, including super-sub-specialists and speciality nurses, supported by cutting edge technology. A premium referral hospital, it endeavours to be the Mecca of Healthcare™ for Asia Pacific and beyond. Set on a spacious 11-acre campus with 1000 beds, this Next Generation Hospital™ is built on the foundation of Trust™ and rests on four strong pillars: Talent, Technology, Service and Infrastructure.

- Fortis Memorial Research Institute was established in **2001**.
- It is **an outstanding multi-speciality quaternary care hospital**, having the top-notch infrastructure, advanced equipment, highly qualified and experienced medical professionals and super sub-specialists.
- **Fortis Hospital ,Gurgaon is an advanced centre of excellence in Robotic Surgery**, Neurosciences, Oncology, Renal Sciences, BMT, Organ Transplants, Orthopaedics, Cardiac Sciences and Obstetrics & Gynaecology.
- JCI & NABH Accredited Hospital, NABL Accredited Lab, NABH Certified Nursing Excellence, NABH Accredited Blood Bank
- **FMRI is a 311 bedded and 15 Operation theatres and over 400 diagnostics centres.**
- Medical facility endowed with a dedicated team of **200 world-renowned doctors**, covering a number of specialties, who aim to provide the best quality medical care to all the patients, national as well as international.
- This hospital is well set up with the latest technologies and equipment throughout all the specialties and research labs, which are accredited by **NABL**.
- This ensures that the patients at FMRI receive diagnostic results and treatment with high accuracy and in minimum time.
- With a vision for the community, **FMRI operates various speciality clinics** such as, for Paediatrics, Nephrology, Neurology, Gynaecology, Orthopaedics, Oncology and many more, which provide long term healthcare management and follow up care.
- FMRI is the premium healthcare provider and endeavours to be known as the “Mecca of Medicine” – the ultimate healthcare destination.

Vision

“Saving & Enriching Lives”

Mission

“To be a globally respected healthcare organisation known for Clinical Excellence and Distinctive Patient Care”

Values

- **Patient Centricity**
 - Our patients’ needs will come first
 - Treat patients and their caregivers with compassion, care and understanding.
 - Commit to ‘best outcomes and experience’ for our patients.
- **Integrity**
 - Model and live our ‘Values’.
 - Be principled, open and honest..
 - Demonstrate the moral courage to speak up and do the right things.
- **Teamwork**
 - Respect and value people at all levels with different opinions, experiences and backgrounds.
 - Put organization needs’ before department / self interest.
 - Proactively support each other and operate as one team.
- **Ownership**
 - Deliver commitment and agreement made.
 - Take initiative and go beyond the call of duty.
 - Be responsible and take pride in our actions.
- **Innovation**
 - Adopt a ‘can-do’ attitude.
 - Continuously improve and innovate to exceed expectations.

Fortis Hospital famous for:

One of India’s top integrated healthcare service providers is Fortis Hospital in Gurgaon. With 27 healthcare facilities, 4,300 operational beds, and 400 diagnostics centres (including joint ventures), it is one of the largest healthcare organizations in the country. In addition to the UAE, Nepal, and Sri Lanka, Fortis is also present in India. It is a NABH-certified multi-specialty tertiary care hospital that is renowned for its skill in the fields of cardiac sciences, renal sciences, neurosciences, gastro sciences, emergency & trauma, critical care, and organ transplants.

The Fortis Memorial Research Institute (FMRI) hospital at Gurgaon is the headquarter and flagship hospital of Fortis Healthcare, with all the major facilities at the hospital. It was named as 23rd smart hospital in the world for the year 2021. FMRI was also named the 22nd-best hospital in the country for the year 2022 by Newsweek

OBJECTIVES OF INTERSHIP

- To determine the most efficient strategies for optimizing inventory levels of medical supplies in hospitals.
- To identify key factors that influence the demand and supply dynamics within the hospital supply chain.
- To determine the impact of inventory management practices on the overall operational efficiency and patient care quality.
- To identify best practices and innovative solutions for reducing waste and ensuring timely availability of critical medical supplies.
- To determine the role of technology and data analytics in enhancing the decision-making process for inventory management.
- To identify potential areas for cost reduction without compromising the quality and availability of medical supplies.

ORGANISATIONAL PROFILE

Fortis Hospital, Gurgaon is one of the leading hospitals in India. It is known for its state of art medical equipment, their specialist for all types of disease-related or cancer-related doctors who are renowned in their work not only in India but also outside the nation, and the hospital is also known for its dedicated workers, and how they take care of their patients. Not only that but the vision is “to create a world-class integrated healthcare delivery system in India, entailing the finest medical skills combined with compassionate patient care”.



Infrastructure :

- With 54 healthcare facilities, 10,000 beds and 260 diagnostic centres, Fortis Group provides their patients with state-of-the-art infrastructure.
- The Institute is spread across 1.50,000 sq.ft of nature friendly landscape.
- It has India's first ever "see through" glass lab with instant collection and real time processing of blood samples.
- Wi-fi enabled rooms.
- Provides customized diet plans.
- Has an exclusive international patient lounge.

Facilities:

- **COMFORT DURING STAY:** TV in room, Private rooms, Free Wifi, Phone in Room, Mobility accessible rooms, Family accommodation, Laundry, Welcome Package, Safe in the room, Nursery / Nanny services, Dry cleaning, Personal assistance / Concierge, Religious facilities, Fitness centre, Spa and wellness, Beauty salon, Café, Business centre services, Shop, Dedicated smoking areas, Special offer for group stays, Parking available
- **MONEY :** Health insurance coordination, Medical travel insurance, Foreign currency exchange, ATM, Credit Card, Debit Card, Net banking
- **FOOD:** Diet on Request, Restaurant, International Cuisine
- **TREATMENT RELATED:** Medical records transfer, Online doctor consultation, Rehabilitation, Pharmacy, Document legalisation, Post-operative follow-up
- **LANGUAGE:** Interpreter, Translation services
- **TRANSPORTATION:** Airport pickup, Local tourism options, Local transportation booking, Visa / Travel office, Car Hire, Private driver / Limousine services, Shopping trip organisation, Air ambulance

Collaborations

- Phable partners with Fortis Hospital to provide AI driven care to patients, Mar 19.
- CSC partners with Fortis Hospital to launch telemedicine service for rural India, Feb 21.
- Fortis Healthcare partners with RED.Health to provide ambulances in 10-30 minutes, June 23.
- Fortis Bannerghatta Road joins hands with JOGO Health, to provide non-surgical, tech-driven treatment for urinary disorders, Dec 23.



SERVICES PROVIDED BY FMRI, GURUGRAM

Team And Specialities :

- Reputed doctors, super sub-specialists and specialty nurses with exceptional medical expertise, technology and innovation offer the best treatments at Fortis.
- Has first-of-its-kind E – ICU with two-way audio visual communication that allows clinicians to access patient 24×7.
- Also consists of two modular operating rooms furnished with equipment and controlled by a common control panel.
- Has latest 256 Slice Brilliance iCT Scanner that has the ability to capture an image of the entire heart in just two heartbeats.
- Bi-Plane Cath Lab, ultra-modern Cardiac Cath Lab are also there to address cardiac and vascular interventions.
- Has CT based Brain Suite, equipped with intra operative CT for brain and spine.
- Expert in radiation therapy.
- Has the world's first Digital MRI technology, 3 Tesla.

Areas of Excellence

- Cardiology
- Heart Surgery
- Cosmetic & Plastic Surgery

- Dental
- Ear, Nose and Throat (ENT)
- Gastroenterology
- Laparoscopic Surgery
- Haematology
- Rheumatology
- Hepatology
- Oncology
- Surgical Oncology
- Radiation Oncology
- Neurosurgery
- Neurology
- Gynaecology & Obstetrics
- IVF & Fertility
- Eye Surgery
- Paediatric Surgery
- Orthopaedics
- Vascular Surgery
- Nephrology
- Spine Surgery
- Urology
- Bariatric Surgery
- GI Surgery
- Kidney Transplant
- Physiotherapy & Rehabilitation
- Pulmonology

Location & Accessibility

- Situated in Gurgaon, Fortis Memorial Research Institute (FMRI) is reachable from all parts of the city with multiple options like Metro Station and Taxi on call.

- Airport: 25 minutes' drive from the airport.
- The hospital is located close to 4 and 5 star hotels with option of budget hotels and guest houses as well.

KEY ACTIVITIES UNDERTAKEN DURING INTERNSHIP

- Conducted detailed analysis of current inventory levels, turnover rates, and stockout incidents.
- Utilized inventory management software to track and analyze inventory data.
- Participated in projects aimed at optimizing various aspects of the supply chain, including procurement processes and distribution logistics.
- Conducted research on best practices and innovative solutions for supply chain optimization.
- Assisted in evaluating and selecting suppliers based on quality, reliability, and cost-effectiveness.
- Helped maintain and update supplier databases and records.
- Gathered and analyzed data related to inventory levels, order cycles, and supplier performance.

KEY LEARNINGS FROM INTERNSHIP

(3 months internship in SCM department)

- **Inventory Management Techniques**

- Gained insights into various inventory management techniques, such as Just-In-Time (JIT), Economic Order Quantity (EOQ), and ABC analysis.
- Learned how to balance inventory levels to avoid both shortages and excess stock.

- **Demand Forecasting**

- Understood the importance of accurate demand forecasting in maintaining optimal inventory levels.
- Learned different forecasting methods and their applications in predicting the need for medical supplies.

- **Supply Chain Optimization**

- Acquired knowledge on optimizing the supply chain to enhance efficiency and reduce costs.
- Explored strategies for streamlining procurement processes and improving supplier relationships.

- **Technology and Data Analytics**

- Gained experience in using supply chain management software and data analytics tools to monitor and manage inventory.
- Learned how to leverage data for making informed decisions and improving supply chain performance.

- **Risk Management**

- Understood the importance of risk management in supply chain operations.
- Learned techniques for identifying potential risks and developing mitigation strategies to ensure continuity of supply.

- **Sustainability Practices**

- Explored sustainable practices in supply chain management, including reducing waste and promoting eco-friendly procurement.
- Learned about the impact of sustainable practices on overall supply chain performance and hospital operations.

- **Cross-Functional Collaboration**

- Experienced the significance of collaboration between different departments to ensure seamless supply chain operations.
- Learned how effective communication and coordination can lead to better inventory management and operational efficiency.

- **Compliance and Regulatory Requirements**

- Understood the regulatory requirements related to the procurement and management of medical supplies.
- Learned how to ensure compliance with healthcare regulations to maintain the quality and safety of supplies.

- **Supplier Relationship Management**

- Gained insights into the importance of maintaining strong relationships with suppliers.
- Learned techniques for negotiating contracts, managing supplier performance, and ensuring reliable supply sources.

- **Problem-Solving and Decision-Making**

- Developed problem-solving skills by addressing real-world supply chain challenges.
- Learned how to make data-driven decisions to improve inventory management and overall supply chain efficiency.