

SUMMER INTERNSHIP PROGRAM IIHMR UNIVERSITY, JAIPUR

THE ROLE OF INFORMATION TECHNOLOGY IN SUPPLY CHAIN MANAGEMENT AND THE FUTURE OF SUPPLY CHAIN EXCELLENCE IN INDIA : A CASE STUDY



FORTIS ESCORTS HOSPITAL, JAIPUR

University Mentor- Dr. Hemant Kumar Mishra

BRIEF HISTORY



Fortis Escorts Hospital Jaipur is the first Hospital accredited in Rajasthan since July 2008 from the National Accreditation Board for Hospitals & Healthcare Providers [NABH].

This hospital is the most advanced Heart Care Centre in Rajasthan and enhances the health condition of several patients. It also received Nursing Excellence from NABH. Fortis Escorts Jaipur received National award for 5 consecutive years and in 2012 FICCI Healthcare Excellence Award. In 2013, this hospital received awards for the best hospital in Patient Care, the best hospital for Patient Safety & Quality Initiatives. The purpose of Fortis is "Saving & enriching Lives".

VISION



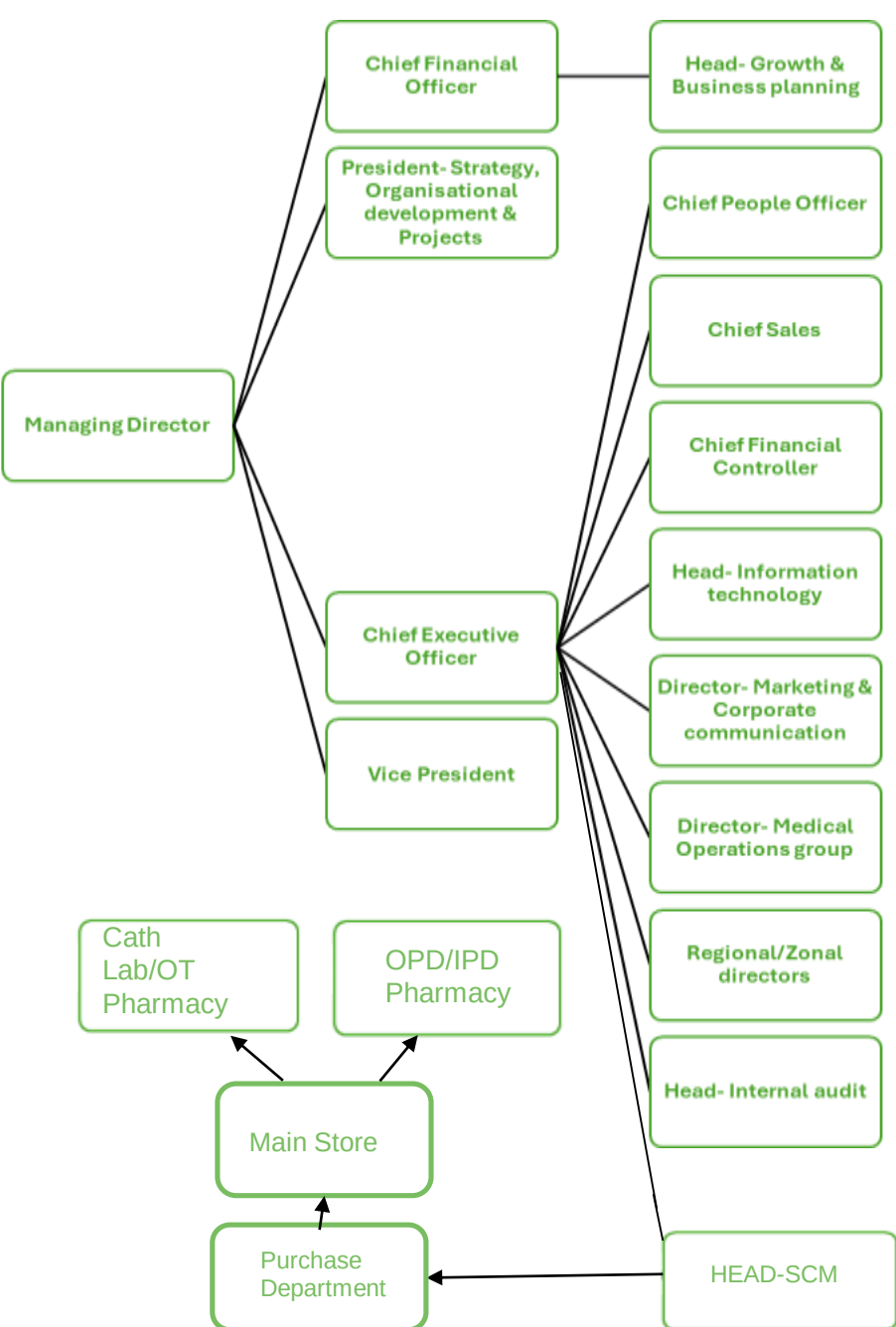
To create a world-class integrated healthcare delivery system in India, entailing the finest medical skills combined with compassionate patient care.

MISSION



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

ORGANISATION STRUCTURE



GAP ANALYSIS

- Inefficient inventory management leading to stockouts or overstocking.
- Delays in the distribution of medical supplies and equipment.
- Poor coordination between departments leading to inefficiencies.
- Insufficient use of data analytics to drive decision-making.
- Reluctance to adopt new technologies.
- Outdated systems hindering efficiency.

DESCRIPTION

In last 12 years, Fortis Escorts Hospital, Jaipur has successfully managed to develop world class facilities. Fortis Jaipur is a pioneer in high-end procedures like Kidney Transplant, Total Knee & Hip Replacement with Robotics & Computer Navigation, Adult and Paediatric Cardiac Surgery including Congenital Heart Disease, GI & Bariatric Surgery, Complex Neuro Intervention Procedures with minimal invasive through computer Navigation, Surgical & Medical management of Brain Stroke, Comprehensive & advance Cardiac Care, Laser Surgery, Single Incision Laparoscopic Surgery(SILS), along with Trauma and Critical Care.



PURPOSE OF PROJECT -

This project aims to investigate the transformative role of information technology (IT) in revolutionizing supply chain management (SCM) practices in India. The project will analyze how IT empowers efficient and agile supply chains, ultimately contributing to achieving supply chain excellence in the Indian context.



THEORETICAL

- ✓ Learned From SOP's (Handling of inventories)
- ✓ Provides A Foundation In Concepts like Inventory management, Forecasting and Logistics.
- ✓ Helps Understand the "Why" behind Supply Chain Practices

PRACTICAL

- ✓ Gained hands-on experience in a real-world setting at Fortis Hospital Jaipur.
- ✓ Involved applying theoretical knowledge to solve practical problems (e.g., managing medical supplies).
- ✓ Developed skills like problem-solving, communication, and collaboration.
- ✓ Helped understand the "how" of implementing supply chain strategies (Efficient Flow , Cost , Speed,)

CHALLENGES FACED



- ➔ Balancing multiple tasks and deadlines, often without a clear sense of priority
- ➔ To tackle uncooperative staff
- ➔ Staying motivated during repetitive or less engaging tasks.

LEARNING DURING INTERNSHIP

- Hospital-Specific Supply Chain Challenges (Emergency preparedness, Short-shelf-life medications and supplies).
- Value of Cross-functional Collaboration(Improved Decision-Making, Enhanced Efficiency and Cost Savings).
- Technology in Supply Chain Management (Software like HIS(Hospital Information System, Oracle/ Fusion).
- Specific Inventory Management Methods Like Demand Forecasting and Replenishment Techniques (ABC Analysis, Minimum Stock Levels and Reorder Points, Just-in-Time (JIT) Inventory Management).
- Vendor Management Strategies (Communication and Collaboration, Performance Management and Optimization.
- The Role of Data Analysis(Enhancing Demand Forecasting, Optimizing Inventory Management, Improving Transportation and Logistics).
- Importance of Compliance (Strengthens Relationships, Enhances Efficiency.
- Soft Skills Development (Work with Hospital software like HIS(Hospital Information System, Oracle/ Fusion).



SWOT ANALYSIS



STRENGTHS

- Domain Expertise
- Established Processes
- Hospital-Specific Knowledge
- Compliance Focus



WEAKNESSES

- Communication Silos
- Inventory Management Challenges
- Vendor Dependence



OPPORTUNITIES

- Technology Integration
- Supplier Relationship Management
- Waste Reduction
- Continuous Improvement



THREATS

- Cost Pressures
- Supply Chain Disruptions
- Staff Turnover
- Competitor Innovation

USEFULNESS OF INTERNSHIP

- The internship provided practical experience to apply academic knowledge in real-world settings.
- Skills such as communication, teamwork, problem-solving, and time management were honed through hands-on tasks .
- Exposure to industry practices allowed for exploration of career interests and networking with professionals. Contributed to personal growth, fostering confidence and readiness for future endeavors.

SUGGESTIONS FOR IMPROVEMENT

- Implement modern inventory management systems for better stock control and data analysis.
- Recommend training programs on new technologies or emerging trends in healthcare supply chain management.
- Foster better communication between departments (supply chain, nursing, finance) to improve overall coordination.
- Implement standardized practices for procurement, inventory control, and logistics.



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