

Internship Report

Submitted



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Master of Business Administration (MBA)
in
Hospital and Health Management

By

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INTRODUCTION

Material management in hospitals refers to the systematic planning, purchasing, warehousing and distribution of drugs, medical supplies and equipment that are vital for patient care. Effective material management ensures that healthcare facilities have the right resources available at the right time, in the right quantities, and at the right cost.

This discipline is very important in optimizing operational efficiency, lowering costs, avoiding shortages as well as ensuring patients receive quality health care.

Key components include inventory control, vendor management which meets the relevant healthcare standards and requirements of patients effectively.

Effective material management in hospitals ultimately aims to support healthcare providers in delivering high-quality patient care by ensuring that the necessary resources are available when and where they are needed most.

The internship aims at exploring the quality of services provided at the Material Management Department of Apollo Multispecialty Hospital, Kolkata. This internship aimed to provide insights on how Apollo Multispecialty Hospital can further optimize their material management processes by focusing on various aspects like procurement effectiveness, practices associated with stock and suppliers as well as adherence to regulatory requirements.

At Apollo Multispecialty Hospital, Kolkata there is one Main store at the ground floor and five sub-stores namely OT store, Cath lab store, Day-care store, F&B store and Pathology store.

Apollo Hospital, Kolkata uses a software named Med Mantra for carrying out their daily operations and integrating their processes.

Their inventory day is around 20-22 days which is counted at the end of the month. Initiatives were taken to minimise the inventory days.

While the purchase of materials, minimum 3 quotations are accepted only from registered suppliers. The lead time varies from vendor to vendor and from product to product, the average being 7 days.

The Key Performance Indicator (KPI) for the material management department are:-

1. Inventory days- It refers to the average number of days that the hospital holds its inventory before selling or using it up. Lower number of inventory days indicated that

the hospital is managing its inventory efficiently, with faster turnover. Higher inventory days indicates slower turnover, higher carrying costs and potentially tying up working capital.

2. Timely GRN and SRV
3. Proper storage of the material and supplies at ambient temperature and humidity.
4. Tracking of slow and non-moving items, expiry and near expiry items and getting rid of them timely.
5. Lead time refers to the total time elapsed between placing the order and receiving it into stock for consumption.



Fig:- Main store at Apollo Multi-specialty Hospital, Kolkata



OBJECTIVES OF INTERNSHIP

The main objective was to get a comprehensive understanding of how the materials and supplies are managed in the hospitals gain a better understanding of the processes involved and equip me with the practical skills required to make up a career in healthcare material management or supply chain management.

1. **Inventory Control-** Learn how to manage the inventory and optimize the level of medical supplies, equipment, and pharmaceuticals to ensure uninterrupted supply to the patients for standard patient care and for avoiding wastage.
2. **Procurement Processes-** To gain an insight into how the materials are procured including the vendor selection, negotiation, rate contracts, delivery schedules, and vendor relationship management.
3. **Cost Management-** Learn how to manage the costs while procuring the supplies, ensuring the optimal utilization of resources i.e., neither shortage nor overstocking, and availability of supplies at the right place at the right time and the right cost.
4. **Quality Assurance-** To gain an insight into how the quality of the materials is managed and controlled to ensure compliance with regulatory standards and patient safety.
5. **Regulatory Compliance-** To understand the regulatory requirements and guidelines related to supply chain management in hospitals.

ORGANISATIONAL PROFILE

- The Apollo Hospitals Group, which started as a 150-bed hospital today, operates 9200 beds across 64 hospitals. A forerunner in integrated healthcare, Apollo has a robust presence across the healthcare spectrum.
- Established by Dr Prathap C Reddy in 1983, Apollo Healthcare has a robust presence across the healthcare ecosystem, from routine wellness & preventive healthcare to innovative life-saving treatments and diagnostic services.
- Apollo Hospitals is widely recognized as the pioneer of private healthcare in India and was the country's first corporate hospital.
- The Group has emerged as the foremost integrated healthcare provider in Asia, with mature group companies that specialize in insurance, pharmacy, consultancy, clinics, and many such key touch points of the ecosystem.
- The Apollo Group has touched the lives of over 45 million patients, from 121 countries.
- It is a perfect blend of technological excellence, complete infrastructure, competent care, and heartfelt hospitality.
- Apollo's vision for the next development phase is to 'Touch a Billion Lives'.
- Their mission is to bring healthcare of international standards within the reach of every individual. We are committed to the achievement and maintenance of excellence in education, research, and healthcare for the benefit of humanity".
- Apollo Hospitals has always strongly believed in social initiatives that help transcend barriers. In keeping with this, the group has started several impactful programs in this area.
- One among these initiatives is SACHi (Save a Child's Heart Initiative) – a community service initiative to provide quality pediatric cardiac care and financial support to children from underprivileged sections of society suffering from heart diseases.
- Apollo also runs the SAHI (Society to Aid the Hearing Impaired) initiative to help poor children with hearing impairment, and the CURE Foundation which is focused on cancer screening, cure, and rehabilitation for those in need.
- The Group actively leverages its telemedicine and mHealth capabilities to take its screening programs to even remote corners of the country.
- Apollo Multispecialty Hospitals, Kolkata is a 750-bedded tertiary care hospital providing services in over 50+ specialties across India.

- Apollo Multispecialty Hospitals, Kolkata is the only hospital in Eastern India to be accredited with Joint Commission International (JCI) accreditation, the international benchmark for quality.
- Apollo Multispecialty Hospitals, Kolkata is the only hospital to receive NABL certification in six separate categories namely Clinical Biochemistry, Clinical Pathology, Haematology & Immunohematology, Microbiology & Serology, Histopathology & Cytopathology.
- The Food and Beverage Department of Apollo Multispecialty Hospitals (AGH), Kolkata is the first F & B Department of any Hospital in India to get the coveted ISO 22000:2005 – HACCP certification.
- It is certified by the British Standards Institution (BSIUK). The ISO 22000:2005 – HACCP final survey was conducted during July 27 – 29, 2011 and the AGH F&B conformed to all standards and guidelines.

CENTRES OF EXCELLENCE

Cardiology	Cancer
Nephrology	Neurology
Orthopaedics	Gastroenterology
Robotic surgery	Transplant
Emergency	Allergy & Immunology
Dermatology	Anaesthesiology
ENT	Microbiology Lab
ICU	Nuclear Medicine
General Surgery	Ophthalmology
Apollo Health Check	Obstetrics & Gynaecology
Paediatrics	Physical Medicine
Pathology	Plastic Surgery
Preventive Health	Psychiatry
Urology	Pulmonology
Transfusion Medicine & Blood Bank	Vascular & Non Vascular Intervention
Radiology	Uro Gynaecology

KEY ACTIVITIES

1. Managing the logistics of receiving, storing, and distributing supplies throughout the departments.
2. Issuing the materials (especially dressing set and ezybath) to various departments for patient care.
3. Conduct regular inventory audits and stock counts to verify the physical stock with the stock in the inventory management software system (Med Mantra).
4. Monitoring and maintaining appropriate levels of inventory and informing the seniors in case of inadequacy.
5. Conduct regular storage conditions audits for temperature and humidity to check whether the supplies are stored properly or not.

KEY LEARNINGS

1. **Inventory Control-** Learned how to manage the inventory and optimize the level of medical supplies, equipment, and pharmaceuticals to ensure uninterrupted supply to the patients for standard patient care and for avoiding wastage.
2. **Procurement Processes-** Learned how the materials are procured in the hospitals including the vendor selection, negotiation, rate contracts, delivery schedules, and vendor relationship management.
3. **Cost Management-** Learned how to manage the costs while procuring the supplies, ensuring the optimal utilization of resources i.e., neither shortage nor overstocking, and availability of supplies at the right place at the right time and the right cost.
4. **Quality Assurance-** Learned how the quality of the materials are managed and controlled to ensure compliance with regulatory standards and patient safety.
5. **Regulatory Compliance-** Learned about the regulatory requirements and guidelines related to supply chain management in hospitals.