

# **Synopsis for Dissertation Submitted**



**The IIHMR University, Jaipur**

for the partial fulfilment for the award of the degree of  
Master of Business Administration (MBA)  
in  
Hospital and Health Management

By

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**TITLE:** A STUDY TO ASSESS THE QUALITY OF SERVICES AT THE MATERIAL MANAGEMENT DEPARTMENT OF APOLLO MULTISPECIALTY HOSPITAL, KOLKATA

**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.

Following are other aspects related to material management in hospitals:

- 1.**Inventory Control:** This involves monitoring and managing stock levels of medical supplies and equipment to prevent stockouts or excessive stocking. Advanced inventory systems such as RFID (Radio Frequency Identification) and barcoding often enable accurate tracking of items.
- 2.**Procurement:** The process of sourcing for reliable vendors who will sell quality health products at competitive prices while meeting healthcare regulations.
- 3.**Logistics and Distribution:** The movement of materials within the hospital through transportation, warehousing, distribution within the hospital to various departments, ensuring timely availability where needed.
4. **Cost Management:** Determine the costs associated with resources and implement ways of cutting down on expenditure without undermining quality or patient care.
5. **Quality Assurance:** Ensure that all materials are meeting regulatory standards and are safe for patient use including adherence to quality control measures and certifications.

**6. Vendor Management:** This involves establishing as well as maintaining relationships with suppliers and vendors in order to negotiate contracts, monitor performance and ensure timely delivery of materials.

**7. Technology Integration:** Information systems and technology solutions enable managers to streamline processes, improve efficiency and make informed decisions pertaining material management.

**8. Emergency Preparedness:** Creating reserve plans as well as keeping emergency inventories in order to handle unexpected surges in demand or supply chain disruptions

**9. Sustainability:** Promoting green practices in handling materials like reducing waste, having recycling programs among others.

**10. Staff Training & Education:** Healthcare staff should be trained on how to handle material properly, safety protocols and best practice.

### **RESEARCH QUESTION:**

How are the Quality of services provided at the Material management department of Apollo Hospitals, Kolkata?

### **OBJECTIVES:**

1. Assess the Responsiveness of the Material Management Department.
2. Assess the communication skills and behaviour of the Material Management Team.
3. Assess Stock Availability at the Material Management Department.
4. Assess Current Hygiene Practices Material Management Department.
5. Assess the Accuracy and Completeness of the records Material Management Department.

### **HYPOTHESIS:**

By improving the five factors i.e. the responsiveness of the department, communication skills and behaviour of the team, stock availability, maintenance of accurate and complete records, adopting cleanliness and storage practices could bring a positive impact on the quality of services being provided, thereby leveraging the quality of care of the patients.

Recognizing the strengths and weaknesses of Material Management Department could not only contribute towards enhancing operational efficiency but also ensuring that the hospital continues meeting highest standards for patient care and resource utilization.

## **METHODOLOGY**

- **Study design:** Descriptive Cross-sectional study
- **Setting:** The study will be conducted at Apollo Multi-specialty Hospitals, Kolkata. It is a tertiary care hospital, established in the year 2003 having a capacity of 750 beds. It has over 50 specialties and 33 centres of excellence.
- **Study population:** It will include all the nursing and housekeeping staffs who will come to receive the material and supplies for their respective departments.
- **Inclusion criteria:** Nursing and housekeeping staffs who will be willing to participate in the study. People who will be knowing English and Bengali language.
- **Exclusion criteria:** Employees of the Material Management department will be excluded as they could bring some possible biasness with them. Nursing and housekeeping staff who will not be interested to participate in the study. People who will not know English and Bengali language.
- **Study tools:** Primary data will be collected through a questionnaire in the Google forms. Data analysis will be done using Ms. Excel.
- **Duration of study:** The study will be conducted from March 2024 to June 2024.
- **Sample size:** 50 people including nursing and housekeeping staffs who would be willing to participate in the study.
- **Sampling technique:** Simple random sampling will be done to assess their level of satisfaction.
- **Data collection procedure:** Primary data would be collected through a questionnaire in the Google forms.

## **OPERATIONAL DEFINITIONS:**

**Purchase Request (PR)-** A Purchase Request is a formal request made by an employee or department within an organization to the purchasing or procurement department, seeking approval to procure goods or services needed to fulfil operational requirements. Also known as Purchase Requisition.

**Purchase Order (PO)-** A Purchase Order is a legally binding document issued by a buyer to a seller, outlining the details of a purchase transaction. A typical PO includes the PO number, Buyer and Seller information, Date of issue, Details of goods, Delivery terms, Payment terms, Terms and Conditions, Authorized signatures.

**Goods Receipt Note (GRN)-** A GRN is a document used primarily in procurement and logistics to confirm the receipt of goods from a supplier. It serves as proof that the goods ordered have been delivered as specified in the purchase order.

**Store Receipt Voucher (SRV)-** A SRV is a document used internally within the organization to record the receipt of goods into the store. Once the GRN is done it is followed by the SRV to take the goods into stock.

## **ETHICAL CONSIDERATIONS:**

- Informed consent will be obtained from all study participants, ensuring their voluntary participation and the right to withdraw at any time.
- Measures will be taken to protect the privacy and confidentiality of participants, including data anonymisation and secure storage of information.
- Potential conflicts of interest, if any, will be disclosed and managed appropriately.

## **IMPLICATIONS OF RESEARCH:**

This research aims at exploring the quality of service in the Material Management Department in Apollo Multispecialty Hospital. One of the distinguishing features of Apollo Hospital is their commitment to providing high standard health care services, which makes its material management practices an important part of its operational excellence. In this study, it 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.

Recognizing strengths and weaknesses of Material Management Department could not only contribute towards enhancing operational efficiency but also ensuring that the hospital continues meeting highest standards for patient care and resource utilization. This study reminds us about continuous improvement and improvement within hospital's material management with changing healthcare needs, best industry practices.