

SUMMER INTERNSHIP PROGRAM

at

P.D Hinduja National Hospital & Medical Research Centre

From 1st May 2024 to 30th June 2024

A REPORT BY

Abhishek Rajabhau Hajare

Master of Business Administration

(Pharmaceutical Management)

2023-25

under the Mentorship of

Dr. Ratna Verma, Associate Professor



**P. D. HINDUJA NATIONAL HOSPITAL
& MEDICAL RESEARCH CENTRE**

(Established and managed by the National Health & Education Society)

VEER SAVARKAR MARG, MAHIM, MUMBAI - 400 016, INDIA
PHONE : 2445 1515, 2445 2222, 2444 9199 FAX : 2444 9151



Date: 29/06/2024

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Abhishek Hajare** did his Internship in our Hospital from **01/05/2024 to 29/06/2024** as an Administrative Intern.

During this period, his/her assignment was as follows:

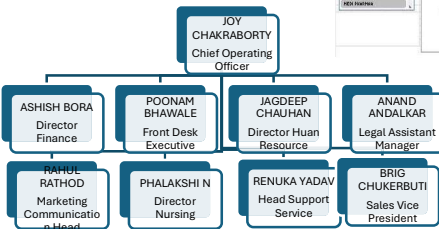
1. Modernization of Processes in the Supply Chain Management System.
2. Working towards the automation of processes in Pharmacy ROL.

I wish him all the success in future endeavours.

Joy Chakraborty
Chief Operating Officer

Dr. Preeti Goraksha
**Assistant Director Quality &
Clinical Administration**

- Improved Skills in accurate data entry and efficient data management.
- Enhanced skills in analysing large sets of data and dashboard designing using MS Excel.
- Effective communication with staff and higher authorities.



IIHMR University Faculty Mentor Approval

This is to certify that **Mr. ABHISHEK RAJABHAU HAJARE** of academic year 2023-25 of **SCHOOL OF PHARMACEUTICAL MANAGEMENT** has prepared a poster with respect to his summer internship held during May-June 2024.

He has carried out work as per the guidelines. His poster is approved for presentation.

Date: 25/7/2024

A handwritten signature in blue ink, appearing to read 'Dr. Ratna Verma', written over a horizontal line.

Assistant Professor

IIHMR University Jaipur

Reporting Format (Weekly)

Name of the Organisation: PD HINDUJA HOPITAL AND MEDICAL RESEARCH CENTER

Area/ Department/ Project of Summer Internship Program: Not Assigned Yet

Name of the Student: Abhishek Hajare

Roll no: 0470

Stream: MBA-PM (Batch 15)

Week no: 1

From: 02/05/2024 to 04/05/2024

Activity Done	1. Introductory Briefing with Dr. Preeti Goraksha Ma'am and Zincy Ma'am regarding the hospital and the roles and expectations. 2. Orientation with different departments of the hospital such as, A&E Department, Dialysis Unit, Day Care Unit, Intensive Care Unit, HDU/EICU, Pharmacy, Engineering Department, Laundry Department, Cath Lab and Oncology Department.
Linking theory (Classroom learning) with practice at your organization	In the initial days no job role has been assigned yet as general orientation of all the departments through the organization is being followed. We analyzed the various kinds of quality indicators that are relevant to the patient care and operational efficiency. We studied the basic functioning of different departments in delivering healthcare services. We observed the insights into workflow of each department.
Gaps identified on the working area.	No specific working area is being assigned until now and only basic introduction is being carried on.
Suggestions for improvement	No suggestions as of now,
Plan for the next week	In the upcoming week, till 08/05/2024, we have been appointed a schedule where specific timings have been allotted for different departments where we will be introduced to the particular departments and orientation will be done. After completion of this schedule specific roles and projects will be assigned to us.

Signature of the Student

Approved by the IIHMR University's Mentor

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Name of the Student: Abhishek Hajare

Roll no: 0470

Stream: MBA-PM (Batch 15)

Week no: 2

From: 06/05/2024 to 11/05/2024

Activity Done	Orientation with different departments of the hospital which were Admissions and Billing, Housekeeping, Operation Theatre, Short Stay Services, Cath Lab, Imaging Department, Medical Records Department, Medical Lab, Outpatient Department, Marketing Department, Security Department, Nursing Department, Customer Service Department and Business Excellence.
Linking theory (Classroom learning) with practice at your organization	No specific project work or job role has been assigned yet.
Gaps identified on the working area.	No specific working area has been assigned until now and only basic introduction is being carried on.
Suggestions for improvement	None
Plan for the next week	Specific working departments will be allotted in the next week and project work will be assigned.

Signature of the Student

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Reporting Format (Weekly)

Name of the Organisation: PD HINDUJA HOPITAL AND MEDICAL RESEARCH CENTER

Area/ Department/ Project of Summer Internship Program: Supply Chain

Name of the Student: Abhishek Hajare

Roll no: 0470

Stream: MBA-PM (Batch 15)

Week no: 3

From: 13/05/2024 to 18/05/2024

Activity Done	Specific working department and mentor was allotted. Department assigned to me is the supply chain department and will be working under Dr. Dipak Bharambe and will be working on understanding and improving the material management process. Understanding of the detailed processes involved right from the procurement of the materials up until the delivery of that material to the required user department. Official processes were studied step by step that are involved in each department stores once the material has arrived. All different stores were visited and all the processes that are followed were studied. Provision store, Pharmacy Store and medical store processes were closely observed. After a thorough study of the processes and workflow of the materials department, a short synopsis and a PowerPoint presentation will be made.
Linking theory (Classroom learning) with practice at your organization	The process of procurement of materials followed in the hospital and hospital pharmacy is observed. Practices followed in the hospital pharmacy with related to procurement and stocking of items is studied.
Gaps identified on the working area.	In case of stocking of items, the storage area can be upgraded to certain extent and the verification of stock process can also be rectified which currently is followed manually.
Suggestions for improvement	Throughout the complete flow of the Standard Operating Procedure (SOP) of the working of the stores and the purchase department, it was understood that digitalization certain procedures is required and also a certain digital platform might also help the purchase department in maintaining a dashboard that will display their statistics and all the required basic information.
Plan for the next week	The formal report in the form of synopsis and the presentation is to be presented in front of the head of the purchase department, Dr. Deepak Singh. These reports will be consisting of all the observations that were made during the week and further will be explaining regarding the changes that will be beneficial for the hospital processes.

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Roll no: 0470

Stream: MBA-PM (Batch 15)

Week no: 4

From: 20/05/2024 to 25/05/2024

Activity Done	In the current week, a short synopsis was drafted in which a summarized process with respect to the working of the complete purchase department of the hospital was drafted. A complete understanding was taken by visiting all the stores, all their processes were observed regarding how they function right from the procurement of materials upto the delivery of goods to the user department. These processes include all the parameters such as categorization of vendors, finalization of prices through negotiations, maintenance of all documentations, handling in individual stores, storage facilities and their pricing and delivery strategies. Also, the hospital's manual was studied which provided all the information regarding the said processes. Further through the week, with the help of this study conducted, insights from my side were drafted which listed all the suggestions and scopes for improvement in the current workflow system of the department. Excel tool was a suggestion that was primarily listed out which would help in keeping a proper track record of the processes and documentation undergoing in the department. All these points were listed out in a presentation that was made by me where the excel tools prepared were also added and was presented to the head of the purchase department Mr. Deepak Singh.
Linking theory (Classroom learning) with practice at your organization	Primarily, the procurement and the negotiation strategies were a common linking theory from the course. Excel understanding that was conducted by Dr. Sudhinder Singh Chowhan were also a linking theory that was one of the most efficient link which was put to use for deriving tools that can be put into use.
Gaps identified on the working area.	The current system is lacking a common dashboard which will be useful in maintaining records of all the documentation processes that are undergoing in the department.
Suggestions for improvement	One common tool can be created which will hold all the major required information should be derived that will help in maintaining proper records. A dashboard with all the primary indicators will also be helpful in the department.
Plan for the next week	Improvements on the tools presented will be done and a proper tool on excel sheet will be created. Data collection with respect to the parameters of the tool will be beginning in the upcoming week. This will help in testing out the tool in actual functioning of the department.

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Roll no: 0470

Stream: MBA-PM (Batch 15)

Week no: 5

From: 27/05/2024 to 01/06/2024

Activity Done	• Old records of indents to GRN conversion in the past financial year were studied. • Based on the given data, analysis was done which resulted in creating a new dashboard on excel listing out new documentation methods that will provide easy access to the information of large data sets.
Linking theory (Classroom learning) with practice at your organization	Through the current week, no new linking theories were observed as analysis and working on the large data sheet was done using MS Excel.
Gaps identified on the working area.	It was observed that the turnaround for documentation of Indents and its conversion time to PO was observed to be much more than required. This results in the delay in the further process of acquiring the required item.
Suggestions for improvement	Documentation processes should be completed regularly from time to time as a delay in document generation can be seen.
Plan for the next week	Further improvements on the excel tool will be followed by analyzing more data provided by the mentor and will be tested using in the current system whether applicable or not.

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Stream: MBA-PM (Batch 15)

Week no: 6

From: 03/06/2024 to 08/06/2024

Activity Done	• Current ROL records of the pharmacy store were accessed and studied. • On studying these records an attempt towards making a dashboard using MS excel was made. • All the Excel tools and dashboards that have been created over time were shown to Mr. Deepak Singh, the Head of the Purchase Department, at an informal discussion. Additional tasks were assigned for the upcoming week. • Dr. Preeti Ma'am was also given a brief update on the project's status during their brief discussion, during which she offered her opinions on the ongoing work.
Linking theory (Classroom learning) with practice at your organization	Throughout this week, the Microsoft Excel capabilities that were previously covered in the course have been utilized.
Gaps identified on the working area.	Lack of coordination within the department was observed as accessing old records of the department took a long time and as a result limited number of data could be accessed until now.
Suggestions for improvement	Advanced excel tools could be used to create certain dashboards that will help accessing large amounts of data in one click which will be used to categorize large number of products according to different parameters.
Plan for the next week	Old records of the pharmacy store will be analyzed and improvements in the current dashboard and tool will be attempted and will be presented to the HOD. Also a short project will be assigned in the coming week which will be completed parallelly along with the current project.

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Roll no: 0470

Stream: MBA-PM (Batch 15)

Week no: 7

From: 10/06/2024 to 15/06/2024

Activity Done	• Dashboard samples that list the necessary information in a concise manner have been produced. • A preliminary version of a PowerPoint presentation was made and given to the mentor, who suggested some necessary adjustments. • 2 individual dashboards were prepared, one for medical store and one for pharmacy store.
Linking theory (Classroom learning) with practice at your organization	Dashboard Samples using MS Excel were prepared and presented.
Gaps identified on the working area.	No new issues were identified through the current week.
Suggestions for improvement	Systems should be updated regularly with time, as different systems are having different versions of programs which creates gaps in completion of processes.
Plan for the next week	Final presentation and thesis work of the first project will be completed and second project will be given in the next week.

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Roll no: 0470

Stream: MBA-PM (Batch 15)

Week no: 8

From: 17/06/2024 to 22/06/2024

Activity Done	• A final dashboard each for the Pharmacy Store and Medical Store was presented to the head of the Purchase department Mr. Deepak Singh. • All the challenges faced by the department were presented along with suggestions and scopes for improvements within the department. • Improvements towards working on digitalization of the department processes were also suggested in the presentation. • ROL file of the pharmacy store was also studied and analysed. • Minimization of certain tasks were attempted using command buttons and macro functions in MS Excel.
Linking theory (Classroom learning) with practice at your organization	No new linking theories were identified as works on final presentation and completion of project was done.
Gaps identified on the working area.	The systems are not up to date within the department, which leads to the carrying out a few extra steps in certain processes.
Suggestions for improvement	After proper upgrading the systems, many functions can be carried out in quick time and hence will allow the staff to focus on other processes.
Plan for the next week	The final presentation of the major project will be taking place in the next week. This presentation will be in front of the COO, Mr. Joy Chakraborty.

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Week no: 9

From: 24/06/2024 to 29/06/2024

Activity Done	- During the last week all the final changes and corrections in the project were done and the final presentation was prepared. - A formal presentation was conducted with the COO of the organization Mr. Joy and Preeti Ma'am alongwith all the other mentors including Dr. Dipak. - All the dashboard samples were presented, and the Re-order level automation sheets were also presented. - Further, as suggested by Mr. Joy, the dashboard will be put to trial by the purchase department.
Linking theory (Classroom learning) with practice at your organization	No new linking theories were identified as final presentation was conducted during this week and completion of project was done.
Gaps identified on the working area.	Lack of communication within the personnel was observed in rare situations.
Suggestions for improvement	No new suggestions for improvement were there during last week.
Plan for the next week	None

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Compiled Reporting Format

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Roll no: 0470

Stream: MBA-PM (Batch 15)

Activity Done	In the beginning, a thorough briefing session with Dr. Preeti was conducted where an introduction to the organization and discussion regarding roles and expectations was conducted. Induction to the several departments of the organization was done briefly to understand their part in the functioning of the organization. After the induction, we were assigned to our mentors under whom the project work was done. Being assigned to the supply chain department, I was working towards the modernization of the processes in the supply chain. All the processes happening in the materials department were studied and analysed. Specifically, The Indent to GRN conversion file was studied of the medical and pharmacy store and the Reorder level file of the pharmacy store was also studied. Based on the studies, a dashboard using MS Excel 2010 was made that would display the required data with one click. The final presentation of the project and dashboard was presented to the COO of the organization. The above said dashboard will now be put into a trial use within the materials department.
Linking theory (Classroom learning) with practice at your organization	• Procurement of materials: Materials procurement is a strategic function that necessitates departmental collaboration to guarantee timely and cost-effective acquisition of critical materials to satisfy the organization's operating demands. • Negotiation Strategies: In order to establish favorable terms with suppliers, procurement negotiation techniques combine strategic thought, communication, and preparation. Setting specific goals for the negotiation, recognizing areas for flexibility, and conducting in-depth research to comprehend supplier capabilities and market conditions are all important tactics. Establishing rapport and trust with suppliers requires effective communication skills. Better terms, more competitive pricing, and stronger supplier relationships can result from using strategies including exploiting competitive offers, comprehending the supplier's motives, and investigating win-win alternatives. • Practices followed in the pharmacy store: Practices followed in the pharmacy store are designed to ensure the safe, efficient, and accurate dispensing of medications. This includes maintaining comprehensive records of all medications, ensuring proper storage conditions to preserve drug efficacy, and implementing stringent inventory management to avoid stockouts and overstocking. Pharmacists and staff are responsible for verifying prescriptions, checking for drug interactions, and providing patient counseling on medication use and potential side effects. Regular audits and compliance checks are conducted to adhere to regulatory standards and ensure quality control.

	MS Excel tools and functions: The process of creating dashboards using Microsoft Excel requires utilizing its extensive features for efficient data visualization and analysis. Charts and graphs for the visual depiction of trends and patterns, as well as pivot tables for the massive data sets summarization and dynamic data exploration, are important features. Slicers and timelines are used to provide interactive filtering and data segmentation, and conditional formatting aids in emphasizing important data points from the data. Multiple data sources can be integrated and manipulated with the help of functions like VLOOKUP, INDEX-MATCH, and other logical formulas. The data integrity and correctness is further guaranteed by Excel's data validation and protection capabilities.
Gaps identified on the working area.	- A proper Dashboard was required in the department which will display the required information within quick time. - Software like MS Excel are of older version which leads to extra work while performing certain functions. - Within the department all the systems are not up to date, as one system uses an older version of the software, and the other one has a newer one. - Large amounts of data sets are maintained on a single sheet which doesn't provide a tally of the processes carried out throughout the time.
Suggestions for improvement	A Dashboard will be very useful for the department as it will help in studying the tally of any required step or process happening during the required period. This will also be useful in tracking the Turn Around Time of a particular product or will help in identifying vendor information of the required product or vendor.

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