

ABOUT THE ORGANISATION

- Narayana Health Jaipur is a 330 bedded multispecialty tertiary care hospital, located at Pratap Nagar in the Southern part of Jaipur.
- Narayana Multispecialty Hospital, Jaipur offers comprehensive care across 37 specialties which include its six centers of Excellence - Cardiology & Cardio-vascular surgery, Medical & Surgical Gastroenterology, Orthopedics & Joint Replacement, Renal Sciences & Kidney Transplant, Medical & Surgical Oncology (Cancer) and Critical Care Medicine.

VISION AND MISSION

Vision: To evolve as the most preferred destinations for quality healthcare that provides a comprehensive range of services and is trusted for personalized care with compassion.

Mission: Committed to deliver quality & personalized care to improve the well-being of patients and communities we serve.

Key Principles

- Compassion
- Quality
- Affordability

<https://www.narayanahealth.org/hospitals/jaipur/narayana-multispeciality-hospital-jaipur>



OBJECTIVE

- **Objective:** Mapping of Procurement Process in Narayana Health Hospital, Jaipur.

PROCESS MAPPING

➤ Process mapping of current Procurement process at Narayana Health, Jaipur:

Minimum Stock Quantity is run on daily basis to check the actual requirement for procurement.

Depending upon the consumption, Purchase Requisition is prepared & demand is generated.

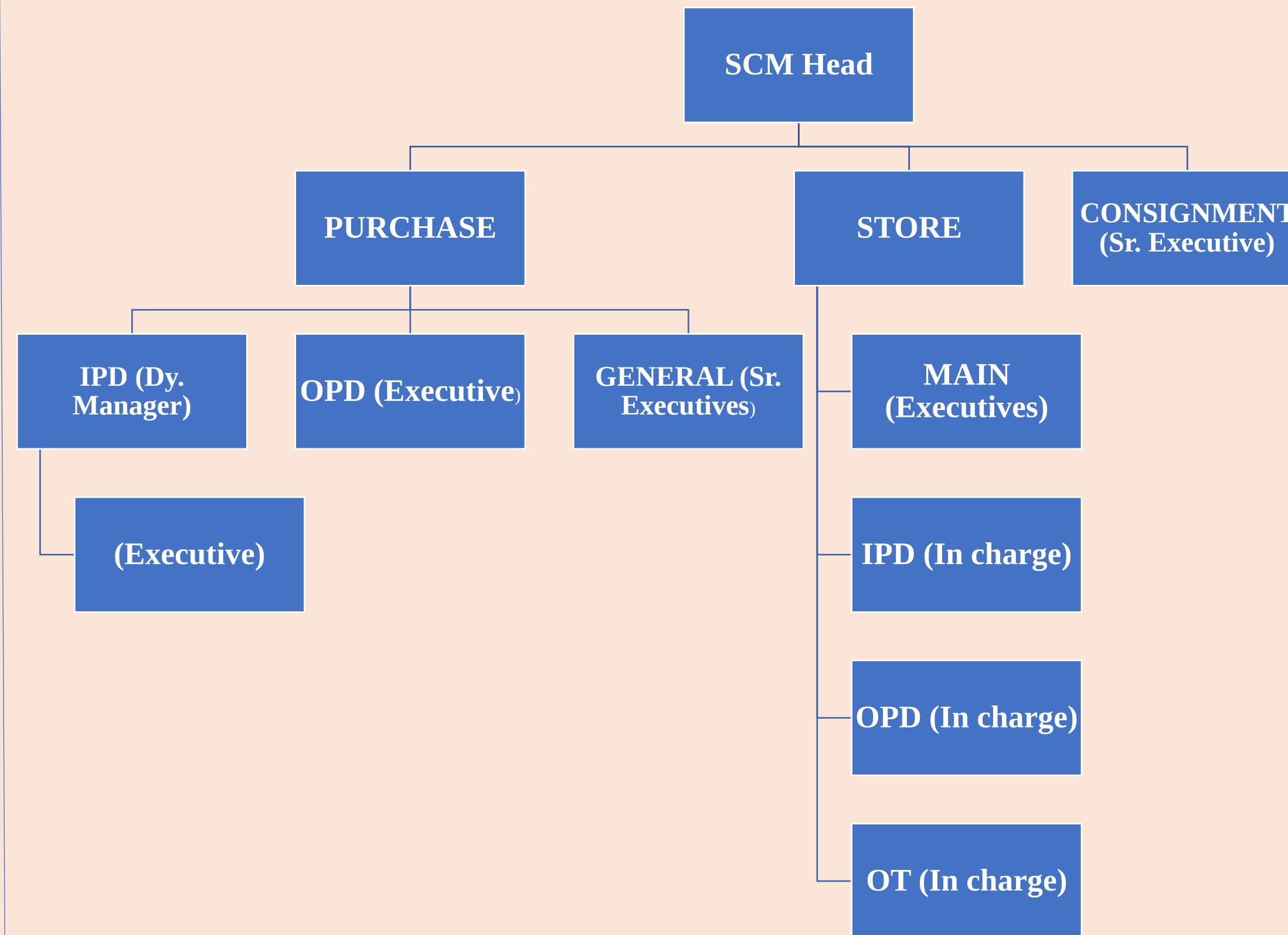
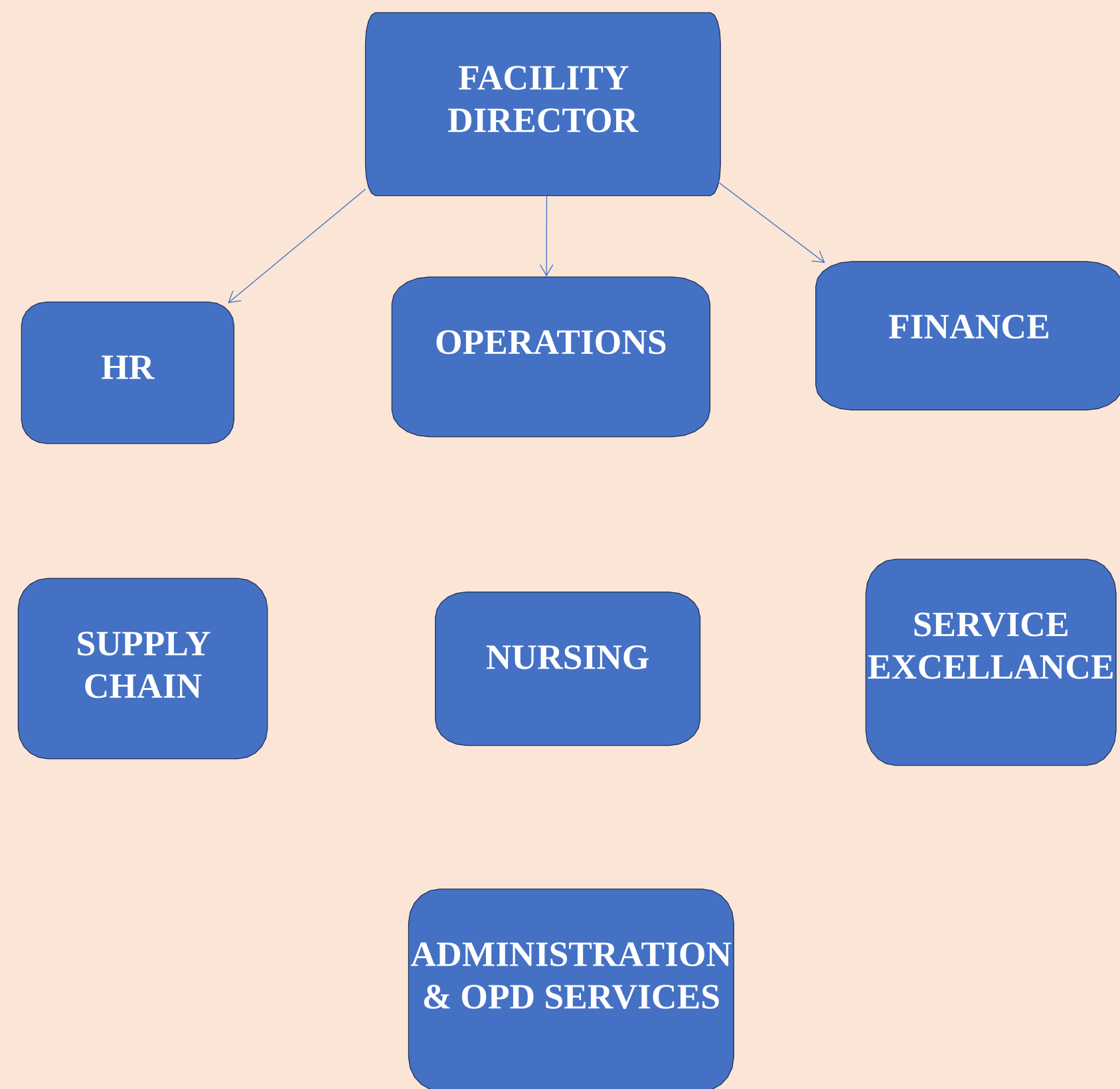
PR is sent to Main Store and is Reviewed & Approved by SCM Head or SCM Manager.

After approval, Purchase Order is prepared as per Rate Contract which is fixed by Purchase Team.

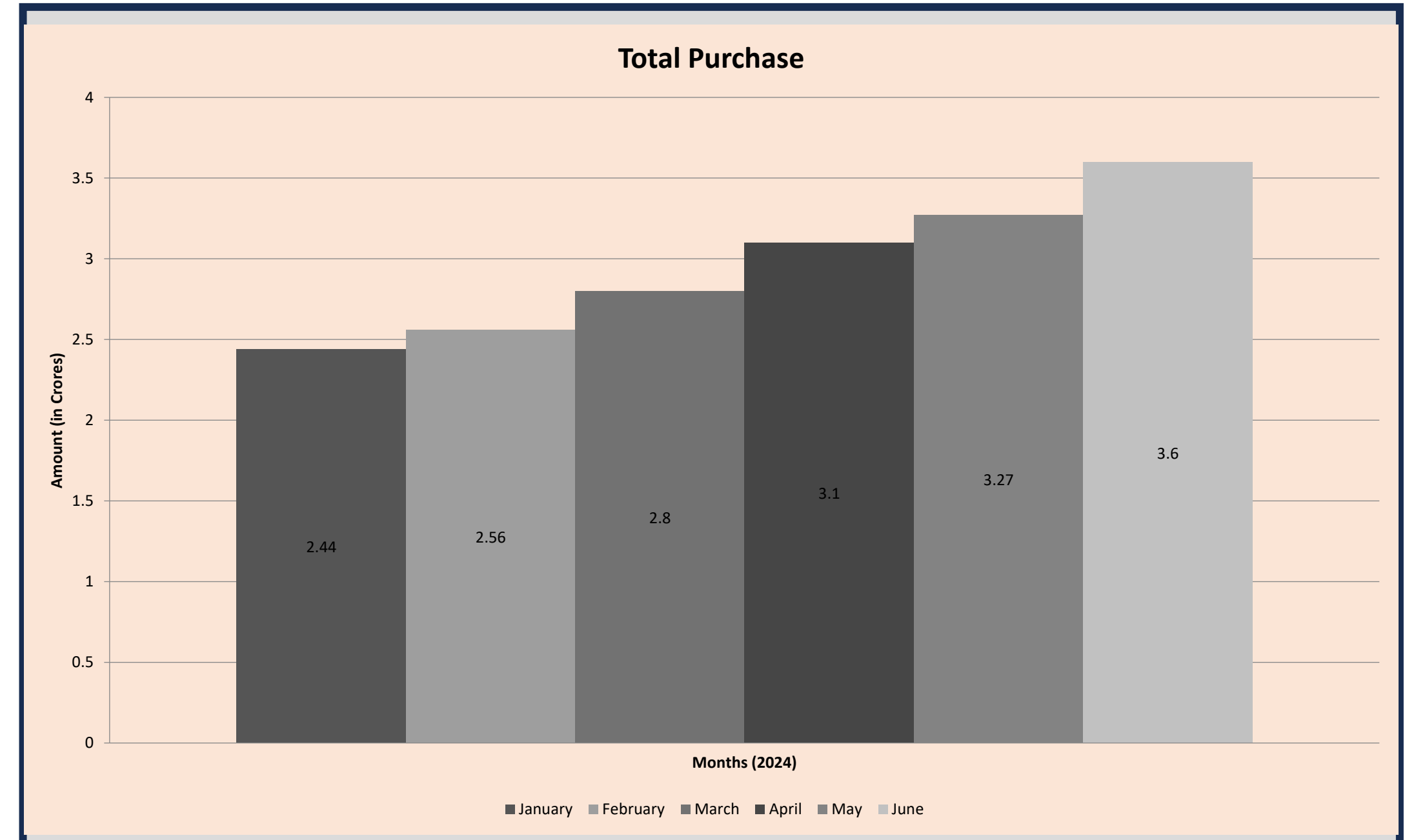
List of items with code is sent to the authorized vendor through mail & vendor supply goods accordingly.

Items are received in the receiving area of Main Store.
After items/goods are received, Goods Receiving Note is made and stock is updated into the system.

ORGANISATION STRUCTURE



FINDINGS



STUDY RESULTS

- In last six months i.e. January to June 2024, increase in procurement of goods has been observed due to increased patient admissions, changes in procurement strategies and seasonal variation in demand of medical supplies.
- Majority of supplies are listed under Central Buying Unit list which is approved from the corporate head office at Bengaluru.
- Major proportion while procuring supplies of pharmaceutical products whereas lesser proportion of consignment goods.
- A fluctuation has been observed in procurement of consignment goods due to seasonal trends. For example: Surgeries are less planned during monsoon season or winter season when compared to summer or spring season.

SUGGESTIONS

- Focusing on implementing standardized procedure to reduce procurement cycle times. For example: Monitoring procurement of goods from different vendors on regular basis.
- Digital tools like Radio Frequency Identification tags could be introduced for better inventory management along with saving time for department executives. For example: Using Radio Frequency Identification tags and barcode scanning to automate tracking of inventory items as they move through hospital.
- Reducing waste and exploring cost saving opportunity avoiding repetitive purchase of same items frequently in place of placing bulk orders and managing inventory. This will save cost & time.
- Managing expired and near expiry items in store and pharmacies through regular audits to avoid them to float through hospital.
- Having an active system in place for inter-department feedback regarding quality and timeliness of supplies. The will help in continuous improvement.

CHALLENGES FACED

- Keeping track of vast data across various departments.
- Time management.
- Lack of regular inter-department feedback.
- Bridging the gap between theoretical knowledge and practical application.

SWOT ANALYSIS

STRENGTHS

- Efficient inventory management.
- Quality control.
- Strong supplier coordination.
- Efficient Healthcare delivery.

WEAKNESS

- Limited use of AI.
- Dependency on suppliers.

OPPERTUNITIES

- Adoption of AI.
- Collaboration with suppliers.

THREATS

- Digital remote patient care.
- Supply chain disruptions.
- Competition with other hospitals with more advanced SCM practices.

THEORETICAL UNDERSTANDING

- Studied about different types of studies in Epidemiology.
- Studied quality parameters in Hospital services.
- Learnt about professional conversation in organizational behavior.

PRACTICAL EXPOSURE

- Conducted observational study of procurement process in Supply Chain Management Department..
- Maintained high quality standards in purchase process.
- Interviewed staff across SCM department while conducting process mapping for the project.

LEARNING AND VALUE ADDITION

- Learnt about various quality requirements under NABH draft Chapter-3, Management of Medications.
- Critical role of data accuracy and timely information in inventory management.
- Role of effective communication and collaboration among departments to ensure smooth inventory flow.
- Conducted and learnt implementing auditing tools while assisting department executives in monthly audits.
- Learnt about workings of various departments and hospital as a whole.
- Learnt about professional communications and etiquettes.

