

SUMMER TRAINING

AT FORTIS HOSPITAL
ANANDAPUR, KOLKATA.

In Supply Chain Management

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WHAT IS SUPPLY CHAIN MANAGEMENT ?



- Supply Chain Management (SCM) is the practice of incorporating a company's social, environmental and economic goals into the coordination of inter-business processes to improve the long-term economic performance of the individual company and its supply chains.

PROCUREMENT MANAGEMENT

"Procurement Management can be defined as "It is a strategic approach to optimizing organizational spend. It involves sourcing, requisitioning, ordering, inspection, and reconciliation. It means acquiring your goods and services from preferred vendors, within your determined budget, either on or before the deadline."

INVENTORY MANAGEMENT

"Inventory management includes aspects such as controlling and overseeing purchases — from suppliers as well as customers — maintaining the storage of stock, controlling the amount of product for sale, and order fulfillment."

ANALYSIS

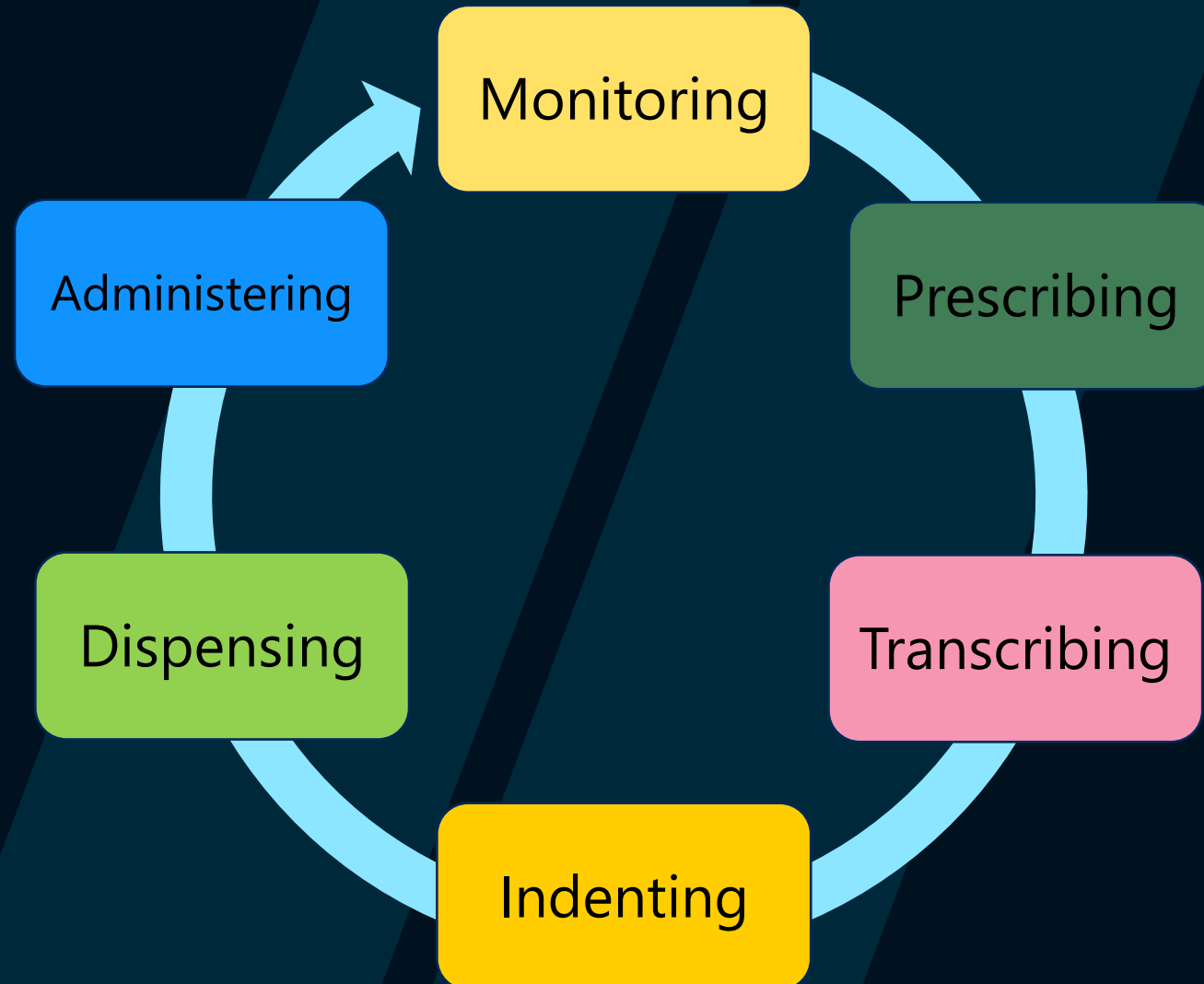
- **Research Question:**

What are the gaps in Supply Chain Management in IP Pharmacy at Fortis Hospital Anandapur?

- **Research Objective:-**

1. To know the gap in Supply Chain Management in IP Pharmacy department at Fortis Hospital Anandapur.
2. To suggest key recommendation in the areas of improvement and minimizing the in the existing gap in Supply Chain Management in IP Pharmacy.

MEDICATION PROCESS



TYPE OF MEDICATION ERRORS

- Prescription Error.
- Transcription Error.
- Indenting Error.
- Dispensing Error.
- Administration Error.
- Monitoring Error.

CASE STUDY

CASE REPORT ON WRONG INDENTATION AND EXCESSIVE RETURN OF MEDICINES FROM IP PHARMACY IN FORTIS HOSPITAL

- **Objective:** The article primarily focuses on the indentation system of medicines and other non-medical items in IP Pharmacy in Fortis Hospital, Anandapur, Kolkata.



- **Result:** The excess return primarily occurs due to wrong indentation of medicines and medicines indented even when there is no requirement for the patient. Here in this discussion, we will be trying to focus on major aspects causing such a trouble.



- **Cause:** Wrong and excessive indentation more than the required amount leading to returns that misuses manpower, related energy and time.



CASE REPORT ON WRONG INDENTATION AND EXCESSIVE RETURN OF MEDICINES FROM IP PHARMACY IN FORTIS HOSPITAL

- **Methodology:**

1. **Design:** An observational study in the In-Patient Pharmacy Department of Fortis Hospital, Anandapur was conducted.
2. **Study Period:** The study was undertaken for a period of 2 months during the internship period in the month of May and June, 2021.
3. **Sample Size:** A sample size of 13,401 medicine indents returned which were raised in the wards of the hospital.
4. **Data Collection:** The data collection was noted down and validated based on the process of indentation of drugs from the system using Oracle software, how they are again returned using the same software, how medicines are returned using extra manpower and observations were collected.
5. **Data Analysis:** The collected data was analyzed using MS Excel.
6. **Privacy Concern:** The data collection along with overviewing was done under the guidance and permission taken from the respective department manager and other working stuffs. Though they did not allow to publish the whole data but important judgement and referencing could be done.

DATA SUPPORTING THE CASE REPORT

	Return Data for the Month of May and June	
	May	June
Total Items Returned	7111	6291
Line Items Returned More than Once (Duplicate Items)	6364	5525
Number of Unique Items	747	766

REVENUE INVOLVED IN THE PROCESS

	May	June
Total Valuation of the Returned Items (Rs)	15099463.00	6227279.00
For Pharmaceutical Products (Rs)	5237545.70	9617316.30
For Medical Consumable (Rs)	989733.30	5482146.70

LITERATURE REVIEW

- The article written by Diksha Shroff talks about drug dispensing time, patient waiting time, turnaround time (TAT) of medications and the wrong dispensing of medications. It also emphasizes how despite availability of new technology we are still lagging behind in dispensing proper medications to the patients (1).
- Asma et. al mentions the importance of improvement the turnaround time in any chain of corporate hospitals. The paper includes mainly the TAT of different high alert medicines, their dispensing time, etc. (2) .
- This study was done by the esteemed authors Georgia et. al whose aim was to identify pharmacist professional liability patterns and trends associated with two of the most common allegations in legal claims, those are, wrong drug dispensing errors and wrong dose dispensing errors (3).
- Eric G Poon and company through their study and investigation have observed wrong dispensing of medications and have come up with the unique idea of providing barcode to every product available. According to them the implementation of barcode has reduced the wrong dispensing of medications(4).

SOLUTIONS

Thus, to above problems few solutions can be suggested. They are: -

1. The nurses should regularly check patient card in the bedside and then indent medicine from the respective ward.
2. The nurses should be properly trained and educated about medicines and the causes of their wrong indentation.
3. The nurses before indentation should check the already available medicines in the bedside.
4. The shift handover should be done taking proper time in hand with detailed explanation of the patients.
5. The best solution is to keep a pharmacist in each floor to check the medications issued to the patient and also keep a regular verification report against the newly indented and available medications.

REFERENCES

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THANK YOU!

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