

INTERNSHIP AT NAIROBI WEST HOSPITAL

Internship Submitted to



The IIHMR University, Jaipur

for the partial fulfillment for the award of the degree of

Master of Business Administration

in

Pharmaceutical Management

by

Konatham Gowtham Kumar

Under the Supervision and Guidance of

Mr. Sudhinder Singh Chowhan

2025

Internship Report

Name: Konatham Gowtham Kumar

Program: MBA – Pharmaceutical Management

Internship Period: March 24 – June 30, 2025

Organization: Nairobi West Hospital, Kenya

Guide: Mr. Sudhinder Singh Chowhan

1. Introduction

The internship was conducted at **Nairobi West Hospital**, a leading multi-specialty healthcare institution in Kenya, known for its comprehensive pharmaceutical services. This internship formed a critical part of the MBA (Pharmaceutical Management) curriculum at IIHMR University, Jaipur. The focus of the internship was to assess and enhance the **inventory management system for essential medicines**, applying analytical tools like ABC and VED analysis, and to support overall supply chain optimization in a hospital setting.

2. Objectives of Internship

- To evaluate the efficiency of the existing drug inventory and supply chain management system.
- To apply inventory categorization techniques like ABC and VED Analysis.
- To assess the extent of stock mismatches and expired drug accumulation.
- To recommend strategies for minimizing drug wastage and improving availability.
- To support real-time tracking and verification efforts within the pharmacy ecosystem.

3. Organizational Profile

Nairobi West Hospital is one of the premier hospitals in Kenya, offering a range of inpatient and outpatient services. With over 575 pharmaceutical items managed across multiple units, the hospital uses a **Hospital Information System (HIS)** for maintaining stock levels and procurement processes. The pharmacy department plays a vital role in ensuring uninterrupted access to essential drugs through a structured supply chain and inventory control framework.

Key pharmacy units include:

- Central Store
- Main Pharmacy
- OT (Operation Theatre) Pharmacy
- Casualty Unit

The hospital is known for its commitment to **patient safety**, regulatory compliance, and operational excellence.

4. Services Provided by the Organization

- **Essential Medicine Procurement and Distribution** across all departments.
- **Real-Time Inventory Tracking** using HIS/PIMS.
- **Vendor Management and Coordination** for timely drug delivery.
- **Stock Verification and Expiry Monitoring** through scheduled audits.
- **Training and Supervision** of pharmacy personnel in inventory practices.

5. Key Activities / Projects Undertaken

In addition to the dissertation project, several operational responsibilities and observations shaped the internship experience:

- Conducted **ABC and VED Analysis** for a curated list of 100 high-consumption drugs.
- Participated in **physical stock audits** and **expiry segregation** exercises across pharmacy units.
- Engaged in **data reconciliation** between manual and digital stock records.
- Observed procurement cycles and **supplier interaction protocols**.
- Identified gaps in internal drug redistribution leading to localized stock-outs.
- Contributed to suggestions for implementing **automated tracking tools** and periodic stock review mechanisms.

6. Key Learnings from Internship

- **Inventory Prioritization is Essential:** ABC and VED frameworks help highlight critical and high-value drugs that need tighter control.
- **Stock Discrepancies Can Be Prevented:** Regular verification and proper documentation help reduce mismatches between actual and recorded stock.
- **Vendor Relationships Matter:** A strong distributor network ensures consistent availability and better negotiating power.
- **Automation Can Minimize Errors:** Integration of HIS and advanced PIMS software reduces dependency on manual systems.
- **Cross-Department Coordination is Vital:** Efficient internal drug movement improves overall availability and reduces localized shortages.