SUMMER INTERNSHIP PROGRAM

at

FORTIS MEMORIAL RESEARCH INSTITUTE

GURUGRAM

From 12/05/2025 to 21/07/2025

A REPORT BY

Naman Pathak

Master of Business Administration

(Pharmaceutical Management)

Roll no. 0671

2024-26

Under the Mentorship of

Dr. Akshay Kumar Mishra

Associate Professor

IIHMR University, Jaipur

Fortis MEMORIAL
RESEARCH INSTITUTE
GURUGRAM

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21st July, 2025

To Whomsoever It May Concern

This is to confirm that **Mr. Naman Pathak** had been an **Intern** from **May 12th, 2025** to **July 21st, 2025** at **Fortis Memorial Research Institute** in the **Supply Chain Management** department.

During his training he exhibited a high level of professionalism and a tremendous zest for learning.

We wish **Mr. Naman Pathak** all the best in his future endeavor's.

For Fortis Hospitals Limited

Shalini Vij
Training and Development
Senior Manager - HR

Head of Department

Fortis Hospitals Gurgaon
21/7/25
Vikas Goyal

IIHMR UNIVERSITY

IIHMR University Faculty Mentor Approval

This is to certify that **Mr. Naman Pathak** of academic year 2024-26 **School of Pharmaceutical Management** has prepared a poster with respect to his summer internship held during May-July 2025.

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

Date: 29/07/2025

Dr. Akshay Kumar Mishra
Associate Professor
IIHMR University, Jaipur

REDUCTION IN DISPENSING ERRORS IN IPD PHARMACY

Name of the Organisation: Fortis Memorial Research Institute, Gurugram
Department: Supply Chain Management
Name of the Student: Naman Pathak
MBA Pharmaceutical Management, Roll no: 0671
University mentor: Dr. Akshay Kumar Mishra
Organization Mentor: Vikas Goyal

BRIEF HISTORY

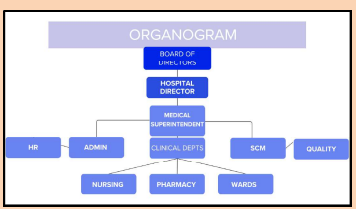
One of India's top providers of integrated healthcare services is Fortis Healthcare Limited, an IHH Healthcare Berhad company. With 28 medical facilities, 4,500+ operational beds (including O&M facilities), and more than 400 diagnostic centres (including joint ventures), it is among the biggest healthcare organisations in the nation.

VISION

To create a world-class integrated healthcare delivery system in India, entailing the finest medical skills combined with compassionate patient care.

MISSION

To be a globally respected healthcare organisation known for Clinical Excellence and Distinctive Patient Care.



INTRODUCTION

Medication dispensing has a direct impact on patient safety and treatment results, making it a crucial procedure in clinical operations and hospital supply chains. A Quality Improvement Project (QIP) was required at Fortis Memorial Research Institute (FMRI), Gurgaon, a tertiary care multispecialty hospital with NABH accreditation, due to an increase in near-miss dispensing errors in the IPD pharmacy.

AIM

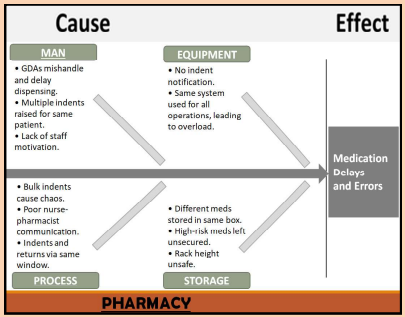
To improve the efficiency of IPD medication dispensing practices.

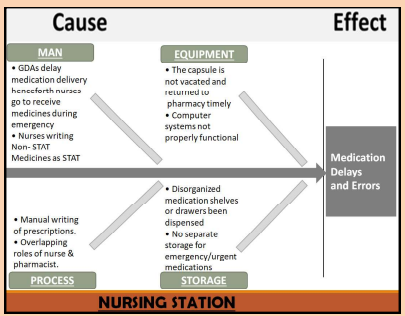
OBJECTIVE

- The IPD pharmacy's goals are to identify the root causes and lower the number of dispensing errors.
- To determine the elements causing the pharmacy's IPD dispensing delays.
- To determine the causes of the IPD nurses' delays in administering medication.

METHODOLOGY

- Direct Observational Study
- Root Cause Analysis: Fishbone Diagram (Ishikawa) to identify factors contributing to delays and errors
- Staff Interaction: Interacted with pharmacists, nurses, and GDAs to understand challenges and workflow patterns.





PHARMACY -

- Assign only designated staff for dispensing, train GDAs on proper handling and motivate staff via recognition and role clarity.
- Add separate systems for indenting & other tasks and alert system for indents, especially stats.
- Separate counters for returns and dispensing, improve interdepartmental communication channels and fix tat for processing and delivering indents.
- Store each med in separate containers, lock high-risk/high-value meds and adjust racks to fire-safety standard.

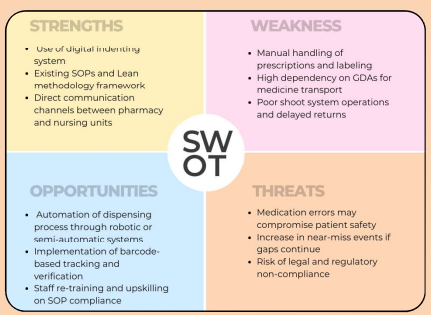
NURSING STATION -

- GDAs to handle only transport, not dispense. train nurses on correct indenting & stat use.
- Ensure functioning computers at all stations and set reminders for capsule return.
- Fix indent timing by shift and improve coordination between nurse & pharmacy.
- Label and categorize meds clearly and label and categorize meds clearly.

THEORETICAL LEARNINGS	PRACTICAL LEARNINGS
Turnaround Time (TAT) is a measurable indicator of process efficiency	TAT is not consistently tracked across departments, especially during night shift.
Lean methodology improves efficiency and reduces wastage	SOPs exist but are often not followed due to time pressure or manpower issues
Quality improvement tools like Fishbone	Communication gaps between pharmacy and nursing lead to medication errors

CHALLENGES OBSERVED	SUGGESTIONS
Manually written prescriptions	Role of cross-verification in reducing medication errors.
Lack of communication within departments causing misunderstanding.	Each medication should be stored in separate container
Limited access to data due to confidentiality	Mandate Continuous Staff Training
GDA mishandling/sliding of medication packets	Conduct workshops for better and safe handling.

MAJOR LEARNINGS
Manual systems create delays and errors-automation is neccessary.
GDAs should be trained and limited to transport roles.
Night shifts need better planning, as limited staff often leads to increased errors.
Inter-department coordination (nurses, pharmacy, GDAs) plays a huge role in timely and safe medicine delivery.



About Organization

Fortis Memorial Research Institute (FMRI) in Gurgaon is a leading multi-super-specialty hospital under Fortis Healthcare, known for its advanced technology and comprehensive care. Established in 2013, it serves as the headquarters for Fortis Healthcare. FMRI is a quaternary care hospital with Centers of Excellence in various specialties like robotic surgery, oncology, cardiology, and transplants.

Here's a more detailed breakdown:

Bed Capacity & Infrastructure:

The Hospital has total 330 beds, which includes 99 intensive care beds, 25 dedicated emergency beds, 15 state-of-the-art modular Ots.

Clinical Specialties & Centres of Excellence:

Fortis Gurugram offers a vast spectrum of medical services, including highly advanced super-specialty care:

- **Oncology** (medical, surgical, gynae, radiation)
- **Neurosciences** — including epilepsy surgery, deep brain stimulation
- **Hematology & Bone Marrow Transplant (BMT)** — among India's largest BMT programs (-200 in the last year)
- **Solid Organ Transplant** (kidney, liver, heart – over 500 in the last two years)
- **Robotic & Minimally Invasive Surgery**
- **Cardiac Sciences** — non-invasive cardiology, interventional cardiology, cardiac surgery
- **Gastroenterology & GI Surgery**

Founding

Fortis Healthcare Limited was founded in **1996** as an offshoot of **Ranbaxy Laboratories**, originally initiated by the Singh brothers, **Malvinder and Shivinder Singh.**

Location:

Sector 44, Opposite HUDA City Centre Metro Station, Gurugram, Haryana 122002, India

Accreditations and Recognitions:

The hospital is NABH and ISO accredited and has received various rankings, including 14th Best Hospital in India in the 2024 Newsweek Survey and recognition among the world's best smart hospitals in Newsweek's 2021 survey. It has also been recognized as the Best Hospital in North India for specific specialties by the Economic Times Healthcare Awards and ranked highly among private hospitals in Delhi NCR by The Week Magazine Survey.

Reporting Format (Weekly)

Name of the Organisation: Fortis Memorial Research Institute

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

Name of the Student: Naman Pathak

Roll no: 0671 **Stream:** MBA Pharmaceutical Management

Week no: 1 **From:** 12/ 05/ 2025 to 17/ 05/ 2025

Activity Done	**Orientation & Induction** • Attended orientation for new staff. • Learned about hospital structure and different departments. • Focus was given to the nursing team and their responsibilities. • Understood the workflow and duties across departments. **Receiving Bay Operations** • Observed how goods are received at the hospital. • Learned the process of checking and accepting deliveries. • Saw how the team coordinates with vendors and verifies delivery notes. • Ensured that items received match with the Purchase Orders (POs **Material Receiving & Risk Management** • Studied tax invoices and how materials are officially received. • Understood risk factors in the receiving area (e.g., damaged goods, safety hazards). • Learned about safety protocols and documentation procedures to reduce risks. **Invoice & Entry Recording** • Trained on how to read and record details from tax invoices. • Learned both manual and digital data entry systems. • Recorded important data such as invoice number, date, supplier name, etc. **Challan and GRN Details** • Learned how to handle challans: noting number, date, quantity, etc. • Tracked GRN No., PO No., batch number, expiry dates, and MRP.

	• Understood the importance of remarks and linking invoice data with patient records using UHID numbers.
Linking theory (Classroom learning) with practice at your organisation	1. **Inventory Management (Classroom Learning):** Applied FIFO, expiry tracking, and stock verification techniques. 2. **Procurement Process:** Matched purchase orders and GRNs with real supplier transactions. 3. **Risk & Safety Management:** Implemented risk identification and control strategies from operations management. 4. **Supply Chain Documentation:** Handled end-to-end document flow from vendors to hospital billing.
Gaps identified on the working area.	1. **Lack of Automation:** Some processes are still manually handled, leading to delays and human errors. 2. **Vendor Communication Issues:** Miscommunication can occur due to lack of standardized formats. 3. **Limited Staff Training:** Not all staff are equally trained in digital entry or safety protocols.
Suggestions for improvement	1. **Introduce Barcode Scanning:** To speed up verification and reduce human error. 2. **Digital Integration:** Use an ERP system for seamless communication between departments. 3. **Staff Training Sessions:** Regular sessions for updated SOPs and use of digital tools.
Plan for the next week	1. Perform data entry and management using Excel for inventory and record-keeping purposes. 2. Receiving and organizing prescriptions, patient files, and hospital administrative documents.

Reporting Format (Weekly)

Name of the Organisation: Fortis Memorial Research Institute

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

Name of the Student: Naman Pathak

Roll no: 0671 **Stream:** MBA Pharmaceutical Management

Week no: 2 **From:** 19/ 05/ 2025 to 25/ 05/ 2025

Activity Done	• Continued working in the General Store area focused on non-medical consumables like cleaning supplies, stationery, linen, and other utility items. • Operated **Hospital Information System (HIS)** software to update inventory records, track item issues, and check stock availability. • Assisted in preparing and processing **purchase requisitions** for non-medical consumables as per departmental needs. • Supported the team in receiving goods and verifying them with purchase orders (POs), challans, and invoices. • Participated in physical verification and organized items on racks and bins as per category and usage. • Updated Excel sheets for daily stock-in and stock-out entries. • Helped process indents from hospital departments and coordinated item issuance. • Gained exposure to buffer stock and reorder level planning.
Linking theory (Classroom learning) with practice at your organisation	• **Inventory Management**: Applied concepts of buffer stock, FIFO, and safety stock in handling consumables. • **Procurement Process**: Assisted in generating and tracking purchase requisitions using HIS software. • **Hospital Information Systems**: Used HIS for inventory tracking, indent processing, and item issue management. • **Data Handling**: Maintained accurate Excel records to support physical stock and system data consistency.

Gaps identified on the working area.	• No automated alert system for low stock levels. • Manual indent processing slows down item issuance. • Delay in communication between departments and General Store for urgent requests. • Lack of real-time alerts for stock depletion in HIS. • Manual coordination still required between departments and General Store for urgent needs. • HIS interface needs optimization for faster data retrieval.
Suggestions for improvement	4. Set up HIS alerts or dashboards for low stock levels. 5. Train department users for standardized indent requests through HIS. 6. Integrate Excel-based reports with HIS for better visibility and forecasting. 7. Improve coordination between departments and store by setting fixed communication hours or request windows.
Plan for the next week	3. Track consumption trends of frequently used non-medical items. 4. Learn about vendor coordination and order follow-ups for delayed deliveries. .

Reporting Format (Weekly)

Name of the Organisation: Fortis Memorial Research Institute

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

Name of the Student: Naman Pathak

Roll no: 0671 **Stream:** MBA Pharmaceutical Management

Week no: 3 **From:** 26/ 05/ 2025 to 31/ 05/ 2025

Activity Done	• Participated in **monthly stock reconciliation**, comparing physical inventory with records in Excel and HIS. • Worked on **Oracle Fusion software** to update stock entries, check item availability, and assist with procurement-related tasks. • Supported in **creating and processing purchase requisitions** for non-medical consumables like cleaning supplies, stationery, linen, etc. • Verified item details such as quantity, expiry date, MRP, and vendor name during the **receiving process**. • Helped prepare and organize **indents** received from various hospital departments, ensuring proper documentation and timely item issuance. • Recorded **stock-in and stock-out** data in both Excel and HIS software. • Assisted in **labeling and organizing shelves** to make fast-moving items easier to locate. • Participated in **follow-ups with vendors** for pending deliveries and clarifying item-related discrepancies.
Linking theory (Classroom learning) with practice at your organisation	• **Inventory Management**: Applied stock checking, FIFO method, and stock-out recording . • **Procurement Process**: Understood vendor communication and reorder planning.

	• **Information Systems**: Used **Oracle Fusion** and **HIS** for data entry, stock update, and indent tracking. • **Excel Skills**: Created simple reports for stock tracking and consumption trends.
Gaps identified on the working area.	• Manual checking during reconciliation is time-consuming. • No automatic alerts in Oracle or HIS for fast-moving or low stock items. • Some indents lack clear item names or quantities.
Suggestions for improvement	• Use barcode scanning during stock count to save time. • Enable alert settings in Oracle or HIS for low stock and reorders. • Departments should be trained to fill indents properly and completely.
Plan for the next week	• Learn how vendor payments are tracked and processed. • Observe how new orders are placed and approved. • Work more on Oracle Fusion for purchase and supply tracking. • Help in organizing and labeling newly received stock. .

Reporting Format (Weekly)

Name of the Organisation: Fortis Memorial Research Institute

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

Name of the Student: Naman Pathak

Roll no: 0671 **Stream:** MBA Pharmaceutical Management

Week no: 4 **From:** 02/ 06/ 2025 to 07/ 06/ 2025

Activity Done	• Worked in the **Consumable Store** handling sensitive items like **surgical supplies, hazardous materials, and narcotics** (e.g., Fentanyl). • Assisted in receiving and verifying high-risk items with strict checking of **batch numbers, expiry dates, and quantities**. • Observed storage and handling of **hazardous materials** with proper safety protocols. • Learned about **controlled access and documentation** required for **narcotic drugs**. • Updated stock entries and records in **HIS and Oracle Fusion**. • Helped in issuing surgical and sterile items to operation theatres as per indents. • Supported in preparing and filing **narcotics register** and maintaining **cold chain items** where required. • Ensured items were properly labeled and stored under correct environmental and legal guidelines. .
Linking theory (Classroom learning) with practice at your organisation	• Applied knowledge of **inventory control, documentation, and handling protocols** for sensitive items. • Understood the legal and safety requirements for managing **narcotic and hazardous items**. • Used **information systems** to update, monitor, and control restricted item movement.

Gaps identified on the working area.	• Delay in narcotic indent approval due to manual verification. • Need for tighter real-time temperature monitoring for some surgical and cold chain items. • Physical tracking for hazardous items can be improved with labels or color codes.
Suggestions for improvement	• Digitize narcotic indent approval and register maintenance process. • Use barcode or RFID tags for surgical and hazardous items. • Install automatic temperature monitoring systems for temperature-sensitive stocks. •
Plan for the next week	• Observe the **billing and inward process** for surgical/narcotic items. • Understand how expired or damaged sensitive items are reported and returned. • Work on **documentation and compliance checks** for audit purposes. • Help in organizing and labeling newly received stock. .

Reporting Format (Weekly)

Name of the Organisation: Fortis Memorial Research Institute

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

Name of the Student: Naman Pathak

Roll no: 0671 **Stream:** MBA Pharmaceutical Management

Week no: 5 **From:** 09/ 06/ 2025 to 14/ 06/ 2025

Activity Done	• Worked in the **OT (Operation Theatre) Store**, observing the movement and issue of surgical items. • Helped in **stock audits**, checking the quantity, expiry, and condition of items in both OT and Consumable Stores. • Verified and updated **stock levels in HIS and Oracle Fusion**. • Assisted in preparing reports for **audit observations**, including mismatch or missing data. • Supported in arranging items on racks based on categories (e.g., sterile, non-sterile, emergency use). • Checked **expiry dates and FIFO** application during audits. • Participated in indent processing and issuing surgical consumables to OT on time. • Coordinated with staff for **return and replacement** of expired/damaged items. • Maintained records of high-value consumables like surgical mesh, catheters, and suture materials. .
Linking theory (Classroom learning) with practice at your organisation	• Used knowledge of **inventory auditing, expiry management, and FIFO/LIFO** for stock checking. • Applied concepts of **supply chain control, documentation, and internal checks** during audits. • Strengthened hands-on experience with **hospital ERP systems** (HIS and Oracle Fusion).

Gaps identified on the working area.	• Some items lacked proper labeling or were not updated in the system. • Expired items were not isolated immediately in some areas. • Delay in manual indent entry affected timely issue in OT.
Suggestions for improvement	• Introduce barcode-based tracking for faster audits. • Train staff to immediately isolate expired items. • Encourage real-time indent entry through mobile or tab access in OTs.
Plan for the next week	• Learn about the **return-to-vendor** process for expired/damaged goods. • Observe vendor interactions during delivery and GRN update. • Assist in preparing reports for monthly store performance and consumption trends. .

Reporting Format (Weekly)

Name of the Organisation: Fortis Memorial Research Institute

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

Name of the Student: Naman Pathak

Roll no: 0671 **Stream:** MBA Pharmaceutical Management

Week no: 6 **From:** 16/ 06/ 2025 to 21/ 06/ 2025

Activity Done	• Observed and learned the **Return-to-Vendor (RTV)** process for expired and damaged items. • Assisted in preparing **RTV documentation** and dispatch of returned goods. • Updated stock entries in **HIS and Oracle Fusion** after item returns. • Participated in **daily item issuance** for OT and general departments. • Helped track consumption of high-use items and maintained Excel records. • Coordinated with the receiving bay for newly delivered surgical items. • Ensured proper storage and labeling of returned and replaced goods. . .
Linking theory (Classroom learning) with practice at your organisation	• Applied supply chain concepts like **expiry management**, and **documentation control**. • Strengthened practical use of **hospital inventory systems** and vendor communication processes.
Gaps identified on the working area.	• Delay in vendor response during the return process. • Some RTV documents were incomplete or missing item details.

Suggestions for improvement	• Use a **standard RTV form** for all returns. • Keep a **centralized digital log** for easier follow-up and tracking of returned items.
Plan for the next week	• Learn how **monthly consumption reports** are prepared and analyzed. • Assist in preparing **data summaries** for internal reporting and audits. .

Reporting Format (Weekly)

Name of the Organisation: Fortis Memorial Research Institute

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

Name of the Student: Naman Pathak

Roll no: 0671 **Stream:** MBA Pharmaceutical Management

Week no: 7 **From:** 23/ 06/ 2025 to 28/ 06/ 2025

Activity Done	• Participated in **IPD consumables store audit**, verifying physical stock against system data. • Assisted in **OT Store audit** by checking surgical item quantities, expiry, and labeling. • Took part in **IP Drug Store audit**, helping to check storage conditions, expiry dates, and stock reports. • Helped update records in **HIS and Oracle Fusion** post-audit. • Identified expired or near-expiry items during audit and marked them for return. • Maintained Excel sheets for audit findings and gaps in each store. • Discussed issues with store staff for corrective actions and compliance improvement. . .
Linking theory (Classroom learning) with practice at your organisation	• Applied concepts of **inventory audit**, **stock** and **expiry management**. • Understood compliance needs in **drug and consumables management**. • Strengthened experience in using hospital ERP systems during audits.
Gaps identified on the working area.	• Some items in IP Drug Store had incomplete batch details in the system. • Few consumables were not arranged properly by category in IP store. • Delay in updating expired item status in the system.

Suggestions for improvement	• Regular internal audits to maintain system accuracy. • Barcode scanning during audits for faster verification. • Training staff on systematic storage and documentation.
Plan for the next week	• Assist in preparing **monthly consumption reports**. • Observe how **inventory and usage data** is shared with purchase and finance teams. • Learn about the **reordering process** for high-usage IP and OT items. .

Reporting Format (Weekly)

Name of the Organisation: Fortis Memorial Research Institute

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

Name of the Student: Naman Pathak

Roll no: 0671 **Stream:** MBA Pharmaceutical Management

Week no: 8 **From:**30 / 06/ 2025 to 05/ 06/ 2025

Activity Done	• Assisted in preparing **monthly consumption reports** for OT and IP departments. • Helped in reviewing **minimum and maximum stock levels** for high-use items. • Supported team in preparing data for **monthly audit compliance review**. • Participated in **indent handling** and ensured timely issuance of OT and IP consumables. • Verified inward entries of newly received items and matched them with purchase orders. . .
Linking theory (Classroom learning) with practice at your organisation	• Applied concepts of **inventory consumption analysis**, **reorder planning**, and **stock level monitoring**. • Understood the importance of data accuracy for **supply chain forecasting and budgeting**.
Gaps identified on the working area.	• Delay in entry of daily issues in the system affects report accuracy. • Some consumption data lacks department-wise classification. • .

Suggestions for improvement	• Assign specific responsibility to staff for daily HIS data entry. • Improve indent format to include department codes for clear tracking. • Automate monthly report generation by linking HIS with Excel dashboard. .
Plan for the next week	• Assist in vendor follow-up for pending deliveries. • Learn about **procurement planning** and **budget estimation**. .

Reporting Format (Weekly)

Name of the Organisation: Fortis Memorial Research Institute

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

Name of the Student: Naman Pathak

Roll no: 0671 **Stream:** MBA Pharmaceutical Management

Week no: 9 **From:**07/ 07/ 2025 to 12/ 07/ 2025

Activity Done	• Followed up with vendors for **pending deliveries**. • Made a list of **items to reorder**. • Checked **stock and daily usage**. • Helped in **monthly budget planning**. • Arranged store racks and checked labeling. .
Linking theory (Classroom learning) with practice at your organisation	• Applied class knowledge of **inventory control**, **vendor management**, and **budgeting**. • Used **ERP systems** to update and manage stock data. • Understood real-time issues in **hospital supply chain**. .
Gaps identified on the working area.	• **Vendor response delays**. • Some **items not updated** in the system. • Few racks not properly labeled. .
Suggestions for improvement	• Keep regular **vendor communication**. • Update all items in system on time. • Improve **labeling and storage**. .

Plan for the next week	• Prepare **final internship summary** and report.

Reporting Format (Weekly)

Name of the Organisation: Fortis Memorial Research Institute

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

Name of the Student: Naman Pathak

Roll no: 0671 **Stream:** MBA Pharmaceutical Management

Week no: 10 **From:**14/ 07/ 2025 to 19/ 07/ 2025

Activity Done	• Prepared and compiled the **summary report** of my full internship. • Observed how **expired narcotics items** are discarded with proper documentation. • Saw the **hazardous store** and learned about safety rules and storage methods. • Helped in checking files and data before **final report submission**. • . .
Linking theory (Classroom learning) with practice at your organisation	• Learned how **controlled and hazardous items** are handled as per rules. • Applied knowledge of **report writing, safety protocols**, and **documentation**.
Gaps identified on the working area.	• Disposal of some expired items gets **delayed due to approvals**. • Hazardous item area needs **more safety labels** and markings. .
Suggestions for improvement	• Speed up approval process for **narcotics discard**. • Improve **signage and safety labeling** in hazardous store.

Plan for the next week	• Submit final report and presentation. • Discuss internship learning with mentor.

Compiled Report

Name of the Organisation: Fortis Memorial Research Institute, Gurugram

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

Name of the Student: Naman Pathak

Roll no: 0671

Stream: MBA Pharmaceutical Management

Activity Done	Week 1: Getting Started I started with orientation and learned about the hospital's different departments. I spent time at the receiving bay, seeing how goods come in and how they check deliveries against orders. I also learned about handling invoices, challans, and GRNs (Goods Receipt Notes) and how to record all this data, both manually and digitally. Week 2: General Store & Non-Medical Stuff I focused on the General Store, dealing with things like cleaning supplies, stationery, and linen. I used the Hospital Information System (HIS) to update inventory and track items. I also helped prepare purchase requests and organize items on shelves. I learned about buffer stock and reorder levels. Week 3: Stock Checks & Oracle Fusion This week was all about monthly stock reconciliation, comparing what we had physically with what the system said. I started using Oracle Fusion software for stock entries and helping with purchases. I also helped organize indents (requests for items) from different departments and followed up with vendors for deliveries. Week 4: Handling Special Items I worked in the Consumable Store, which deals with sensitive items like surgical supplies, hazardous materials, and even narcotics. I learned about strict checking of these items, proper storage, and the special paperwork needed for narcotics. I also helped issue surgical items to operation theatres. Week 5: OT Store & Audits I spent time in the OT (Operation Theatre) Store, seeing how surgical items move. I helped with stock audits, checking quantities, expiry dates,

	and how items were stored. I also helped prepare reports on audit findings and coordinated returns of expired or damaged items. Week 6: Returning Stuff (RTV) I learned about the "Return-to-Vendor" (RTV) process for expired or damaged goods. I helped prepare the documents for returning items and updated the system after returns. I also kept helping with daily item issuance and tracking high-use items. Week 7: More Audits (IPD & IP Drug Store) I participated in audits for the IPD (In-Patient Department) consumables store, OT Store, and IP Drug Store. This involved checking physical stock, expiry dates, and storage conditions against system records. I helped identify expired items and update records. Week 8: Reports & Planning I helped prepare monthly consumption reports for OT and IP departments. I also reviewed minimum and maximum stock levels for important items and helped with data for monthly audit reviews. I continued assisting with indent handling and verifying new deliveries. Week 9 & 10: Final Touches & Project Summary I helped prepare the summary report for my whole internship. I also got to see how expired narcotics are safely thrown away with proper documents. I visited the hazardous store and learned about safety rules there. Finally, I helped check all the files and data before my final report submission. My Project: Reducing Dispensing Errors in IPD Pharmacy ● Introduction: Medication dispensing is a crucial procedure in clinical operations and hospital supply chains, directly impacting patient safety and treatment results. A Quality Improvement Project (QIP) was needed at Fortis Memorial Research Institute (FMRI) due to an increase in near-miss dispensing errors in the IPD pharmacy. ● Aim of the Project: To improve the efficiency of IPD medication dispensing practices. ● Objectives: 1. To identify the root causes and lower the number of dispensing errors in the IPD pharmacy. 2. To determine the elements causing the IPD dispensing delays in the pharmacy. 3. To determine the causes of the IPD nurses' delays in

	administering medication. ● Methodology: 1. Direct Observational Study 2. Root Cause Analysis: Fishbone Diagram (Ishikawa) to identify factors contributing to delays and errors. 3. Staff Interaction: Interacting with pharmacists, nurses, and GDAs to understand challenges and workflow patterns. ● Causes of Medication Delays and Errors (Pharmacy) 1. Man: GDAs mishandle and delay dispensing, multiple indents raised for the same patient, and lack of staff motivation. 2. Equipment: No indent notification, same system used for all operations leading to overload. 3. Process: Bulk indents cause chaos, poor nurse-pharmacist communication, and indents and returns via the same window. 4. Storage: Different medications stored in the same box, high-risk medications left unsecured, and unsafe rack height. ● Causes of Medication Delays and Errors (Nursing Station) 1. Man: GDAs delay medication delivery leading nurses to collect medicines during emergencies, and nurses writing non-STAT medicines as STAT. 2. Equipment: The capsule is not vacated and returned to the pharmacy timely, and computer systems are not properly functional. 3. Process: Manual writing of prescriptions and overlapping roles of nurse & pharmacist. 4. Storage: Disorganized medication shelves or drawers, and no separate storage for emergency/urgent medications. ● Suggestions for Improvement (Pharmacy) 1. Man: Assign only designated staff for dispensing, train GDAs on proper handling, and motivate staff via recognition and role clarity. 2. Equipment: Add separate systems for indenting & other tasks, and an alert system for indents (especially STATs). 3. Process: Separate counters for returns and dispensing, improve interdepartmental communication channels, and fix turnaround time (TAT) for processing and delivering indents. 4. Storage: Store each medication in separate containers, lock high-risk/high-value medications, and adjust racks to fire-safety standards.

	• Suggestions for Improvement (Nursing Station) 1. Man: GDAs to handle only transport (not dispense), train nurses on correct indenting & STAT use. 2. Equipment: Ensure functioning computers at all stations and set reminders for capsule return. 3. Process: Fix indent timing by shift and improve coordination between nurses & pharmacy. 4. Storage: Label and categorize medications clearly.
Linking theory	• **Inventory Management:** I actually used concepts like FIFO (First-In, First-Out), tracking expiry dates, and checking stock. I also learned about buffer stock and safety stock. • **Procurement Process:** I saw how purchase orders are matched with what we receive and how purchase requests are made and tracked. I also learned about talking to vendors and following up on orders. • **Risk & Safety Management:** I saw how to find and control risks in the receiving area and how important safety rules and documents are. • **Supply Chain Documentation:** I handled all sorts of documents, from vendor papers to hospital billing. • **Information Systems:** I got hands-on experience with Hospital Information System (HIS) and Oracle Fusion for data entry, stock updates, and tracking items. • **Data Handling:** I used Excel a lot to keep track of daily stock movements and create simple reports. • **Auditing:** I applied what I learned about inventory audits, checking stock, and managing expiry dates. I also understood how important it is to follow rules for drugs and other items. • **Consumption Analysis & Reorder Planning:** I learned how to look at how much we use of certain items and how that helps in planning what to order next and how much stock to keep.
Gaps identified on the working area.	• **Too Much Manual Work:** A lot of things are still done by hand, which can make things slow and lead to mistakes. • **Communication Problems:** Sometimes, talking between departments or with vendors isn't smooth because there aren't clear ways of doing it. • **Staff Training:** Not everyone knows how to use digital tools or follow safety rules perfectly. • **No Automatic Alerts:** The system doesn't always tell us automatically when stock is low or when an item is moving fast. • **Slow Approvals:** Getting approvals for things like discarding expired narcotics can take a long time.

	• **Missing Details:** Some items don't have proper labels or their details aren't fully updated in the system. • **Data Accuracy:** Daily entries into the system sometimes get delayed, which affects how accurate our reports are.
Suggestions for improvement	• **Use Barcode Scanning:** This would make checking things and counting stock much faster and reduce mistakes. • **Digital Systems:** Use a better ERP system that connects all departments so everyone knows what's happening. • **More Training:** Have regular training sessions for staff on new rules and how to use digital tools. • **Set Up Alerts:** Make the HIS system send automatic alerts for low stock or fast-moving items. • **Better Communication:** Maybe set specific times for departments to talk to the General Store, or use a better request system. • **Digitize Processes:** Make things like narcotic indent approvals and register keeping digital. • **Temperature Monitoring:** Install automatic systems to check the temperature for sensitive items. • **Standard Forms:** Use a standard form for returning items to vendors and keep a digital log of all returns. • **Real-time Entry:** Encourage staff to enter indents directly into the system using phones or tablets, especially in places like OTs. • **Assign Data Entry Responsibility:** Make sure someone is specifically responsible for daily data entry into HIS. • **Improve Indent Format:** Add department codes to indents so it's easier to track. • **Automate Reports:** Link HIS with Excel dashboards to make monthly reports automatically. • **Better Signage:** Put more safety labels and markings in the hazardous store.
Key Learnings	• I learned a lot about how a hospital's supply chain works in real life, from getting things delivered to managing inventory and even handling special items like narcotics. • Using systems like HIS and Oracle Fusion was a big part of my learning, seeing how they help manage stock and track everything. • I understood how important it is to keep accurate records and follow rules, especially for sensitive items. • I also learned about the challenges hospitals face, like manual processes and communication gaps, and thought about ways to make things smoother.

	● My project taught me to look closely at problems, like dispensing errors, and break them down to find their root causes and come up with solutions. It was a good way to see how theory applies to real-world hospital operations. ● Overall, it was a great experience to see how different parts of the hospital work together to make sure patients get the right care.

Signature of the Student

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Approved by the IIHMR University's Mentor

report.docx

by **Naman Pathak**

Submission date: 28-Jul-2025 10:38PM (UTC+0530)
Submission ID:
2721307670
File name: report.docx
(5.91M)
Word count: 1807
Character count: 9571

report.docx

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