



## History and Description

Mathura Das Mathur (MDM) Hospital, Jodhpur largest hospital in the western region. Attached with the government medical collage SN Medical collage at Jodhpur. Inaugurated in 1979 with capacity of 200 beds, which currently at around 2700 beds. SN Medical collage controls budget which headed by a superintendent, who is responsible for the health care services. Currently, 7 Super Specialty department and 12 other department are available. Hospital provide administrative services like, IHMS portal for patient registration and record-keeping and E-Aushadhi system which is an online system capable of having detailed information about availability of drugs . Provide free diagnosis, treatment, and medicine distribution and with various health schemes also like MAA yojana, RGHS, etc.

## Mission:

Provide personalized healthcare that focuses on patient happiness and well-being through optimal, evidence-based medical interventions. To improve patient outcomes through investments in medical technologies. To encourage health education and wellness through active engagement in community outreach and public health programs.

## Vision:

To provide comprehensive healthcare services accessible to all. To become a model and global leader in healthcare, and a research center on health.



## GAP ANALYSIS OF SUBSTORE

### About Project

The substore serves as a critical link in the hospital's pharmaceutical supply chain, responsible for the storage, management, and distribution of essential drugs and medical supplies to various departments. A gap analysis of the substore was undertaken to assess its operational efficiency, infrastructure, and compliance with Good Storage Practices (GSP) and institutional protocols. The objective was to identify discrepancies between the current practices and the desired standards, particularly in areas such as inventory control, temperature maintenance, record-keeping, and staff management. This analysis aims to provide actionable recommendations to improve the substore's performance, ensure timely availability of medicines, and enhance overall healthcare delivery.

### Gap Analysis & Key Findings

Limited Racks: Only 35 racks, many cartons left on floor due to small shelf size.

Moisture Damage: Floor contact causes box damage, especially in monsoon.

Cold Chain Issues: Inadequate cold space for sensitive medicines.

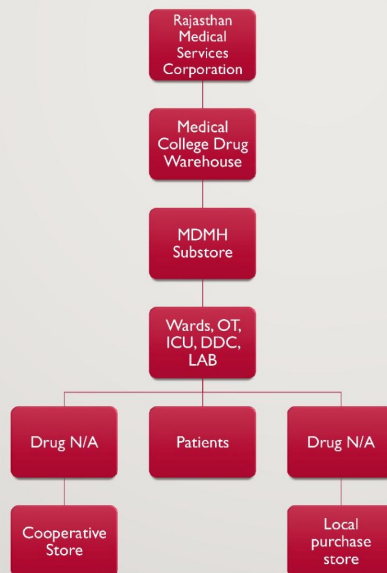
Crowded Storage: Insufficient space for buffer or bulk stock.

Security Risk: No double-lock system for narcotics/Schedule H/X drugs.

Small Transport Vehicle: Requires multiple trips, wasting time/resources.

Structural Damage: Broken walls, windows, and poor ventilation.

No Fire Safety: No extinguishers, alarms, or emergency systems.



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## Practical Exposure vs Theoretical Understanding

- In theory we studied importance of SOP but in reality, SOP is not visible as well as not compliant.
- In theoretical classes we learned about all equipment, and staff available as per the standard guidelines. Whereas in practical we got the opportunity to observe real time situations
- In theory we learned about the supply chain works on quality of service in contrast MDM maintains its basic operational efficiency even with the daily OPD foot fall of 6000 patients.

## SWOT ANALYSIS

| STRENGTH                                                                                                                                                                                                                                                                | WEAKNESSES                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• e-Aushadhi enables real-time tracking and indenting.</li><li>• Functional DDCs ensure efficient medicine distribution.</li><li>• Wide drug availability (1800+ items).</li><li>• Skilled staff and defined workflows.</li></ul> | <ul style="list-style-type: none"><li>• Overburdening of staff leading to decreased efficiency</li><li>• Lack of accountability because of lack of role clarity</li><li>• Inadequate space.</li><li>• transport vehicle limits logistics.</li><li>• Communication gaps</li></ul> |
| OPPORTUNITIES                                                                                                                                                                                                                                                           | THREATS                                                                                                                                                                                                                                                                          |
| <ul style="list-style-type: none"><li>• Modernize substore with better layout and cold storage.</li><li>• Use barcoding and automation to improve accuracy.</li><li>• Train staff on safety, and compliance.</li></ul>                                                  | <ul style="list-style-type: none"><li>• Stock-outs or expiries due to poor planning.</li><li>• Risk of theft/misuse of high-risk drugs.</li><li>• Regulatory non-compliance</li></ul>                                                                                            |

## Challenges

- Limited participation in decision-making.
- Delays in information due to absence of key personnel.
- Crowded substore made it difficult to observe storage systems properly.
- Lack of transparency in organisational.
- Lack of coordination between warehouse and hospital because warehouse is an entity of S.N. Medical College.

## Major Learning

- Gained practical understanding of hospital drug supply chain, from RMSC to DDCs.
- Learned how e-Aushadhi is used for indenting, stock management, and reporting.
- Understood storage layout, cold chain requirements, and storage challenges.
- Observed real-world application of GSP, GDP, and regulatory compliance.
- Understood how indent is generated to dispensing of drug.
- Learned the method of seasonal drug forecasting.