

Internship Report

1. Introduction

The internship formed a crucial component of my MBA in Hospital and Health Management at IIHMR University. I was assigned to Apollo Medics Super Speciality Hospital, Lucknow, to gain hands-on experience in hospital operations, particularly focusing on Supply Chain Management (SCM). The goal was to connect academic knowledge with its application in real hospital settings.

2. Objectives of Internship

- To explore and comprehend how the supply chain functions within a tertiary care hospital.
- To analyze operational workflows related to procurement, inventory, and logistics.
- To assist in the digitization and optimization of inventory processes.
- To contribute to ongoing initiatives aimed at improving cost efficiency and service delivery.
- To conduct a structured evaluation of SCM practices and recommend improvements.

3. Organizational Profile

Situated in Lucknow, Apollo Medics Super Speciality Hospital stands as a premier unit of the renowned Apollo Healthcare group, a leading name in India's private healthcare sector. The hospital is a 300-bed NABH-accredited tertiary care facility offering multi-speciality and super-speciality services. It is designed to cater to patients not only from Uttar Pradesh but also neighboring states, positioning itself as a key regional referral center.

The hospital boasts global-standard infrastructure, including modular operating theaters, advanced ICUs, digital radiology units, and cutting-edge diagnostic facilities. It integrates clinical care, teaching, and research, making it a model for operational excellence in healthcare. The management at Apollo Medics strongly emphasizes system integration, patient safety, and cost-effective delivery of care.

As an organization, Apollo Medics is structured with dedicated departments such as pharmacy, materials management, finance, clinical administration, diagnostics, and facility services—all working collaboratively under a central Hospital Information System (HIS). The Materials Management Department, under which I interned, plays a critical role in maintaining the seamless flow of medical and non-medical supplies across various departments. The department oversees procurement, vendor management, inventory control, and logistics—directly impacting the hospital's operational efficiency and clinical outcomes.

4. Services Provided by Organization

Apollo Medics offers a comprehensive range of services designed to serve the varied healthcare requirements of its patients. These include:

- **Outpatient Department (OPD) Services:** Specialized consultations across departments such as cardiology, neurology, nephrology, gastroenterology, orthopedics, ENT, and general medicine.
- **Inpatient and Surgical Services:** Advanced surgical care including cardiac, neuro, orthopedic, and minimally invasive procedures.
- **Diagnostic and Laboratory Services:** MRI, CT scan, X-ray, pathology labs, and a 24x7 blood bank.
- **Emergency and Trauma Care:** 24x7 emergency department equipped with ACLS and trauma support.
- **Pharmacy and Materials Management:** In-house pharmacy and integrated supply system for consistent drug and consumable availability.
- **Telemedicine & Digital Services:** Online consultations and digital appointment systems to increase accessibility.
- **Preventive Health Check-ups and Outreach Camps:** Community outreach for screening and early detection programs.

Together, these offerings position Apollo Medics as a trusted provider of holistic healthcare, recognized for clinical excellence, patient safety, and streamlined operations.

5. Key Activities / Projects Undertaken Other than Dissertation

- Updated Apollo Drug Formulary with new 3900 medications.
- Assisted in daily procurement activities such as Purchase Requests and Purchase Orders processing.
- Participated in the verification of GRNs and inventory updates.
- Collaborated with the pharmacy to understand medicine shelf-life tracking and expiry handling.
- Prepared vendor-wise negotiation sheets based on rate contracts.
- Assisted in monitoring inward and outward stock movement.
- Supported internal audit during checks of stock registers and vendor compliance.
- Resolved supply delays and coordinated interdepartmental stock requests.

6. Key Learnings from Internship

- Developed a strong understanding of how goods flow from vendor to final usage at patient level.
- Learned FSN & FIFO practices to reduce loss.
- Gained hands-on experience in preparing purchase orders.
- Learned basic entry processes in HIS.
- Inventory categorization and handling process.
- Realized importance of timely coordination between pharmacy, purchase, clinical departments and stores.
- Stock auditing, expired medication management in all stores.
- Understanding of MedMantra for inventory tracking and Karexper for making and managing Purchase requests and purchase orders.
- Reviewing purchase orders, purchase requests, and GRN reports.
- Gained soft skills in handling inter-departmental communication and vendor follow-ups.
- Gained insight into the value of standardized workflows and thorough documentation within SCM.
- Observed the role of strategic supplier partnerships in reducing costs and improving delivery.
- Understood how demand forecasting and planning reduce emergency purchases.
- Enhanced my communication and presentation abilities through active participation in review meetings.