

INTRODUCTION

The healthcare industry is focused on improving the quality of healthcare and operational efficiency while reducing costs and optimizing back-end operations. To maximize profits, reduce costs and achieve a seamless healthcare continuum, it is imperative to improve the efficiency of back-end business functions across supply chain management, inventory management, patient relationship management, human resources, finance and billing. It can be achieved by business process optimization and technology enablement through successful Healthcare Enterprise Re-

OBJECTIVE

- To know the awareness of ERP among employees.
- To study the impact of ERP on employees.
- To know the satisfaction level of employees after ERP implementation.
- To identify the major changes in hospital after ERP implementation.

METHODOLOGY

Study type: Descriptive

Study site: Fortis Escorts Heart Institute, Okhla

Sample collection method: Non probability convenience sampling

Sample size: 50

Duration of data collection: 7 days (may 1st, 2015—may 7th, 2015)

Major changes after ERP implementation:

- ⇒ Ease of access
- ⇒ Streamlining of process
- ⇒ Paperless environment
- ⇒ Transparency

RECOMADATION

- Help desk for ERP solutions.
- All employees are not computer friendly so they need technical upgradation.
- Separate training for all departments on “How to use ERP software”.
- Using flow charts n diagrams to make employees understand how ERP actually works.

CONCLUSION

An ERP implementation is a huge commitment from the organisation, causing millions of rupees and can take up to several years to complete. However in Fortis Escorts Heart Institute implementation process is going smoothly. Most of the employees are in favour of it. And taking active participation in learning it.

FINDINGS

