

Internship
At
Indraprastha Hospitals, New Delhi

Submitted to



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for the partial fulfillment for the award of the degree of

Master of Business Administration (MBA)

in

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by

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Internship Report on Indraprastha Hospitals, New Delhi by Neha Devi

Under the Supervision of **Dr. Pragya Sharma** (Materials Department)



INTRODUCTION-

Apollo Hospitals was established in 1983 by Dr. Prathap C Reddy, renowned as the architect of modern healthcare in India. As the nation's first corporate hospital, Apollo Hospitals is acclaimed for pioneering the private healthcare revolution in the country. Apollo Hospitals has emerged as Asia's foremost integrated healthcare services provider and has a robust presence across the healthcare ecosystem, including Hospitals, Pharmacies, Primary Care & Diagnostic Clinics and several retail health models. The Group also has Telemedicine facilities across several countries, Health Insurance Services, Global Projects Consultancy, Medical Colleges, Med varsity for E-Learning, Colleges of Nursing and Hospital Management and a Research Foundation. In addition, 'Apollo 24/7' – an online consultation portal and Apollo Home Health provide the care continuum.

MISSION

"Our mission is to bring healthcare of international standards within the reach of every individual. We are committed to the achievement and maintenance of excellence in education, research and healthcare for the benefit of humanity"

VISION

Apollo vision for the next phrase of development is to Touch a Billion lives.

TEAMS AND SPECIALITIES

- Gynaecologist
- Paediatrician
- Dermatologist
- General Surgeon
- Orthopaedist
- Internal Medicine
- Ear-Nose-Throat (ENT) Specialist
- Psychologist
- Hair Transplant surgeon.
- Nephrologist
- Neurologist

- Oncologist
- Plastic Surgeon
- Pulmonologist
- Speech Therapist
- Trichologist
- Urologist
- Anaesthesiologist
- Cardiologist
- Dentist
- Diabetologist
- Endocrinologist
- Gastroenterologist
- General Physician

INFRASTRUCTURE

Indraprastha Apollo Hospitals, New Delhi is a multi-specialty tertiary acute care hospital with 710 beds and one of the most sought-after destinations in Asia for healthcare.

A state-of-the art modern facility in the heart of the capital, it is spread over 15 acres and has a built-up area of over 600,000 square feet.

One of the largest dialysis units in India

FACILITIES

- a) Financial Information.
- b) Accommodation and Transportation (Airport pickup & Drop).
- c)Language interpretation
- d)Assistance during inpatient stay
- e) Health Checkup of self and dependents.
- f) Coordinate other required medical assistance
- g) Durable medical equipment
- h) Assistance with pharmacy prescriptions.

OBJECTIVES OF INTERNSHIP

- To study the organization structure.
- To know about its products and service activities.

SERVICES PROVIDED BY ORGANIZATION

Materials Department

*** Procurement of Medical and Non-Medical Supplies**

1. Purchasing medicines, surgical consumables, implants, laboratory reagents, and hospital equipment.
2. Vendor selection and supplier coordination.

*** Inventory Management**

1. Maintaining optimum stock levels of medicines and consumables.
2. Monitoring stock movement through inventory technique by ABC and VED analysis.

*** Medical Store Operations**

1. Receiving, inspecting, and storing medicines and consumables.
2. Issuing materials to various departments such as ICU, OT, wards, emergency, pharmacy, and laboratories.

*** Supply Chain Coordination**

Coordinating with suppliers, vendors, and hospital departments.

*** Quality Assurance**

1. Checking received materials for quality and compliance.
2. Ensuring medicines and consumables meet hospital standards.
3. Monitoring expiry dates and batch records.

*** Emergency Supply Management**

1. Ensuring immediate availability of life-saving drugs and emergency medical supplies.
2. Maintaining buffer stock for critical items.

*** Interdepartmental Support**

1. Providing materials to departments such as Operation Theatre (OT), ICU, Emergency, Pharmacy, Radiology, Laboratory, and Nursing Units.
2. Coordinating replenishment based on departmental requirements.

KEY ACTIVITIES OR PROJECTS UNDERTAKEN

The project focused on evaluating the effectiveness of ABC and VED inventory control techniques in a hospital medical store. Through inventory classification, data analysis, and preparation of the ABC-VED matrix, the study enhanced understanding of inventory prioritization, cost control, stock availability, and efficient supply chain management. The project demonstrated how scientific inventory control methods contribute to better utilization of hospital resources and uninterrupted patient care.

Participated in HAZMAT Mock drill.

KEY LEARNINGS FROM INTERNSHIP

1. Understood hospital inventory management of Apollo hospital.
2. Applying ABC Analysis for classification of inventory based on annual consumption value.
3. Applying VED Analysis for categorization of inventory based on criticality.
4. Monitoring stock levels to prevent stock-outs and overstocking.
5. Maintaining inventory records, stock registers, and consumption reports.
6. Learning inventory control techniques to reduce wastage and expiry losses.
7. Gained practical exposure to hospital supply chain management processes.
8. Understanding the role of the Materials Management Department in supporting patient care and hospital operations.