

# **Summer Internship Report**

**At**

**Sitaram Bhartia Institute of Science & Research  
(April 22<sup>nd</sup> to June 21<sup>st</sup>, 2024)**

**A Report**

**By**

**MISS. DIKSHA SINGH  
PGDM (Hospital and Health Management)  
(2023-2025)**

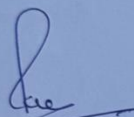


**International Institute of Health Management Research, New  
Delhi**

## Certificate of approval

### Certificate of Approval

The Summer Internship Project of titled "Optimizing turnaround time for chemotherapy: "Inventory Management in Healthcare" at "**Sitaram Bhartia Institute of Science and Research**" is hereby approved as a certified study in management carried out and presented in a manner satisfactorily to warrant its acceptance as a prerequisite for the award of **Post Graduate Diploma in Health and Hospital Management** for which it has been submitted. It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed, or conclusion drawn therein but approve the report only for the purpose it is submitted.




**Dr. Punit Yadav**

**Professor**

**IIHMR, Delhi**



## Certificate of completion

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June 21, 2024

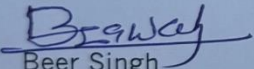
**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that Ms. Diksha Singh has done her voluntary internship with this Institute in the department of Operations from April 22, 2024 to June 21, 2024.


During the tenure of her internship with the Institute, she is found to have a good moral character/conduct and work ethics.

We wish her all success in her future endeavors.

For **Sitaram Bhartia Institute of Science & Research**



Beer Singh  
Manager-Human Resources



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## Feedback form

### FEEDBACK FORM (IIMR MENTOR)

Name of the Student: *Diksha Singh*

Summer Internship Institution: *SBISR*

Area of Summer Internship: *Accounts*

Attendance: *100%*

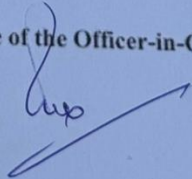
Objectives met: *Yes*

Deliverables: *Stock Audit at different department of Hospital & inventory management of assets.*

Strengths: *Proactive attitude. Commitment to team work and goal oriented.*

Suggestions for Improvement: *Needs to improve analytical & Excel skills.*

Signature of the Officer-in-Charge (Internship)



Date:

Place:

## **Feedback form(Organisation)**



## FEEDBACK FORM

(Organization Supervisor)

Name of the Student: Diksha Singh

Summer Internship Institution: Setuam Bhartiya Institute of Science and research.

Area of Summer Internship: accounts.

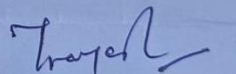
Attendance: Good 100%.

Objectives met: Yes

Deliverables: 1. Stock Audit at different location of Hospital with respect to deviation analysis and their closure.  
2. Medical Equipment details updation in Assets Management Module of TTD - Free Software.

Strengths: Proactive attitude, Commitment to team work and goal oriented.

Suggestions for Improvement: Needs to improve analytical & Excel skills.



Signature of the Officer-in-Charge (Internship)

Yogendra Doyal

Date: 21-06-2024

Place: New Delhi

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## **ACKNOWLEDGEMENT**

I would like to express my heartfelt gratitude to the many individuals who have provided their invaluable support and guidance throughout the preparation of this report on Inventory Management at Sitaram Bhartia Institute of Science And Research Hospital.

Firstly, I extend my sincere thanks to MR. ANIL KUMAR JOSHI, [Finance Head] for providing me with the opportunity to undertake this project and for their continuous encouragement. Their insights and advice were crucial in shaping the direction of this report.

I am deeply grateful to my mentor, MR. YOGENDRA DAYAL, [Deputy Manager], for their expert guidance, constructive feedback, and unwavering support. Their extensive knowledge and experience in inventory management have been instrumental in the completion of this study.

I would also like to thank the staff of the Inventory Management Department for their cooperation and assistance. Special thanks to MR. RAVI KUMAR, [Assistant Manager Internal Audit], for their help in providing access to necessary data and guide me in every stage during internship and thank you for sharing their practical experiences. A heartfelt thanks to my colleagues and peers for their valuable suggestions and moral support during the course of this project. Their camaraderie and encouragement have been a constant source of motivation.

This report would not have been possible without the contribution of all these individuals, and I am sincerely grateful to each one of them.

Thank you

DIKSHA SINGH

[PG/23/032]



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## **OBSERVATIONAL LEARNING**

### **Organization Profile**



### **Introduction:-**

Sitaram Bhartia Institute of Science and Research (SBISR): A Beacon of Healthcare Excellence

- **A Legacy of Quality Care:** Established in 1979 with a focus on medical research, Sitaram Bhartia Institute of Science and Research (SBISR) has evolved into a premier medical institution synonymous with exceptional patient care and cutting-edge medical advancements.
- **Mission and Values:** SBISR is guided by a core mission to provide high-quality medical services with unwavering ethical principles. Our philosophy centres around the well-being of each patient, ensuring all care decisions are rooted in evidence-based medicine. This commitment extends beyond treatment; SBISR fosters a culture of continuous learning and improvement, ensuring our team remains at the forefront of medical knowledge and best practices.
- **Unparalleled Facilities and Expertise:** SBISR boasts a comprehensive healthcare infrastructure, featuring a 70-bed inpatient facility equipped with advanced surgical suites, an Intensive Care Unit (ICU), a Neonatal Intensive Care Unit (NICU), and a full spectrum of diagnostic and inpatient services. Our team of renowned physicians and specialists across diverse medical disciplines leverage their expertise to deliver exceptional care in a patient-centered environment.
- **A Vision for the Future:** SBISR aspires to become a globally recognized medical center, setting the benchmark for evidence-based medicine and world-class patient care. We envision robust research programs dedicated to understanding and addressing the evolving healthcare needs of our community. This pursuit of knowledge, coupled with a commitment to innovation, positions SBISR as a pioneer in tackling healthcare challenges and developing ground-breaking solutions.
- **Collaboration and Education:** Recognizing the power of collaboration, SBISR actively seeks partnerships with leading healthcare institutions around the world. This fosters knowledge exchange

and accelerates advancements in medical care. Furthermore, SBISR is committed to cultivating a vibrant learning environment for healthcare professionals. Comprehensive training programs empower the next generation of medical practitioners to deliver exceptional care.

- **Sustainable Growth and Recognition**: SBISR is dedicated to securing long-term sustainability through grants and philanthropic support. This allows us to expand our reach, invest in cutting-edge technologies, and enhance the services we offer. Ultimately, our vision is to be widely acknowledged as a symbol of excellence within the healthcare landscape, earning the trust and respect of patients and the broader medical community.
- **Specialties**: SBISR offers a comprehensive array of medical specialties, ensuring patients have access to the most advanced treatments and specialists under one roof. These specialties include:
  - **Anaesthesiology**: Providing safe and effective pain management throughout the surgical process.
  - **Dentistry**: Offering a full spectrum of dental services to maintain optimal oral health.
  - **Dermatology**: Addressing a wide range of skin conditions, from common concerns to complex disorders.
  - **Diabetes & Endocrinology**: Specializing in comprehensive diabetes management, patient education, and personalized treatment plans.
  - **ENT**: Treating disorders of the ear, nose, and throat, ensuring optimal ear, nose, and throat health.
  - **Gastroenterology**: Providing diagnostic and treatment procedures for the digestive system, promoting gut health and well-being.
  - **Nephrology**: Managing kidney disease, offering dialysis services, and ensuring optimal kidney function.
  - **Obstetrics & Gynaecology**: Delivering compassionate and comprehensive women's healthcare, with a focus on natural childbirth and minimally invasive procedures.
  - **Ophthalmology**: Providing a full spectrum of eye care services, from routine check-ups to advanced surgical procedures, to safeguard vision and eye health.
  - **Psychiatry & Psychology**: Offering mental health services for adults, elderly, and children, promoting mental well-being and emotional health.
  - **Radiology**: Utilizing advanced imaging technology, such as X-ray, mammography, and ultrasound, to provide accurate diagnoses and guide treatment decisions.
  - **Urology**: Treating various urinary tract problems, male infertility, and urologic cancers, ensuring optimal urinary tract health.

By providing exceptional care, fostering a spirit of innovation, and nurturing future generations of medical professionals, SBISR is poised to make a lasting impact on the healthcare landscape.

## **Introduction:**

### **Inventory Management in Healthcare**

Stock administration in healing centers portrays the method of following drugs and materials at all stages, counting acquiring, conveyance, utilization, capacity, and utilization in medical offices. With the assistance of stock administration frameworks, therapeutic staff can check the quality of in-stock things, their statuses, area, and other parameters utilizing desktop, web, or portable apps. Receiving stock administration frameworks makes a difference clinics maintain a strategic distance from deficiencies or overloading of therapeutic supplies. Moreover, it makes a difference cut costs by expanding efficiency, avoiding burglary, and diminishing the wastage rate.

A healthcare inventory management system helps medical staff to do the following.

#### **INVENTORY MANAGEMENT IN HOSPITAL**



**CODE IT**  
BECAUSE WE KNOW HOW

- Track in-stock goods
- Manage goods and medications online
- Forecast demand for medications
- Receive detailed reports
- Track items travel in real time
- Receive notifications on supplies to re-order

Hospitals, like most businesses, rely heavily on effective inventory management. However, unlike traditional retail settings, hospitals deal with a unique set of inventory items. These include:

- Pharmaceuticals: Essential medications used for patient treatment, ranging from life-saving drugs to routine prescriptions.
- Medical-Surgical Supplies: A vast array of supplies used in surgeries, procedures, and patient care, including sterile gloves, sutures, catheters, bandages, etc.
- Implantable Devices: Pacemakers, stents, artificial joints, and other devices used in surgical procedures.
- Blood Products: Blood and its components, critical for transfusions and emergencies.
- Durable Medical Equipment: Nebulizers, wheelchairs, oxygen concentrators, and other equipment loaned or rented to patients.
- Effective inventory management in hospitals ensures:
- Patient Safety: Maintaining adequate stock of essential medications and supplies is crucial for uninterrupted patient care.
- Cost Control: Minimizing overstocking and preventing waste optimizes resource allocation.
- Efficiency: Streamlined inventory processes reduce time spent searching for supplies and improve workflow.
- Regulatory Compliance: Hospitals must adhere to strict regulations regarding medication storage, expiration dates, and proper disposal procedures.

### **Potential Observation Points at Sitaram Bhartia Hospital**

(To gain a deeper understanding of inventory management practices at Sitaram Bhartia Hospital, consider focusing your observations on the following areas)

- Inventory Systems: Observe the software or technology used to track inventory levels, order placements, and stock management.
- Inventory Control Processes: Witness how staff replenish stock, handle deliveries, and conduct inventory audits.
- Warehouse or Storage Facilities: Understand the organization and layout of storage areas for different inventory categories.
- Demand Forecasting: Observe how the hospital anticipates future needs for various medications and supplies.
- Supplier Relationships: Learn about the established processes for vendor selection, order placement, and communication with suppliers.

### **3. Inventory Management Techniques at Sitaram Bhartia Hospital (Hypothetical Analysis)**



Due to limited access to internal information, this section provides a hypothetical analysis of potential inventory management techniques employed at Sitaram Bhartia Hospital.

- ABC Analysis: It's likely the hospital categorizes its inventory (A, B, and C) based on cost and usage. High-cost medications (e.g., cancer drugs) or frequently used supplies (syringes, bandages) would receive the most stringent control.
- Vendor-Managed Inventory (VMI): Sitaram Bhartia might collaborate with key suppliers who directly manage their inventory levels within the hospital, ensuring timely restocking.
- Just-in-Time (JIT): For certain high-demand, low-cost items, the hospital could implement JIT principles, minimizing storage costs by receiving supplies closer to the time of need.
- Safety Stock Management: Critical medications and emergency supplies likely have established safety stock levels to mitigate stockouts during unexpected surges in demand or supply chain disruptions.

#### **4. Current Inventory Management Practices at Sitaram Bhartia Hospital (Hypothetical Analysis)**

Here's a look at potential contemporary practices Sitaram Bhartia might be utilizing:

- Warehouse Management Systems (WMS): A WMS could be managing inventory data, optimizing storage locations, and automating tasks like order picking and replenishment.
- Data Analytics: The hospital might leverage data analysis to predict demand fluctuations based on patient demographics, seasonality, and historical trends.
- Cloud-based Inventory Management: Cloud-based platforms might provide real-time inventory visibility across various departments, improving collaboration and decision-making.

#### **5. Challenges Faced by Sitaram Bhartia Hospital (Hypothetical Analysis)**

Despite best efforts, hospitals face several inventory management challenges. Here are some potential hurdles Sitaram Bhartia might encounter:

- Stockouts: Running out of essential medical supplies, medications, or equipment, leading to treatment delays and compromised patient care.
- Overstocking: Accumulating excess inventory, tying up financial resources, and increasing storage costs without corresponding benefits.
- Wastage: Expired or obsolete inventory resulting from poor tracking and management practices, leading to financial losses and inefficiencies.
- Patient Safety Risks: Increased likelihood of medication errors, contamination, or using expired products, posing risks to patient safety and outcomes.

- Regulatory Non-Compliance: Failing to meet regulatory standards for inventory storage, handling, and documentation, resulting in legal penalties and reputational damage.
- Inefficient Procurement: Difficulty in predicting demand and ordering the right quantities of supplies, leading to inefficiencies, missed discounts, and increased procurement costs.
- Data Inaccuracy: Lack of accurate inventory data hampers decision-making processes, hindering operational efficiency and strategic planning efforts.
- Emergency Preparedness: Inadequate readiness to respond to emergencies or sudden surges in demand due to a lack of real-time visibility into inventory levels and distribution.
- Poor Resource Allocation: Inability to allocate resources effectively, resulting in disparities in supply availability across different departments or units within the hospital.
- Impact on Patient Care: Ultimately, these challenges can significantly impact patient care quality, leading to treatment delays, compromised outcomes, and decreased patient satisfaction.
- Variable Demand: Predicting patient needs can be complex due to unforeseen emergencies, fluctuations in specific illnesses, and seasonal variations.
- Product Expiry: Managing shelf life of pharmaceuticals and medical supplies requires vigilance to prevent expired items from entering the patient care cycle.
- Supply Chain Disruptions: Global events or supplier issues can disrupt delivery schedules and lead to stock shortages.

## **My Learnings:**

- Comprehensive Hospital Operations: You gained in-depth knowledge of various hospital departments, including house officer projects, NICU/PICU, nursing stations, ICU, and OT. This holistic understanding allows you to see how inventory needs differ across departments.
- Inventory Management Systems: By examining the existing inventory management system at the hospital, you developed a critical eye for identifying potential improvements and areas for optimization.
- Data Analysis and Reporting: You honed your data analysis skills by creating monthly TAT reports, separating weekdays from holidays, and using a time conversion algorithm. These skills are crucial for analyzing inventory data and identifying trends.
- Patient Engagement: Observing how patients interact with the NPS system and researching patient engagement strategies provided valuable insights into patient needs and preferences, which can influence inventory management decisions.
- Market Analysis: Performing a market analysis of hospitals, focusing on competition and healthcare trends, gave you a broader understanding of the healthcare landscape, impacting inventory management strategies.

## **Impact:**

- **Improved Efficiency:** Your understanding of different departments and their inventory needs can lead to more efficient allocation and utilization of supplies.
- **Reduced Waste:** By analyzing inventory data and identifying trends, you can help minimize overstocking and expiration of unused supplies, leading to cost savings.
- **Enhanced Patient Care:** By considering patient needs and preferences, inventory management can be tailored to ensure timely access to necessary supplies, improving patient care.
- **Strategic Procurement:** Market analysis insights can inform strategic procurement decisions, ensuring the hospital gets the best possible value for its inventory purchases.
- **Data-Driven Inventory Management:** Your data analysis skills can be applied to develop a data-driven approach to inventory management, leading to more informed decision-making.

## **Additionally:**

- Your experience with project management software like Trello could be valuable in implementing inventory management solutions.
- The knowledge of EMR systems can help bridge the gap between patient data and inventory needs.
- By leveraging your learning and acquired skills, you can significantly impact hospital inventory management, leading to improved efficiency, cost savings, and ultimately, better patient care.

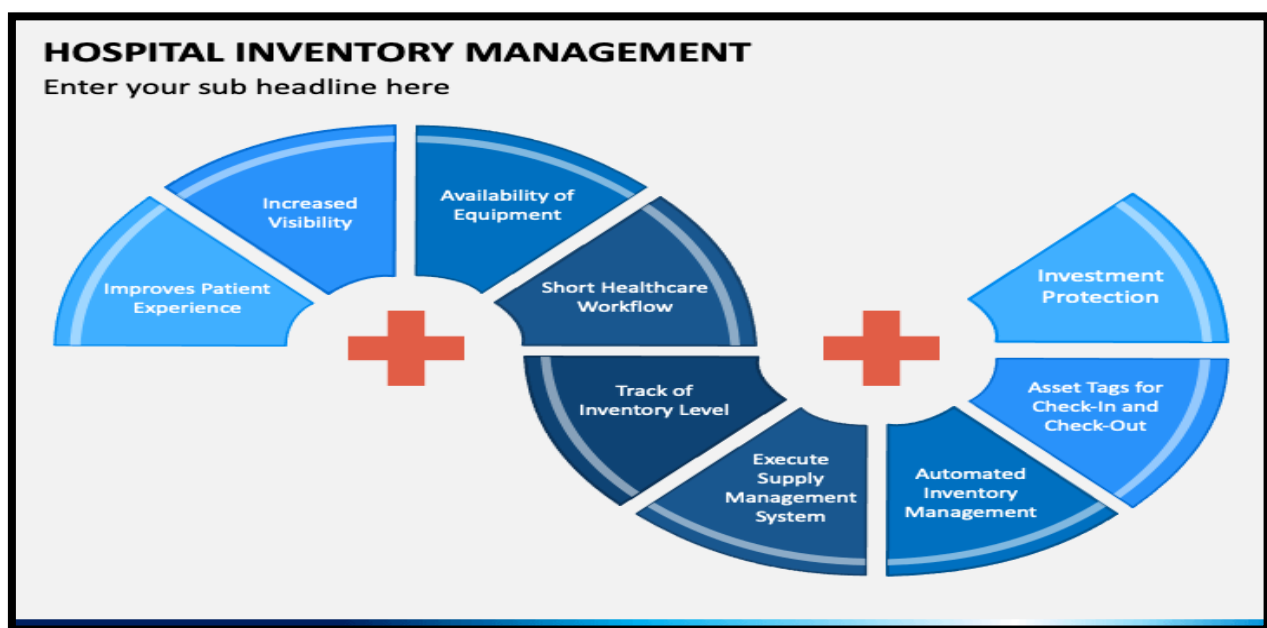
# **PROJECT REPORT**

## **Inventory Management in Healthcare**

## Introduction:-

Overview of inventory management

Healthcare stock administration, moreover known as supply chain administration (scm) could be a workflow mindful for keeping track of your wellbeing system's stock, buys, orders, installments, and more. Clinic stock administration successfully manages and controls the stock or supplies inside a healing center or healthcare office. The essential objective of hospital inventory administration is to ensure that the correct items are accessible within the right quantities, at the proper time, and within the right areas inside the healing center. Clinic stock administration may be a efficient handle. It supervises and controls the accessibility, capacity, following, and utilization of restorative supplies, gear, and consumables inside a healthcare office. Inventory management is a fundamental component of supply chain operations, encompassing the supervision and control of goods from their origin as raw materials through production processes, to their final delivery as finished products to customers. Effective inventory management involves a delicate balance between meeting customer demand and minimizing costs associated with holding inventory. Key activities include tracking inventory levels, orders, sales, and deliveries, and ensuring the accurate and timely availability of products. The goal is to maintain optimal inventory levels, thereby reducing carrying costs, avoiding stockouts, and maximizing customer satisfaction.



## Aim

- Statement of the Aim
- The aim of this project is to thoroughly analyze and improve the current inventory management practices of a medium-sized retail business. This will be achieved by evaluating existing processes, identifying

areas for enhancement, and implementing advanced inventory management techniques and tools that increase efficiency, accuracy, and cost-effectiveness.

- Relevance of the Aim

- This aim is particularly relevant as it addresses several critical aspects of business performance.

By improving inventory management, the business can:

- Meet Customer Demands: Ensure that products are available when needed, leading to higher customer satisfaction and loyalty.
- Minimize Costs: Reduce the financial burden associated with overstocking and stockouts, thereby improving profitability.
- Enhance Efficiency: Streamline operations and improve the accuracy of inventory records, leading to more efficient use of resources.
- Support Strategic Goals: Align inventory practices with the broader business objectives of growth, competitiveness, and market responsiveness.
- By focusing on both strategic and operational levels, this project aligns with the overall goal of achieving long-term business success.

## **Objectives**

- Assess Current Inventory Management Practices
- Conduct a detailed review of the existing inventory management processes to understand their scope and functionality.
- Identify strengths, such as current efficiencies or technologies that are working well.
- Highlight weaknesses or gaps, such as areas where stock levels are inconsistent, or processes are inefficient.
- Implement Advanced Techniques
- Explore advanced inventory management methods that could be beneficial, including Just-in-Time (JIT), Economic Order Quantity (EOQ), and Enterprise Resource Planning (ERP) systems.
- Evaluate the feasibility of these methods in the business context, considering factors like cost, complexity, and potential benefits.
- Develop a tailored implementation plan that integrates these techniques into the current system.
- Enhance Data Accuracy and Integration
- Develop strategies to improve the accuracy of inventory data, such as implementing barcode scanning or RFID technology for real-time tracking.
- Ensure that inventory management is integrated with other business systems, such as sales, purchasing, and finance, to provide a unified and accurate view of inventory levels.
- Optimize Inventory Levels



- Analyze historical sales data and demand patterns to create more accurate demand forecasts.
- Establish clear guidelines and policies for maintaining optimal inventory levels, including reorder points and safety stock levels, to balance supply and demand effectively.
- Regularly review and adjust inventory policies to reflect changes in market conditions or business objectives.

## **Methodology**

### ▪ **Data Collection Methods:**

Interviews:-Conduct comprehensive interviews with nursing managers and staff to gain insights into current inventory management practices.

### ▪ **On-site Observation and Auditing:**

Visit various departments and wards within the hospital, including nursing wards, OPD, IPD, emergency, NICU, and PICU. Observe inventory handling processes firsthand and conduct stock verifications.

### ▪ **Order Placement Analysis:**

Analyze the process of placing orders for inventory items.

### ▪ **Expiry and Usage Tracking:**

Track the rate of expiry and unused products within the inventory.

### ▪ **Research Design**

Employ a mixed-methods approach that combines both qualitative and quantitative analysis.

Use qualitative methods to gain insights from stakeholders and understand the nuances of current inventory practices.

Utilize quantitative methods to analyze inventory data, identify trends, and assess the impact of potential improvements.

### ▪ **Data Analysis Techniques**

Statistical Analysis: Use statistical tools and software (e.g., Excel, SPSS) to analyze quantitative data. This can include trend analysis, variance analysis, and forecasting.

Thematic Analysis: Perform thematic analysis on qualitative data to identify common themes and insights related to current challenges and areas for improvement.

Comparative Analysis: Compare current practices with industry benchmarks and best practices to identify gaps and opportunities for enhancement.

□ Usage Arrange Create a point by point, staged usage arrange that traces the steps required to coordinated the prescribed changes into the current stock administration framework. Characterize a timeline for each stage, guaranteeing that changes are actualized in a controlled and effective way. Apportion fundamental assets, counting faculty, innovation, and budget, to bolster the execution handle. □ Assessment Criteria Build up clear measurements to assess the victory of the stock administration changes, such as:

Stock Turnover Rate:

Degree how frequently stock is sold and supplanted over a period. Stockout Rate:

Track the recurrence of stock deficiencies. Taken a toll Investment funds:

Evaluate the diminishment in carrying costs and other costs. Client Fulfillment:

Survey changes in client fulfillment levels and input. Screen these measurements routinely to gage the affect of the actualized changes and make alterations as required. Key viewpoints of healing center stock administration incorporate:

□ Stock Following:

Frameworks and forms precisely screen and record stock levels, counting thing points of interest, amounts, areas, and close dates. □ Request Determining:

Chronicled information, quiet patterns, and other components can expect future request for supplies and guarantee fitting stock levels. □ Obtainment and Requesting:

Overseeing the obtainment prepare, counting selecting dependable providers, arranging contracts, setting orders, and keeping up merchant connections. □ Capacity and Conveyance:

Organization and support of legitimate capacity offices. This guarantees fitting taking care of and capacity conditions for distinctive things, and setting up proficient dissemination channels inside the clinic. □ Stock Optimization:

Stock information recognizes openings for enhancement. This incorporates diminishing abundance stock, eliminating out of date things, and actualizing just-in-time stock hones. □ Innovation and Robotization:

Stock administration computer program, standardized identification frameworks, RFID following, and other advances streamline stock forms, improve exactness, and encourage real-time visible. Require of an stock administration framework The most reason of the Restorative Stock Framework is to secure medication from harm, misfortune, robbery, or wastage and to guarantee the accessibility of essential medication for sparing patients' lives in a healing center. inventory management is essential in hospitals to ensure optimal resource allocation, emergency preparedness, patient safety, cost control, regulatory compliance, data-driven decision making, and ultimately, improved patient care:-

- Optimal Resource Allocation: Hospitals deal with a wide range of medical supplies, from pharmaceuticals to surgical equipment. Effective inventory management ensures that these resources are allocated optimally, preventing shortages or excess, thus reducing costs and improving efficiency.
- Emergency Preparedness: Hospitals must be prepared for emergencies, whether it's a sudden influx of patients or a natural disaster. Proper inventory management ensures that essential supplies are always available when needed, preventing disruptions in patient care.
- Patient Safety: Inventory management directly impacts patient safety. Properly stocked supplies mean that healthcare providers have access to the necessary tools and medications to deliver quality care. For example, a shortage of vital medications could compromise patient outcomes.

- Cost Control: Healthcare costs are a significant concern globally. Effective inventory management helps control costs by minimizing waste, reducing expired or obsolete inventory, and optimizing procurement processes to take advantage of bulk purchasing discounts.
- Regulatory Compliance: Healthcare facilities must comply with various regulations regarding the storage and management of medical supplies. Proper inventory management ensures that hospitals meet these standards, avoiding penalties or legal issues.
- Enhance Efficiency: Streamline operations and improve the accuracy of inventory records, leading to more efficient use of resources.
- Support Strategic Goals: Align inventory practices with the broader business objectives of growth, competitiveness, and market responsiveness.
- By focusing on both strategic and operational levels, this project aligns with the overall goal of achieving long-term business success.

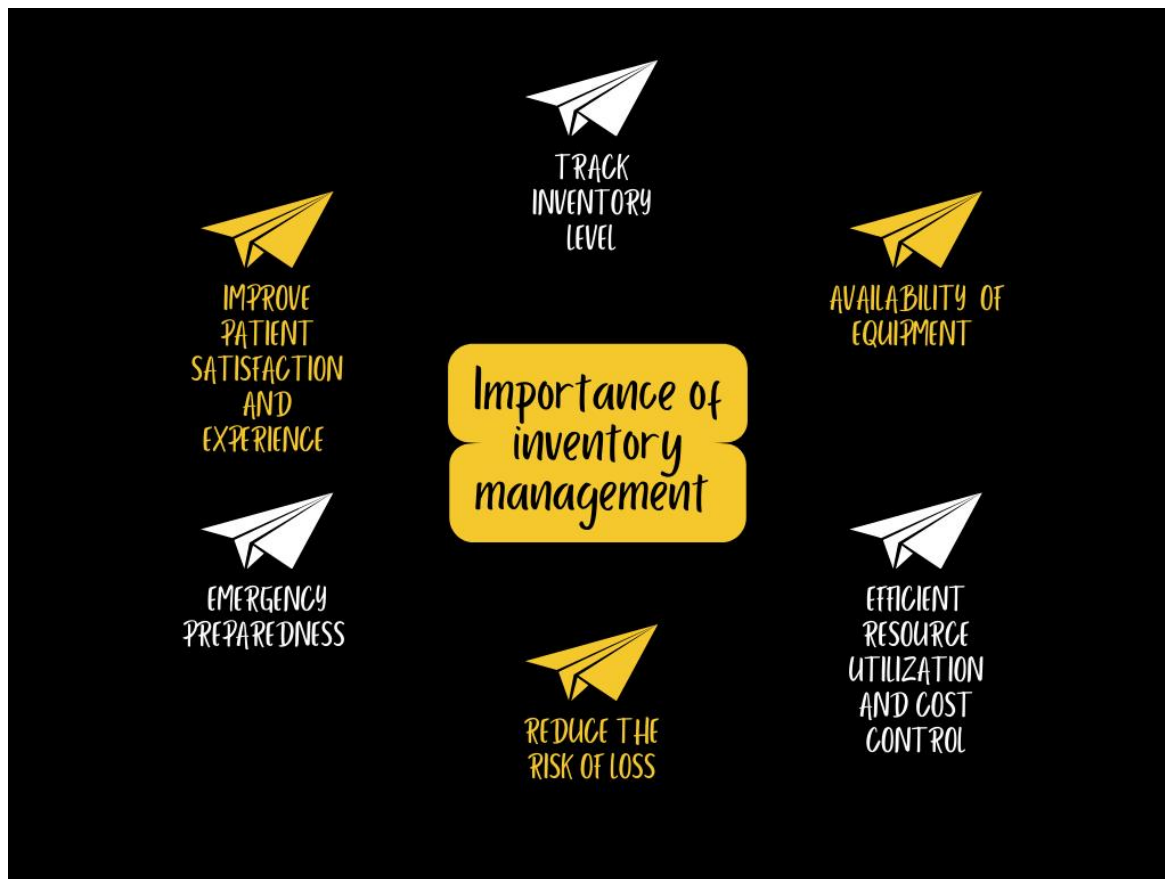
### **Importance in Business Operations**

Inventory management is critical for maintaining business continuity and operational efficiency. It directly impacts various aspects of business performance, including:

- Customer Satisfaction: Ensuring that products are available when customers need them, avoiding delays and backorders.
- Cost Control: Minimizing costs associated with excess inventory, such as storage, insurance, and obsolescence.
- Cash Flow Management: Optimizing inventory levels to free up capital, enhancing the financial health of the business.
- Operational Efficiency: Streamlining processes to improve the accuracy of inventory records, reduce waste, and align inventory levels with actual sales.

Strategies like Just-in-Time (JIT) reduce inventory holding costs by receiving goods only as they are needed. Economic Order Quantity (EOQ) calculates the ideal order quantity that minimizes total inventory costs. ABC analysis prioritizes inventory management efforts by categorizing items based on their importance and

consumption value.



### **Benefits of hospital inventory management**

Inventory management offers several benefits for businesses, especially in sectors like healthcare where stock availability can directly impact patient care. Here are the benefits based on your points:

- **No Stock Out Situation for Life-Saving Medicines:**

Effective inventory management ensures that critical medicines are always available. This prevents stock-outs which can be crucial in healthcare settings where timely access to medicines is a matter of life and death.

- **Managed Stock Inventory Database:**

A centralized inventory database allows for systematic management of stock levels. This includes tracking quantities, expiration dates, and reorder points, ensuring that inventory levels are optimized and wastage is minimized.

- **Advanced Sorting of Medicines:**

Inventory management systems often include features for categorizing medicines based on various criteria such as type, therapeutic area, or supplier. This makes it easier to locate specific medicines quickly when needed.

- Easy Tracking of Current Stock Status:

Real-time tracking of stock levels helps healthcare facilities to know exactly how much of each medicine is available at any given time. This information is crucial for making informed decisions about patient care and supply chain management.

- Instant Generation of Bills:-

Automated inventory systems can generate bills and invoices quickly and accurately based on transactions and stock movements. This streamlines administrative processes and improves financial record-keeping.

- Updated & Precise Stock & Sales Reports:

Inventory management systems provide detailed reports on stock levels, sales trends, and usage patterns. These reports help in forecasting demand, identifying slow-moving items, and optimizing inventory levels to meet patient needs efficiently.

- Database Management:

Centralized database management ensures that all inventory-related information is stored securely and can be accessed by authorized personnel as needed. This improves data accuracy, reduces paperwork, and enhances overall efficiency.

## Advances and Challenges



As often as possible, medical attendants are dependable for following and overseeing healing center supply chains. Furthermore, doctors squander time compiling records of required restorative supplies and rebellious.

□ Pharmaceutical Misfortune or Deficiency Crises are a visit event in healthcare offices. As a result, it is



basic to preserve an satisfactory supply of restorative hardware and assets. Certain items, on the other hand, have a capacity life. As a result, it is basic to turn it out on plan. □ Following Expiry Date of Pharmaceuticals When the supplies are supplied up for crises, it gets to be more challenging for the staff to keep a customary track on expiries of distinctive things at a time and as a result in some cases numerous healthcare suppliers tend to pass on lapsed restorative things to the patients. □ Less Workers And Pay Centering as well much on cost-cutting leads to dishonorable and way less workflow some of the time. Due to less work pay, staff tend to disregard minor critical things that once more includes up a part to a patient's wellbeing and makes a challenge for them. The scene of stock administration is quickly advancing due to innovative progressions. Present day stock administration frameworks consolidate mechanization, manufactured insights (AI), and the Web of Things (IoT) to give real-time information, improve decision-making, and streamline operations. For illustration:

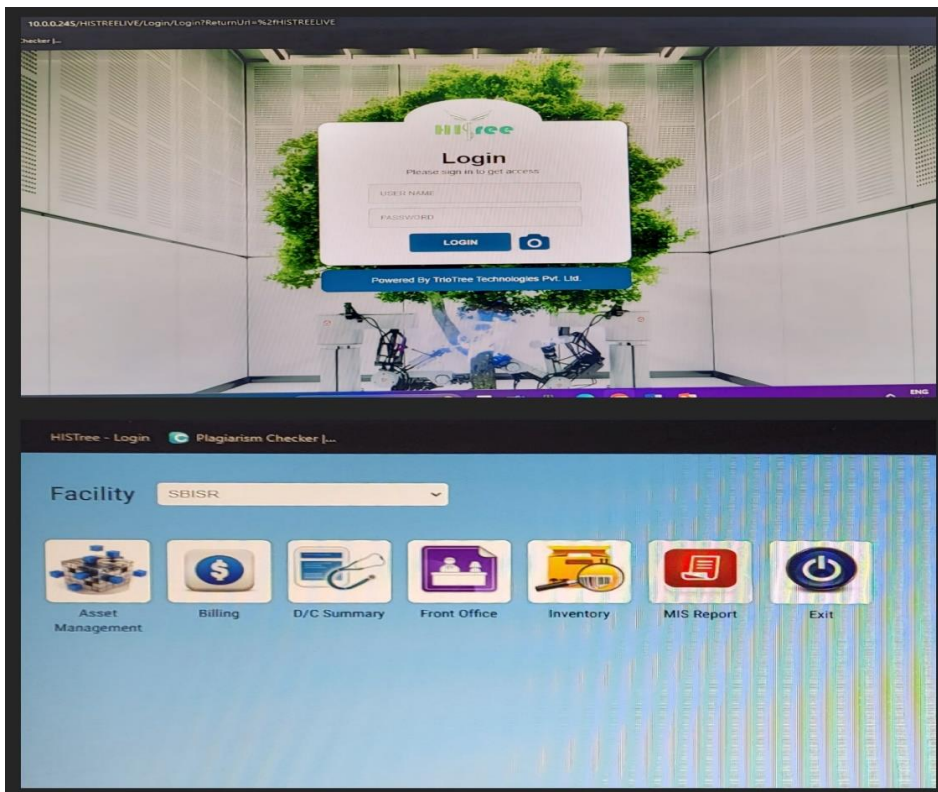
Mechanization makes a difference decrease manual mistakes and speeds up forms. AI predicts request patterns and optimizes reorder focuses. IoT gadgets give real-time following and checking of stock levels and conditions. In any case, businesses still face challenges such as keeping up information exactness, joining dissimilar frameworks, adapting with request instability, and adjusting to quickly changing advertise conditions. Tending to these issues is pivotal for the viability of stock administration hones. Stock administration Program and Instruments Showing HISTree What is HISTree? HISTree may be a clinic administration program that's revolutionizing the healthcare industry through easy, effective, and quality-driven item development. It engages healthcare experts with a centralized stage for overseeing understanding records, arrangements, affirmations, and releases. It moreover encourages effective charging and protections claim handling to upgrade the generally operational productivity of healing centers. The stage offers a comprehensive arrangement for overseeing quiet arrangements, treatment plans, medicines, and restorative history, all in one put. The framework empowers clinic staff to center on quiet care, as regulatory assignments are streamlined and robotized. For research facility settings, the healthcare program gives strong usefulness for overseeing test orders, example following, and result detailing. It offers dedicated mobile apps for both healthcare providers and patients. These apps enable patients to schedule appointments, access lab reports, and receive real-time notifications, while healthcare providers can access patient information on-the-go.

#### Why Choose HISTree?

- Real-time Tracking
- Forecasting
- Automation
- Integration
- Multi-location Management
- Analytics and Reporting
- Cost Reduction

- Enhanced Customer Service

## BY TRIO Tree TECHNOLOGY



## LOGIN PAGE OF HISTREE SOFTWARE



Let us explore why HISTree stands as the paramount choice for enhancing operational efficiency and patient care through its innovative features.

First and foremost, HISTree offers **real-time tracking** capabilities, providing healthcare facilities with immediate visibility into their inventory levels and item movements. This ensures that critical supplies are always available when needed, minimizing stockouts and enhancing clinical workflows.

Furthermore, HISTree excels in **forecasting** future inventory needs based on historical usage data and current trends. By predicting demand accurately, hospitals can optimize stocking levels, reduce excess inventory costs, and ensure readiness for fluctuating patient volumes and medical emergencies.

In today's digitally-driven era, **automation** is pivotal in streamlining processes and reducing manual errors. HISTree integrates seamlessly with hospital systems to automate inventory replenishment, expiration tracking, and order management. This not only saves valuable staff time but also enhances accuracy and compliance with regulatory requirements.

Moreover, HISTree prioritizes **integration** with existing hospital management systems, fostering a cohesive ecosystem where inventory data seamlessly interfaces with patient records, billing, and supply chain operations. This interoperability enhances overall operational efficiency and data integrity across departments.

For hospitals operating across multiple locations, HISTree offers robust **multi-location management** capabilities. It centralizes inventory oversight, standardizes procurement practices, and facilitates economies of scale in purchasing. This ensures consistent supply levels and cost-effective inventory management practices across all hospital sites.

Data-driven decision-making is empowered through HISTree's advanced **analytics and reporting** functionalities. It generates actionable insights into inventory utilization patterns, supplier performance, and cost efficiencies. This enables hospital administrators to optimize resource allocation, negotiate better contracts, and drive strategic decision-making.

Cost containment is a perpetual challenge in healthcare. HISTree is engineered to identify opportunities for **cost reduction** by optimizing inventory levels, reducing waste, and negotiating favorable supplier contracts. These measures contribute to overall financial sustainability without compromising patient care quality.

Lastly, HISTree is dedicated to **enhancing customer service**, ensuring that healthcare providers have the right supplies at the right time. By improving inventory availability and reliability, hospitals can focus more on patient care delivery, thereby enhancing patient satisfaction and clinical outcomes.

## **SOFTWARE TRIOTREE**

### **What is TRIO Tree?**

- Triotree software, used in hospitals, is a comprehensive healthcare management system designed to streamline and integrate various hospital operations. It encompasses modules for billing, electronic medical records (EMR), patient management, clinical workflows, inventory, pharmacy management, and administrative tasks. The primary goal of Triotree software is to enhance efficiency, improve patient care, and support the operational needs of healthcare facilities by providing a unified platform for managing both clinical and administrative functions.

### **Why Choose TRIO Tree?**

- Specialized for healthcare industry needs.
- Comprehensive suite of hospital management modules.
- Customizable to fit specific hospital workflows.
- Cost-effectiveness through reduced waste and improved resource management
- Seamless integration with other hospital systems.
- Enhanced efficiency and workflow optimization
- Proven track record of successful implementations.
- Scalability to accommodate hospitals of all sizes.
- Dedicated support and training resources.
- Regulatory compliance features for healthcare standards.



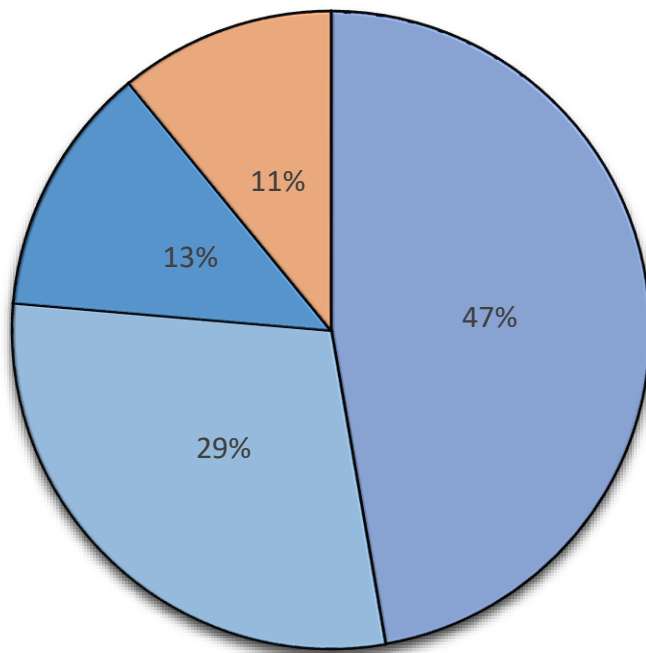
## **Benefits Of Triotree software**

- **Real-time Tracking**: Triotree allows hospitals to monitor inventory levels in real-time, ensuring that supplies are always available when needed.
- **Automated Reordering**: The software can automate the reordering process by setting thresholds for when supplies need to be restocked. This ensures timely replenishment and reduces manual tracking efforts.
- **Improved Accuracy**: By using digital records and barcode scanning, Triotree reduces errors associated with manual inventory management, leading to more accurate inventory counts and better resource allocation.
- **Cost Management**: Effective inventory management helps hospitals control costs by reducing waste and avoiding over-purchasing. Triotree provides insights into usage patterns, helping hospitals optimize their inventory levels.
- **Enhanced Reporting and Analytics**: The software generates detailed reports and analytics on inventory usage, costs, and trends. This data aids in decision-making and strategic planning for resource management.
- **Regulatory Compliance**: Triotree helps ensure compliance with regulatory requirements by maintaining accurate records of inventory levels, usage, and expiration dates.
- **Integration with Other Systems**: By integrating with other hospital management modules, such as billing and EMR, Triotree ensures that inventory usage is accurately reflected in financial reports and patient records, promoting cohesive and efficient operations.

Overall, Triotree enhances inventory management in hospitals by improving efficiency, reducing costs, and ensuring that necessary supplies are always available for patient care.

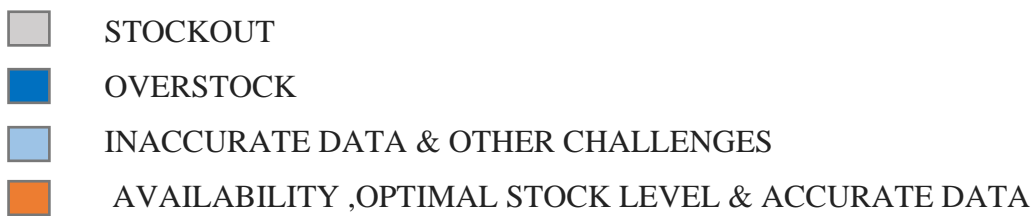
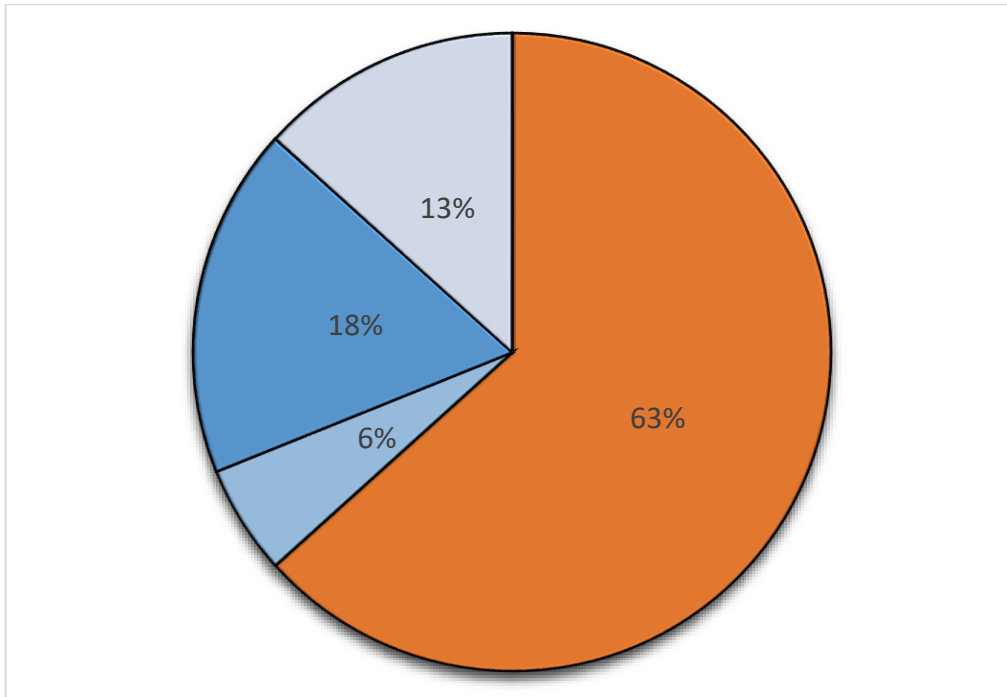
## **BEFORE INVENTORY MANAGEMENT**



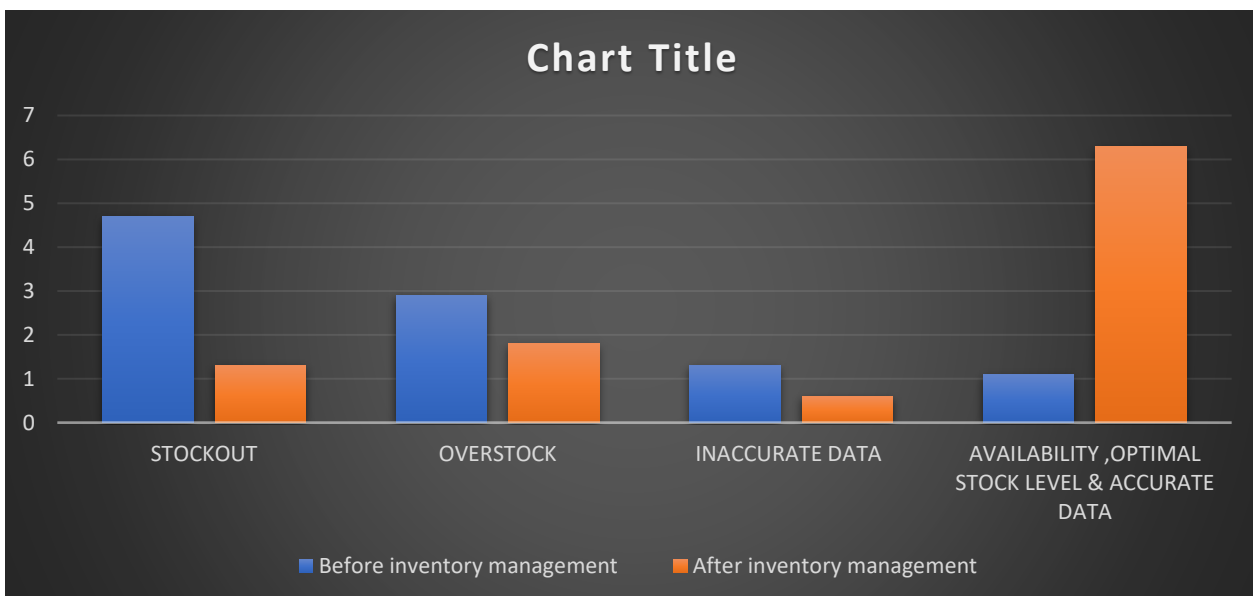


- STOCKOUT
- OVERSTOCK
- INACCURATE DATA, AND OTHER CHALLENGES
- AVAILABILITY, OPTIMAL STOCK LEVEL & ACCURATE DATA

AFTER INVENTORY MANAGEMENT



Here's a comparison of the inventory management situation in the hospital before and after implementing a proper system:



#### Before Inventory Management:

Stockout: 47%

Overstock: 29%

Inaccurate Data: 13%

Availability ,optimal stock level & accurate data: 11%

#### After Inventory Management:

Stockout: 13%

Overstock: 18%

Inaccurate Data: 06%

Availability ,optimal stock level & accurate data: 63%

The pie charts and bar graph illustrate the improvements in reducing stockouts, overstock issues, data inaccuracies, and Availability, optimal stock level & accurate data: following the implementation of an inventory management system.

### **6 Easy Steps for Improving Inventory Management in a Healthcare Company**

Within the healthcare industry, it's unimaginably vital to guarantee successful stock administration. It goes without saying that harmed merchandise can not as it were affect your benefit, but it's too a security hazard for your workers and shoppers.

From a trade viewpoint, it's critical to know when to reorder items. This way you'll supply your clients with the things they require. On the off chance that you fail to do this, you will discover yourself incapable to meet the request benchmarks. Since of this, there are a few distinctive ways to go approximately stock administration as a healthcare supplier. In this article, we'll investigate all of the approaches you'll get begun with right absent and assist you figure out which strategy would work best for your trade.



### **Step 1: Assess Your Current Situation**

Keeping track of your stock levels can deliver you a great pattern to go off of and make alterations as fundamental. A few of the most excellent ways to do this are:

- List all of your things, where they are put away, and how frequently they are utilized. Weigh them on each shipment you get and mark down their weight in a spreadsheet. To play down costs, make beyond any doubt merely never arrange more than what you would like for one month's time or what is being utilized at any given minute.
- Keep an eye out for orders which will be put as well remote in progress by your clients.
- Observe for issues with modern items and explore unexpected spikes or plunges in request once a unused item has been included to your stock levels.
- Dodge over-investing in certain sorts of supplies in case it appears like regular patterns will cause request to move towards diverse items afterward on.

### **Step 2: Identify New Trends in the Market**

Some time recently you make any changes, it's vital to figure out in case what you're doing is working. Firstly, distinguish modern patterns in your industry and compare them along with your claim item offerings. Too, see at what other individuals in your field are doing, whether they be enormous players or littler new businesses. In the event that others in your industry appear to be succeeding whereas making comparative moves, why not duplicate their strategies? In the event that fruitful businesses are moving methodologies, chances are you ought to as well. In any case, on the off chance that other companies aren't seeing development or victory from their changes at that point you'll be able come up with other ways to guarantee your stock is organized.

### **Step 3: Look For Ways to Reduce Inventory Costs**

This isn't precisely breaking news, but making beyond any doubt you know where your cash is going could be a basic step in overseeing your stock. After you've recognized all of your stock, see in case there are ways to diminish costs. It can be shrewd for you to contribute in smaller, more productive gear that can process inventory faster and cut down on labor costs. You'll moreover need to form a number of alterations to your obtaining behavior. Attempt setting up electronic requesting when conceivable and prioritize sellers who offer shorter lead times and superior estimating. On the off chance that you discover that your current merchants aren't assembly these criteria, consider exchanging them out. The objective is cutting back—not making more work!

#### **Step 4: Store Your Inventory in Appropriate Conditions**

You without a doubt do not need your items to ruin or fall apart. So this implies that you just ought to guarantee appropriate putting away conditions. There are certain types of gear simply can utilize for this reason, such as temperature observing gadgets. They assist you take timely activity on overloaded and understocked things.

In expansion, they give profitable data about temperature and other components that keep your items secure. This implies merely will have less chance of items planning to squander, which diminishes superfluous costs. Fair be beyond any doubt that temperature checking gadgets are most compelling when utilized in pair with other tracking strategies and measurements.

It's basic simply keep observing your stock at all times. Utilizing an IoT gadget that alarms you the minute conditions go over or underneath preset limits can offer assistance keep perishable products from ruining whereas they are put away. You'll too utilize observing gadgets in your stockrooms and dissemination centers in the event that any exist, so nothing gets misplaced or neglected. This will spare time and cash in supplanting or arranging of ruined things.



### **Step 5: Consider Alternative Supply Routes**

Make beyond any doubt your providers can bolster you in times of tall request. On the off chance that an thing is basic for your patients, at that point it's critical simply are able to induce those supplies rapidly and easily. Here are a few things to consider:

- Do they have stockrooms close your office, or will you be requesting from remote absent?
- Is their item continuously accessible or can it in some cases be out of stock?
- Will they transport out uncommon orders overnight?
- Will there be ways to communicate with them in case something goes off-base? (for illustration, a review take note) And how rapidly can they react?
- What in the event that they go out of business—will that affect you altogether?

Finding the answers to these questions some time recently locking down a provider contract, can spare you within the long run.

### **Step 6: Use Inventory Management Software**

It's critical to have an stock administration framework in put, particularly once you are managing with different distribution centers and numerous capacity areas. Companies that do not utilize a few sort of computer program regularly discover themselves inquiring:

“How much did we sell?” “When do we got to reorder supplies?” and “Who handles orders?”. No one can keep in mind all of these subtle elements.

Whereas running a commerce can be troublesome, keeping tabs on your stock ought to not be so complicated. Utilize an coordinates program arrangement that's planned particularly for healthcare stock administration. This sort of computer program makes it simple for representatives to know precisely what they have on hand at any given time. And without squandering cash or running out of stock out of the blue

.



## **Healthcare Inventory Management Doesn't Need to Be Complicated**

Presently you ought to be able to decide which strategies would work best for your commerce in arrange to streamline stock administration. Fair to whole everything up, you would like to begin by archiving the current status of your stock, additionally explore for others' cases. At that point, you'll utilize advanced apparatuses and specialized hardware to guarantee that you're appropriately putting away stock

### **Inventory management in stations of SBISR**

- NURSING STATION
- OPD

#### **Inventory management in NURSING STATION**

##### **PRODUCT SUPPLY**



##### **Inventory/General store**

(Pharmaceutical items, capital items, Narcotics pharmacy store) (Basic items like stationary, sanitizer etc.)

To ensure efficient inventory management in the nursing ward, stocks will be categorized into two forms: firstly, they will be allocated according to Patient Names for regular use, and secondly, they will be designated under Ward or Station names (mainly in emergency situations). This organized approach aims to streamline stock allocation and enhance patient care delivery.

#### **In a nursing ward, the *supply chain* process for medicines typically involves several steps:**

- **Inventory Management**: The nursing manager oversees the inventory of medicines and medical supplies within the ward. They monitor stock levels and determine when to place orders for replenishment.
- **Medication Orders**: Nursing staff may request medications for patients based on their prescriptions or as needed for treatments. The nursing manager or designated personnel review these orders to ensure they are accurate and necessary.



- **Approval Process**: Depending on the hospital's protocols, medication orders may require approval from a pharmacist, physician, or another authorized healthcare professional before being dispensed.
- **Dispensing**: Once approved, medications are dispensed from the hospital pharmacy or central supply area. Pharmacists or pharmacy technicians prepare the orders according to the specifications provided.
- **Distribution**: The medications are then distributed to the nursing ward either by pharmacy staff or through an automated medication dispensing system, depending on the facility's setup.
- **Administration**: Nursing staff administer the medications to patients according to their prescriptions and documented treatment plans.
- **Documentation**: After administration, nurses document the medication administration in the patient's electronic health record (EHR) or paper chart, ensuring accurate records are maintained.

Throughout this process, communication among nursing staff, pharmacists, physicians, and other healthcare professionals is crucial to ensure patient safety and effective medication management.

The **NURSING MANAGER** oversees the inventory of medicines and medical supplies within the ward. They monitor stock levels and determine when to place orders for replenishment. The Nursing manager, entrusted with the responsibility of stock procurement ensure meticulous order placement, subject to approval by the **NURSING SUPERINTENDENT**, before forwarding the application to the pharmacists.



**Minimum level of inventory management is fixed** in NURSING STATION so, in times of shortage, the nursing ward adeptly borrows items from other department as a loan, ensuring seamless operations until their inventory is replenished, thereafter promptly returning borrowed items to their respective department.

## DATA SOURCE

**HISTree (SOFTWARE)**

**INVENTORY/GENERAL STORE  
(MODULE)**

**INDENT ITEM**

**CHOOSE FACILITY(SBISR)**

**CHOOSE DEPARTMENT**

**SEARCH ITEM**

**PLACE ORDER (QUANTIT)Y**

**SAVE (PLACED ORDER)**

## SUPPLY CHAIN

INVENTORY MANAGEMENT

MEDICATION ORDER

DISPENSING

DISTRIBUTION

ADMINISTRATION

DOCUMENTATION

## Inventory management in OPD.

### Product supply



### Inventory/General store

(Pharmaceutical items, capital items, Narcotics pharmacy store) / (Basic items like stationary ,sanitizer etc.)

To ensure efficient inventory management in the OPD Ward stocks will be categorized into two forms: firstly, they will be allocated according to Patient Names for regular use, and secondly, they will be designated under Ward or Station names (mainly in emergency situations). This organized approach aims to streamline stock allocation and enhance patient care delivery.

### In a OPD, the supply chain process for medicines typically involves several steps:

- **Inventory Management:** The nursing manager oversees the inventory of medicines and medical supplies within the OPD. They monitor stock levels and determine when to place orders for replenishment.
- **Medication Orders:** Nursing staff may request medications for patients based on their prescriptions or as needed for treatments. The nursing manager or designated personnel review these orders to ensure they are accurate and necessary.
- **Approval Process:** Depending on the hospital's protocols, medication orders may require approval from a pharmacist, physician, or another authorized healthcare professional before being dispensed.
- **Dispensing:** Once approved, medications are dispensed from the hospital pharmacy or central supply area. Pharmacists or pharmacy technicians prepare the orders according to the specifications provided.
- **Distribution:** The medications are then distributed to the OPD either by pharmacy staff or through an automated medication dispensing system, depending on the facility's setup.
- **Administration:** OPD staff administer the medications to patients according to their prescriptions and documented treatment plans.
- **Documentation:** After administration, nurses document the medication administration in the patient's electronic health record (EHR) or paper chart, ensuring accurate records are maintained.

Throughout the supply chain process for medicines/vaccine in an OPD, highlighting each step from inventory management to documentation each step is interconnected, ensuring that medications are managed efficiently and safely for patient care.

The NURSING MANAGER oversees the inventory of medicines and medical supplies within the ward. They monitor stock levels and determine when to place orders for replenishment. The Nursing manager, entrusted with the responsibility of stock procurement ensure meticulous order placement, subject to approval by the NURSING SUPERINTENDENT, before forwarding the application to the pharmacists.

Minimum level of inventory management is fixed in OPD...



## DATA SOURCE

**HISTree (SOFTWARE)**

**INVENTORY/GENERAL STORE  
(MODULE)**

**INDENT ITEM**

**CHOOSE FACILITY(SBISR)**

**CHOOSE DEPARTMENT**

**SEARCH ITEM**

**PLACE ORDER (QUANTIT)Y**

**SAVE (PLACED ORDER)**

## SUPPLY CHAIN

INVENTORY MANAGEMENT

MEDICATION ORDER

DISPENSING

DISTRIBUTION

ADMINISTRATION

DOCUMENTATION

- ✓ How do you track inventory levels in the nursing station?
  - ✓ What is the process for placing orders when supplies run low?
  - QI ✓ How often do you conduct inventory checks or audits?
  - QI ✓ How do you handle and report shortages or stockout?
  - ✓ How are supplies organized and stored within the nursing station?
  - ✓ Can you provide details on how items are ordered and received?
  - ✓ How is expired or damaged inventory handled?
  - ✓ Are there any technological tools or software used to aid in inventory management?
- 
- QI ✓ How do you track inventory levels in the OPD?
  - ✓ What is the process for placing orders when supplies run low?
  - ✓ How often do you conduct inventory checks or audits?
  - ✓ How do you handle and report shortages or stockout?
  - ✓ How are supplies organized and stored within the OPD?
  - ✓ Can you provide details on how items are ordered and received?
  - ✓ How is expired or damaged inventory handled?
  - ✓ Are there any technological tools or software used to aid in inventory management?

## **RESULT:-**

**SBISR:** - Your trusted healthcare partner elevating care, building trust with experts care and advanced technology. The results of the system implementation at SITARAM BHARTIA HOSPITAL showcased improved accuracy in supply tracking, a decrease in wastage, more efficient order fulfillment processes

## **Conclusion:-**

Surviving within the healing center division isn't simple but it may be a need and having an stock framework can unquestionably ease your work. With the help of a hospital inventory management software, you don't have to compromise on your patients anymore. Feel free to get in touch with us for efficient and automated inventory management software.

In summary, inventory management is not just about keeping track of goods; it is a strategic function that impacts the entire organization. By optimizing inventory levels, businesses can achieve operational excellence, enhance customer satisfaction, manage costs effectively, and build a resilient supply chain. Therefore, investing in robust inventory management practices is crucial for long-term success and growth in any industry. Effective inventory management is essential for the smooth operation of Sitaram Hospital. By implementing the recommended strategies, the hospital can optimize its inventory processes, reduce costs, and ensure the timely availability of essential medical supplies. This, in turn, will enhance patient care and contribute to the overall efficiency and financial health of the hospital. The proposed changes are expected to lead to significant improvements in inventory accuracy, cost savings, and operational efficiency, positioning Sitaram Hospital as a model for effective inventory management in healthcare.

QUESTIONS: - How can Sitaram Hospital optimize its inventory management system to improve efficiency, reduce costs, and ensure the availability of critical medical supplies?

ANSWER:- Optimizing inventory management in a hospital setting like Sitaram Bhartia Hospital involves several strategies to enhance efficiency, reduce costs, ensure the availability of critical medical supplies, and ultimately satisfy patients. Here are some steps they could consider:

- **Utilize Inventory Management Software:** Implement robust inventory management software that allows for real-time tracking of supplies, automatic reordering based on preset levels, and integration with other hospital systems like patient records and billing.
- **Set Par Levels and Reorder Points:** Establish par levels (minimum quantities) for each item based on usage patterns and criticality. Define reorder points so that supplies are automatically replenished when they reach a specified level.
- **Centralized Inventory Control:** Centralize inventory control to one department or individual responsible for monitoring and managing all hospital-wide inventory. This reduces duplication of efforts and ensures better coordination.
- **Regular Inventory Audits:** Conduct regular audits to reconcile physical inventory with recorded inventory levels. This helps identify discrepancies, reduce shrinkage, and maintain accurate records.
- **Supplier Relationship Management:** Strengthen relationships with key suppliers to negotiate better pricing, favorable terms, and ensure timely deliveries. Consider establishing contracts or agreements for regular and emergency supply needs.
- **Forecasting and Demand Planning:** Use historical data and trends to forecast future demand for medical supplies. This proactive approach helps in anticipating needs and avoiding stockouts or overstock situations.



- **ABC Analysis:** Classify inventory items based on their value and usage frequency using ABC analysis (e.g., an items are high-value and critical, B items are moderate, C items are low-value and less critical). Allocate resources and attention accordingly.
- **Just-in-Time (JIT) Inventory:** Implement JIT principles where feasible to minimize storage costs and reduce the risk of obsolescence. However, ensure there's a buffer for critical supplies to handle unexpected demand spikes.
- **Standardization and Rationalization:** Standardize product selection where possible to streamline inventory management. Rationalize the number of product variations to reduce complexity and storage requirements.
- **Training and Education:** Train staff involved in inventory management on best practices, software usage, and importance of accurate data entry. Encourage a culture of responsibility and accountability.

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### **Annexure:-**



