



From Dependency to Enforcement

Designing Systems That Ensure Action

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Few of the Operational problems of Hospitals

- Expired Stocks
- Excess Inventory
- Shortage of stocks
- Delayed TATs
- Pending Receivables
- Pilferages
- Uncontrolled Discounts

HOW HOSPITALS LOSE MONEY -ANNUALLY

Loss Area	Description	30 Beds	50 Beds	100 Beds	150 Beds
Expired Stock	Medicines expired before use	₹1-2 L	₹3-5 L	₹7-10 L	₹10-15 L
Excess Stock (Total)	Stock held beyond demand	₹2-3 L	₹4-6 L	₹8-12 L	₹12-18 L
Non-Moving Items	Items not used/consumed, written off	(₹1-1.5 L)	(₹2-3 L)	(₹4-6 L)	(₹6-9 L)
Over Purchase	Buying ahead of demand → idle capital	(₹0.5-1 L)	(₹1-2 L)	(₹3-4 L)	(₹5-7 L)
Double Payments	Duplicate vendor billing errors	₹0.25-0.5 L	₹0.5-1 L	₹1-1.5 L	₹1.5-2 L
Stock Adjustment	System vs physical mismatch	₹0.5-1 L	₹1-1.5 L	₹2-3 L	₹3-4 L
Pilferages	Theft/misuse of supplies/cash	₹0.5-1 L	₹1-2 L	₹3-4 L	₹4-6 L
Cash Dues	Patient bills left unpaid	₹1-2 L	₹2-3 L	₹4-6 L	₹6-9 L
Under Billing	Billed less than actual usage	₹0.5-1 L	₹1-2 L	₹3-5 L	₹5-7 L
Discounts	Excessive/unplanned concessions	₹1-2 L	₹2-3 L	₹5-8 L	₹7-10 L
Payment Delays	Patients delaying payments	₹0.5-1 L	₹1-2 L	₹3-4 L	₹5-7 L
Bounces (Rx Not Bought)	Prescriptions not converted to sales	₹6-10 L	₹15-25 L	₹30-50 L	₹45-70 L
Total Loss	Combined yearly leakage	₹14-22 L	₹30-48 L	₹70 L-1 Cr	₹1-1.5 Cr

Note: These are just a few parameters. Many hospital owners remain unaware of the significant money lost across such areas.



How do we solve this?

Our observations, it has 2 problems to solve

Software Problems

- People dependency on getting reports
- No real-time visibility
- Management dependent on legacy reports and dashboards
- Hard to derive actionable insights

People Problems

- Making staff act on data is a challenge
- Continuous follow-ups for getting things done
- Mostly staff are nice but fail in Execution

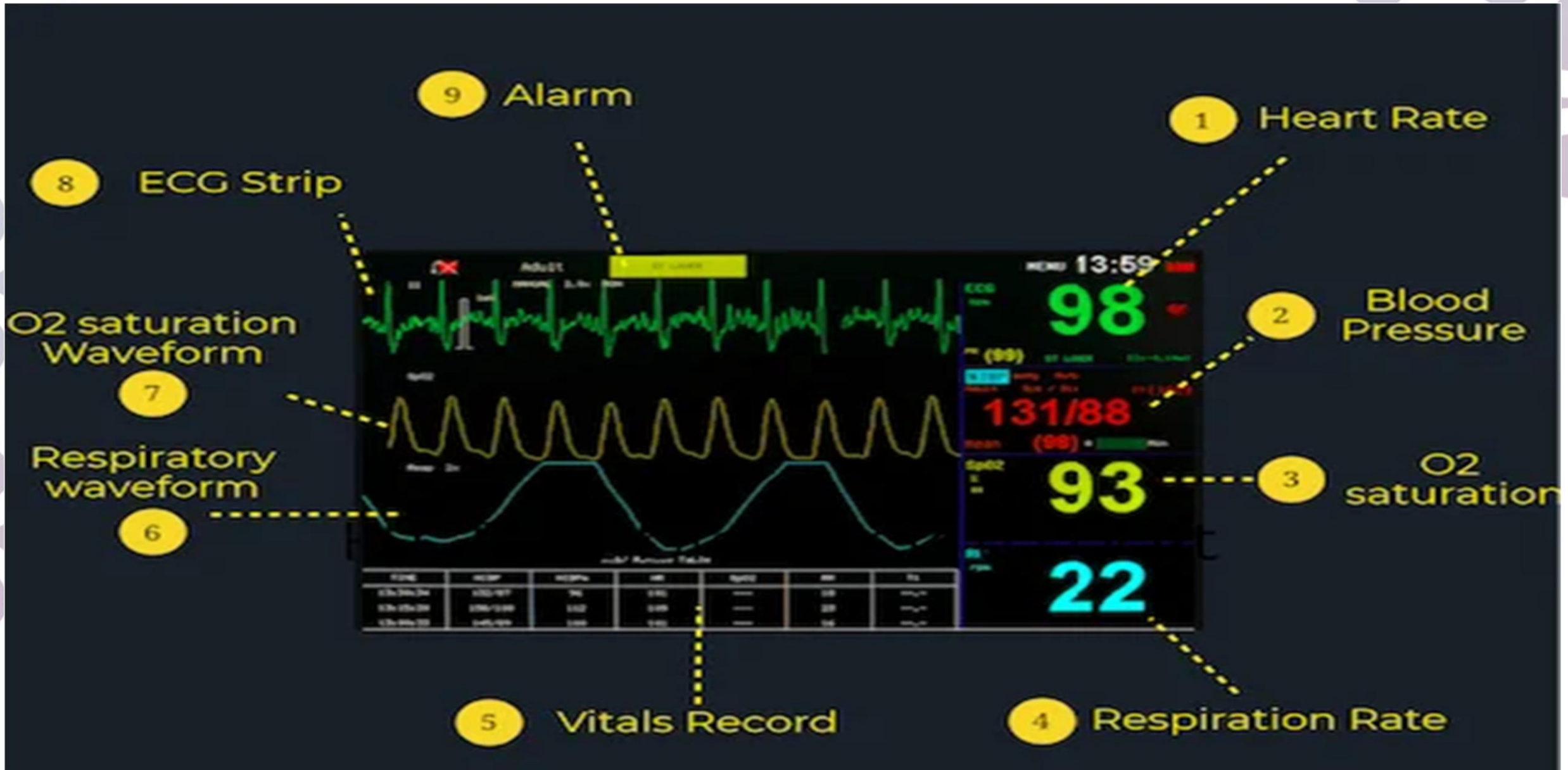


Solving anyone of the problem will not solve operational problems

Both needs to be solved

It is Possible by technology

Our First Problem – Software Problem – Lack of Visibility



Our First Solution – Control Towers

Hospital Control Tower

Sync Live SWEETY NURSING HOME PRIVATE LIMITED RND. Today From 02/03/2026 To 24/03/2026

Revenue (In Lakh) 19.5 ▲ 275.72 +88.96	Revenue Mtd (In Lakh) 275.72 +88.96	Cash Dues 18.56	Occupancy 1822	Discharge 2	Laboratory Bills 8	Radiology Bills 5	Critical Value Alerts 7	Open Po Count 6	Total Po 0.35	Total Purchases (In Lakh) -0.46	Mtd Purchases (In Lakh) 349.24 +346.38	Billing Control Tower																										
Collections (In Lakh) 0.45 ▼ 88.97 -24.22	Collection Mtd (In Lakh) 88.97 -24.22	Ytd Occupancy Patients Count				Near Expiry And Expired List <table border="1"><thead><tr><th>Location Name</th><th>Expired Value</th><th>Expired</th><th>0 To 30</th><th>30 To 60</th></tr></thead><tbody><tr><td>1 Sweety Hospital</td><td>10749202</td><td>1880</td><td>28406377</td><td>26</td></tr></tbody></table>		Location Name	Expired Value	Expired	0 To 30	30 To 60	1 Sweety Hospital	10749202	1880	28406377	26	Review Patients Without... 9	Ph Sales (In Lakh) 0	Ph Sales Mtd (In Lakh) 37.65 +22.22	Scm Control Tower																	
Location Name	Expired Value	Expired	0 To 30	30 To 60																																		
1 Sweety Hospital	10749202	1880	28406377	26																																		
Admission 0 ▲ 115.00 +4.00	Admission Mtd 115.00 +4.00	Credit Outstanding Based On Bill Date <table border="1"><thead><tr><th>Location</th><th>Total Due</th><th>0-30 Days</th><th>31-60 Days</th><th>61-90 Days</th><th>91-120 Days</th><th>Above 120 Days</th></tr></thead><tbody><tr><td>1 Sweety Hospital</td><td>21841028.29</td><td>222866.77</td><td>127728.48</td><td>818235.82</td><td>18156004.37</td><td>2516192.85</td></tr></tbody></table>				Location	Total Due	0-30 Days	31-60 Days	61-90 Days	91-120 Days	Above 120 Days	1 Sweety Hospital	21841028.29	222866.77	127728.48	818235.82	18156004.37	2516192.85	Predictive Moving Stock In Days <table border="1"><thead><tr><th>Location</th><th>Total Stock Value</th><th>0 - 15</th><th>15 - 30</th><th>30 - 60</th><th>60 - 90</th><th>Above 90</th></tr></thead><tbody><tr><td>1 Sweety Hospital</td><td>906.2614</td><td>92.6027</td><td>16.6047</td><td>30.5747</td><td>25.2961</td><td>457</td></tr></tbody></table>		Location	Total Stock Value	0 - 15	15 - 30	30 - 60	60 - 90	Above 90	1 Sweety Hospital	906.2614	92.6027	16.6047	30.5747	25.2961	457	Cancel Bills 2	Total Stock Value 906.26	Laboratory Control Tower
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Surgeries 0 ▲ 26.00 +0.00	Surgeries Mtd 26.00 +0.00	Summary Of Lab Based On Status <table border="1"><thead><tr><th>Location</th><th>Total Tests</th><th>Collection</th><th>Receiving</th><th>Reporting</th><th>Approval</th><th>Completed</th></tr></thead><tbody><tr><td>1 Sweety Hospital</td><td>17</td><td>12</td><td>12</td><td>2</td><td>3</td><td>0</td></tr></tbody></table>				Location	Total Tests	Collection	Receiving	Reporting	Approval	Completed	1 Sweety Hospital	17	12	12	2	3	0	High Risk Item Sale 0		ARPOB	Nursing Control Tower															
Location	Total Tests	Collection	Receiving	Reporting	Approval	Completed																																
1 Sweety Hospital	17	12	12	2	3	0																																
Discounts 0.03	Post Discount 0.02	Summary Of Radiology Based On Status <table border="1"><thead><tr><th>Location</th><th>Total</th><th>Acceptance</th><th>Patient Receiving</th><th>Start Scan</th><th>Complete Scan</th><th>Reporting</th><th>Approval</th><th>Dispatch</th><th>Completed</th></tr></thead><tbody><tr><td>1 Sweety Hospital</td><td>7</td><td>2</td><td>0</td><td>0</td><td>0</td><td>0</td><td>1</td><td>4</td><td>4</td></tr></tbody></table>				Location	Total	Acceptance	Patient Receiving	Start Scan	Complete Scan	Reporting	Approval	Dispatch	Completed	1 Sweety Hospital	7	2	0	0	0	0	1	4	4	Prescription Done But Not Billed 14		ARPP	Make Money Save Money									
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1 Sweety Hospital	7	2	0	0	0	0	1	4	4																													
Pending Provisional Gate... 0	Pending Final Gate Pass 15	Zero Stock Items 11				ALOS		Business Development																														

SCM Stock Dashboard

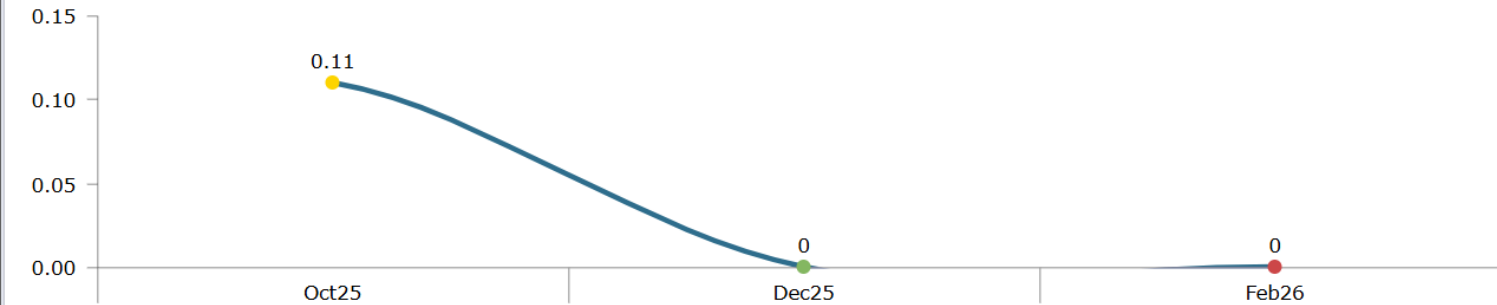
Sync Live | Last 6 Months | From 01/10/2025 To 31/03/2026

Zero Stock Items 1	Stock Below Ro 4	Stock Above Max Level 2	Excess Inventory Value 43.54	Inactive Item But Stock Available 2
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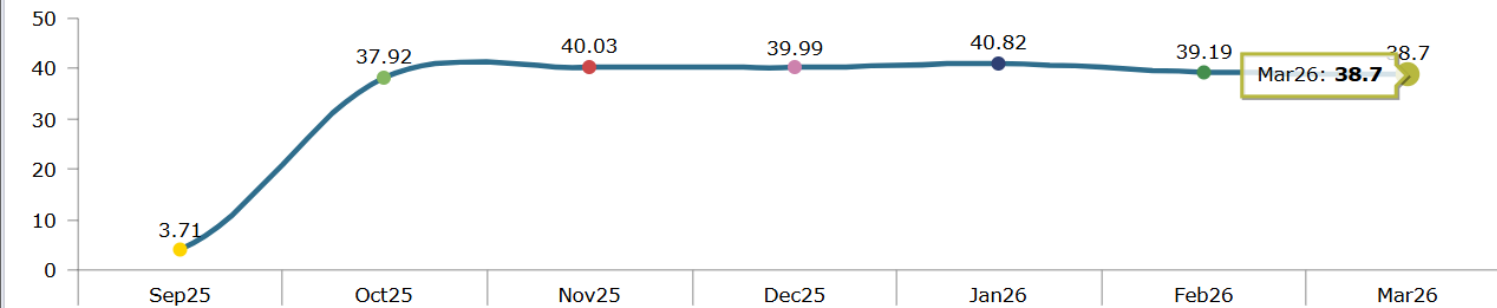
Store Wise Stock

Department	Qty	Stock Value
1 IT-Pharmacy	470571	43.28849
2 Finance And Accounts	144	0.01951
3 Subpharma	100	0.0105
4 Transit CRM	121	0.1161
5 OT	19	0.00021
6 Ward	6	0.00066
7 Trail Pharmacy	5	0.0028
8 Stock Pharmacy	248	0.00975
9 PURCHASE	250	0.07875
10 IT DEPARTMENT	41	0.01407
Total	471505	43.54

Y T D Captive



Y T D Stock Value



SCM Stock Dashboard

Sync Live
Last 6 Months
From 01/10/2025 To 31/03/2026
Search
Refresh
Close
Settings

IT-Pharmacy

Department Item Wise Stock Valuation

	Item Name	Item Code	Item Type	Qty	Stock Value
1	ABAXIS 2.5		Medical	345	148410.08
2	SYP K-CIT 200ML		Medical	6429	146002.59
3	INJ NORAD 2 2ML		Medical	1	86100
4	25D 100ML		Medical	467	83359.5
5	LOXOF-250MG		Medical	850	76500
6	VENUSIA MAX LOTION 500G		Medical	225	66033
7	ABAXIS 5 MG		Medical	1076	65840.32
8	PREGABID CR 82.5MG		Medical	10	63000
9	TRUBOND SN 6917PL6		Medical	6	59850
10	DUTROX 20MG		Medical	3	49297.5
11	DOLO TH 4		Medical	3120	48608
12	DILZEM SR (1X15)		Medical	3120	48608
13	ALDACTONE 25		Medical	1	43690.5
14	BETAMET XL 50		Medical	1	42327.34
15	INJ LASIX 40 4ML		Medical	1	41896.05
16	PYLOFLUSH 100		Medical	165	40022.8
17	VACUTAINER		Medical	17220	34267.8
18	DUPACT 40MG		Medical	2	32865
19	VIGAMOX 5ML EYE DROP		Medical	325	26845
20	DOVERIN A 100/80		Medical	22	24750
21	KIMET XL 50		Medical	72	23814
Total				470571	4328848.87

Here Comes second Problem People Problem

Even with **perfect visibility**, Problems were still happening. Why?

Because **people still had to act, and people don't always act**

Data was visible... but action was optional

The Big Realization - Breakthrough IDEA

That's when we asked ourselves a question.

- What if the **system itself enforces the action?**
- What if the process is **not dependent on human choice?**
- What if the software ensures **compliance before damage happens?**
- This thought led to our initiative:

“Make Money – Save Money”

Case Study – Pharmacy Near Expiry Medicines

First Fix Software Visibility

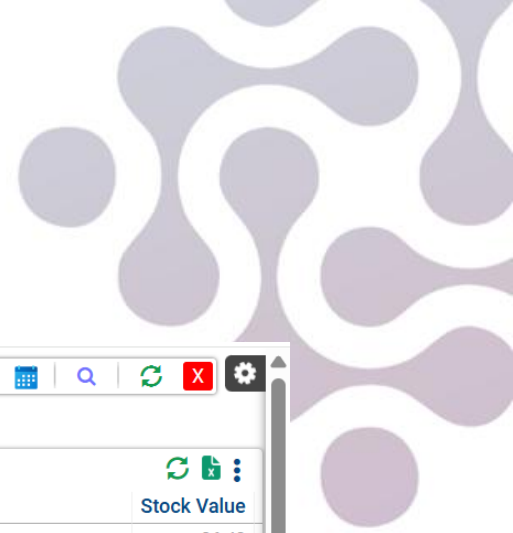
Department Wise Near By Expiry And Expired 🔄 📄 ⋮									
	Department	Expired	Expired Value	0 To 30	30 To 60	60 To 90	90 To 180	180 To 360	Above 360
1	IT-Pharmacy	255	308119	266354	196025	110317	387464	941944	66254
2	Finance And Accounts	1	100	0	0	0	0	500	0
3	Transit CRM	0	0	0	1	0	2	0	0
4	Ward	0	0	0	0	0	0	66	0
5	OT	0	0	0	0	9	0	0	10
Total		256	308219	266354	196026	110326	387466	942510	66264



10TH EDITION

CAHOCON

2026



SCM Department Wise Near By Expiry Details

Sync Live Last Week From 02/04/2026 To 08/04/2026

IT-Pharmacy

Item Wise Near By Expiry And Expired					0 - 30			30 - 60			60 - 90		
Item Name	Expired Value	Expired	0 To 30		Item Name	Stock Value	Qt	Item Name	Stock Value	C	Item Name	Stock Value	
1 0.25 MI - SC	200	10	0		1 EZACT 60 TABLET	24.93		1 RADIFRAC PLUS	1980		1 NEOHCG 10000 IU	26.43	
2 ABAXIS 2.5	40000	10	0		2 OMNACORTIL 10	143.86		2 REESHAPE 60 CAPSULE	220		2 FLEXABENZ ER	136	
3 ABDOMINAL BELT	995	995	0		3 STAMLO BETA 5/5	151.43		3 MIMOD 25MG	60.6		3 ATCHOL F 10/160	120.18	
4 ACITROM 1MG	2470	1098	0		4 CETZINE 60ML	389.23		4 DULOT 20	550		4 THERMOSEAL REPAIR PASTE 100G	474.4	
5 ACIVIR CREAM	1000	1000	0		5 INJ MEZOLAM 5 5ML	605.74		5 EMBETA AM 25/5	101.8		5 PARKITIDIN 100MG	557.2	
6 ACTON OR PLUS	998	998	0		6 CERVIPRIME 0.5MG GEL 3G	778.56		6 REVAC B 1ML	90.8		6 CALDOB	2533.79	
7 ADILIP 135	1000	1000	0		7 SITARED M 50/500	1518		7 AMLONG 10	7500		7 METHIMEZ 10	678	
8 ADRENOR 2ML	1000	1000	0		8 SEROFLO 250 CIPHALER	627.45		8 BRIVAZEN 50	1750		8 NEUROJOY NT 400/10	1590	
9 ADULT DIAPER	1000	1000	0		9 SORBITRATE 10	461.79		9 ABSOLUT+	806	8	9 COVERSYL PLUS TAB	1000	
10 ADVALON 3 0 RC 3328	4653	100	0		10 METOSARTAN 25/40	407.67		10 ACITROM 3MG	987	9	10 COTTON BANDAGE 9CM	1000	
11 AEROCART INHALER	1000	1000	0		11 GLICOMER M1	998.67		11 AEROMIST	996	9	11 CLAVIX	1000	
Total	308119	172000	0		Total	266351.22	1279	Total	196028.84	377	Total	110316.90	

90-120		120-180		180-360		Above 360		Expired Item List	
Item Name	Stock Value	Item Name	Stock	Item Name	Stock	Item Name	Stc	Item Name	Stc
1 BOOST B12 SPRAY	138.57	1 SOMPPRAZ L	1	1 Dolo		1 DOLO 1000		1 0.25 MI - SC	
2 STIFEX TABLET	151.43	2 ECOSPRIN GOLD 20		2 DOLO 1000		2 BOMEQ PLUS		2 ABAXIS 2.5	
3 BENFOCHECK	779.5	3 MEDISTAT 1.25MG	1	3 DYTOR PLUS 10MG		3 ATARAX 25MG		3 ACITROM 1MG	
4 BETADINE SOLUTION 10% 100ML	288	4 ROZAGOLD 10 CAPSULE	3	4 C.C.M TAB		4 CARCA 6.25		4 ADULT DIAPER	
5 BISONEXT 2.5	804.3	5 UNIDREA 500		5 CHEST DRANGE CATHEATER 24		5 ABAXIS 5 MG		5 AMTAS M 25	
6 TRICARB C50	317.1	6 ULTRACET SEMI		6 BRIGREL 90MG		6 SYP FEPANIL 500 60ML		6 CREMAFFIN PLUS 170ML	
7 CILIDIN 10	128.9	7 EZEDOC 10MG	1	7 MONTIVIN LC		7 SOL-CART B CAP-BIC-CARTRIDGE 650GR (836-B)		7 DIGENE SUS.	
8 TOFADOZ XR 11	409.1	8 LIOFEN 10	6	8 CETANIL TRIO 40/10/12.5		8 ALLCORT 6		8 DILZEM IV 5MG	
Total	121280.31	Total	2661	Total		Total	18	Total	

Second Fix – Forcing Action

The Make Money Save Money Control

- So we redesigned the process - Disrupting the backoffice Operations
- We took these actionable items and plugged back as controls in the transaction forms of back office.
- User cannot make a GRN/PO if any item is getting expired in 30 Days or 60 Days
- System forces User to return those Items first before proceeding with GRN/PO of any Item
- Once the returns are done then GRN/PO resumes automatically

What Happened Next

- No Follow ups, No Reminders
- System took over the control
- People started acting automatically
- **Your stocks will Never expire enabling this one control**



Hear it from our customers



Golden Rule We Followed

- These controls **never disrupt patient care.**
- They only enforce **administrative compliance.**
- Patient services always continue.



10TH EDITION

CAHOCON

**20
26**



All other MMSM controls

- Activate Stock Control
- Indent Stock Control...
- Purchase Stock Control
- Control Over Online Issue
- Online Stock Control
- Control Over Offline Issues
- Control Purchases On Near Expiry
- Control Expiry On Indent
- OPD Admission conversion Failure
- Control Expiry On Issues
- ER Admission conversion Failure
- Lab Bounces
- Radiology Bounces
- Pharmacy Bounces
- Procedure Bounces
- OP Follow up conversion

Final Thought

Does your system ensure the right action happens at the right time?