

MEDICAL INVENTORY MANAGEMENT

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Team ID	LTVIP2025TMID29579
Project Name	Medical Inventory Management
Maximum Marks	

CHAPTER - 2 IDEATION PHASE

2.1-PROBLEM STATEMENT:

Healthcare facilities often struggle with manual or fragmented inventory systems that lead to:

- Delays in locating and replenishing critical medical supplies
- Human errors in stock tracking, expiry monitoring, and batch identification
- Non-compliance with healthcare regulations due to poor documentation
- Increased operational costs from overstocking or emergency procurement
- Shortages of essential items during emergencies or peak demand
- These challenges compromise patient care, staff efficiency, and financial sustainability.

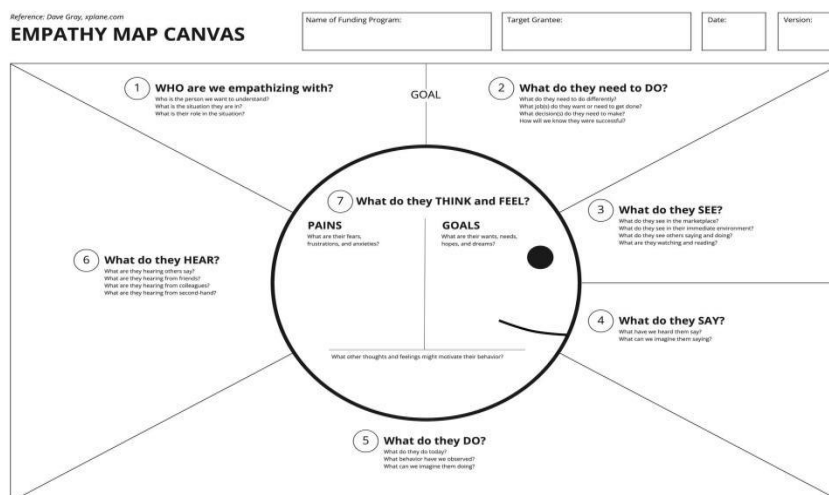
Need for a Solution

To address these issues, there is a need for a cloud-based, automated inventory management system that:

- Provides real-time visibility into stock levels across multiple locations
- Tracks batch numbers, expiry dates, and usage history
- Automates reordering and supplier coordination
- Ensures regulatory compliance and supports audit readiness
- Offers mobile access for field reps and on-site staff

Salesforce, with its customizable CRM architecture and healthcare-specific tools like Health Cloud, offers a robust platform to build such a solution. Would you like help writing the next section—like Functional Requirements, System Architecture, or ER Diagrams? I can also help you turn this into a full project report or presentation.

2.2-EMPATHY MAP CANVAS:



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Here's a tailored Empathy Map Canvas for your Medical Inventory Management System using Salesforce project—designed to help you understand your key user personas (e.g., pharmacists, inventory managers, procurement officers):

Empathy Map Canvas: Hospital Pharmacist Persona

Section	Insights
Says	"I need to know what's in stock before placing orders." "Expired items are a compliance risk."
Thinks	"Will the system alert me before stock runs out?" "Can I trust the data to be accurate?"
Does	Tracks inventory manually or via spreadsheets Calls suppliers for urgent orders Reviews expiry dates during audits
Feels	Stressed during audits Frustrated by stockouts Worried about regulatory penalties
Sees	Paper-based logs Disorganized storage Multiple systems that don't sync
Hears	Complaints from doctors about unavailable items Pressure from management to reduce waste
Pains	Manual errors Time-consuming audits Unpredictable supplier deliveries
Gains	Automated alerts Real-time dashboards Streamlined reordering and compliance tracking

2.3-BRAINSTROMING:

Great! Let's dive into the Brainstorming Phase for your Medical Inventory Management System using Salesforce project. This is where ideas take shape and innovation begins.

Brainstorming Goals

- Explore creative solutions to inventory challenges in healthcare
- Identify key features and modules for the system
- Align technology with user needs and business goals
- Consider integration possibilities with existing systems

Feature Ideas

Feature	Description
Smart Reordering	Auto-generate purchase orders when stock hits threshold
Expiry Alerts	Notify staff before medicines expire
Supplier Scorecard	Rate vendors based on delivery time and quality
Usage Analytics	Track consumption trends to forecast demand
Mobile Inventory App	Let field reps update stock from hospital sites

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Integration with EMRs	Sync inventory with patient treatment data
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User Personas to Consider

1. Pharmacists: Need expiry tracking and quick stock lookup
2. Procurement Officers: Want supplier performance and cost analysis
3. Field Reps: Need mobile access and usage logging
4. Admins: Require audit trails and compliance reports