



DEDER GENERAL HOSPITAL

SOCIAL SERVICE PROTOCOL

PREPARED BY: HSQU

JULY 2016 E.C

DEDER, EASTERN ETHIOPIA



PROTOCOL APPROVAL SHEET

NAME OF PROTOCOL: SOCIAL SERVICE PROTOCOL

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THIS PROTOCOL IS EFFECTIVE

FROM

JULY 2016 E.C TO JUNE 2018 E.C

Table of Contents

PROTOCOLAPPROVEAL SHEET	1
Introduction.....	3
Scope of Services	3
Organizational Structure	4
Job description.....	5
Operating Procedures of Social Workers	6
Psychosocial Assessment Procedures.....	7
Psychosocial Treatment Procedures	8
Case Management Procedures	8
Prevention Procedures	9
Consultation Procedures	9
SER Procedures	9
Discharge Planning Procedures	10
Documentation Procedures	10

Introduction

Social work is an academic and professional discipline that seeks to facilitate the welfare of communities, individuals and societies. It may promote social change, development, cohesion, and empowerment. Underpinned by theories of social sciences and guided by principles of social justice, human rights, collective responsibility, and respect for diversities, social work engages people and structures to address life challenges and enhance wellbeing.

This SOP is prepared to guide the works of social workers in order to achieve the mission of our Hospital social work department.

Scope of Services

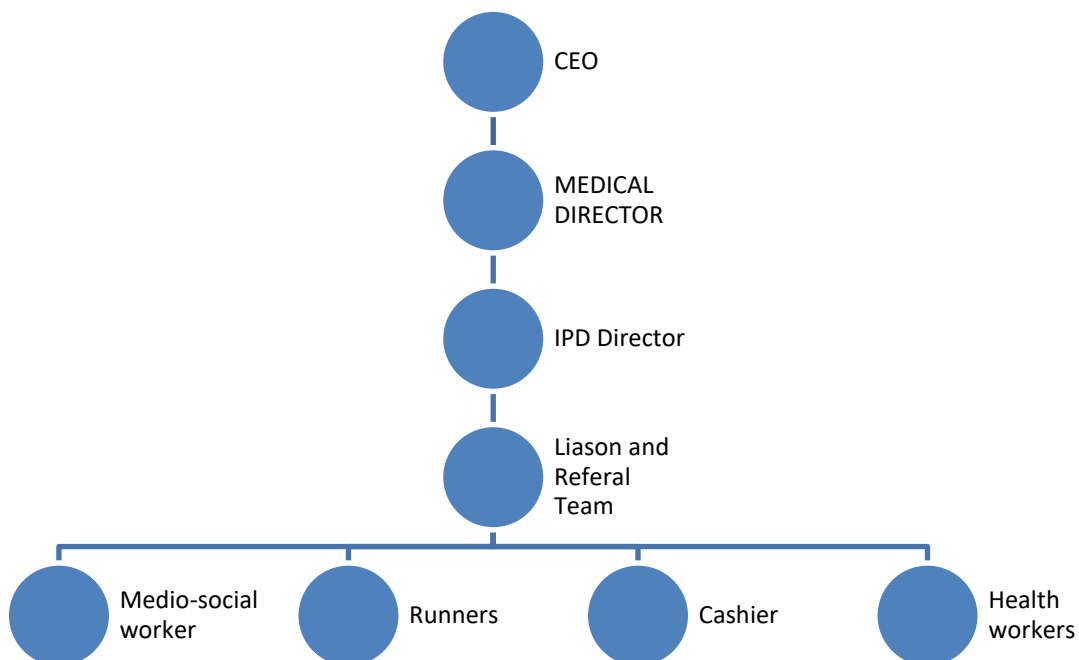
Deder General Hospital social work service is organized to provide services such as **case management** linking clients with agencies and programs that will meet their psychosocial needs including finance, counseling and psychotherapy services

The following are lists of key core functions of our Hospital Socio-Economic Rehabilitation Department

- **Counselling/Psychotherapy:** assess role of emotional and social/cultural factors on health status and behavior; and provide appropriate intervention; enhance coping capacities related to feelings of loss, grief and role changes; assess and intervene related to mental health concerns such as anxiety, depression, anger management.
- **Patient/Family Education:** educate patients and families to facilitate understanding of hospital processes; increase

- understanding of illness/disability on relationships; and facilitate life transitions when health conditions require a modified lifestyle.
- **Resource Counselling and Discharge Planning:** identify and address barriers to discharge; locate resources; identify options and available supports; facilitate referrals and applications to government/community agencies; advocate for access to resources; coordinate referrals and placement plans; assist patient and family to emotionally prepare for transitions; prevent readmissions for non-medical reasons.
 - **SER Services:** It also provides various socio-economic rehabilitations services for leprosy patients and their families based on CBR approach.

Organizational Structure



Job description

Job Summary of Social Workers

- To provide social work and counselling support to patients families and carers of Deder General Hospital and their families.
- To provide SER Services for leprosy Patients and their families.

Detail Roles and Responsibilities

- Provide a comprehensive social work service as part of a multidisciplinary team in the community, where the focus is on the psychosocial aspects of patient and family care;
- Provide counselling, emotional practical support to patients and their families which will assist them in developing strategies to cope with the psychosocial and emotional impact of illness and hospitalization.
- Carry out psychosocial assessments where social issues are a factor in illness management and advise the inter-disciplinary team on assessment outcomes when appropriate.
- Formulate discharge care plans for patients. The discharge planning process is conducted within the context of the multi-disciplinary team.
- To be a resource to the Multidisciplinary Team as regards to the psychosocial aspects of the patients life, than can impact on the patients capacity to cope with their illness;
- To consult and liaise with other agencies such as hospitals, primary care providers, community based care providers and voluntary agencies in the hospital.

- Ensure the delivery of social work services in accordance with legislation, policies and procedures, guidelines and protocols
- Provide supervision to main grade staff as assigned and complete appropriate supervision records.
- Be involved in relevant research work and participate in the development of Medical Social Work in the hospital under the direction of the CEO;
- Keep accurate signed records of all social work intervention in both the Patient Health Record, when appropriate and the Medical Social Work file.
- Perform other duties as may be assigned from time to time in the hospital and at such other locations as may be required by SMT or Hospital Manager.

Operating Procedures of Social Workers

- Social Services responds to written and verbal referrals from any source (i.e., physician, hospital staff, patients, families, community).
- Case Team heads/Department Head shall report written referral report for social services for possible interventions;
- The referral shall specify the nature of medico-social concern of the patients.
- Social workers shall receive referral papers and conduct various assessments as per scope of their work practices;
- Social Services shall generate an assessment and intervention, as appropriate.

- Evaluating the Patient for Services: Psychosocial needs and available resources shall determine what, if any, social services can be provided. The social worker is responsible for sharing this information with the patient care team.
- Participation in Patient Care Conferences: Participation in patient care conferences shall be upon the request of the physician, case manager, or other patient care team member.
- Medico-Social workers Shall provide direct coverage to OPD,IPD, ICU, NICU, Emergency Medicine Department and other departments that need social interventions. Services may include rehab/nursing home placement, transportation, medicines, shelter, equipment, counseling, etc
- Social workers Shall engage in Financial benefits counseling and referral;
and facilitate Emergency community referral for basic life essentials (food, shelter, clothes)
- High Risk Groups assessment and intervention, esp. for follow-up services shall be made;
- Support Groups shall be identified and incorporated in rehabilitation services;
- Assessment and referral of suspected abuse and neglect cases Shall be made

Psychosocial Assessment Procedures

- Determination of the needs and resources of both the client and his/her environment;

- Analysis of the interaction between the client and the various systems involved, i.e. family, other significant persons, social network;
- Assessment of the impact of the client's illness on him/herself and his/her family and other significant persons, as well as the client's ability to adapt;
- Production of a detailed professional opinion identifying the psychosocial problems involved;
- Development of an individualized intervention plan.

Psychosocial Treatment Procedures

- Interviews with individuals, couples, families or groups, in order to mobilize the ability of the client and his/her environment to change or adapt, in accordance with the impact of his/her illness;
- Reinforcement of the social protection measures stipulated in various laws;
- Support for the client as he/she seeks to exercise his/her rights and freedoms.

Case Management Procedures

- As a result of a psychosocial assessment or during the course of treatment, planning the services required by the client and referral to or mobilization of appropriate resources shall be made as part of social Case Management.
- Establishment of partnerships with other organizations in the system , depending on their missions or established protocols shall be made to resolve patients social problems.

Prevention Procedures

- Informing the client of the means available to him/her to prevent recurrence of psychosocial problems that may compromise his/her health, and supporting his/her ability to change or adapt shall be made by Social workers.

Consultation Procedures

- Sensitizing other interdisciplinary team members to the client's social environment; and to psychosocial aspects related to the client's illness shall be made by social workers;
- Social workers shall participate in various bodies in the hospital, e.g. the Multidisciplinary Committee, Users' Committee, Ethics Committee to advise social aspects of patient care.
- Attends ward rounds to consult multidisciplinary ward rounding teams in all major wards by scheduling the working days if there is shortage of human power of social workers to accomplish his responsibility at ward.

SER Procedures

- Social workers shall conduct Assessments of Socio-economic problems of the community in the catchment area;
- Develop intervention proposals based on the findings of need assessments;
- Mobilize needed resource in cooperation with donors.

- Implement the projects.
- Monitor and report project activities for different stakeholders.

Discharge Planning Procedures

- Identify and address barriers to discharge by conducting daily patient rounds in the wards with mult-disciplinary team;
- Locate resources; identify options and available supports;
- Facilitate referrals and applications to government/community agencies;
- Advocate for access to resources;
- Coordinate referrals and placement plans; assist patient and family to emotionally prepare for transitions;
- Prevent readmissions for non-medical reasons.

Documentation Procedures

- Recording Services Rendered: Summary recordings shall be noted in the patient's health record of any ongoing contact with the patient and family
- Patient Records confidentiality shall be maintained by social department unit.