

Social Care Services (SC)

STANDARDS

SC.1 The hospital provides social care services.

- SC.1.1 A qualified social worker directs social care services provided by the hospital.
- SC.1.2 Social care services are adequately staffed and have all other required resources according to the hospital's size and scope of services.

SC.2 Patients identified at psychosocial risk undergo comprehensive psychosocial assessment.

- SC.2.1 Psychosocial screening is conducted by qualified hospital staff (e.g., registered nurse) to determine the patient's need for comprehensive psychosocial assessment by a licensed social worker.
- SC.2.2 The criteria used for psychosocial screening during the initial assessment of patients are developed and approved by a qualified social worker.
- SC.2.3 Psychosocial assessment is preferably completed by a qualified social worker within twenty four hours of referral.
- SC.2.4 The psychosocial assessment is described in a policy and procedure that defines factors facilitating/impeding healthcare progress, including:
 - SC.2.4.1 Emotional, social, and psychological factors.
 - SC.2.4.2 Home situation.
 - SC.2.4.3 Financial factors.
 - SC.2.4.4 Noncompliance to treatment
 - SC.2.4.5 Physical/mental disabilities.
- SC.2.5 The psychosocial screening and assessment findings are documented in the patient's medical record.

SC.3 Patients with psychosocial risk have an appropriate plan that meets their needs.

- SC.3.1 The social worker works collaboratively with clinical staff (physicians, nurses, and other clinical staff) to develop a suitable plan of care that meets the psychosocial needs of the patient and ensures the continuity of care.
- SC.3.2 Patients are reassessed by social worker at regular intervals, their response to the plan of care is monitored, and adjustments are made accordingly.
- SC.3.3 The plan of care is documented in the patient's medical record as part of multidisciplinary team planning.

SC.4 The hospital ensures the provision of effective social care services for inpatients and outpatients.

- SC.4.1 Social worker helps patients cope with illness, treatment, and recovery.
- SC.4.2 Social worker helps patients subjected to abuse, neglect, or violence.
- SC.4.3 Social worker assists patients and families communicating meaningfully with healthcare teams.