

# 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.