



Part I

MEDICAL SOCIAL WORK SECTION & MALASAKIT CENTER STAFFING AND ORGANIZATIONAL STRUCTURE

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I. MEDICAL SOCIAL WORK SECTION (MSWS)

Medical Social Work is define as a specialized area of Social Work that revolves around the social development of patients and their families as related to their medical and health problems to make them attain self-reliance and contribute to the enhancement of community health and social well-being. *(DOH Manual for Medical Social Workers Fifth Edition).*



The Medical Social Work Section is an essential unit of the Health Facility, provides services aimed at helping people maintain, attain, or regain ability to function socially when this ability requires changes in behavior necessary to maintain health and when the ability has been impacted by the social determinants of health (Manual for Medical Social Workers, Fifth Edition).

Medical Social Workers are carrying out functions guided by the code of ethics for public health workers. Pursuant to the provision of Section 14 of Republic Act 7035, otherwise known as the Magna Carta of Public Health Workers and in conformity with Section 42 thereof.

Being at the forefront of helping patients and their families address and resolve the social, financial and psychological problems related to their health condition, present legal mandates even

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more establish the indispensable presence of the MSWS. Manual for Medical Social Workers Sixth Edition 93 Republic Act No. 1123 popularly known as Universal Health Care Act pronouncement of a health care system that establishes a people-oriented approach in the delivery of health services that highlights on people's needs and well-being, and cognizant of the differences in culture, values and belief with emphasis on a health care model that provides all Filipinos access to a comprehensive set of quality and cost effective, promotive, preventive, curative, rehabilitative and palliative health services without causing financial hardship, and prioritize the needs of the population who cannot afford such services. With the Head of the MSWS specifically designated by Republic Act 11463 or Malasakit Centers Act as the operations manager and the MSW to assess the patient eligibility for assistance shows the importance of the section (Manual for Medical Social Worker Sixth Edition).

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OBJECTIVES

Medical Social Work Section aims to:



1. To provide a comprehensive professional social work services which is responsive to the psychosocial needs of the patients and their families and make them participate in the realization of their optimal well being.
2. To help patients adjust to the health facility situation; its scope of service, limitations, policies, rules and regulations;
3. To help patients solve their problems that directly or indirectly affect their health condition while undergoing treatment;
4. To assist the doctor and other health care team members gain an understanding of the socio-behavioral and economic situation of patients and their families to arrive at a holistic approach to diagnosis and treatment;
5. To engage in mobilization of resources to meet and sustain the patient's treatment needs and augment the resources of the facility;

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6. To promote continuity of family relationship and to prevent family maladjustment and disorganization during and after illness;
7. To help patients and their families in their rehabilitation during confinement and after discharge using their own resources, those of the agency and of the community;
8. To make patients and their families work towards the development of their inner selves in preparation for a healthier and self-reliant way of life; and
9. To develop appropriate and relevant programs and services to meet the current health needs and concerns of the patient, their family and community

VISION

Uphold the values and goals of Ospital ng Parañaque as a whole and thereby providing appropriate quality healthcare solutions to the needs of our constituents

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MISSION

The Medical Social Work Department (MSWD) is responsible in providing great attention to the needs of OSPAR patients with social, emotional, psychological, and care problems, arising from various illnesses. Corollary to this, we aim to develop our capability in terms of Knowledge, Attitude, Skills, and Habits (KASH) for an effective delivery of comprehensive social work services and to create innovation in keeping with advancement of other LGU hospital in the region.

CORE VALUES

Mastery **S**ocial Action **W**orth and **D**ignity

The Medical Social Work Department is required to perform various functions in the comprehensive delivery of social and health care services with **Mastery** to create more consistency in our work, being aware of constantly changing context and fluid in our response through **Social Action**, and respect the **Worth** and **Dignity** of every person that includes cultural and ethnic diversity.

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II. MALASAKIT CENTER

In line with the Republic Act No. 11463, also known as the “Malasakit Centers Act of 2019” The Malasakit Center is a **one-stop shop** facility within the premises of the hospital where the different participating agencies receive and process request for medical and financial assistance for indigent and financially incapacitated patients.

The Department of Health is mandated to issue the Joint Administrative Order No. 2020-001, Operational Guidelines for the Implementation of Medical Financial Assistance to aid in achieving the objectives of the Malasakit Center Act of 2019: adopting a multi-sectoral approach in addressing health issues and affirming the inherently integrated and indivisible linkage between health and social services; ensuring that patients experience compassion and empathy ("malasakit") as well as receiving respect and dignity in the availment of health services; and lastly, providing medical and financial assistance through a one-stop shop.

The Malasakit Center shall facilitate access to the following medical and financial assistance:



1. The DOH medical financial assistance to indigent patients. Medical assistance to indigent and financially incapacitated patients shall be based on need as recommended by the medical social worker and the attending physician;
- 2.

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3. The DSWD financial assistance, based on existing Assistance to Individuals in Crisis Situation (AICS) guidelines;
4. The PCSO medical assistance under its existing programs. Chargeable against its funds;
5. Medical and Financial assistance programs provided by other government agencies, LGUs, nongovernment organizations and private institutions and individuals.

OBJECTIVES

1. To ensure and promote an organizational culture geared towards responsiveness;
2. To ensure appropriate facility and processes;
3. To promote client engagement, and empowerment; and
4. To uphold accountability of all stakeholders involved in the provision of health services;
5. To ensure financial risk protection that shall alleviate the financial burden of indigent and financially incapacitated patients and families who avail of health services in public hospitals through financial and medical assistance by national government agencies, local government, non-government organizations, private corporations and individuals:

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6. Provided, that financially incapacitated patients who seek health services in other public hospitals and private health facilities are still eligible to avail of financial and medical assistance, subject to the assessment and recommendation of the medical social worker.