

Part II


Medical Social Work

Section /

Malasakit Center

Standard System and

Procedure

 OSPITAL NG PARAÑAQUE 		Document Code: OSPAR-ADS-MSWS/MC-
ANCILLARY DIVISION APPROVAL MATRIX		Page No. 1 of 5
Policy Title: SOCIAL CASE MANAGEMENT PROCESS		Section / Department MEDICAL SOCIAL WORK SECTION/ MALASAKIT CENTER
Prepared By: Karl Marx R. Dimayuga, RSW, CMSW Chief, Medical Social Worker	Reviewed By: Rizalina S. Lavarías, CPA Head, Finance Division Arnaldo S. Cortez, RN Supervising Administrative Office Meda M. Calderon, RN, MAN Chief Nurse Catherine Michelle G. Bonifacio, RN, MD Executive Assistant	Noted by: Redentor P. Alquiros, MD, MHM Head, Medical & Ancillary Services Darius J. Sebastian, MD, MPH, PHSAE Hospital Administrator Approved by: Jefferson R. Pagsisihan, MD, MHM Hospital Director

CLASSIFICATION: COMPREHENSIVE

OBJECTIVES:


To determine by the Medical Social Worker together with other Health Professionals of Ospital ng Parañaque what services and resources are necessary for patient's problem, provide solution and planning for the most appropriate service delivery.

COVERAGE:

This policy shall also cover Nursing, Medical, Business, and Administrative Divisions.

RESPONSIBILITIES:

1. It shall be the responsibility of the Medical Social Work Section to effectively and efficiently execute Social Case Management process for OSPAR patients.

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2. It shall also be the responsibility of division heads to encourage and inform their staff to actively participate in the implementation of this procedure to achieve positive result at the end of the social case management process.

POLICY:

This policy shall ensure the proper procedures on Social Case Management process for Ospital ng Parañaque patients incorporated hereto, and complied by all concerned.

PROCEDURE:



1. Attending Physician/Nurse/Other Health professionals refer the patient to MSWS and fill-out referral to MSWS form.
2. Patient/ Relative may directly apply for assistance.
3. Medical Social Worker then performs the following:
 - a. Identifies patient as high risk needing social work services

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- b. Identifies present problem
- c. Confers with Attending Physician and Nurse about the medical/ health condition and status of the patient.
- d. Gathers information, analyses them including an estimate of the client's coping strength and limitations at the present time and the interrelationship of the medical/health status and social situation.
 - i. Establishes rapport
 - ii. Schedules series of interviews with patient/family
 - iii. Interviews patient/family members
- e. Conducts intervention planning:
 - i. Sets mutual goals
 - ii. Identifies specific tasks for the MSW, patient/or other health professional.

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- f. Implements the plan
 - i. Selects appropriate MSWS Services (concrete services, networking, and home visitation). Refers to MALASAKIT center
 - ii. Use Clinical Social Work Techniques (Psychosocial Intervention, behavioural contracting, etc.)
- g. Prepares Social Profile and Assessment Tool for ready reference by referring Physician and other health team members. Other succeeding activities shall be entered in the progress notes accordingly.
- h. Collaborates with other health professionals.
- i. Continues engagement.
 - i. Interaction of MSW, patient and/or other health professional aimed toward goal achievement.
 - ii. Ongoing monitoring, assessment and reassessment.

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j. Evaluation:

- i. If goals are achieved, terminate the care.
- ii. If the goals are not achieved, plan and implement alternative activities.
- iii. Terminate service after successful intervention.

APPENDIX: (A) ER / OPD/ Ward Referral Form, (C) Assessment Tool Form, (F) Social Profile, (H) Social Case Summary, (G) Progress Notes, (I) Closing Summary