

Service Setting Briefing

Social Work

in

Medical Setting

(briefing for concurrent

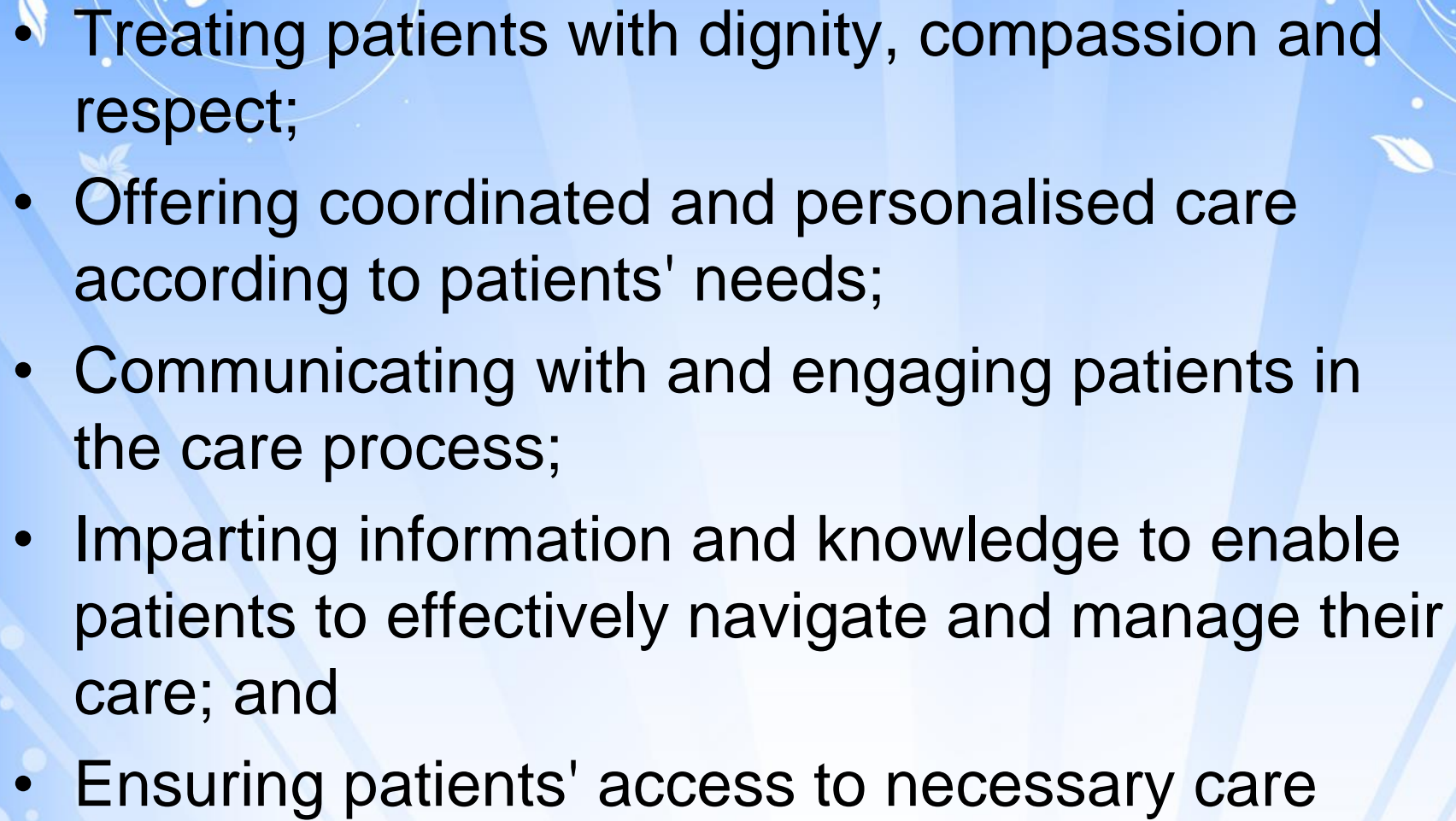
2023-24)

RUNDOWN

- 3:30-4:30 • Mutual Introduction
 - Brief Overview of Social Work Services in Hong Kong Medical Settings
 - Small group sharing
- 4:30-5:00 • Useful Resources
 - Survival tips in medical settings
 - Related Training and Orientation
 - Mid-Placement Sharing



Provide **patient-centred care**:
ensuring patients have timely
access to high quality and
responsive services which place
patients firmly at the heart of
their care

- 
- Treating patients with dignity, compassion and respect;
 - Offering coordinated and personalised care according to patients' needs;
 - Communicating with and engaging patients in the care process;
 - Imparting information and knowledge to enable patients to effectively navigate and manage their care; and
 - Ensuring patients' access to necessary care



Values

- Respect,
- Empathy,
- Sharing,
- Professionalism,
- Efficiency,
- Creativity and
- Trust

Where are you posted?



YFSMC, MSSU (Psy.)

QEH, AMC

PYNEH, PRC

TMH, PRC

HKUFM, ALCC

QMH, CCSU

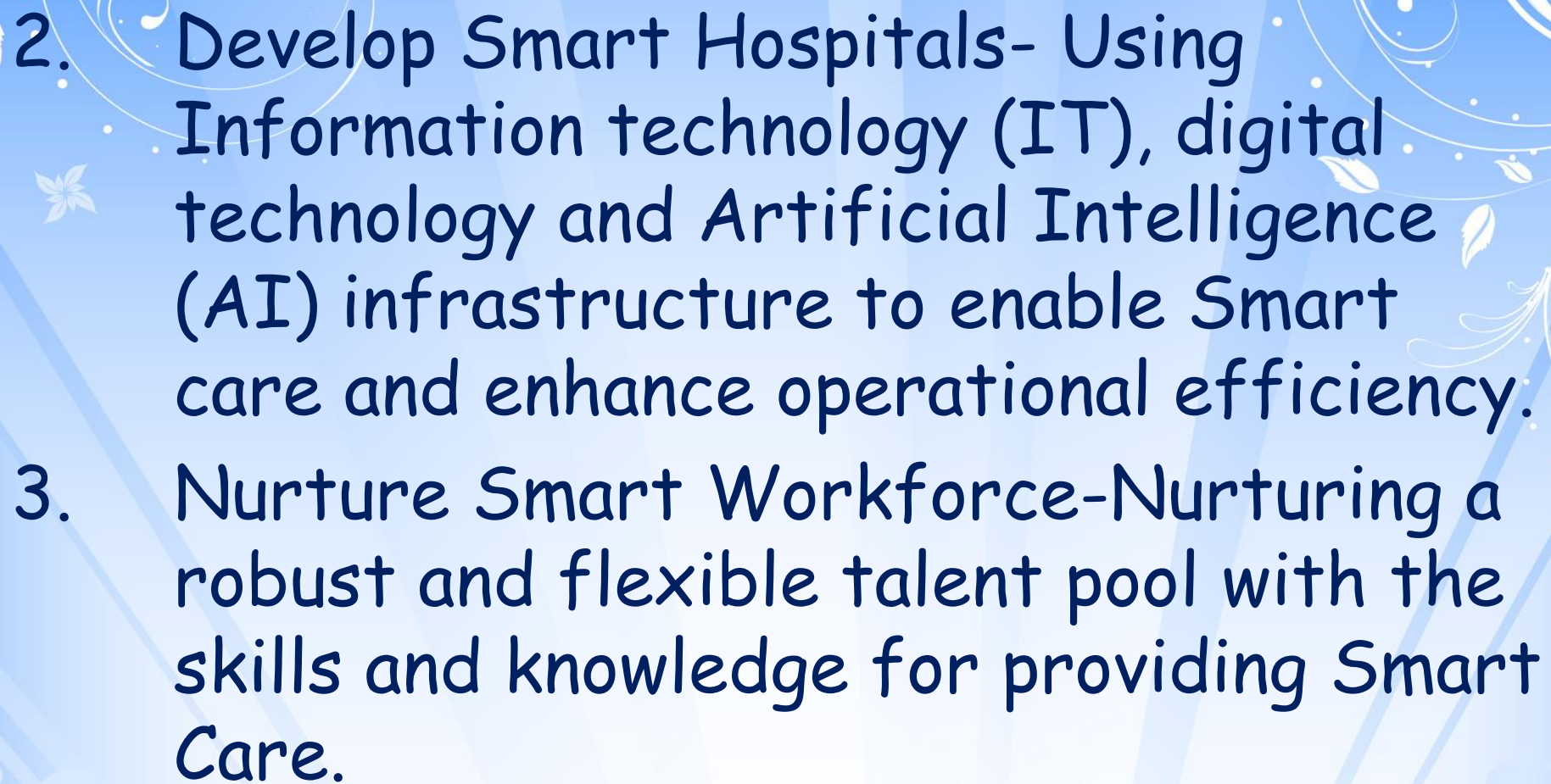
***Where are you posted?
Implication?***


SND **HA**

HA Strategic Plan 2022-2027

- Enhance sustainability by changing our service models towards the provision of "Smart Care".....

1. Provide smart care- adopting new service models and technology to improve health outcomes and reduce the need of our patients for hospital care.Improving Service Quality

- 
2. Develop Smart Hospitals- Using Information technology (IT), digital technology and Artificial Intelligence (AI) infrastructure to enable Smart care and enhance operational efficiency.
 3. Nurture Smart Workforce-Nurturing a robust and flexible talent pool with the skills and knowledge for providing Smart Care.

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4. Enhance Service Supply- expanding and modernizing facilities as well as ensuring financial sustainability to meet escalating service needs.



- I'm a social worker doing social work in a medical setting
- Why should I bother about things happening in HA, especially when my placement is a SWD one?

緊急

EMERGENCY

緊急應變級別 Emergency Response Level

2019 冠狀病毒病

因應特區政府應變計劃，醫院管理局現已實施緊急級別措施
所有進入公立醫院人士必須遵守下列措施：

進入及離開醫院前
請徹底清潔雙手



醫院範圍內
必須佩戴外科口罩



所有公立醫院
謝絕探病



緊急

E M E R G E N C Y

緊急應變級別 Emergency Response Level

2019 冠狀病毒病

戒備

A L E R T

因應特區政府流感大流行應變計劃，醫院管理局現已實施戒備級別措施

所有公立醫院訪客及公眾人士必須遵守下列措施：

In accordance with the Hong Kong Government's Preparedness Plan for Influenza Pandemic, the Hospital Authority has implemented measures for the Alert Response Level. Hospital visitors and public please follow instructions below:



每次探病只限2人
Only 2 persons are allowed
for every visit

每日不多於 小時
No more than hours daily

每日 至
Daily to

嚴重

S E R I O U S

因應特區政府流感大流行應變計劃，醫院管理局現已實施嚴重級別措施

所有公立醫院訪客及公眾人士必須遵守下列措施：

In accordance with the Hong Kong Government's Preparedness Plan for Influenza Pandemic, the Hospital Authority has implemented measures for the Serious Response Level. Hospital visitors and public please follow instructions below:



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Clustering of HA Service

Hong Kong

**Hong Kong
East**

**Hong Kong
West**

Kowloon

**Kowloon
East**

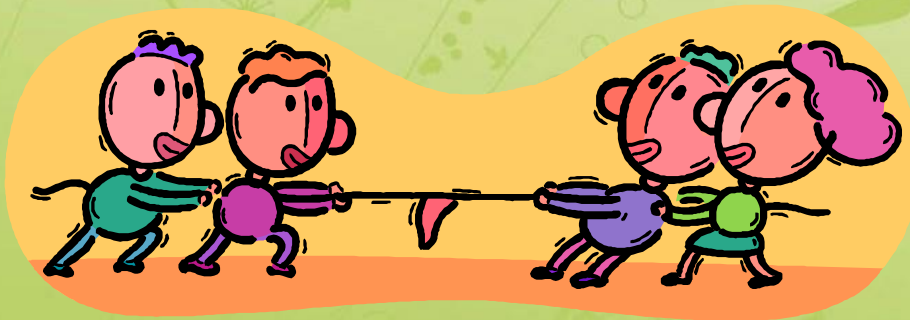
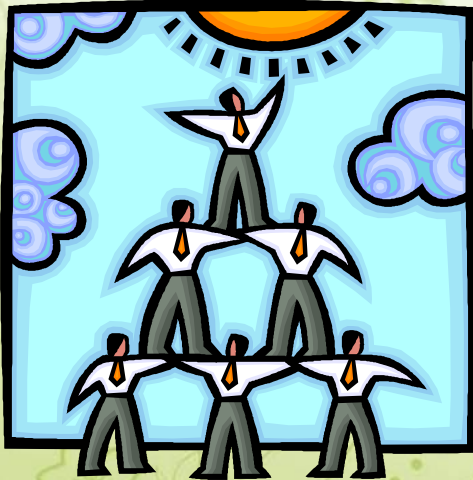
**Kowloon
Central**

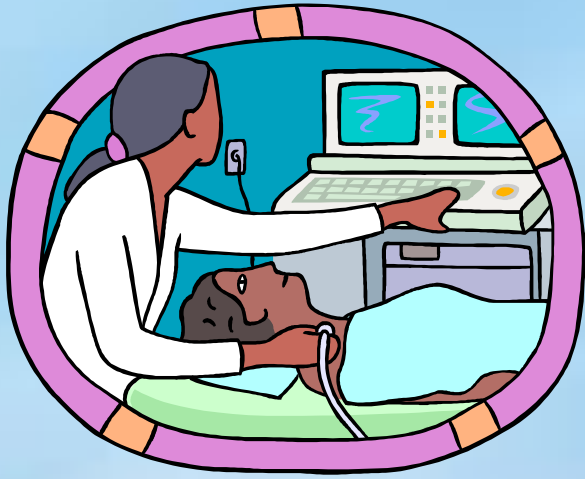
**Kowloon
West**

**New
Territories**

NT East

NT West

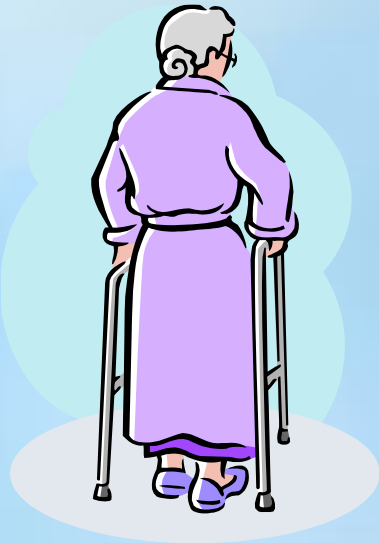




In-Patient Vs Out-Patient



Expectation of Others



Roles and functions of MSWs (working group on MSS, HKCSS)

- Psycho-social assessment
- Counseling/therapy, crisis intervention to individuals & their families
- Educational, self-help & therapeutic groups
- Pre-admission planning
- Discharge planning
- Practical assistance
- Multi-disciplinary team work
- Empirical research
- Mobilising community resources

Roles and functions of social worker in medical special projects

- Inter-disciplinary approach
- Cases are illness-related and require tangible services
- Group: psycho-educational, supportive, therapeutic
- Volunteer training and collaboration
- Community networking
- Empowerment

AI generated language models

As per the 2023 – 24 course outlines of SOWK4006, 4007, 6225 & 6231

- ‘In order to maintain clients’ confidential data and in line with the ethical practice of the profession and the requirements of the personal data (Privacy) Ordinance, 1995, which are reiterated in the social work fieldwork placement handbook (pp.16), it is prohibited to use the AI generated language models for fieldwork courses.’**

Your Expectation???

How to prepare
myself
to work and learn
in my placement?

Helpful Resource

Download the mobile Apps of HA go
(Smart patient, HA Connect.....)

[https://www21.ha.org.hk/smartpatient/
SPW/en-us/Home/](https://www21.ha.org.hk/smartpatient/SPW/en-us/Home/)

Survival tips for students in the
medical setting

Survival Tips for placement in medical setting

- ✓ Take time to observe, beware, adjust and reflect on the working culture/environment/dynamics within the social work department in the medical setting
- ✓ Be open, humble, polite, self-reflective, critical yet appropriate
- ✓ Maintain clear and honest communication in a responsible and reliable manner

- Written, E-mail correspondence
- Formal letter (send by post) or via e-mail to outside bodies (e.g., cooperating social work agencies, other units in the clinic/hospital)
- Verbal
 - Persons involved in the contact may include: field mate, fieldwork supervisor, agency professional staff, clerical staff, centre-in-charge and personnel within the clinic/hospital but not in the social work unit. You should take the initiative to clarify the appropriate means of communication with different persons (e-mail? Face-to-face? Phone call?) * WhatsApp is not a formal communication channel

✓ Preparation for group and program

- Theme/timeline
- Managing the financial matter
- Promotional tips
- Enrollment forms and handling of applicants' data
- Screening and evaluation

- ✓ Written works required by agency
- ✓ Application of leaves
- ✓ Good working attitude (integrity, humility, sincerity to learn, independence and initiative) will gain trust, learning opportunities and working assignments.
- ✓
- ✓ Excellent communication skill is the base of good therapeutic and counseling skills. Be more ready to improve your day-to-day communication with all people you encounter.
- ✓
- ✓ Be very clear about the boundary with client, volunteers

Orientation Program/Training

Infection Control and Prevention Course (all, to be arranged in your unit)

SWD Orientation (for students placing in SWD)

4/10 Agency Visit

assemble place and time to be confirmed

Tuen Mun Hospital (Patient Resource Centre, MSSU, Maggie's Centre, Centre for Healthy Life)

(count the above training and visit towards the placement hours)

MID-PHASE SHARING

A TIME OF RE-CHARGING THROUGH
PEER SHARING AND MUTUAL SUPPORT

MID-JAN 2024

(FURTHER DETAILS WOULD BE GIVEN
LATER)



*Keep Calm
and
Carry On!!*