



# Medical Setting Social Work Services





See, hear, feel what they see,  
hear and feel.....



## Empathy The Human Connection to Patient Care - YouTube



- <https://www.youtube.com/watch?v=f4SYR4EcHlc>





# Medical Setting Social Work Services



## Placement opportunities

- MSSU
- MSP



# Target Group:

- Patients (In-patients, outpatients)
- Family members & caregivers
- Volunteers (ex-patients, community)







# Nature and Purpose of Services of MSSU

- Pre-admission assessment and planning
- Psychosocial assessment to form holistic treatment plan
- Supportive and therapeutic counselling
- Referrals for tangible assistance
- Statuary services
- Outreaching services
- Discharge planning and follow-up service
- Advocacy of patients' rights and mobilization of community resources
- Consultation/ collaboration with inter-disciplinary team
- Organization and facilitation of educational/ supportive/ mutual-help/ therapeutic group and programmes
- Assist in empirical research



# Counselling service

- Adjustment/acceptance to illnesses, aging and disabilities

Losses: organs, body parts, bodily functioning, roles, dignity, abilities, self-esteem, hope.

Threats and changes: daily functioning, interpersonal relationship



# Counselling service

- Family problems

communication blockages, family conflicts, caregivers' stress, financial hardship, new roles and expectations

- Family violence

Physical, psychological, emotional  
Identification, screening, referral



# Counselling service

## ■ Bereavement

Anticipatory grief and preparation for impending death in palliative care units, hospice centre and life threatening illnesses

Follow-up the bereaved families after death in bereavement support





## Tangible service

- Help giving information, screening and referrals of the following tangible services:
- Financial (CSSA/DA/HAD, OAA, trust fund, special grant, medical waivers etc)
- Information on placement (Home transfer, Spilt tenancy, CR, Emergency shelter, old aged home)



# Tangible service

- Elderly long term care plan (community services to placement in homes)
- Employment and training (supported employment, sheltered workshop)
- Community rehabilitation services (home-help, escort, helpful resources, Apps, self-help organization etc.)



# Discharge / Rehab. plan

- Plan discharges and discuss rehab plan with inter-disciplinary team
- Referral of community resources e.g. home help, day care centre, patients' self-help organizations, health management resources and Apps and volunteer visitation services



# Outreaching service

- Outreaching teams for elderly and psychiatric patients
- Early Assessment Services for Young People with Psychosis (EASY) team





# Statutory service

- Mental Health Ordinance
- Court report
- Care and protection of children
- Guardianship

# Groups / Programmes Services

- Therapeutic group, supportive group, mutual help group for patient and caregivers
- Psychoeducational and psychosocial programmes for patients or families
- Community educational programme and collaborations



# Nature and Purpose of Services of Special Projects

- To provide service to patients and relatives in the diagnosis, treatment , pre-discharge, rehab. and/or palliative care phases
- To enhance self-help and mutual help capacity among patients and their caregivers
- To enable the optimal use of available resources in improving the quality of life of patients through referral and networking





# Nature and Purpose of Services of Special Projects

- To mobilize volunteers among patients, professional groups and the community to assist in patient care
- Patients with the following illnesses or conditions:
  - Physical illness: Cancer, cardiac disease, renal failure, diabetes, stroke, dementia etc.
  - Developmental issues in children & adolescents: SEN, biological or organic maldevelopment; mental health issue



# Special features for placements in MSSU (Gen/Psy)

- Predominantly caseworks
- Can have groups/programmes
- Can be under SWD or HA
- 8:45 am to 5:30 pm
- Weekdays, daytime
- MSW/BSW students for MSSU/ Gen, MSW for MSSU/Psy





# Special features for placements in MSP

- Patient Resource Centres (Daytime, mainly weekdays, both MSW or BSW students)
- Adolescent and Medical Centre, QE (Concurrent: Mondays, Fridays daytime and may be Thursdays pm to night, MSW students )



# Special features for placements in MSP

- Cancer Care and Support Unit (weekday, daytime, MSW students)
- Apleichau outpatient clinic (HKU Family Medicine) ( Any days of daytime Mon to Fri, both MSW or BSW students, only in concurrent)
- Hospice/QEH (only summer block, MSW students)

# Nature and fieldwork assignment

- Casework predominantly in MSS (general) units
- Casework only in Apleichau outpatient clinic
- Group and programmes in PRC/HRC/CCSU, No casework
- AMC and MSSU (Psy) can have cases, groups and programmes





# Challenges, learnings & Preparation

- Secondary setting with interdisciplinary approach
- Active engagement skills
- Cases are illness-related and require tangible services
- Group: psycho-educational, supportive, therapeutic
- Volunteer training and collaboration
- Community networking
- Patients empowerment

# Challenges, learnings & preparation

- Understand the needs of service targets suffering from various illnesses or impairments
- Understand the carers' stress (the impact of illness families)
- Update with the financial subsidies and other community resources
- Understand the current development of the medical policy, primary care and community partnership



# Challenges, learnings and preparations

- Efficient work pace and assessment skills
- Able to communicate effectively in Cantonese
- Update recordings according to SWD/HA format (precise, concise, accurate, clear follow-up plan)
- Creativity in group and programmes planning
- Proactive recruitment strategies



# Challenges, learnings & preparations

- Attend the core volunteer training/Infection control training
- Check if got immunity of chicken pox and measles
- Update essential medical jargons, illnesses and revising knowledge of mental illness
- Be initiative
- Be independent
- Limited placement places
- May need to travel long distance





# Placement Units in summer 2023

- ❑ MSSU PYNEH (Psy)
- ❑ MSSU Yung Fung Shee (Psy)
- ❑ MSSU Kwai Chung (Psy) & HRC of UCH
- ❑ MSSU Haven of Hope Hospital
- ❑ MSSU Caritas Medical Centre & HRC
- ❑ PRC of PYNEH
- ❑ PRC of Pok Oi Hospital
- ❑ PRC of Tin Shui Wai
- ❑ PRC TMH
- ❑ Adolescent and Medical Centre of QEH

# Placement Units in concurrent 2023-24

- ❑ Cancer Care and Support Unit, QMH
- ❑ MSSU Yung Fung Shee (Psy)& HRC of UCH
- ❑ Adolescent and Medical Centre of QEH
- ❑ Ap Lei Chau outpatient Clinic, HKU Family Medicine
- ❑ PRC, TMH





# Groups

- ❑ Breast Cancer Support Group  
(using IBMS)
- ❑ Depressive Patients Group  
( using CBT)
- ❑ Renal Patients Support Group  
( using narrative therapy)
- ❑ Female Cancer Patients Group  
( using expressive arts)
- ❑ Social Skills Training Group for Person in  
Recovery  
(using recovery model)





# 戒備

A L E R T

因應特区政府实施大规模封控计划，医院管理局已采取多项预防措施

所有公立医院均实施公众人士必须遵守下列措施：

In accordance with the Hong Kong Government's large-scale containment plan for influenza pandemic, the Hospital Authority has implemented measures for the Alert Response Level. Hospital visitors and public please follow instructions below.



每次最多只准2人  
Only 2 persons are allowed  
for every visit

每日最多約  小時  
No more than  hours daily

每日  至   
Daily  to



# 嚴重

S E R I O U S

**因應特區政府中東呼吸綜合症應變計劃，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 Middle East Respiratory Syndrome (MERS), the Hospital Authority has implemented measures for the Serious Response Level. Hospital visitors and public please follow instructions below:*

**進入及離開醫院前  
請徹底清潔雙手**  
Clean your hands  
before and after visiting hospital



**所有臨床區域內  
必須佩戴外科手術口罩**  
Wear a surgical mask  
in all clinical areas



**請預先自行量度體溫  
監察健康狀況**  
Perform temperature check  
before visiting a hospital and  
monitor your health situation



**探病前請先查閱病房探病時間**  
Please check the ward visiting hours before visiting

# 緊急

EMERGENCY

因應特區政府流感大流行應變計劃，醫院管理局現已實施緊急級別措施：  
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 Emergency Response Level. Hospital visitors and public must follow instructions below:

進入及離開醫院前

請徹底清潔雙手

Wash your hands  
before and after visiting hospital



醫院範圍內

必須佩戴外科手術口罩

Wear a surgical mask in all hospital areas



請預先自行量度體溫，  
監察健康狀況

Perform temperature check before visiting  
a hospital and monitor your health situation



必要情況下，訪客可能被要  
求登記身分，以便日後跟進

Visitors may be required to provide  
personal information for future follow-up



每次探病只限2人

Only 2 persons are allowed  
for every visit

每日不多於

No more than

小時

hours daily

每日

Daily

至

to





Thank You

Further Enquiries

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