



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

- Medical Social Services Unit (general, psychiatric)
- Medical Special Projects (PRC, HRC, CCSU, AMC)
- Primary care and Community Health service (Apleichau outpatient Family Medicine clinic, DHC)

Target Group:

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





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 programs
- Conducting 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 problems, conflictual relationships, caregivers' stress, financial hardship, diminished roles and discrepancies in expectations

■ Family violence

Physical, psychological, emotional, sexual, identification, screening and referral



Counselling service

■ Bereavement

Anticipatory grief and preparation for impending death of life threatening illnesses

Follow-up the bereaved families after death in bereavement counselling and support



Tangible service

- Help giving information, screening and referrals of tangible services, such as:

Financial (CSSA/DA/HAD, OAA, OALA, trust fund, special grant, medical waivers etc)

- Information on placement (Home transfer, Spilt tenancy, CR, Emergency shelter, respite care of old aged home)



Tangible service

- Assisting in the assessment of Elderly long term care plan and follow-up
- Referral or giving information on Employment and training (supported employment, sheltered workshop, ERB)
- Referral or giving information on other community support services (home-help, escort, self-help organization etc.)



Discharge / Rehab. plan

- Discuss discharge plans with interdisciplinary team to enhance consideration on the psychosocial aspect of patients and families
- Discuss discharge plan with the patients and families including the community resources and alternatives to discharge home eg private homes, hostels, half-way house etc.



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 / Programs Services

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



Special features for placements in MSSU (Gen/Psy)

- Predominantly caseworks
- Some units can have groups/programs
- Can be under SWD or HA
- 8:45 am to 5:33 pm
- Weekdays, daytime
- MSW/BSW students for MSSU/ Gen, MSW for MSSU/Psy



Nature and Purpose of Services of Special Projects

- To provide information and support to patients and relatives in the diagnosis, treatment , rehabilitation or palliative care phases
- To enhance self-help and mutual support 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
- May work with patients with the various illnesses or conditions, eg:
 - Physical illness: Cancer, cardiac disease, renal failure, diabetes, stroke, hip fracture etc.
 - Mental health problems: mood disorders, psychosis, dementia
 - Developmental issues in children & adolescents: SEN, biological or organic maldevelopment; mental health issue
 - Rare diseases type



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)



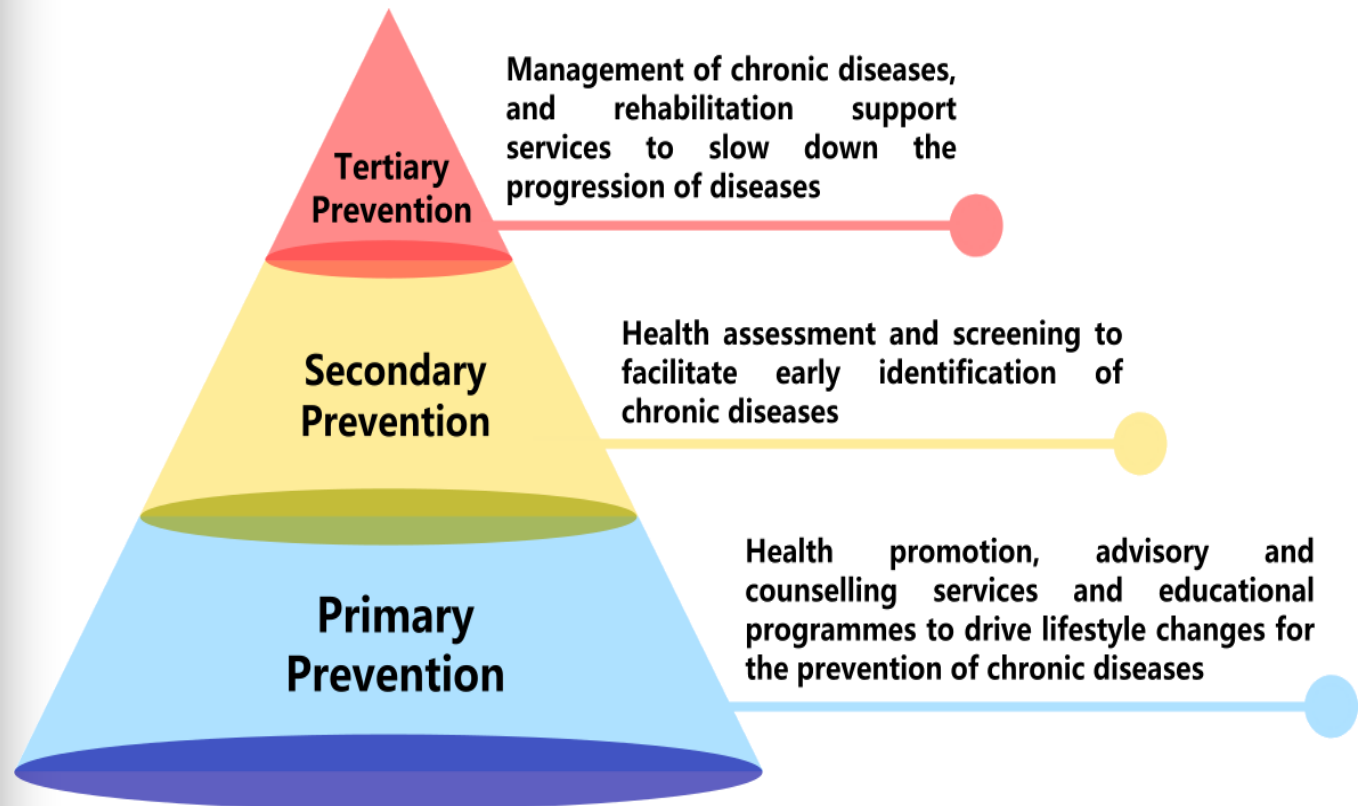
Special features for placements in MSP

- 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 Centre/QEH (MSW students)

Special features for placements in MSP

- Case, group, program: AMC
- Group, program, project, **NO CASES**: PRC, HRC, CCSU

Nature and purpose of Services in Primary Care and Community Health Services





Special features of placement in District Health Centre

Involve in the following scope of
services

- Health Promotion
- Health Assessment
- Chronic Disease Management
- Community Rehabilitation
- Can run group, educational talks, community education, booths, workshops and brief cases on disease management

Special features of placement in Apleichau outpatient clinic

- Apleichau outpatient clinic under HKU Family Medicine
- Cases referrals: mood problems, carers' stress, adjustment to illness and aging, family relationship problems, losses and bereavement, information for community resources.
- 4-5 case conferences with doctors of clinic and professors of HKU Family Medicine.



Learning and Challenges in medical setting Social Work Service

- Working in collaboration with inter-disciplinary team in the secondary setting
- Competent verbal and written communication, able to communicate effectively in Cantonese
- Active engagement with patients
- Efficient work pace and assessment skills
- Efficient referrals and accurate written work, update recordings according to SWD/HA format (precise, concise, accurate, clear follow-up plan)



Learning and challenges

- Quick update of current policies and resources on tangible services eg. financial assistance, elderly and rehabilitation services, community resources and carers' support services.
- Knowledge on illness and treatment
- Practice creative planning and facilitation of groups
- Proactive recruitment strategies
- Understand the service needs of targets suffering from various illnesses or impairments
- Understand the carers' stress (the impact of illness on the families)



Learning and challenges

- Coordinating and collaboration with community partners
- Training and monitoring of volunteers
- Understand the current development of the health care policy, strategic plans of HA, the development of primary care and community health care





Groups

- ❑ Cancer Support Group

(IBMS, Expressive Art, Photo-voice, Satir model, Narrative Approach, self-compassion, horticultural therapy)

- ❑ Depressive Patients Group

(CBT, Mindfulness, Expressive Art)

- ❑ Renal Patients Support Group

(Narrative therapy, Expressive Art/Psycho-educational)

- ❑ Dementia patients and caregivers

(Cognitive stimulation therapy, reminiscence therapy, psychoeducation)

- ❑ Person in Recovery (Expressive Art, Strength-based)

Preparation and mindset

- Need to attend the core volunteer training/Infection control training
- Vaccinations or have immunity of chicken pox and measles
- Update essential medical jargons, knowledge on chronic illnesses and mental illness
- Be initiative
- Be independent
- Be open
- Time and stress management



Tips in choosing medical setting for your placement

- Competitive
- Fluctuating placement quotas ranging from 14 to 28 (see below)
- BSW students (mostly PRC, can have MSSU in CMC and UCH)
- MSW students have more choices
- May need to travel long distance
- No location preference may have higher chance
- Availability to attend placement at daytime of Weekdays is essential
- If Medical as first choice, second choice should consider a less competitive choice



Tips in choosing medical setting for your placement

- Placement may be affected, suspended under pandemics

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措施
所有公立醫院訪客及公眾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
Clean your hands before and after visiting hospital

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

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

每日探病只限2人
Only 2 persons are allowed for every visit

每日不多於 1 小時
No more than 1 hour daily

每日 至 12 時
Daily 12:00 to 12:00

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：

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

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

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

緊急
E M E R G E N C Y

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：

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

每日探病只限2人
Only 2 persons are allowed for every visit

每日不多於 1 小時
No more than 1 hour daily

每日 至 12 時
Daily 12:00 to 12:00

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

Placement Units in Summer 2023 (19)

- ❑ MSSU PYNEH (Psy)
- ❑ MSSU Yung Fung Shee (Psy)
- ❑ MSSU Kwai Chung (Psy)
- ❑ MSSU Haven of Hope Hospital
- ❑ MSSU & HRC of Caritas Medical Centre
- ❑ 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 (14)

- ❑ 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





Placement Units in summer 2024 (28)

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- MSSU & HRC, Caritas Medical Centre
 - MSSU Tseung Kwan O Hospital
 - MSSU United Christian Hospital
 - MSSU Tin Shui Wai Hospital
 - MSSU Kwai Chung Hospital (Psy)
 - MSSU, North District Hospital
 - MSSU Queen Elizabeth Hospital
 - MSSU United Christian Hospital
 - MSSU Yung Fung Shee (Psy)
 - MSSU Tuen Mum Hospital
 - MSSU Wong Tai Sin Hospital (palliative)
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Cont'd Summer 2024

- Adolescent Medical Centre, QEH
- PRC Kowloon Hospital
- PRC Tuen Mun Hospital
- PRC Tin Shui Wai Hospital
- PRC Pok Oi Hospital
- PRC Queen Mary Hospital



Placement Units in Concurrent 2024-25 (22)

- MSSU UCH
 - MSSU Pamela Youde Eastern Nethersole Hospital (psy)
 - MSSU Tai Po Hospital (psy)
 - MSSU Yung Fung Shee (psy)
 - AMC, QEH
 - Apleichau clinic HKU Family Medicine
 - PRC Tuen Mun Hospital
 - Cancer PRC Tuen Mun Hospital
 - Cancer Care & Support Unit QMH
 - PRC QMH
 - DHC Express, Shatin, CRN
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Thank You

Further Enquiries

kodebby@hku.hk