

Service Setting Briefing

*Social Work*

*in*

*Medical Setting*

*(MSS & MSP)*

# RUNDOWN

- 3:30-4:30 • Mutual Introduction
  - Brief Overview of Social Work Services in Hong Kong Medical Settings
  - Exercise
- 4:30-4:45 • Survival Tips and expectations
- 4:45-5:00 • Helpful Resources
  - Related Training and Orientation
  - Mid-Placement Sharing

***Where are you posted?***



TKO, MSSU (Gen.)  
QEH, MSSU (Gen.)  
YFSMC, MSSU (Psy.)  
KCH, MSSU ( Psy.)  
NDH, MSSU (Gen.)  
TMH, MSSU (Gen.)  
TSWH, MSSU

QMH, PRC  
UCH, MSSU (Gen.)  
CMC, MSSU (Gen.)  
QEH, AMC  
KLNH, PRC  
WTSH, MSSU  
POH, PRC  
TSWH, PRC  
TMH, PRC

# 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**



- 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

E M E R G E N C Y

緊急應變級別 Emergency Response Level

2019 冠狀病毒病

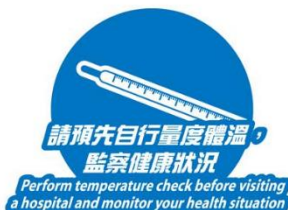
## 戒備

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

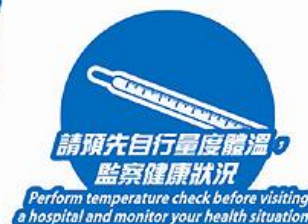
## 嚴重

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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Only 2 persons are allowed for every visit

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No more than  hours daily

每日  至   
Daily  to

# 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



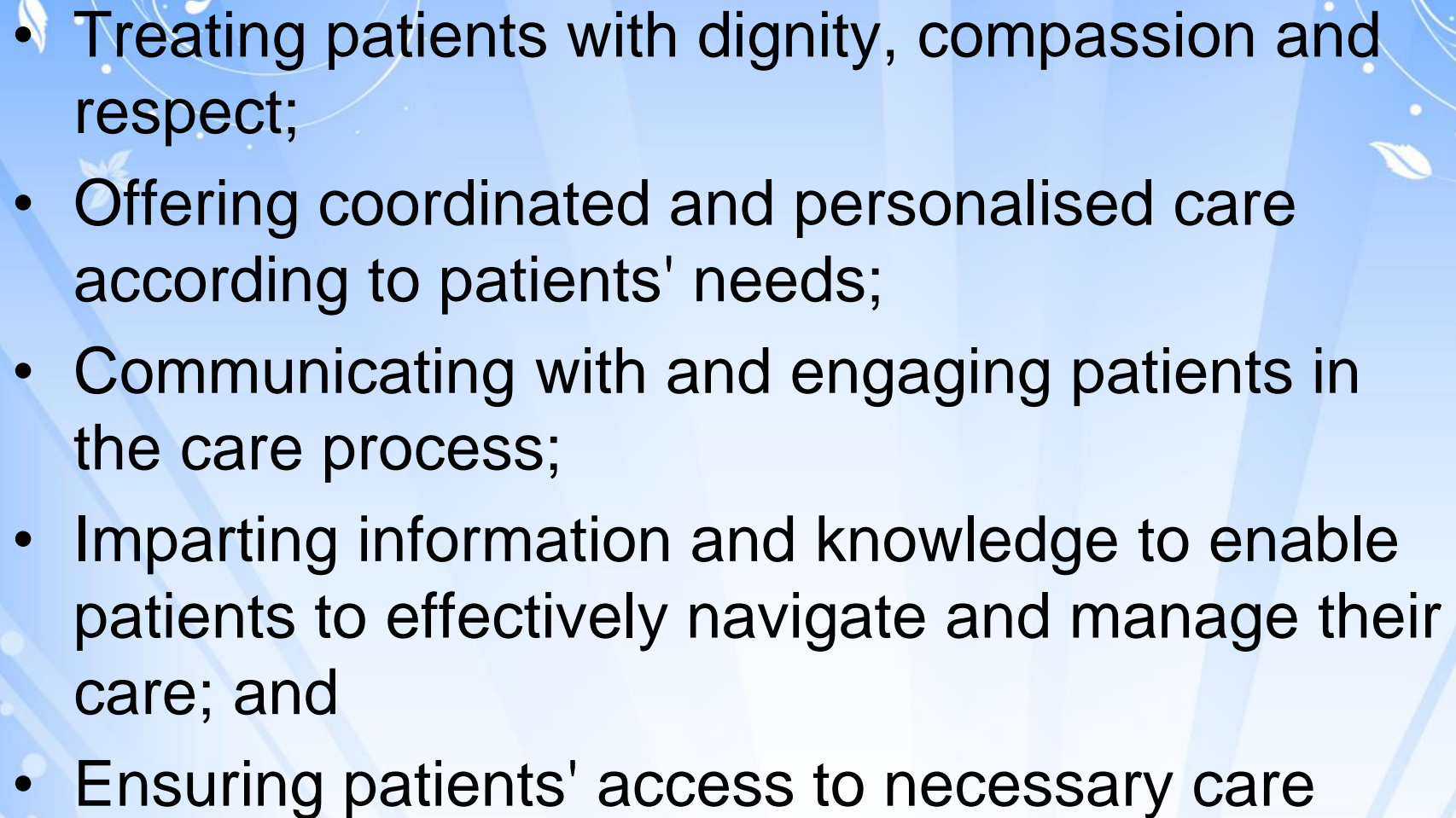


***Where are you posted?  
Implication?***

**SUND** **HA**

# HA Strategic Plan 2017-2022

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

# 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.





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.

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

**HA GO**

<https://www.facebook.com/ha.hospitalauthority/videos/ha-go%E6%9C%89%E4%B9%9C%E5%8A%9F%E8%83%BD/740971916660716/>





# C.R.1

27/6/2020

Pt's e. dtr. S.I.O.

CMO referred Pt for soc. Ax., DA, and Dis. Planning. W/M sent Pt's dtr to see MSW. A brief Soc. Ix was done

Med. Hx of Pt

Pt: with chronic Schiz., c irregular F/U & poor drug compliance, ADL ok., Aud. H<sup>o</sup>++. Had a T/A on 20/6/2020 (crossed a road neglecting the red light as a voice told her to). Admitted to Ortho c multiple #, ® b/k Amp and POP to # (L) N/femur

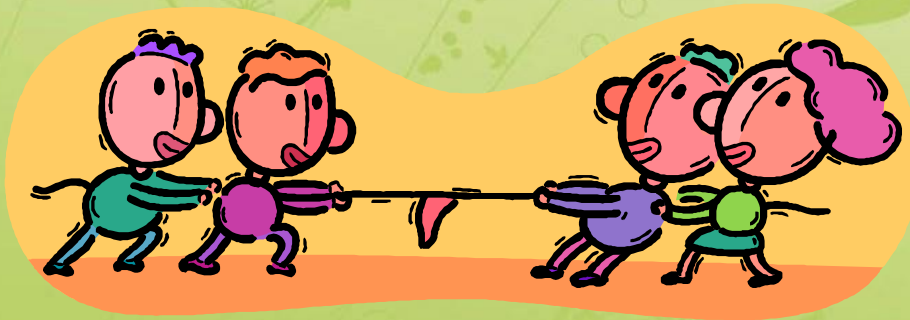
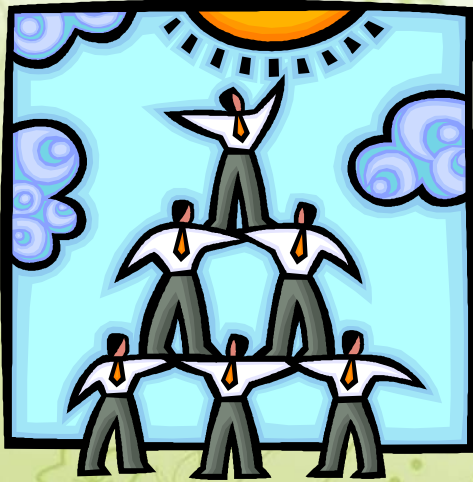
Soc. Background

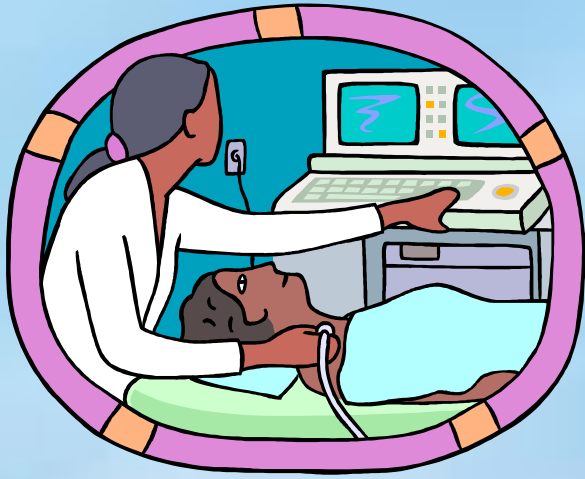
Hd Retired x 10 yrs. due to Ca Colon, c colostomy and RT, on remission. Had CVR ® with aphasia 4 wks ago, presently convalescing at SH, w/c bound, undergoing active OT & PT, just started walking with frame for a few steps

E. Dtr: Married & L/A, a HW c a 6-yr-old dtr; living with m-i-l, who had a Dx of CRF & just started CAPD, and f-i-l, who had HT, DM, CHF but ADL independent

2<sup>nd</sup> Dtr Married & L/A, a HW c 2 sons (2; 6 mths resp.) E. son was suspected to have delayed development, recently referred by GP to CAC for Ax. Appt. scheduled in 11/2020



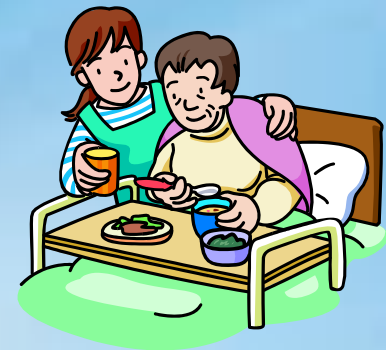
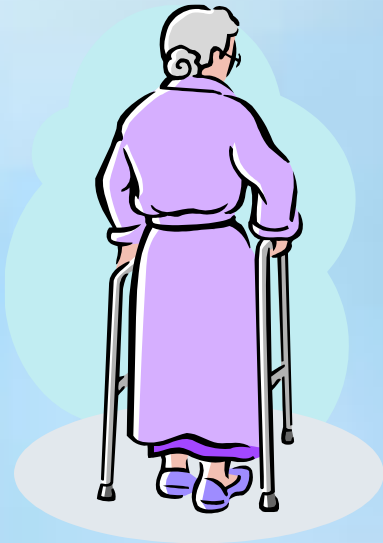




# In-Patient Vs Out-Patient



# 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



# Scopes of Service of PRC

## **Empowerment and support for patient and carer**

- New patient orientation
- Psychosocial service
- Sharing by patient volunteer
- Stress management workshop
- Therapeutic group

## **Mutual support network**

- Patient association forum
- Patient association Training
- Patient support station
- Peer concern service

# Scopes of Service of PRC

## **Volunteer service and development**

- Volunteer service development and mobilization
- Volunteer Training and quality management
- Volunteer management system

## **Community engagement and partnership**

- Community health project
- Medical Social Collaboration via Platforms, Referral Mechanism, Collaborative projects, Symposium
- Community Resources Navigation

# Scopes of Service of PRC

## **Rehab resources**

- Health Information and Healthyhkec website
- Mobility Equipment Loan (By Hong Kong Red Cross)
- Rehab Shop service
- Wig Loan service for Cancer patients

Your Expectation???



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

# Survival Tips for placement in medical setting

## Attitude

- ✓ Initiative in learning
- ✓ Accuracy in reporting
- ✓ Observant of personnel and context
- ✓ Mature presentation
- ✓ Aware of work dynamics within the social work team and with interdisciplinary team
- ✓ Humble
- ✓ Maintain clear and honest communication in a responsible and reliable manner

## Communication (Written)

E-mail correspondence, formal letter to outside bodies (e.g., cooperating social work agencies, other units in the clinic/hospital)

## Communication (Verbal)

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

## Handling cases

- Familiar with medical terms and abbreviation
- Familiar with community resources (elderly long term care, rehabilitation services and social security )
- Understand roles and constraints as placement students



## Preparation for group and program

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

some examples of groups

- 相說—自癒攝影小組
- Joy種心靈綠洲小組
- 「幸福我有Say」身心靈自癒小組
- GRACE Volunteer Training Group
- 乘風行
- Art Jamming 放鬆心情工作坊
- 快樂腦有記

- **Actual working schedule:**

Task	Date
<b>Stage 1: Preparation</b>	
Group content outline, rundown and poster	Week of 13/11
Printing and posting of poster	Week of 20/11
Recruitment	Week of 27/11 (after the poster being posted by mail)
Promotion and publicity	Week of 27/11 (after the poster being posted by mail)
Preliminary Screening (Phone calls to participants) Pre-group interviews	11/12 – 5/1
Submit group proposal	Week of 18/12
Deadline of enrolment	31/12
Finalize group proposal	4/1
Confirm group members' list	Week of 8/1
Detailed session plans	One week before each session
<b>Stage 2: Implementation</b>	
Session 1	18/1
Session 2	25/1
Session 3	1/2
Session 4	15/2
Session 5	22/2
Session 6	29/2
<b>Stage 3: Evaluation</b>	
Session recording and evaluation	Completed on before 10/3
Feedback from group members	29/2 (after the last session)
Feedback from agency supervisor and social worker	Throughout the group period
Feedback from fieldwork supervisor	Dates of live supervision (S2: 25/1, S4: 15/2) Weekly individual supervision
Self-evaluation and review	Weekly individual supervision
Evaluation report	25/3

## Administrative

- ✓ Format and submission of recordings
- ✓ Application of leaves
- ✓ Reporting
- ✓ Status of placement students
- ✓ Dress codes





# AI generated language models

- 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.
- **Remark: Use of Grammarly is acceptable for fieldwork courses**



# Helpful Resource

Smart Patient

<https://www21.ha.org.hk/smartpatient/SPW/en-us/Home/#>

HA Drug Formulary Management

<https://www.ha.org.hk/hadf/en-us/>

Smart Elders

<https://www21.ha.org.hk/smartpatient/SmartElders/en-US/Welcome/>

Community Services for Elderly

[https://www.swd.gov.hk/en/pubsvc/elderly/cat\\_commcare/index.html](https://www.swd.gov.hk/en/pubsvc/elderly/cat_commcare/index.html)

Residential Services for Elderly

[https://www.elderlyinfo.swd.gov.hk/en/rches\\_natures.html](https://www.elderlyinfo.swd.gov.hk/en/rches_natures.html)

Community Care Service Voucher Scheme

[https://www.swd.gov.hk/en/pubsvc/elderly/cat\\_commcare/pcccsv/#:~:text=Details%20of%20the%20Scheme&text=Elderly%20persons%20may%20choose%20any,are%20%2410%2C455%20and%20%244%2C372%20respectively](https://www.swd.gov.hk/en/pubsvc/elderly/cat_commcare/pcccsv/#:~:text=Details%20of%20the%20Scheme&text=Elderly%20persons%20may%20choose%20any,are%20%2410%2C455%20and%20%244%2C372%20respectively)

# *Orientation Program/Training*

## **Infection control training**

9 May 2024, 2:30 to 3:15 pm (Zoom) for SWD MSSU students

3 June 2024, am (face-to-face at TMH) for students in Pok Oi, TMH, TSW PRCs

Other HA units, arranged by the unit and informed by your respective FS

**SWD Orientation** 8 May 2:30-5:15 pm for SWD MSSU students

**Medical Social Collaboration Symposium of NTWC 2024 (Advance Medical Directives: Preparation and Implementation)**

3 May 2024, 2:00-5:30pm (Face to face or Zoom)

## **Orientation Visits**

Mindspace 27 May 2024, 10:00-12:00 (22 quotas, enrol to me today)

<https://mindspace.org.hk/tc/index.html>

Tuen Mun Hospital 7 June 2024, 2:00-5:00pm (all)

# Mind Space Visit (only have 22 quota, please sign up with me today)

Mind Space is a mental health experience museum that has been established by Castle Peak Hospital. It offers a variety of informative and engaging activities for visitors. You will learn about the history of mental health services in Hong Kong, and discover historic relics, interactive exhibits, animated displays, and simulated experiences of symptoms, along with a living library.

- Date: 27 May 2024
- Visit Time 10:00am - 12:00pm
- Time for gathering: **9:45am**
- Gathering Place: **G/F, Academia House (Block S), 15 Tsing Chung Koon Road, Tuen Mun**

# MID-PHASE SHARING

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

9 JULY 2024

ROOM 533

2:00 TO 6:00 PM





*Keep Calm  
and  
Carry On!!*