FEPT HKU

SWSA
Department of Social Work and Social Administration
THE UNIVERSITY OF HONG KONG
香港大學社會工作及社會行政學系



Social Work Services in Medical Setting and Community Health



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

Empathy The Human Connection to Patient Care - YouTube

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



Social Work Services in Medical Setting and Community Health

Placement opportunities

- MSS

Medical Social Services Unit (general, psychiatric)

- MSP

Medical Special Projects and Community Health (PRC, HRC, CCSU, AMC, Apleichau Family Clinic, DHC)



MSS-Medical Social Services Unit (SWD/HA)

- Psychosocial assessment
- Case management
- Care Plan and discharge planning in collaboration with interdisciplinary team
- Supportive and therapeutic counselling
- Referrals of tangible services
- Statutory services
- Outreach services
- Crisis and disaster support



Counselling services may include:

Adjustment/acceptance to illnesses, aging and disabilities:

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

Threats and Changes: daily functioning, interpersonal relationship



Counselling may include:

Caregiving stress

communication problems, caregivers' burnout, financial hardship, disputes in care plans

Family conflict &violence

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



Counselling may include:

Bereavement support & referral

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 fee waiving etc.

Residential: Home transfer, Spilt tenancy, CR, Emergency shelter, respite care of old aged home.



Tangible service

Elderly LTC: Assisting in the assessment of Elderly long term care plan and follow-up

Vocational training & employment: Referral or giving information on Employment and training

Community support services: Referral or giving information on community support services e.g. day care centres, home-help services, carer support services etc.



Discharge / Rehab. plan

- Assess the care capacity of patients and their families if patients will be discharged.
- Discuss the psychosocial aspects with the interdisciplinary team to plan for smooth discharge
- Connect community resources or residential services for patients to sustain safe and well care.



Outreach 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)

- Working methods: predominantly caseworks, only some units can have groups/programs
- Working hours: Weekdays, daytime (8:45 am to 5:33 pm)
- Placement students' types:
- MSSU (Gen): accept both BSW and MSW students
- MSSU(Psy): prefer MSW students
- Language: Cantonese fluency is expected



MSP- PRC/HRC, CPRC, HC, AMC

- Target group

May work with patients with 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



MSP- PRC/HRC

- Empowerment and support for patients and carers
- Development of Mutual support network
- Volunteer service and development
- Community engagement and partnership
- Medical social collaboration: collaborate with medical teams, health care professionals and community partners in health promotion.



MSP- CPRC, Hospice Care Centre

- To provide information and support to patients and relatives in the diagnosis, treatment, rehabilitation, or palliative care phases
- To empower patients in health management and decision making.
- To enhance mutual support and build up self-help network of patient's groups.
- To connect patients and caregivers with community resources.
- To advocate patients for dignified end-of-life care and decision making.



AMC (Adolescent medical Centre)

- Cases/Group/Program/Project: to support developmental issues in children & adolescents eg SEN, biological or organic maldevelopment; mental health issues of individuals and families.
- Inter-disciplinary collaboration
- Community project



Groupwork and approaches in MSP

- Cancer Support Group

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

- Person in recovery

(CBT, Mindfulness, Expressive Art, strength-based, acceptance-commitment therapy, positive psychology, Lego-play)

- Support group for patients with chronic illness (eg stroke, diabetes, renal failure)

(Narrative therapy, Expressive Art/Psycho-educational, expressive art)



Groupwork and approaches

- Dementia patients and caregivers

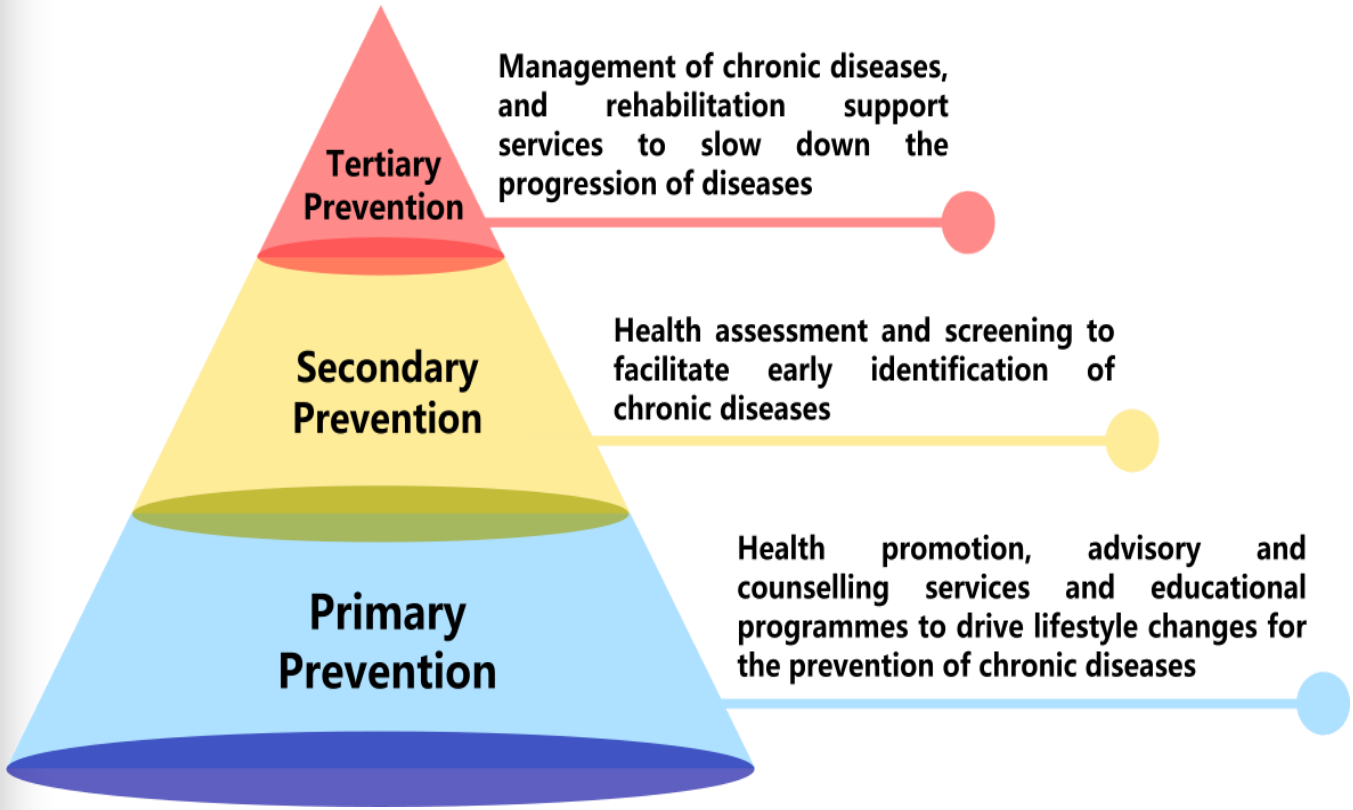
(Cognitive stimulation therapy, reminiscence therapy, psychoeducation)

- Volunteer training group

(experiential learning model)



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





MSP-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



MSP-Apleichau Family Medicine Clinic

- Apleichau Family Medicine 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.



Special features for placements in MSP

- Working methods:
- Mainly group, program and project. No cases in PRC/HRC/CPRC/HC. May not social enquiries in some PRC.
- Can have casework in Adolescent Medical Centre of QEH in addition to group, program and project.
- May have brief cases in DHC in addition to group and program.
- Only have casework in Apleichau Family Clinic.



Special features for placements in MSP

- Working hours:
  - Mainly Daytime and weekdays.
- Placement students' types:
  - PRC/HRC (both BSW and MSW students)
  - Cancer Care and Support Unit /CPRC (MSW students only)
  - Apleichau Family Clinic (prefer MSW students) Hospice Centre (MSW students)
  - Adolescent and Medical Centre, QEH (prefer MSW students)



Learning and Challenges in Social Work Service in medical setting and community health

- 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 in Social Work Service in medical setting and community health

- 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



Learning and Challenges in Social Work Service in medical setting and community health

- Understand the carers' stress (the impact of illness on the families)
- Coordinating and collaboration with community partners
- Training and monitoring of volunteers
- Understand the current development of the medical reform including medical fee waiving and community pharmacy, strategic plans of HA and clusters, the development of primary care and community health care



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
- Be humble
- Be proactive
- Time and stress management



Tips in choosing medical setting for your placement

- Competitive
- Fluctuating placement quotas (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



Tips in choosing medical setting for your placement

- If choose MSS, should expect to do casework,
- If choose MSP, should expect to do groupwork, program and/or project and may not have chances to do casework.
- 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 or suspended under pandemics









Placement Units in Summer 2025 (31)

- MSSU & HRC, Caritas Medical Centre
- MSSU Tseung Kwan O Hospital
- MSSU United Christian Hospital
- MSSU Prince Margaret Hospital
- MSSU, North District Hospital
- MSSU United Christian Hospital
- MSSU Yung Fung Shee (Psy)
- MSSU Haven of Hope Hospital
- MSSU Taipo Hospital (Psy)
- MSSU Tung Wah Hospital



Cont’d Summer 2025

- MSSU PYNEH (psy)
- MSSU PYNEH (gen)
- Adolescent Medical Centre, QEH
- PRC Kowloon Hospital
- PRC Tin Shui Wai Hospital
- PRC Pok Oi Hospital
- PRC Queen Mary Hospital
- Kowloon City DHCE



Placement Units in Concurrent 2025-26 (21)

- MSSU EKPC (psy)
- MSSU Tai Po Hospital (psy)
- MSSU Yung Fung Shee (psy)
- MSSU Wong Tai Sin Hospital (palliative)
- AMC, QEH
- Apleichau clinic HKU Family Medicine
- PRC PYNEH
- PRC Tin Shui Wan Hospital
- PRC Pok Oi Hospital
- Cancer Care & Support Unit QMH
- PRC QMH
- DHC Express, Shatin, CRN



Placement Units in Summer 2026 (21)

- MSSU & HRC, Caritas Medical Centre
- MSSU PYNEH Psy
- MSSU Prince Margaret Hospital
- MSSU, Kwai Chung Hospital
- MSSU Yung Fung Shee (Psy)
- MSSU Wong Tai Sin Hospital
- MSSU North Lantau Hospital



Placement Units in Summer 2026 (21) cont'd

- Adolescent Medical Centre
- PRC Pok Oi Hospital
- PRC Tin Shui Wan Hospital
- PRC Kowloon Hospital
- PRC, QMH



Placement Units in Concurrent 2026-2027 (22)

- QEH, AMC
- PRC, POH
- PRC,TSWH
- PRC, QMH
- MSSU, UCH
- WTSH, MSSU
- MSSU & HRC, RH
- **MSSU (Psy), YFSMC**
- **MSSU (Psy), PYNEH**



Placement Units in Concurrent 2026-2027 (22) cont'd

- **HKUFM, ALCC x2**
- **KLN DHCE x1**
- **ST DHCE x1**
- **TM DHC x1**



References

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- Medical Social Services

https://carers.hk/en-us/articles/medical-social-work-service

- Patient Resources Centres

https://www.ha.org.hk/visitor/ha_visitor_index.asp?Content_ID=10083&Lang=ENG&Dimension=1

- District Health Centres

https://www.dhc.gov.hk/tc/



Thank You

Further Enquiries

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