


**GUAM MEMORIAL HOSPITAL AUTHORITY
SOCIAL SERVICES DEPARTMENT MANUAL**

APPROVED BY:  Zennia Pecina, MSN, RN Professional Support Division Administrator	RESPONSIBILITY: Social Services	EFFECTIVE DATE: 10/86	POLICY NO. 6431-2	PAGE 1 of 3
TITLE: AREAS OF SOCIAL WORK SERVICES				
LAST REVIEWED: 11/2008; 4/2012; 8/2015				
ENDORSED: FP 7/2009; FP 5/2012; FP 9/2015				

PURPOSE:

To delineate the areas of Social Work services at the Guam Memorial Hospital Authority and the Skilled Nursing Unit.

POLICY:

The Social Services Department shall deliver the following services as each GMHA patient/SNU resident referral requires.

PROCEDURE:

Services that are available to patients/residents, families and the hospital are:

- I. **DIRECT SERVICES:** Social work services shall be provided directly to the patient/resident and/or family. These direct services include:
 - a. **Social Evaluation:** Evaluation to provide information to identify those areas in which patients/residents and their families will experience the most distress and therefore need help, and in those areas of strength in which they will be able to function. Sharing this information with the health care team will enable them to make more appropriate treatment plans.
 - b. **Supportive Counseling:** Short-term casework related to healthcare. The focus of counseling is to address ongoing family or personal problems created or aggravated by illness, helping patient/residents and families with fears and anxieties about illness, death, loss, etc., helping them to cope with changes associated with illness and hospitalization/long term confinement.

Skilled Nursing Unit (SNU) residents and End Stage Renal Disease (ESRD) patients and their families may require long term counseling. If problem areas are identified and further long term counseling is indicated for these residents/patients, referral for therapeutic intervention shall be made.

The goal is helping the patient/resident and family to make as good a plan for post-hospital/SNU care as is feasible, taking into consideration the available resources, their needs, and the needs of the institution. Specifically, this might include placement in the nursing home, alternate placement, arrangement for a hired caregiver or referrals for homemaking services, and other community support services.

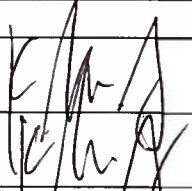
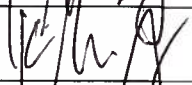
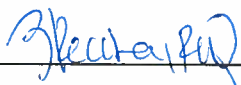
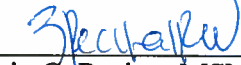

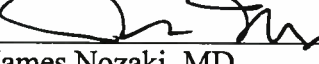
- c. **Discharge Planning:** Communication and collaboration between the social worker, nurse, utilization review specialist, physician, and other hospital disciplines in the identification of patients who are at-risk or of patients who have needs that should be addressed during hospitalization in preparation for their discharge. The needs of the patients are identified during hospitalization, may be psychosocial or physical and may require treatment and services. Arrangements for services and referrals are made to home health care agencies (nursing and rehabilitative services), behavioral health community service agencies, public assistance programs, protective services, the public guardian, medical equipment suppliers, transportation, placement entities and other public and private agencies that may assist in the transition of patients from hospital to home or alternate setting to meet these identified psychosocial, physical and ongoing needs.
 - d. **Medical and Financial Planning:** Assisting the family to evaluate their financial situation for paying hospital bills, medication, equipment, home care and current on-going living expenses. Specifically, this would include referrals to the Department of Public Health and Social Services, Veteran's Administration, the Social Security Administration and other community resources.
 - e. **Group Services:** To develop or participate in offering group services, as necessary, to patients/residents and families as a means of meeting social and emotional needs.
 - f. **Locating Next of Kin:** Assisting patients/residents find relatives on or off-island, particularly identifying a decision maker should patient/resident be deemed unable to give informed consent.
 - g. **Crisis:** Providing supportive counseling due to circumstances and assisting the patient/resident/family with community resources for emergency child care, advocacy and counseling for victims of sexual assault, domestic violence, child/adult abuse and neglect, those dealing with death/loss, etc.
 - h. **Community Resource Information:** Provide information about private and public community resources and refer to the appropriate services for patients/residents and families to address their situation.
 - i. **Off Island Transfer Arrangements:** Assisting the patient/resident/family in making arrangements for transfer to an off-island care facility; referral to community resources for financial assistance as needed. Coordination is made with insurance companies, receiving facilities and physicians, various airline carriers and with the Guam Medical Referral Office (GMRO).
 - j. **Adult/Child Abuse and Neglect:** Evaluation to provide authorities and hospital staff with pertinent information. Serve as liaison between the GMHA/SNU and the Child or Adult Protective Services.
- II. CONSULTATION:** Consultation with other hospital staff to share an understanding of social, psychological, environmental and cultural factors that may affect patient's/resident's ability to navigate the health care system towards improved or stable medical outcomes.

- III. COMMUNITY NETWORKING:** The Social Worker serves as a liaison to, and participates in community organization activities to obtain appropriate services and to alert the Hospital and community service agencies of unmet patient or resident needs with a particular emphasis on developing resources that will benefit patients/residents as well as GMHA/SNU.
- IV. PLANNING:** Social Work services represented by the Medical Social Services Administrator are an integral part of the hospital's management. Anticipated changes and current trends in social needs are shared with Administration to be included in overall hospital planning. Recommendations may be made on how to enhance hospital services in meeting the needs of the patients/residents served.
- V. EDUCATION:** Participation in the Bachelor of Social Work Program at the University of Guam to provide educational experience and practical field instruction for those students entering the social work profession. Members of the social work staff also participate in orientation and staff development programs for hospital departments and in orienting hospital employees to the social work department and the social work services available to patients/residents and families.
- VI. RESEARCH:** Research participation may include studies initiated and undertaken by the Social Services department and may include collaborative efforts of the hospital and community. GMHA protocol shall be followed in studies that involve human subjects.

REVIEW AND APPROVAL (CERTIFICATION)

The signatories on this document acknowledge that they have reviewed and approved the following:

<input type="checkbox"/> Bylaws <input type="checkbox"/> Rules & Regulations <input checked="" type="checkbox"/> Policies & Procedures	Submitted by: Department/Committee: Title: Policy Number (if applicable):	<u>Katrina Rosario-Sanchez, MPA, MSW, LPC</u> <u>Medical Social Services Administrator</u> <u>Areas of Social Work Services</u> <u>6431-2</u>
--	--	--

	Date	Signature
	9-18-2015	
	9-18-2015	
Reviewed		Katrina Rosario-Sanchez, MPA, MSW, LPC
Approved		Medical Social Services Administrator
Title		
	Date	Signature
	9/21/15	
	9/21/15	
Reviewed		Zennia C. Pecina, MSN, RN
Approved		Associate Administrator, Clinical Services/Assistant
Title		Administrator, Professional Support Division
	Date	Signature
	9/22/2015	
	9/22/2015	
Reviewed		James Nozaki, MD
Approved		Family Practice Chairperson
Title		
	Date	Signature
Reviewed		
Approved		
Title		