

**LOS ANGELES GENERAL MEDICAL CENTER
CLINICAL SOCIAL WORK DEPARTMENT
PROVISION OF CARE
2023 - 2024**

Departmental Purpose:

Clinical Social Work Services accesses and addresses the psychosocial needs impacting a patient/family's ability to cope with a chronic or life-threatening illness and assists with transitioning the patient to the most appropriate level of care as soon as possible. This includes evaluation of the Social Determinates of health impacting the patient's wellbeing.

Types and Ages of Patients Served:

The Clinical Social Work Staff serves patients in all age groups. When possible, patients, their families and significant others are included in goals of care planning and interventions as appropriate. Clinical Social Work staff provides linkage to special health-related programs, educational systems, and to the hospital staff. The geographic location of the person receiving services is taken into consideration when making referrals.

Scope of Service and Complexity of Care:

Social Work Services include screening, psychosocial assessment, crisis intervention, psychosocial treatment, discharge planning, case management, patient, and family education, provides information and linkage to community referral resources, and employee assistance programs. Complexity varies from simple instructions on how to use services to complex psychosocial therapy with patients and families coping with life threatening or debilitating disease and treatments.

Volume and Quality Control Indicators:

- Abuse:(Child abuse, Elder abuse, Sexual Assault)
- Grief Reaction (Death, Fetal demise)
- Trauma Patient/Family
- Mental Illness (suicidal, danger to others/self, gravely disabled)
- Substance Abuse (assessment and referral)
- DNR (end of life care planning)
- Discharge Planning (Homelessness)
- New diagnosis and diagnosis of terminal illness
- Anxiety/Depression regarding illness

Recognized Standards:

Clinical Social Workers have Master of Social Work degrees from graduate schools sanctioned by the Council on Social Work Education. Graduate employees are license eligible under provisions of the California State Board of Behavioral Science. Upon completion of 3200 hours of

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supervised internship and successful completion of written examinations they become licensed Clinical Social Workers. Eligibility is maintained by accumulating 36 Counting

Education Units every two years. The National Association of Social Workers Code of Ethics defines Professional ethical standards, and the American Hospital Association's Society of

Social Work Administrators in Health Care Organizations recommends professional and functional standards of practice. Title 22 defines standards for Social Work service in hospitals and clinics, as does The Joint Commission. Medical Case Workers and clerical staff are provided on the job training in the principals of social work and are held to the same standards as the professional staff wherever they apply, such as, ethics, deportment, non-judgmental attitude, and supportive behavior toward clients.

Availability of Necessary Staff:

Staff is available on wards and in clinics throughout the Medical Center in various concentrations depending on the type of services being provided, the complexity of problems encountered by patients and families, the urgency of the health problem and the acuity of the psychosocial issues. Areas with more complex issues are served by licensed staff, while other areas are provided care by non-licensed staff. Both levels consult with the other as needed.

Authorization:

The Social Work Department is led by a Licensed Clinical Social Work Director who reports to the Chief Executive Office through the Chief Medical Officer. The Social Work Department upholds Clinical standards outlined from the California Board of Behavioral Science and collaborates across the LA CO DHS enterprise to align clinical and evidence-based standards relevant to the social work professional. Clinical practice supports the provider including medicine, nursing, patient experience professional through collaborative relationships as members of clinical committees, performance improvement interdisciplinary teams, H3, and through membership on interdisciplinary committees.