

**OLIVE VIEW-UCLA MEDICAL CENTER  
CLINICAL SOCIAL WORK  
POLICY & PROCEDURE**

**NUMBER: 1287  
VERSION: 2**

**SUBJECT/TITLE: PLAN FOR THE PROVISION OF CLINICAL SOCIAL WORK SERVICES**

**POLICY:** Clinical Social Work Services are provided in an acute and ambulatory hospital setting. Psychiatric Wards and Psychiatric Emergency Room are serviced by the Psychiatric Social Work Unit.

**PURPOSE:** To define the scope and services provided by the Clinical Social Work staff at Olive View-UCLA Medical Center.

**DEPARTMENTS:** All

**DEFINITIONS:** Scope of Service, Provision of Care.

**PROCEDURE:**

1. The Clinical Social Work Department provides onsite services at Olive View-UCLA Medical Center Sunday through Saturday from 7:00a.m.to 7:30p.m. On-Call telephone consultations and Stand-By services are available from 7:30 p.m. through 7:00a.m..
2. Staff includes M.S.W. and L.C.S.W. level Clinical Social Workers, B.A. level Medical Case Workers and support Clerical staff.
3. **Department Mission:** To improve the health of our patients and communities by providing excellent clinical social work services.
4. **Department Vision:** To provide excellent clinical social work services to the Olive View Medical Center customers as an integrated part of the patient care team.
5. **Department Values:** The members of the department value:
  - Psychosocial Therapy: a vehicle for healing and the prevention of illness.
  - Self Determination: in making informed decisions.
  - Advocacy: to advance change that enhances the quality of life.
  - Diversity: by respecting and acknowledging multiple value systems.
  - Collaboration: with individuals, professionals and organizations to achieve common goals.
  - Integrity: in our professional practice.

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**6. Scope of Practice:**

Clinical Social Work as an integral part of the interdisciplinary team is responsible for the Olive View Medical Center patient’s psychosocial care needs as well as specialized services to the hospital, clinics and the community. Patients of all ages and from all services (except psychiatric inpatient and emergency psychiatric services) will be provided Clinical Social Work services. The services Clinical Social Work provides to patients and their families cover three broad categories:  
1) Psychotherapeutic and supportive counseling dealing with adjustment to illness  
2) Liaison and consultation within the hospital and clinics to advocate for the psychosocial needs of the patient  
3) Expert knowledge counseling in available community resources, referrals and advocacy.

**7. Standards of Practice:**

Services and functions shall be developed and implemented in a manner consistent with regulatory and advisory agencies, and professional standards.

References: NASW Standards for Social Work in a Health Care Setting, Title XXII	
Approved by: Anne Robinson (Compliance Officer)	Date: 06/26/2017
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