

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

**NUMBER: 1311
VERSION: 1**

SUBJECT/TITLE: PATIENT SELF MANAGEMENT

POLICY: The clinical social work staff will recognize the benefit and right of patients to self-management. In light of this the department will assess the patient's capacity to make decisions and when the capacity exists assist the patient to evaluate the available options and make the best possible choices.

PURPOSE: To establish an environment that will promote self help activities. To encourage lifestyle changes that enhances emotional and physical well being.

DEPARTMENTS: All

GOAL:

- *Recognize social factors that affect health and medical care.
- *Help patients to help themselves.
- *Observe the patient's right to decline recommended treatment and make their own plan.

SOCIAL WORK FOCUS: Treatment outcome is influenced by a variety of psychosocial factors. Recognizing the balance between physical, emotional, and social systems can help us reduce the stressors impacting our patient's ability to deal with their health care needs.

DEFINITIONS: Self management.

PROCEDURE: **Referrals** - Current community resources, hotline numbers, self-help programs, support groups, contact numbers and educational material are available upon request in the Clinical Social Work Department. Office hours are Monday through Friday, 8:00 a.m. until 4:30 p.m. We are located in Room: 1A139. Information can also be obtained by calling 818-364-4236.

1. Homeless – Adult Patients

- a) Staff provides information on shelters available in L.A. County.
- b) Other information is provided as needed. This includes: DPSS, The Valley Shelter, emergency hotlines, self help services and other community resources and public programs.
- c) Admitted patients are given bus tokens by Office Services and directions for programs they choose within L.A. County.

SUBJECT/TITLE: PATIENT SELF MANAGEMENT

Policy Number: 1311

Page Number: 2

2. Substance Abuse – Adult Patients

- a) Identify patients whose medical condition is directly affected by their use of drugs or alcohol.
- b) Evaluate the patient's readiness to make changes or resistance to lifestyle adjustments.
- c) Inform the patient of the medical consequences of continued substance abuse and give educational material when appropriate.
- d) Provide drug/alcohol information regarding inpatient and outpatient treatment programs, hotline and self help support groups. Provide the LA County Substance Abuse Directory and/or other referrals as indicated.
- e) Instruct patient to contact these facilities directly for information or admission requests. Document all activities in the patient's medical record. (See Clinical Social Work Policy No. 412)

3. Medically Needy – Adult inpatients identified as: homeless/drug abuse/alcohol abuse and determined appropriate for skilled nursing placement as part of their discharge plan.

- a) Consent must be obtained for patients to be placed.
- b) Patients have the right to refuse placement even when medically indicated.

The patient's decision must be respected by his/her health providers.

1. Review the medical risks of refusal, benefits of placement, and other available options.
2. Ask the patient about their plan for discharge.
3. Provide self-help resources and/or community programs available.
4. Make a referral to Adult Protective Services and/or request a consult to document patient's competency to make a discharge decision if appropriate.
5. Notify Risk Management of an impending unsafe discharge if appropriate.
6. Notify Utilization Review about the situation in an attempt to reduce possible denied days.
7. Inform the treatment team about the patient's decision to refuse placement. Explain the patient's plan. Encourage the team not to delay discharge based on the approval or disapproval of the patients plan.
8. Document all activities in the patient's medical record.

SUBJECT/TITLE: PATIENT SELF MANAGEMENT

Policy Number: 1311

Page Number: 3

References: Social Work Policy 415, Hospital Policy 257	
Approved by: Stephanie Johnson (Assistant Hospital Administrator)	Date: 04/07/2011
Review Date: 04/07/2014 , 2/1/02, 1/17/03 JS, 3/18/04JS, 7/18/04JS,8/1/05JS,10/1/06JS, 11/6/07JS	Revision Date:
Distribution: Clinical Social Work	
Original Date: 1/12/99	