

After Hours Social Work

Trudy Coffey

Social Work Manager, Liverpool Hospital.
SSWAHS Area Director Social Work

Alison Pryor

Social Work Deputy Manager Liverpool Hospital

Liverpool Hospital / Social Work

Liverpool Hospital

A 500+ bed principal referral hospital

- Services South Western Sydney - population . 760, 000
- Diverse and multicultural population – with up to 37.5% CALD population
- Social disadvantage - unemployment, sole parent households, public housing

Social Work Department

38 staff covering acute inpatient & outpatients including women & child health and aged care.

4 permanent part time staff rostered to after hours

All department staff participating in on-call roster

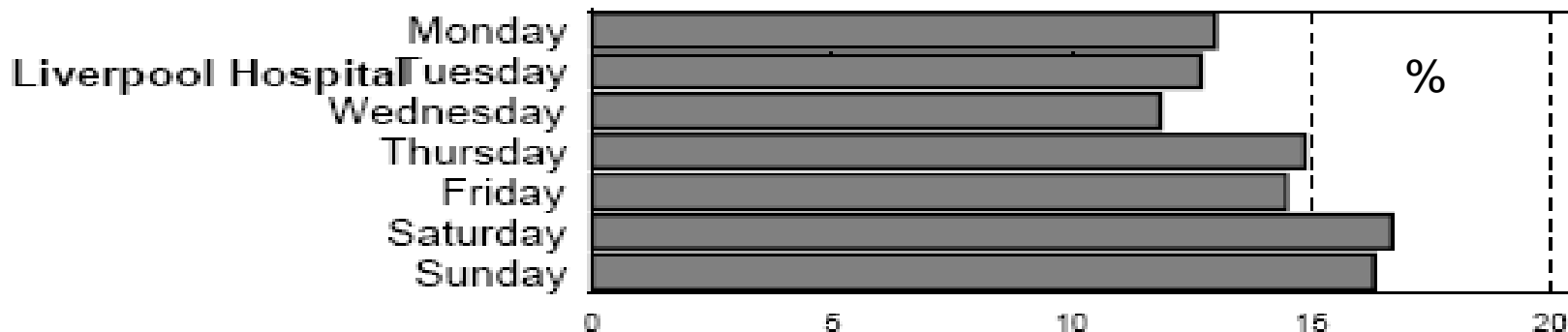


Liverpool Emergency Presentations 1995 - 2004

TIME OF THE DAY PRESENTATION

Midnight-8am	17.7%
8am-4pm	36.0%
4pm-midnight	46.3%

DAY OF WEEK OF PRESENTATION

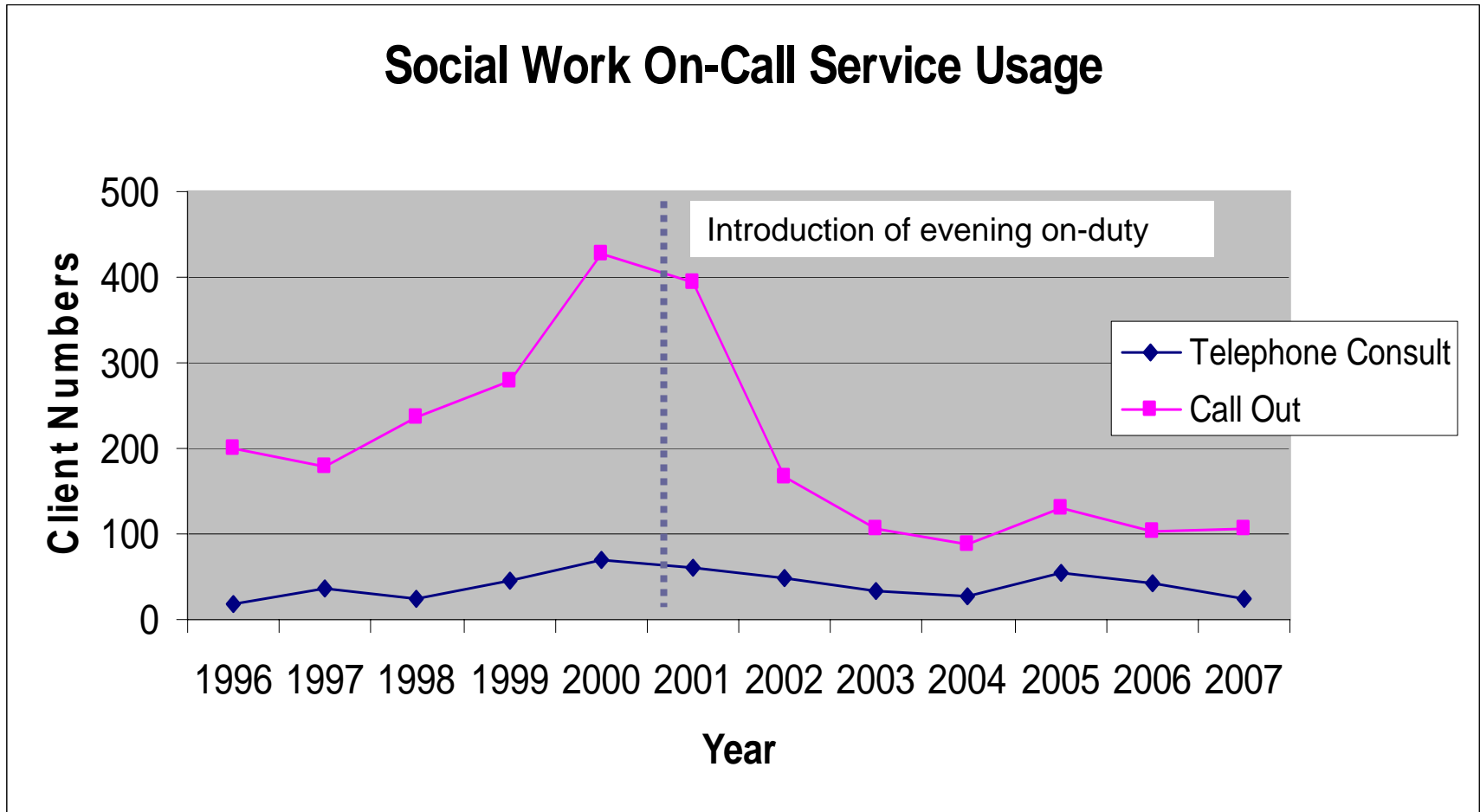


Source

South West Sydney regional trauma registry : 10 year report 1995-2004
Liverpool Hospital Trauma Department 2006

History of the afterhours social work service

By 2000 increasing use of the service meant cost effectiveness and staff fatigue issues



Afterhours Service 2007

	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Office Hours	Full Staffing					1 Staff On Duty (From 2008 an additional weekend SW with MAU opening)	
Evening	1 Staff On Duty					1 staff On Duty	
Overnight	On Call						

On-Duty After Hours Social Work

In 2007 calendar year

Evening on - duty social workers saw 1300 patient / families.

This is 3 – 4 cases on a 5 hour shift

Weekend daytime on duty service 600 patients/families

This 5 – 6 cases for 8 hour shift

Current On Call Social Work 11pm – 8.30am

Reason for Request

Death/ poor prognosis/trauma	72 %
Child Protection	11 %
Domestic violence	6 %
Family / personal issues	5 %
Victims of crime	3 %
Other	3 %

Requesting Area

ED/ ICU	76 %
Maternity / Paediatrics	17 %
Inpatient Wards	7%

Current On Call Social Work 11pm – 8.30am

Time of Request

11pm – 3am	60 %
3am – 5 am	15 %
5 am – 8am	25 %

Time Involved

Under 1 hour	32 %
1-2 Hours	31 %
2-3 hours	21 %
3 + hours	17 %

Setting up afterhours social work

- Things to be done:
 - Staffing
 - Training
 - Policy and Procedure and Protocol development
 - Referral Criteria
 - Record keeping and recording
 - Handover procedure
 - Housekeeping
 - Overnight sleeping (if required)
 - Transport / Parking
 - Security/ Access to the hospital
 - Contacting staff (mobile phones not in general use in 1994)
 - Rosters
 - Support for staff (back-up person for consultation, monthly meetings)
 - Entitlements
 - Interpreters

Criteria for Referral

- Sudden death or impending death
- Serious trauma
- Critical illness causing family distress
- Victims of Crime – assaults, domestic violence, children at risk, elder abuse
- Pregnancy loss, premature birth (life threatening), neonatal death

Record Keeping

A “call out” sheet is completed

Liverpool Health Service	AFTER HOURS SOCIAL WORK MANUAL	Social Work Department
Policy issued: June 2000	ADMINISTRATION	A.03
AFTER HOURS SOCIAL WORK RECORDING		
Date: _____ Time Started: _____ Social Worker: _____		
Contact Type: Telephone [<input type="checkbox"/>] Call Out [<input type="checkbox"/>]		
Area : Emergency [<input type="checkbox"/>] I.C.U. [<input type="checkbox"/>] Theatre [<input type="checkbox"/>] Mat [<input type="checkbox"/>] BU [<input type="checkbox"/>] NBC [<input type="checkbox"/>] Paediatrics [<input type="checkbox"/>] Medical Wards [<input type="checkbox"/>] Surgical Wards [<input type="checkbox"/>] MRU [<input type="checkbox"/>] Other [<input type="checkbox"/>]		
Situation: Death [<input type="checkbox"/>] Poor Prognosis [<input type="checkbox"/>] Trauma [<input type="checkbox"/>] Suicidal Behaviour [<input type="checkbox"/>] Victim of Crime [<input type="checkbox"/>] Child Protection [<input type="checkbox"/>] Domestic Violence [<input type="checkbox"/>] Homelessness [<input type="checkbox"/>] Family/Personal Issues [<input type="checkbox"/>] Resources [<input type="checkbox"/>] Other [<input type="checkbox"/>]		
Person's Details / Label: _____		
Language spoken at home: _____ Interpreter Used: Y / N		
Reason: _____ _____		
Summary of Intervention: _____ _____ _____ _____ _____		
Follow Up Requirements: _____ _____		
Total Time Spent on This Referral: _____		
Problems: _____ _____ _____		

Handover Procedure

Handover to day-to-day staff for patients that are admitted sometimes proved problematic as staff are not aware of who is on leave etc. Now the referral is to the team leader and departmental secretary as well as the staff member to ensure the handover is captured.



Issues for Staff Working After Hours

- It is important that staff on duty after hours do not become isolated. There needs to be extra hours provided for them to receive clinical supervision and to attend training and staff meetings so they can still participate in departmental activities.
- For rostered “on call” staff, the situations they attend to are typically complex. Additionally they are in a work area very different from their “day job,” so the demand for training support and supervision continues to be high

Annual Costing:

Weekend and public holiday

on duty 8.30 am to 5.00 pm

\$51,000

Evening On Duty 7 days 5pm – 11pm

\$93,000

On Call for 11.00pm to 8.30 am

\$32,000

Call outs 8 per month

\$17,000

Total

\$193,000

After hours social work services in NSW principal referral hospitals

N = 14 Hospitals

	On Duty	On Call	No Service
Weekend Daytime Services	7	5	2
Weekend Evenings / Overnight	3	9	2
Weekday Evenings / Overnight	3	8	3

Conclusion

- Timely psychosocial crisis intervention produce better outcomes in managing a health crisis.
- Social Work intervention increased patient/family satisfaction and enhanced medical/nursing staff productivity through reduced involvement in time-consuming psychosocial problems.
- Liverpool social work experience is a focus on psychosocial distress following a medical crisis rather than discharge planning.
- Social Work service provision needs to reflect hospital activity patterns and at Liverpool Hospital evening and weekends are some of the busiest times.