



**ST. MARY'S UNIVERSITY
SCHOOL OF GRADUATE STUDIES**

The Role of Social Workers in Hospital:

A Case Study of Alert General Hospital, Addis Ababa, Ethiopia

By

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ID Number: SGS0498/13A

May 2022

Addis Ababa, Ethiopia

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Submitted to St. Mary's University
School of Graduate Studies in Partial Fulfillment of the Requirement for the
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St. Mary's University
School of Graduate Studies

DECLARATION

I, Alemayehu Tarekegne, declare that this work is my original paper which is entitled “The Role of Social Workers in Hospital: A Case Study of Alert General Hospital, Addis Ababa, Ethiopia Ethiopia and has not been presented for a degree in any other university and that all sources of materials used for the thesis paper have been duly acknowledged.

Declared by:

Alemayehu Tarekegne Alemu

Researcher

Signature

Date

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First and foremost, I want to thank GOD for all that I have been able to accomplish. Next, I want to thank my parents who have impressed in me since childhood the importance of knowledge and education and that learning is the key to solving problems. Additionally, I would like to thank all the instructors who supported students using alternative means allowing us to continue our education during the last two solid years. Further, I would like to thank my Advisor Dr. Telahun Gebrehiwot, for helping me to get to this stage. Lastly, I would like to thank the administration and all the staff for their willingness to conduct my research at their institution.

St. Mary's University

Alemayehu Tarekegne Alemu

May 2022

Addis Abeba ,Ehtiopi

ACRONYMS AND ABBRIVATIONS

ALERT	-	All Africa Leprosy TB, Rehabilitation and Training Center
ASWNet	-	Africa Social Work Network
AASW	-	Australian Association of Social Workers
Bio-psychosocial-		Biological, Psychological, Social Paradigm
CASW	-	Canadian Association of Social Workers
ENAPAL	-	The Ethiopian National Association of People Affected By Leprosy
HIV	-	Human Immune Virus
MDR	-	Muiti Drug Resistant
MOH:	-	Ministry of health
NASW	-	International Association of Social Worker
OPD	-	Out Patient Department
OVC	-	Orphan and Vulnerable Children
OVW	-	Orphan and Vulnerable Women
OVY	-	Orphan and Vulnerable Youth
POD	-	Prevention of Disability
PAL-		People Affected By Leprosy
SOP	-	Standard Operating Procedures
SW	-	Social work
TB	-	Tuberculosis

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ABSTRACT

Objective the objective of this study was to assess roles of hospital social workers in Alert hospital. The study examined the rate of the social workers utilization in the day to day practice in Alert hospital, and identified the opportunities and the challenges in using social workers practice in Alert hospital and to explore social work services.

The study was conducted in Alert general hospital which is located in Addis Ababa from April, 2022 – May, 2022.G.C.

Method The study applied descriptive and explanatory design. It supplemented by mixed approach which qualitative and quantitative methods. Data was collected using questionnaire, in-depth interview and observation. The Study Population for the study were inpatients, social workers and management member of Alert hospital, while the study populations were selected randomly and using purposive sampling techniques. A total of 149 participants participated in the study; those are 14inpatient, 4 key informants selected with random sampling for the patients and purposive sampling technique for the key informants. Data obtained from the questionnaire was cleaned and prepared using tabulation in number and percent; in addition using excel graphs were also used. Discussion was deployed in data analysis part of the study. Qualitative data analyzed using thematic area.

Finding The study shows that, the social workers tried to apply most of the standards stated on the NASW Standards for Social Work Practice in Health Care setting (2014). Moreover, it has also been founded that social workers in the ALERT hospital provide various services. According to one of the major findings of this particular study, social workers in the ALERT hospitals faced different challenges. Most of the challenges they faced are related to the shortage of awareness about social workers role in the hospital community. There is limited number of social workers in the hospital and this hinders to provide adequate services for the clients.

Recommendation on the base this findings the study proposed recommendation that the social workers and managements of ALERT hospital as well as all stockholders should make efforts to overcome these all challenges.

Key Terms: - Roles of Social worker, psychosocial support, vulnerable client,

CHAPTER ONE

1.1. Introduction

It is common for many people to come to hospitals for treatment when they have a variety of health problems or illnesses. The health services provided by the hospitals are to examine all the physical, psychological, social, economic and other factors that may be the cause of the illness or the potential cause of the illness and ensure the well-being of the individual and the community. In this regard, for many years the World Health Organization (WHO, 2000) emphasized the need to introduce integrated treatment models that are consistent with the approach bio psychosocial health-care (Engel, 1977).

The bio psychosocial characterizes the current holistic model of health provision, overall, the bio psychosocial model reflects the belief that biological, psychological, and social factors interact in an interdependent or systemic way to maintain health or cause illness. This approach has become universal, and has been endorsed and adopted by the World Health Organization

These have led to a new way of thinking about health and illness. This is reflected in the model that views health and illness as the product of a combination of factors including biological characteristics behavioral factors, and social conditions. This conceptualization of health and illness has many scientific and practical benefits. At the top of this list is the fact that people can reduce their risk of developing major medical problems, receive more effective treatment, and reduce their health care cost when they seek treatment from an interdisciplinary team including social work providers.

Social workers are also among the professionals who provide necessary services by integrated efforts with other professionals in hospitals. According to NASW (International Association of Social Worker) 2000, social workers work to ensure the social well-being of those who are vulnerable to various physical, psychological, social, and economic problems.

The social work profession is committed to maximizing the wellbeing of individuals, families, groups, communities and society. We consider that individual and societal wellbeing is underpinned by socially inclusive communities that emphasize principles of social justice and respect for human dignity and human rights. Social workers in hospital necessary work alongside other health care professionals and other relevant health care profession and the perspectives on social work held by doctors and senior nurses are relevant both to their relationship with social workers and to the smooth running of the hospital (Kearney, and Skehill, 2005).

However, this integrated approach does not appear to be implemented or accepted by all health services. Rather, when they are adopted, they do not always result in detectable changes in the interaction between physicians and other health professionals (Burns & Pauly, 2002; Waisberg, Veronez, Tavano, & Pimentel, 2008). Believing that this is a gap between a social worker and other hospital physicians in public hospitals, I became interested in studying public hospitals need and importance of social workers in the case of ALERT hospital.

The main reason for selecting this hospital for the study were that ALERT Hospital have special services in Dermatology, Surgery (Reconstructive, hand and plastic surgery, Neurosurgery and also Orthopedic surgery), and Internal medicine, Pediatrics, Ophthalmology, Obstetrics & Gynecology and Dental. so as to the social worker enables the patient to get holistic as well continuum of care to rehabilitate fully while reunify and reintegrate within the family and the community respectively. As most of the clients of the hospital are poor and vulnerable groups, the hospital social workers need uses potential to meet the needs of its clients.

Currently ALERT has 45 medical specialists, 116 general medical practitioners, 376 nurses and 53 midwives, 2 social workers among other health professionals. There are only 2 social workers in the hospital, and it is not hard to imagine that they would find it very difficult to provide professional social work services to patients in the hospital.

1.2. Statement of the Problem

Social work is a relatively new profession in Ethiopia, and its benefit to health and well-being is not well understood. According to Africa Social Work Network (ASWNet), Social work is growing in Ethiopia and there are opportunities for social work practice in public hospitals and an important opportunity to make social worker is more important and relevant.

And also, Social workers are also among the professionals who provide necessary services by integrated efforts with other professionals in hospitals. According to NASW (International Association of Social Worker) 2000, social workers work to ensure the social well-being of those who are vulnerable to various physical, psychological, social, and economic problems.

Professional Practice in Hospitals (1999) Based on the guide of the social worker, a number of contributing factors to the role of social workers in the hospital have been identified. These factors include; Circumstances related to the operation and operation of the hospital, conditions related to the

way in which work is organized in the hospital and factors arising from the nature of professional practice. Furthermore, the guide clearly stated the importance of work in an interdisciplinary context. One of the purposes of working in an interdisciplinary context is to ensure that the services the institution provides are consistent and of high quality.

To strengthen this, WHO (2010) recommended the bio psychosocial model characterizes the current holistic model of health provision, overall, the bio psychosocial model reflects the belief that biological, psychological, and social factors interact in an interdependent or systemic way to maintain health or cause illness. This approach has become universal, and has been endorsed and adopted by the World Health Organization

According to Hiwot (2012) the primary roles of the social workers are making the service of the hospital available to poor individuals and discharge planning. The direct patient care roles performed by social workers are assessment, intervention planning, counseling, crisis intervention, case management and discharge planning. On the other side, indirect patient care roles are advocacy, education and documentation.

There are many studies conducted to explore the activities of social workers in hospitals in different countries. It has been clearly seen that there are some attempts to deeply investigate the activities of social workers in hospitals found in Addis Ababa such as the studies conducted by Hiwot (2012). However it is good thing the investigator believed there are still many issues that are not yet been discovered by previous researches. For example the challenges social workers face during practice in hospital has not been given much attention. There are some challenges including: limited recognition of the profession, professional identity, not clear about the roles of social workers and a lack of capacity to train more social workers. Hence study the role social workers in public hospital is vital, to help diagnose the social problems of patients. This study differs from the previous researches for trying to further explore and provide recent information on different aspects of social work practice in the ALERT hospital in Addis Ababa. And also need to describe the patient's social work supports. Therefore this study focused on the role of social work in ALERT hospital.

1.3. Research Questions

- ❖ What are social worker roles in the ALERT Hospital?
- ❖ Is enough awareness is created to hospital management on how social workers help the

patients and their families?

- ❖ What do social workers provide social work services in the selected hospitals?
- ❖ What are the challenges of social worker face during the practice in ALERT hospital?

1.4. Objectives of the Study

- ❖ To assess the roles of social worker in Alert hospital
- ❖ To assess the awareness of the Hospital board about how social workers work with patients and their families.
- ❖ To investigate social work services being provided in ALERT hospital
- ❖ To analyze the challenges social workers face during practice in ALERT hospitals

1.5. Scope of the Study

This study was focus on the roles of a social worker in public hospital, in the case of Alert hospital. The focus was the patients, social workers and other professionals in Alert hospital. Even though the roles of social worker in hospital have many dimensions, this study focused on the roles social worker in public hospital. Although there are few studies conducted on the issue the roles social worker in public hospital, the researcher assumed these roles more studies since there is still lack of awareness and gaps about the roles of social worker in ALERT hospital.

1.6. Significances of the Study

The significance of this study is to create awareness on roles of hospital social worker towards promotion of social wellbeing of individual, families and community. It was also reveal how hospital social workers work with other medical practitioners with the aim of finding resolution to patients' problems, with intention to ameliorate or solve their problems. And also the study can aware the patients what services and resources need to get from hospital social worker.

1.7. Limitation

There are limitations while doing this research. It was very difficult to find the source of recorded documents at hospitals because of less assumption for the profession. Conducting face to face

interview was also difficult because of the hospital staff so busy because of emergency works. In addition, the study was based on small samples and limited data due to time constraints and the Covid-19 pandemic.

1.8. Organization of the Paper

In Chapter 1 presents introduction: background of the study, problem of statement, research question, objectives, and scope of the study, significance of the study, limitations and organization of the study. Chapter 2 discusses theoretical and empirical literature review. Chapter 3 explains the research methodology. Chapter is 4 presents the results of the study and Chapter 5 is focus on the research conclusion and recommendation.

CHAPTER TWO

Review of Literature

Introduction

A critical review of theoretical and empirical literature is reviewed in this chapter. The first section discusses the general approach to bio psychosocial in the health care system. Integrated approaches and strengths are also discussed. The second section provides a brief overview of the development of social work in the healthcare setting and the role of social work in the hospital. The third part of this chapter examines the status of social workers in the hospital and the role that social workers play in health care. In the fourth section, the challenges faced by social workers in practicing health care are discussed. The last part of this chapter discusses the related theoretical frameworks in which social work is being done in healthcare.

2.1. Theoretical Literature

2.1.1. Bio-Psychosocial Model

According to American psychiatrist George Engel introduced a major theory in medicine the bio-psychosocial model in 1977. The model highlights the link between biological, psychological, and sociological conditions, each of which contributes equally to one's well-being. The model identified the transition from illness to health by recognizing that psychological and social conditions such as faith, relationships, and anxiety have a significant impact on efforts to help patients recover from their illness and disease. In order to understand the causes of diseases and to provide a basis for access to reasonable treatments and forms of health care, the treatment model should take into account the patient, the social situation in which he or she lives and the additional system designed to cope with society.

The bio-psychosocial model is incorporated into this research for the reason that it is one of the models that apply in health care settings. During intervention, social workers incorporate the biological, psychological, social as well as spiritual aspects to understand the factors contributing to the person's illness and design better treatment plans along with other professionals in the medical team

2.1.2. Integrated Care Approach

According to the American psychological association (2022), integrated health care, often referred to as inter professional health care, is an approach characterized by a high degree of collaboration and communication among health professionals. What makes integrated health care unique is the sharing of information among team members related to patient care and the establishment of a comprehensive treatment plan to address the biological, psychological and social needs of the patient. The Inter professional health care team includes a diverse group of members (e.g., physicians, nurses, social worker, psychologists and other health professionals), depending on the needs of the patient.

Integrated care is a health care delivery approach in which primary care, mental health, and behavioral health care services are systematically coordinated and available in one location

2.1.3. Strengths Perspective

Rather than focus on pathology, social workers elicit, support, and build on the resilience and potential for growth and development inherent in each individual. According to (JOSEPH 2010) Strengths-oriented practice implies that social workers should assess all clients in light of their capacities, talents, competencies, possibilities, visions, values, and hopes . This perspective emphasizes human resilience, or the skills, abilities, knowledge, and insight that people accumulate over time as they struggle to surmount adversity and meet life challenges. It refers to the ability of clients to persist in spite of their difficulties. The major principles of strengths practice include the following:

- ❖ All people have strengths. Problems can be a source of challenge and opportunity.
- ❖ Practitioners can never know the “upper levels” of clients’ growth potentials. There should be greater collaboration between practitioners and clients,
- ❖ Replace the traditional worker/client hierarchy.
- ❖ Every environment includes resources (many of them informal) that can be mobilized to help clients change.

2.2. Empirical Literature Review

2.2.1. Initiation and Development of Social Work in Health Care

Evidence suggests that social work began in the health care sector in the 20th century according to

Fortcols, as described in Cack, 2005. The social work is said to have begun with Richard Caboth, a physician at Massachusetts General Hospital. He is said to have recruited Richard Nurse and created social work in the hospital. Obviously to physicians, social workers can be a great help in understanding the patient's home and social environment. With the advancement of the field in the hospital, differences in understanding of the role and functions of social workers in health care began to emerge. At that time, social workers were required to provide social and psychological treatment to patients. Conversely, physicians and other medical professionals view social workers as the link between the hospital and the patient community and the community.

According to a community in Baltimore and Jones Hopkins School of Medicine, This combination gives medical students the opportunity to explore how social and environmental conditions affect their patients. The support from this partnership legalized social work as part of patient care in the hospital. Issues are affecting patients' health, social and other impacts. The presence of case staff around the hospital provided the hospital with a comprehensive and healthy person

Regarding the emergence of social work practice in health care, NASW (2005) clearly states that at the beginning of the profession, the purpose of social workers was to help make health care services accessible to the poor and to prevent the spread of post-malnutrition, infectious diseases by improving their social status. Later, the responsibilities of social workers in health care became more and more part of providing high quality health care. It is now common for social workers to be involved in all aspects of health care. After practicing social work in a hospital setting, patients began to want their social environment to be included in the treatment process with medical problems. Social workers in the hospital practice in an in-person framework to help patients improve and make a difference. In addition, the need of social workers was to help patients who needed access to chronic illness, mental health issues, drug and alcohol abuse, disability, terminal conditions and extended care services. According to Jud & Sheffield (2010); the provision of tangible resources, counseling, and patient advocacy reflect the overall work done by historically hospital social work

2.2.2. Functions of Social Work in Hospitals

According to a national survey of licensed social workers, hospitals are the most common primary employment setting for health care social workers (Whitaker, Weismiller, Clark & Wilson, 2006). the term "hospital" refers to the variety of general and specialized acute care medical facilities. Hospital social workers practice in increasingly specialized environments, and are frequently assigned to specific medical units that are based on diagnosis, age, or gender (Gibelman, 2005). Examples of

social work specialization within a hospital include pediatrics, oncology, nephrology, transplant, and emergency/trauma. In addition to clinical roles, social workers are also employed in hospital leadership roles, and may serve as managers or administrators for specific hospital programs such as mental health, aging or community outreach. Hospital social workers help patients and their families understand a particular illness, work through the emotions of a diagnosis, and provide counseling about the decisions that need to be made. Social workers are also essential members of interdisciplinary hospital teams. Working in concert with doctors, nurses, and allied health professionals, social workers sensitize other health care providers to the social and emotional aspects of a patient's illness. Hospital social workers use case management skills to help patients and their families address and resolve the social, financial and psychological problems related to their health condition. Job functions that a social worker might perform within a hospital include: Initial screening and evaluation of patient and families; Comprehensive psychosocial assessment of patients; Helping patients and families understand the illness and treatment options, as well as consequences of various treatments or treatment refusal; Helping patients/families adjust to hospital admission; possible role changes; exploring emotional/social responses to illness and treatment; Educating patients on the roles of health care team members; assisting patients and families in communicating with one another and to members of health care team; interpreting information; Educating patients on the levels of health care (i.e. acute, sub- acute, home care); entitlements; community resources; and advance directives; Facilitating decision making on behalf of patients and families; Employing crisis Intervention; Diagnosing underlying mental illness; providing or making referrals for individual, family, and group psychotherapy; Educating hospital staff on patient psychosocial issues; and Promoting communication and collaboration among health care team members;

Coordinating patient discharge and continuity of care planning; Promoting patient navigation services Arranging for resources/funds to finance medications, durable medical equipment, and other needed services, Ensuring communication and understanding about post-hospital care among patient, family and health care team members;, Advocating for patient and family needs in different settings: inpatient, outpatient, home, and in the community; and Championing the health care rights of patients through advocacy at the policy level;

2.3. Standards of Social Work Practice in Health Care Setting

There are types of standards that guide social work practice in different settings. According to the Australian Association of Social Workers (2013), the purpose of the standards is to define what is

required for effective, professional and accountable social work practice in all social work situations.

In the NASW (2014) standards for social work practice in health care setting, 13 standards have been identified. To the best of the researcher's knowledge, studies regarding the application of the NASW (2014) standards cannot be found. Each of them is reviewed as follow

Standard 1 : Ethics and Values

Standards 2 : Proficiency

Standard 3 : Knowledge

Standard 4 : Cultural and Linguistic Proficiency

Standard 5 : Filter and Review

Step 6 : Inter-intervention

Standard 7 : Advocacy

Standard 8: Interdisciplinary and Inter-Organizational Collaboration

Standard 9: Practice Evaluation and Quality Improvement

Standard 10: Record Keeping and Confidentiality

Standard 11: Workload Sustainability

Standard 12: Professional Development

Standard 13: Supervision and Leadership

Advancement in the professional skill and knowledge of social workers as well as their proficiency in providing excellent patient care can be guaranteed by supervision of the activities of social workers in health care setting. Furthermore, supervision helps in the process of professional advancement and enhancement of clinical outcomes. For the progression of social work field in health care setting, social workers with a better experience must be able to help students, interns and other less experienced social workers by providing guidance, monitoring and consultation. Social workers have

the responsibility to take part in researches to support evidence-based social work practices in health care setting and improve the health care system in general.

2.4. Standards for Social Work Practice in Health Care Settings in Ethiopia

In 2012, A.D the standard of Ethiopian health facilities was developed by the Medical Services Technical Committee and published by the Ethiopian Standards Agency (2012).The standards are designed to ensure a safe and quality public health service by providing the necessary infrastructure and hiring qualified health professionals to address health care problems. The document identified the roles of the various specialists in primary hospitals and indicated that these professionals must serve in accordance with this standard and meet the requirements (Ethiopian Standards Agency,). In this document, the following service levels are identified for social work practice in hospitals; the primary care hospital must have at least one working hours of social work. Social services must have written policies and procedures that are reviewed at least once every five years.

According to the Ethiopian Standards Agency, hospital social workers are expected to provide the following services to patients. These include counseling services, discourse, case management and planning, advocacy, social support groups, corporate counseling and referral, patient support and counseling services, and education.

The social work service shall assist patients directly or indirectly in identifying the need for implementing and verifying guardianship as part of discharge planning. The social work service shall report victims of abuse to the appropriate body according to the Ethiopian laws. When a patient is transferred or linked to another health care facility after discharge, the social work service shall assure that relevant social work service documentation or information is provided to the facility in order to assure continuity of care.

However, the author of this study suggests that Alert Hospital should study whether these services are properly implemented and whether there are other social worker services needed by the hospitals and their patients. He also wants to show the importance of social work in these hospitals and Patient's families or guardians should be included in services provided by the social work service, where indicated

CHAPTER THREE

Introduction

This chapter of the study primarily illustrates the methods utilized in the study including description of the study area, research design, data collection procedures, analysis and presentation techniques, the study population; and ethical considerations in the process.

3.1. Description of the Study Area

This study was conducted in Alert hospital. ALERT hospital is one of federal hospitals operating under and controlled by Minister of health, Ethiopia. The All African Leprosy Rehabilitation and Training Center (ALERT) was established in 1934 to serve as a specialized clinical research and training center for Ethiopia, Africa and beyond on Leprosy, TB and other relevant infectious diseases. ALERT comprises of two big divisions; ALERT training division and ALERT Hospital. In delivering services, the center has managed to acquire recognitions from the provision of excellence in HIV/AIDS, TB/HIV, MDR-TB and Leprosy. ALERT have been providing Leprosy training for national and international trainees and dermatology training for residents as well as medical students from A.A.U.

since 1965 G.C (1958 EFY). ALERT ART service is the 2nd largest RVI care treatment center in Addis Ababa and the Dermatology department is the only referral center in the country. Its laboratory service is the 1st to be ISO accredited since 2013 and still maintaining in 7 accreditations. ALERT Center also has MDR-TB treatment site which is the 2nd site in Addis Ababa and was one of the organization that worked in opening of new MDR-TB treatment site in regional areas working with Heal TB project.

ALERT center has been working in collaboration with different donors in the implementation of its services which included CDC, USAID, CBM, MSH, ICAP, Gondar university, GERAL among other partner's. In the past 5 years the center has expanded its service areas and currently addresses different area of health service. Service areas include: - Dermatology, Surgery (Reconstructive, hand and plastic surgery, Neurosurgery and also Orthopedic surgery), and Internal medicine, Pediatrics, Ophthalmology, Obstetrics & Gynecology and Dental. Other services provided include Laboratory, Pharmacy, Radiology, Physiotherapy, orthosis-prostosis workshop, Ergo therapy and Bio medical are among others.

In 2009 the hospital has given services to 353,975 Outpatient, 7,015 Inpatient, 19,185 Emergency with

trauma and 3,129 Delivery among other services provided.

As Alert center is unique in that with its organogram and establishment it has its own training division lead by directorate officer under the overall supervision of the chief executive officer, of the exemplary work that it is undertaking includes provision of national training of trainers on HIV/AIDS clinical and programmatic area, TB, MDR-TB, Leprosy and STI as well international training on programmatic area as listed above for national level, besides currently is collaborating in conduction of international multicenter (Ethiopia, South Africa and Tanzania) clinical trial on INH and Refampen for prevention TB for people living with HIV(PLWHIV),as site of excellency with enrollment of 150 individuals , the research is sponsored by USAID and partners include: university of Ohio, USA, university of Gondar, south Africa and Tanzania.

The researcher focuses on the Hospital parts rather than the training center . In the delivery services, the hospital has managed to require recognition from the provision of excellence in HIV/ADIS, TB/HIV, MDR- TB and leprosy

The main reason for selecting this hospital for the study were that ALERT Hospital have special services in Dermatology, Surgery (Reconstructive, hand and plastic surgery, Neurosurgery and also Orthopedic surgery), and Internal medicine, Pediatrics, Ophthalmology, Obstetrics & Gynecology and Dental. so as to the social worker enables the patient to get holistic as well continuum of care to rehabilitate fully while reunify and reintegrate within the family and the community respectively. As most of the clients of the hospital are poor and vulnerable groups, the hospital social workers need uses potential to meet the needs of its clients.

3.2. Research Design and Approach

The study is both explanatory and descriptive research design type; Explanatory research is a research method that explores why something occurs when limited information is available. It can help you increase your understanding of a given topic, ascertain how or why a particular phenomenon is occurring, and predict future occurrences. Because it helps to deal with the role of social workers in Alert hospital. In addition, as far as it deals with the assessment of the experience of the social workers issues existed on the ground. This research uses special focus on the areas which show the problem highly evolved.

If there is little or no knowledge of a situation, an explanatory search is applied. If the problem and its

causes are not well defined (Abiy, Alemayehu, Daniel, Meles, Y ilma, 2009, 2009), it is advisable to conduct a survey before implementing descriptive or analytical studies. There are very few studies reviewing the role of social work and services being offered in ALERT hospitals in Addis Ababa, so the researcher is required to describe the nature of this study.

The study also was employed descriptive research design to describe the number of patients who need social work services and numbers of social workers and other staff who provide social work services. Descriptive research is defined as a research method that describes the characteristics of the population or phenomenon studied. This descriptive methodology focuses more on the “what” of the research subject than the “why” of the research subject.

The descriptive research method primarily focuses on describing the nature of a demographic segment, without focusing on “why” a particular phenomenon occurs. In other words, it “describes” the subject of the research, without covering “why” it happens.

So using this research design allows analyzing facts and helps developing an in-depth understanding of the research problem. In addition descriptive research enables you to determine the behavior of people in a natural setting. Due to this the researcher used this design.

More over this research design is the hybrid of both qualitative and quantitative research design. It consists the feature of both methods. Mixed methods research is an approach to inquiry involving collecting both quantitative and qualitative data, integrating the two forms of data, and using distinct designs that may involve philosophical assumptions and theoretical frameworks. The core assumption of this form of inquiry is that the combination of qualitative and quantitative approaches provides a more complete understanding of a research problem than either approach alone. These definitions have considerable information in each one of them. Throughout this book, I discuss the parts of the definitions so that their meanings will become clear to you as you read ahead (Creswell, 2014).

Therefore, the researcher has used the mixed one to collect both quantitative and qualitative data. The quantitative data will be collected with distributing the questioners and the qualitative data with in-depth interview, participant observation. This is because to collect data that supports the study from different perspectives.

This study is intended to explain the role of hospital social workers in Alert Hospital and used in an explanatory research design. In this special study, a qualitative research design was used to evaluate the social work being provided at Alert Hospital in Addis Ababa with the aim of exploration. Qualitative

research seeks to identify participants' attitudes, behaviors, and experiences using techniques such as interviews and focus group discussions. In this process, the researcher seeks to obtain general information from the participants on the subject (Dawson, 2007).

Since the study was involve the collection of both quantitative, qualitative and observation data. The research approach considered in this study was Mixed-research approach. The main purpose of this study was “to have the qualitative data that would help to explain in more detail the initial quantitative findings” (Creswell, 2014). This (in turn helped) will help the researcher to bring together a more comprehensive account or to generate a complete picture of about the needs and importance of social workers in the Alert hospital.

3.3. Study Population

The population for this study consisted of two groups. The first group included the Patients (18-65 years old) that took bad in the hospitals and stay more than one month from April 2022 up to May 2022 GC. Those impatient who could gave response were morally, physically psychologically eligible for the study.

The second group of study population is the health workers who served in the inpatient directorates. The key informants have been working in ALERT for the last 10 years. The researcher decides this to get the most informed data from the respondents who know the hospital in detail. If the recently joined respondents included in the sample, they may not effectively explain the nature of Alert hospital.

The second group population of the study are social workers, health professionals and individuals in administration position who have direct relation to *the* issue raised and are currently working in ALERT hospital.; physicians, rehabilitation center coordinator and individuals in administration position who were selected by the recommendations of the social workers *who* has work relationship with them in the hospitals and who are believed to give information regarding social work practice in the hospitals.

Generally Senior's health workers including social worker who gave services and members of hospital management team were directly involved in the study. The need for an expert interview with the authors of this study could be analyzed in a qualitative way.

3.4. Sampling Technique

Sampling is choosing a smaller, more manageable number of people to take part in their research (Catherine, 2002). According to formed (MacDonald & Headlam, 1986) sampling is to obtain accurate and reliable information about the universe with minimum of cost, time and energy and to set out the limits of accuracy of such estimates.

Scholars have discussed the types of sampling as probability sampling and none probability sampling (Dawson, 2002). (Alvi, 2016) defined the types of none-probability sampling as the selection of the sample that made on the basis of subjective judgment of the investigator. This means that the researcher decides samples selection on bases of certain criteria in order to limit the respondents.

Hence the researcher was selected participant patients from impatient directorates. who were take bed for the month or more than month each clinical department from Alert hospital for month with random sampling technique and four senior's staffs who served in the hospital for in-depth interviews by applying purposive method.

The key informants are who have been working there in Alert hospital for the last 10 years. The researcher decides this to get the most informed data from the respondents who know the hospital in detail. If the recently joined respondents included in the sample, they may not effectively explain the nature of Alert hospital. So the researcher used purposive sampling technique used to identify interview respondents for qualitative data.

The key informants for this research are social workers, health professionals and individuals in administration position who have direct relation to the issue raised and are currently working in ALERT hospital. One the social worker practicing in the ALERT hospital was selected to participate in the study. Besides the social workers, other participants of the study include; physicians, rehabilitation center coordinator and individuals in administration position who were selected by the recommendations of the social workers *who* has work relationship with them in the hospitals and who are believed to give information regarding social work practice in the hospitals.

3.5. Sample Size Determination

In this study a total sample of patients 227 patients who were take bed for the month or more than month each clinical department from Alert hospital for month and four senior's staffs who served in the hospital for in-depth interviews by applying purposive method. The study participants from the

patient group selected simplified formula reviewed by Glenn (2003) as follows.

$n = \frac{N}{1 + N(e)^2}$, where;

n = the sample size

N= the population size

e= the level of precision or margin of error (0.05 in this study)

For the patient side

$n = \frac{227}{1 + 227(0.05)^2}$

n=145 patients were sampled

3.6. Methods of Data Collection

Questionnaires used to collect quantitative data from patient, investigator observation with check list, whereas, expert in-depth interview, questions used to collect qualitative data. For qualitative data collection, the three main data collection tools include; Interview, Observation and Document Review (Bhattacharjee, 2012, p.107). In this study, the above-mentioned data collection tools were used to collect information on social work practice in ALERT hospitals in Addis Ababa.

In this study; In-depth interview, face-to-face, employed with social workers and other participants; doctors and hospital administrators. They are asked to share their insights into the general practice of social work practice in healthcare. There was also a discussion on their role as social workers as well as the challenges they face while working in the hospital.

During the in-depth interviews with participants, the data collection tool employed was a semi-structured interview guide. "Partially structured interviews are not fully optimized or completely independent, and may appear to be more dynamic. , 2004,).

They are based on specific objectives, research questions, and literature issues. During the interview, Amharic language was used as a means of communication between the researcher and the participants. Most interviews were conducted in a quiet environment, for example, to provide sufficient information to get participants' attention in the office.

Observation is a systematic data collection method based on the researcher's ability to collect sensory information" (O'Leary, 2004,). Observation also provides an opportunity to record and analyze behavior and interactions, even if they are not part of the study population (Ritchie, 2003). A non-participatory observation was applied in this study. In this special research, the researcher looked at issues such as social worker office setting, social worker enrollment methods, and interactions with other professionals in hospitals where social workers work, and so on.

In-depth interview participants were: Four (4) one(n-1) from the hospital board member, one(n-1) from the head of rehabilitation center , one(n-1) from social work department, one(n-1) from senior other staff considering and getting better in depth information.

3.7. Data Collection Procedure

The researcher first was taking the supportive letter from the department and submits to hospitals manager. After having permission from the department manager and additional supportive letter for hospital the researcher was try to communicate with department, social workers and patients.

In order to effectively collect the appropriate data from the respondents the researcher select data collectors who are mostly have working with social worker and public relation officers in the hospital and give short orientation for them. The qualitative data will collect following the above procedures and after collecting quantitative data and filtering the quantitative data result and the investigator observe the patient and SW relations, office and entire environments.

3.8. Data Analysis Technique

Following the data collection in the field using various instruments, data entry and data cleaning processes of all questionnaires was carried out. Data collected from the survey was entered in to the computer for analysis mainly using (Stata 15) and data collected from in depth interview and observed were being analyzed in narrative ways. Specifically, to address the objectives of this study, descriptive (percentages and mean) analysis applied.

The qualitative data was be analyzed by employing thematic analysis. Recorded data and interview notes w transcribed. The transcribed data was be read line by line and labeled with words and concepts .Then interpretation was be made after theme formation.

3.9. Reliability

Reliability is essentially about consistency. It estimates the consistency of measurements or the degree to which an instrument measures the same way each time it is used under the same condition with the same subject (Adams, et al. 2007). This implies, if someone undertake the same research on the same subject at different time the finding should be the same.

Bhattacharjee on his hand wrote that unreliability will occurred due to the observer's (or researcher's) subjectivity, asking imprecise or ambiguous questions and asking questions about issues that respondents are not very familiar about or care about (Bhattacharjee, 2012). This implies that the researcher should be careful of his emotion and tools of data collection.

For the researcher of this particular study has used an appropriate research design and methodology it amplifies the reliability of the data to be collected and its result too. The samples considered to represent the population are those who have been working in the working environment for more than two years. That means they are more familiar with the subject and will be concerned about knowing the level of their organization's level of professional practices. That is why the researcher include hospital clients who were benefited form the social work services. And also that is why medical staff and administration members included in this study

In addition to that, the researcher uses the sample size which can certainly represent the whole population. The researcher uses the two third of the total number of population who were take beds in the impatient directorates.

On the other hand, the researcher has no any conflict of interest that leads to his subjective/biased decision while collecting and analyzing the data. He is just neutrally measuring the set objectives in the research proposal. Therefore, the researcher develops the Questionnaires and interview in unbiased way.

The clarity and preciseness of the data collection tools **was** also paid huge attention to prevent the unreliable data. Each and every question developed by considering the absence of researcher for clarification. This means that, it would be impossible for the researcher to be with all respondents while they are filling the question paper. Therefore, it should be mandatory to prepare the easily understandable and very clear questions particularly for the questionnaires. For the interview part, the researcher contacts the participant in whatever means of interview, like phone, Skype, zoom and etc. So

the participants who **took** part I interview have the opportunity of asking for more clarity.

Generally speaking, the for the researcher uses multiple tools for increasing the reliability of the measurement, the finding will be reliable and anyone can find out the same result at any time under the same circumstances.

3.10. Validity

Validity on the other has is the strength of the conclusion. It involves the degree to which the researcher is measuring what he/she is supposed to (Adams, et al. 2007). A valid measuring device measures what it is supposed to measure. Hence, the general objectives of the researcher is assessing professional practices of social worker in ALERT hospital, the overall research design and methodologies are designed to directly measure the set objectives in the proposal.

3.11. Ethical Issues

In this study ethical issue will consider throughout the research process. Inform and consent will obtain to participate in the study. Build rapport with study participant and make brief the purpose of the study. Confidentiality of the data will ensure in the presentation and analyses of data. Anonymity of the participant will protect in analyses of data. Pseudonyms also will used in the presentation of research finding. Rights and dignity of study participant respected. Data from participants will use for appropriate purpose. Record data also will discard after transcribe and code. Biased language against participants' age, gender and behavior will not use. Source will use as reference acknowledged properly.

CHAPTER FOUR

PRESENTATION OF FINDINGS

4.1. Presentation of Findings

This Chapter sets out the roles of social worker in the ALERT Hospital discovered in the questioners, interviews and observation by the method described in Chapter Three. The present study evaluated the roles of hospital social worker services by the inpatients. Study to evaluate work process and standard follows by workers in hospital social worker, medical staff and observation of the overall activity of social work department. The study was conducted in the data collected is divided into mainly 3 parts. Part I contains the data which is collected using the questionnaire given to the inpatients. Part II contains the data which had got through interviewing regard to the social worker and there services and Part III researcher observation in the social worker department.

Part I

4.2. Questionnaire Patients

4.2.1. Age Distribution of Respondents

Table 1. Age

Age of Respondent	Number of the Respondents
Age below 30	31
Age between 30 up to 45	63
Age above 45	51
Total	145

Table 1 Shows that there were 31 respondents below 30 years, 63 respondents were between the ages 30 up to 45 years, 51 respondents were above 45 years.

4.2.2. Gender Distribution

Table 2 the gender distribution of respondents

Clint's Gender /Respondent Patients	Number
Male	91
Female	54
Total	145

The above table shows that 91 respondents were male and 54 respondents were female.

4.2.3. Patients' answers regarding getting social workers' services at Alert Hospital

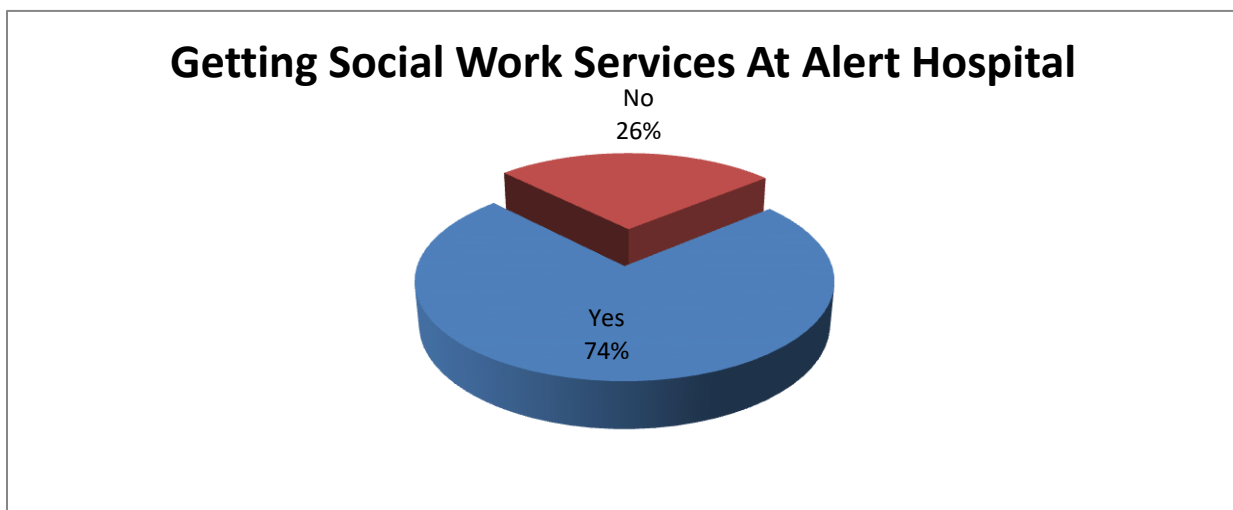


Fig. 1

Fig.1 shows us 74% of the respondents or 107 patients had got social worker services in the Alert hospital. This implies that, ones in another way, social workers help the healing and the treatment process of the patient.

4.2.4. Kinds of Social Work Services Clients/Patients Had Got

(can select more than one)

Fig.2 Kind of Social Work Services

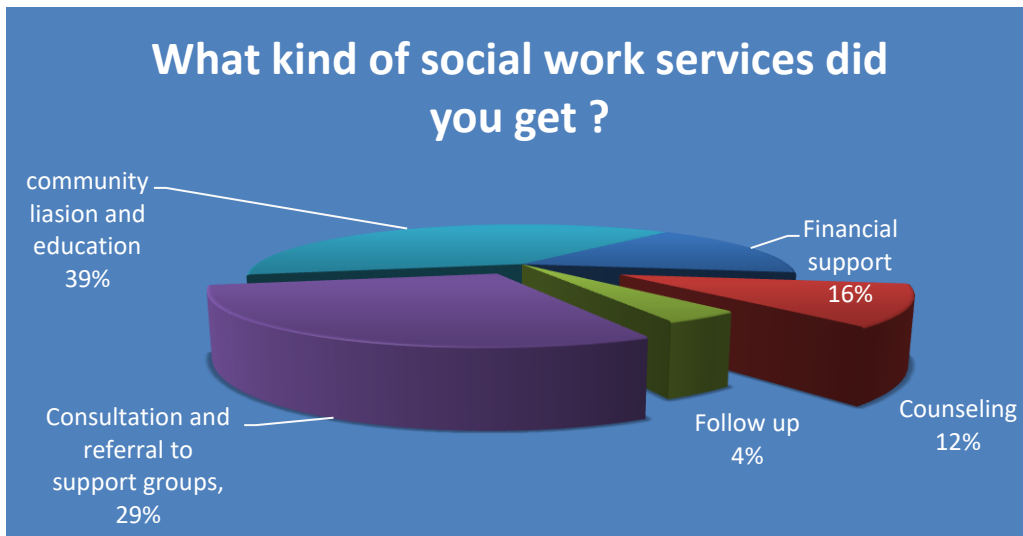


Fig. 2 indicate that Alert hospital social worker provided financial supports for 16% inpatients ,counseling for 12% of inpatients ,follow up services for 4% , consultation and referral to support group 29% inpatients and 39% of the patient got services community liaison and education .

From this analysis, one can conclude that social worker in Alert Hospital provide services focusing of liaison and education consultation almost 103 the study participants out of 145 total sample study got this services. Referral and financial supports precedes other services. But social worker less service provided regarding to counseling and follow up.

4.2.5. Do you think sufficient services were provided by hospital social workers?

Fig.3

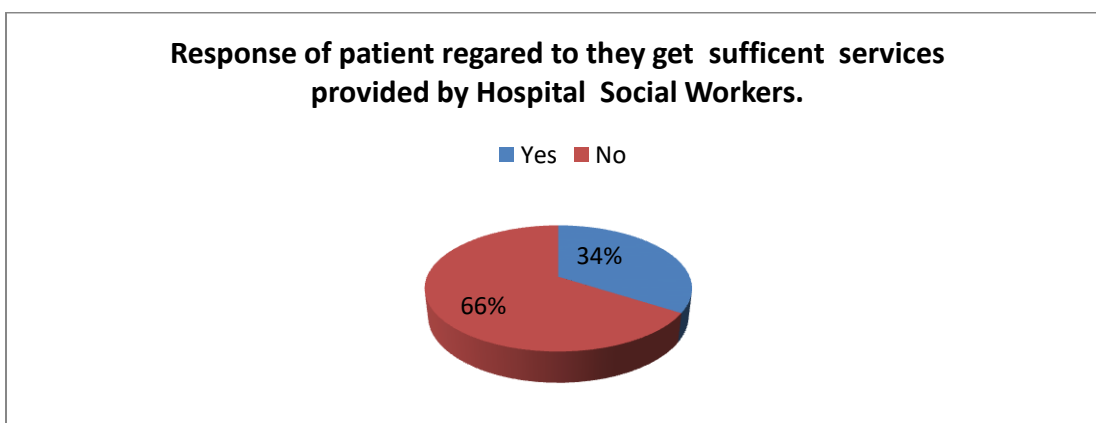


Fig.3 Shows that there are 34% or 48 patients who respond (yes) regarding to getting sufficient social work services from Alert Hospital and 66% or 93 inpatients gave response that they had not get enough social work services. This implies that patients in ALERT Hospital need more social work services. However social work services available in ALERT hospital, the client’s needs still not satisfied .clients demand quality services or additional services.

4.2.6. Social workers at Alert hospital provide proper assistance for rehabilitation, treatment and care.

Table 3. Proper assistance

Proper assistance for treatment, rehabilitation and care with the help of hospital Social Worker.	respond
Yes	44
No	101
Total	145

Table shows us 44(30 %) participants of the patient agrees that alert hospital social worker provide proper assistance for the treatment, rehabilitation and care. But 70 % of the inpatients(101) had not agreement Alert hospital social worker provided proper rehabilitation, care and treatment services.one can conclude from this respond the available services are not adequate and additional services or quality and equity social work services must provide for ALERT hospital clients.

4.2.7. Hospital Social Workers assistance to family members to clear their doubts

Table Social Work Assistance to Family

Hospital Social Worker Assistance to Family Members to Clear Their Doubt

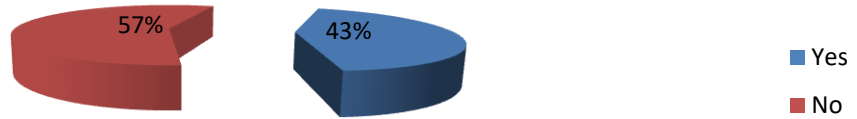


Figure illustrate that Alert hospital social worker had provided assistant for 43% or for 63 client's family members and for 57% or 82 clients responded the question that their family couldn't get social work assistance . These imply that social worker in ALERT hospital need to expand their services beyond the clients. The hospital social worker required to provide service that can clear their doubt.

4.2.8. Importance of Social Workers in the Alert Hospital

Table 4. Importance of Social Workers

Do you believe those social workers are important in Alert Hospital?	Number of Respondent
Yes	129
No	16
Total	145

Table indicate that 89% of clients/inpatients believed that social workers are important in Alert hospital .but 11% of the respondent didn't believe that social worker are important in the Alert hospital. The distribution above shows that 89% of the patient used for the research show that hospital social worker is important in the treatment and healing process of patients. One can then conclude that social work in common with other helping professions aims at promoting human welfare through the prevention and relief of suffering. In other words, the implication of this claim is that social work has been accepted as being important in the treatment process of patients.

4.2.9. Overall Experience

Fig.7

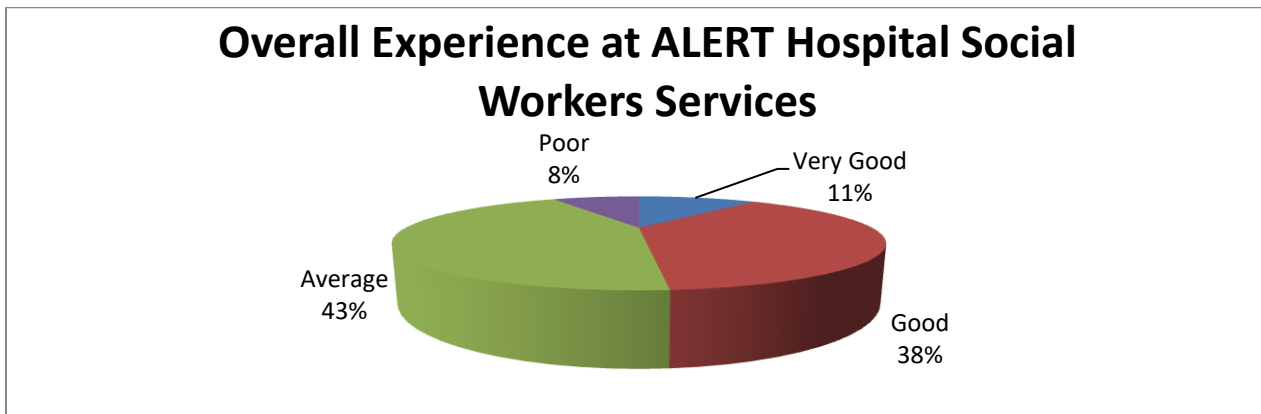


Fig 7 show us for the experience of Alert hospital social work services ,11% of client respond as very good,38% good 43 % average and 8% responded that was poor .from this information , one can conclude that ALERT hospital social worker , managements and stakeholder need to give more attention for social work services and required to improve the entire services. Because the information that the clients gave for the study show only 49 % feel good and very good about the services. 52% of the respondent still not satisfied and respond that they have average satisfaction and poor about entire experience.

Part II

4.3. In depth interview for key informants

This part also show the response had got through in- depth interview that heath workers, social workers, hospital board members were interviewed and how they described the roles of social worker and how they understand social work service importance in the ALERT hospital. And also show what contributions social workers saw as belonging within the domain of social work. The primary purpose of this part is to identify and summaries the key themes. In depth discussion of these themes will occur in Chapter Five.

Demographics of participants included a total of four (n=4) participants. Of these four participants, one (n=1) participants indicated he was worked at Alert hospital for 27 years in the rehabilitation directorate and 6 years in NGO . one (n-1) participant indicated he had 37 years experience starting form expert level up to hospital management head and have experience technical assistance to the ministry of health (MOH) and other NGO. one(n-1) participants form social work departments who

served more than 5 years and one (n-1) was also other medical staffs from inpatient directorate in Alert hospital .

From the four participants in the in depth interview, four of them are males. The age range of these participants lies between the ages 25-63. Furthermore, the experience of the participants as a health care ranges between 5 years to 37 years. Looking at their educational background of the participant from the hospital staff, have sociology and social anthropology, orthopedics, social work, health officer, Ophthalmology and management backgrounds. In the following table, the four key informants /study participants coded by R1, R2, R3 and R4 because of confidentiality.

4.3.1. Key Informant’s Information

Table 5. Key Informant’s Information

Participant CODE	Age	Gender	Education	Experience	Workplace	Duration in the Hospital
R1	63	M	PHD OPHTALMOLOGY specialist	37	Alert Hospital	28
R2	55	M	Degree sociology and orthopedics	27	Alert hospital rehabilitation center head	27
R3	33	M	SW	11	Alert Hospital	11
R4	47	M	MA	17	health communication and PR directorate	12

This information was sought in several different ways by overview questions. which asked social worker and informant respondents to describe the roles of social worker in hospital

4.3.2. The Roles of Hospital Social Workers Services

This section looks at how social workers, managers of the hospital and health workers in this study defined social work services and social workers role, including why social workers need to see particular patients, what work they undertook and its importance. It will begin with a description of how respondents in this study perceived social work services in health and illness. Despite working in an environment where the medical model of health is dominant, health being lack of illness, the social workers took a more social view of health. Their understanding of health, which also recognized psychological, spiritual and social determinants, influences how they work in the hospital setting:

R1 : -

In my point of view, among the patients of ALERT hospital, dermatology/ Leprosy, TB/HIV, pediatrics/Orphan & Vulnerable Children, emergency and trauma, amputated/disabled, and elderly people have frequent need social work services. No question these patients need counseling, compassionate services, psychosocial supports.

R2

As far as I know, the clients who came in to the Alert Hospital coming from all over the country. As most of the clients of the Alert hospital are poor and vulnerable groups, so that hospital social worker uses its maximum potential to meet the needs of its clients, in collaboration with governmental and non- governmental organizations.

R3

When we see clients of the psycho social case team demographically, they are from low socio-economic status, from all age and sex groups, and coming from all over the country. As most of the clients of the hospital are poor and vulnerable groups. So as to social worker enables the patient to get holistic as well continuum of care to rehabilitate fully while reunify and reintegrate within the family and the community respectively

R4

As I think, the nature of the hospital and its clients invited to have a number of qualified, experienced and committed social worker in Alert Hospital .and the social worker must mainly applies the bio psychosocial and strength based approaches in the problem solving

process .I personally saw in the Alert hospital that social worker try to accommodate the patient's wishes. They come to hospital, they've had some kind of medical incident, and they know what they would like, what they need. Sometimes what they want isn't what they really need but they try to bridge that gap between what they want and what they need, then put in some kind of plan to hopefully keep all the stakeholders happy

Results presented from the interview approved that social workers have significant roles for clients /patients in giving counseling, compassionate services and psychosocial supports. And further indicted the social workers use its maximum potential to meet the needs of its clients, in collaboration with the hospital community.

Because most clients of the hospital are from low socio-economic status, poor and vulnerable groups and they come to hospital, they've had some kind of medical incident, So social workers enable the patient to get holistic as well continuum of care to rehabilitate them fully.

All key informants made strengthen the patient's response about the roles of social worker in ALERT hospital. And they expressed in depth the role of social worker in hospital setting. Especially the nature of ALERT hospital, made excellence in leprosy ,plastic surgery, trauma , HIV/ADS ,TB and MRD –TB, need knowledgeable, valued, qualified and committed social worker.

4.3.3. What happens if hospitals don not have Social Workers?

The key informants who participated in this study were asked about what the hospital would be like if there are no social workers.

R1 : -

In my staff often uses the words "holistic approach" and I agree with concept. To be successful in our health works and the healing process, we have to do cooperatively. The reasons of patient's problems are many and complex and must be treating in different dimension. Most of the time, I meet client who has no family and money. Without social worker what could I make at that time? I don't want think our Alert hospital without social worker because most of the clients in the Alert hospital venerable not only for biological aspects. They are socially, economically, psychologically ill.

R2

I don't know what would happen. but I understand It makes complex other professional

works and the clients issues. I don't know who cover the activity like admission facilitation for the poor, elderly, and disabled & for people having language barrier. Who facilitate basic needs like food, cloth, shelter?

R3

However we are not giving sufficient social work services, we have contribution in the healing process of the patients. For example ,A number of patients came to ALERT hospital related to car accident, we spent a lot of time to find their family or other supporting organization, we followed the legal issues, give counseling , fulfill the financial need, and follow up in place of the family. Who feel this gaps we, social workers, are not here?

The analysis results revealed that if there are no social work services, there will have a negative impact on the healing process of the inpatients. As well as no one fills the gaps related with financial and social aspects of the clients in formal & organized way during hospitalization.

From the above key informant responds, one can conclude that no one can't think ALERT hospital without social work professionals because of many vulnerable, marginalized ,and needy clients always comes to hospital. Many traumatic cases come to ALERT hospital that needs social workers.

4.3.4. What do you think about health and illness in the holistic approaches?

The key informants who participated in this study were asked about their awareness regarding health and illness according to holistic medical approaches as well as the application of these medical approaches in Alert Hospital. All of these participants except for one of the key informants reported that, even though their awareness level varies they are aware of the holistic approaches.

R1:-

As I perceive that it is the view of my profession in terms of we see health and wellness as integration of the physical, the spiritual, the psychological, all these aspects, we must apply bio- psychosocial model, not just the physical medical model. But we certainly have different ideas of what it means to be healthy and what it means to have well-being in someone's life

R2:

I think our holistic approach and our ability to see holistically has us looking beyond the

medical problem. Social workers considered health and illness to be a social problem, meaning that a patient's illness influences the lives of those in his or her social world and they in turn influence the course and sometimes even the nature of the illness

R3:-

I think that certainly what social workers are working is an increase in psychological wellness of a person, helps physically ill clients and their families to resolve the social and psychological problem related to disease and illness, not just the fitness of their body. Or particularly with a lot of medical specialties they are looking at biological parts, let alone the whole body and not including the psychological aspects of the person. I think there is a big difference.

R4

I don't think things like relationships and psychological health are necessarily considered to be part of health in this particular context. I don't think there's any room for psychological health.

The result that find from interview approved that all participants except for one of the key informants reported that, even though their awareness level varies they are aware of the holistic approaches.

According to the respondents, they view of their profession in terms of health and wellness as integration of the physical, the spiritual, the psychological, all these aspects, must apply bio-psychosocial model, not just the physical medical model. But they certainly have different ideas of what it means to be healthy and what is means to have well-being in someone's life.

The respondents believe holistic approach and the ability to see holistically allows them to look beyond the medical problems; by doing so, social workers considered health and illness to be a social problem, meaning that a patient's illness influences the lives of those in his or her social world and they in turn influence the course and sometimes even the nature of the illness.

The respondents also believe that, what social workers are working is an increase in psychological wellness of a person, helps physically ill clients and their families to resolve the social and psychological problem related to disease and illness, not just the fitness of their body. Or particularly with a lot of medical specialties they are looking at biological parts, let alone the whole body and not including the psychological aspects of the person. Clearly there is a big difference between the two.

However, one of the respondents argues that things like relationships and psychological health are

necessarily considered to be part of health in this particular context; doesn't think there's any room for psychological health.

4.3.5. How do you describe the relationship between social workers and other professionals during service provision?

R1:-

As a doctor, I used to send my patients to the social work department while I was finding clients with social support and financial problems. Sometimes I consult, discuss, and share information and ideas with the social worker and paramedics, as well as with nurses, texts and writers. But that does not mean that we have strong cooperation. Sometimes social workers create gaps in health coordination, especially for psychological support.

R2: -

My role is inviting me to work closely with the entire staff. Physician, Patient Care Lawyer or Patient Care Extension, Pharmacist, Health Coordinator, Behavior Access Nurse, Security Staff, Introductory Nurses, Psychiatrists, any consulting physicians, Together, we strive to provide the best medical, social, emotional and physical care for the patient.

R3:-

This information is important to help clinicians and to understand the patient's current situation and needs. This will help us all to make decisions for the patient's plans together. One of our biggest tasks is to look at the patient's condition from the perspective of the patient, the community, the family and the providers.

R4:-

Medical professionals depend on this. We work closely with emergency room physicians and paramedics to determine if a patient should be given mental health care and discharged if necessary.

As it was revealed on the interview almost all the respondents have tried to work together even they don't have strong cooperation in filling the gaps in health coordination, for example psychological support. They have sent inpatients to the social work department while they were finding clients with social support and financial problems. And they consult, discuss, and share information and ideas

among. So the relationship of social workers with other professionals is almost good but it needs strengthen it more to provide the best medical, social, emotional and physical care for the patients. And this will help them to make decisions for the patient's plans together.

4.3.6. What needs or concerns foresee social workers in the Alert Hospital?

Medical staffs and the social workers in this study were clear that social worker saw patients for a purpose, that they had a specific professional role that was consistent with their social view of health. The social workers talked about their patients as people who have an illness that impact on their functioning, the condition that brought them to hospital where some type of psychosocial adjustment needed to be made. At no time did they describe seeing patients merely because they were ill, there needed to be some other problems, psychological, cognitive or involving mental health or physical adjustment to the illness that had brought the patient to hospital.

R1:-

It is well known that Patients we see in the ALERT hospital will have a functional disability or a cognitive problem or maybe some type of psychosocial adjustment they need to work on. the social workers try to empower the client to cope up the challenges due to disability

R2:-

It is well known that the physical rehabilitation is the backbone of ALERT hospital. Social worker important and needed to do in collaboration with the physical rehabilitation professionals Prosthesis Orthotic , Physiotherapy, and Occupational therapy, Orthopedics and Plastic and Reconstructive Surgery. Social workers prepare the patients for amputation by assisting them to make informed decision, following the surgery .Social worker facilitate crutch, artificial and wheel chair for patients who cannot afford by themselves in collaboration with nongovernmental organizations. Our job is identifying how the patient's condition is going to impact on them continuing in their role when they are discharged from hospital.

R3:-

As we know, in the ALERT hospital, many leprosy patients who cannot reintegrate within the community of origin and do not have any income sources, after discharge engaged in the socio economic rehabilitation, to become productive parts of the community in

collaboration with nongovernmental organizations. In these case the social workers assess the client properly, prepare case work which provides demographic, socio economic information and intervention plan about the client. When the client case and catchment meets the admission criteria of the service delivery organization, the social workers link the client through case management. The main beneficiaries of this service are leprosy patients.

R4:-

The social workers of ALERT hospital facilitate institutional care and support by linking needy clients with service delivery organizations. This care and support includes support for basic needs (food, shelter and cloth), financial support for transportation and monthly support for the elderly, for diagnosis and medication which are not avail in the hospital and accommodation services for patients before admission and after discharge.. The work that is done by hospital social workers

According to Thompson (2009) the social workers found it easier to define themselves by contrasting themselves with other health professionals. Key differences identified were Social workers work more with systems while other professionals work in the concrete or diagnosis and treatment all the key informant in this study expressed the belief that other professionals within the hospital tended to focus entirely on the patient whereas social workers focused on the patient and their social system.

The results gained from interview respondents indicated that the social workers do several duties some are the following, empowering the client to cope up the challenges due to disability, Social worker important and needed to do the physical rehabilitation of the backbone in collaboration with the physical rehabilitation professionals Prosthesis Orthotic, Physiotherapy, and Occupational therapy, Orthopedics and Plastic and Reconstructive Surgery, and facilitating crutch, artificial and wheel chair for patients who cannot afford by themselves in collaboration with nongovernmental organizations.

The result of interview further presented that Social workers assess the client properly to prepare case work which provides demographic, socio economic information and intervention plan about the client. When the client case and catchment meets the admission criteria of the service delivery organization, the social workers link the client through case management mainly for leprosy patients. They also facilitate institutional care and support by linking needy clients with service delivery organizations. This care and support includes support for basic needs (food, shelter and cloth), financial support for transportation and monthly support for the elderly, for diagnosis and medication which are not avail in

the hospital and accommodation services for patients before admission and after discharge respondents. But they think that there is a role that is social work. They believe that they pick up the pieces that other professions don't have the time or the skills to deal with.

All key informants agreed on that the importance of professional social worker in this big Hospital. In all expressions, hospital social workers provides many services to the clients like education, communicate, advocate for clients to resolve crises ,refer patient, legal aid, housing, job placement or education ,counsel clients and patients in individual and group sessions to help them overcome dependencies, recover from illness, and adjust to life client, or family to community resources to assist in recovery from mental or physical illness and to provide access to services such as financial assistance ,utilize consultation data and social work experience to plan and coordinate patient care and rehabilitation, following through to ensure service efficiency and many other services.

4.3.7. Importance/roles of Professional Social Workers at ALERT Hospital

R1:-

In my point of view, social workers have tremendous roles in health care setting. Specially in the Alert hospital social worker required to giving services starting from bio- psychosocial assessment, counseling, emotional and social support, giving referral services ,discharging plan and patient admission services. But in the Alert hospital, their services are limited and they concentrated on helping economically poor, patients get free medication and medicines, document each and create linkage with non-governmental and governmental organizations to help patients, take care of patients who does not have attendants or family, write report about work .

R2:-

As I see, social workers in Alert hospital tried to accomplish their responsibility based on the standards, social work basic principle and knowledge. They tried to calming down the patient families during mass casualty and crisis, give health education for patients and their families case management .they played roles are patient advocacy, home to home follow ups and home based counseling, facilitating free transportation are the. They work wall in this perspective. But to cover all patients needs based on the social work principle and required the number of social worker being obstacle. These two social worker could not able to cover the all service needed.

R3:-

In my job description, I am required to conduct assessment and screening, help economically poor patients get free medication and medicines, document each and every social case I handle, create linkage with non-governmental and governmental organizations to help patients, provide education for patients regarding their stay in the hospital, take care of patients who does not have attendants or family, write report about my work and forward problem solving ideas to help patient.

R4:-

I think what we do; other people could do as well. There is nothing kind of magic that is specifically social work. But I think that there is a role that is social work. I think that we pick up the pieces that other professions don't have the time or the skills to deal with

All key informants agreed on that the importance of professional social worker in this big Hospital. In all expressions, hospital social workers provides many services to the clients like education, communicate, advocate for clients to resolve crises ,refer patient, legal aid, housing, job placement or education ,counsel clients and patients in individual and group sessions to help them overcome dependencies, recover from illness, and adjust to life client, or family to community resources to assist in recovery from mental or physical illness and to provide access to services such as financial assistance ,utilize consultation data and social work experience to plan and coordinate patient care and rehabilitation ,following through to ensure service efficiency and many other services.

4.3.8. How would you recommend the above needs or concerns to be addressed?

R1:-

In my point of view, the shortages and the limitation of social work services in ALERT hospital stems from the structure of hospital. How can we fulfill all social work needs by two professionals? The government and the hospital management body need to make reengineering and re adjust the structure. The number of the social worker in hospital must improve and give the right responsibility

R2:-

I think the integration of hospital social work and holistic medical approaches are highly recommended as the health care delivery system. To ensure a rational and effective use of

knowledge, human resources and money in the health sector, the concept of integrated health services needs to be emphasized.

R3:-

To enable social worker fully functional in hospital especially in the psychosocial support, further training on personality disorders and mental illness

R4:-

Without Budget no activity can be implemented. Although social work is humanistic profession, budget is crucial for social work activity. In ALERT hospital case, social work department had no more than 5000 birr as far as my knowledge. All activities are done by social workers who are professionals and who are committed. So the hospital management team must give serious attention for the social work departments.

Interviewee raised some solutions to address the problems related to the social workers gap make reengineering and re adjusting the structure by assigning additional experts to increase number of the social workers in hospital, improve and give the right responsibility, strengthening the integration of hospital social work with other professionals and holistic medical approaches are highly recommended as the health care delivery system. In addition give further training to enable social workers fully functional in hospital especially in the psychosocial support, so the hospital management team must give serious attention for the social work departments by allocating budget because budget is crucial for social work activity.

Part III

4.4. Researcher Observation

In this part, Researcher collected information with prepared check lists for observation. According to the observation, ALERT hospital Social Worker department is at the back of all medical wards near to the rehabilitation workshop and far from inpatient directorate. It is separate department but small to patients need guidance, counseling and constant help by SW in hospital. No billboard or direction pointing. There are two computers in the room.

There are altogether 2 staffs. The main role of SW in charge is locating the patient's issues during the treatment process, directing financial assistance to the needy patients and department procedures

According to the observation, social work in ALERT hospital has the following problems. There is not enough space in the MSW department that is suitable for counseling and other services. There is a documentation system but according to the client's number, it is not sufficient and convenient. There is a weak patient feedback gathering mechanism and SWs are focused on financial supports than psychological supports.

4.5. Research Findings

From this study the researcher got that Social worker in the Hospital is providing different services such as emotional support and counseling help in coordinating plans, referrals to community resources such as sliding fee-scale aides, family service agencies, geriatric services, transportation services, or community health nurses for home services, help with Medicaid, Medicare, and other insurance concerns you may have.

Results presented from the interview approved that social workers have importance for client/patients in giving counseling, compassionate services and psychosocial supports. And further indicated the social workers use its maximum potential to meet the needs of its clients, in collaboration with the hospital community.

All key informants agreed on the importance/roles of professional social worker in this big Hospital. In all expressions, hospital social workers provides many services to the clients like education, communication, avocation for clients to resolve crises ,refer patient, legal aid, housing, job placement or education ,counsel clients and patients in individual and group sessions to help them overcome dependencies, recover from illness, and adjust to life client, or family to community resources to assist in recovery from mental or physical illness and to provide access to services such as financial assistance ,utilize consultation data and social work experience to plan and coordinate patient care and rehabilitation ,following through to ensure service efficiency and many other services

The research results indicated that social workers enable the patient to get holistic as well continuum of care to rehabilitate them fully ,because most clients of the hospital are from low socio-economic status, poor and vulnerable groups and they come to hospital, they've had some kind of medical incident.

All key informants made strengthen the patient's response about the importance of social worker in ALERT hospital. And they expressed in depth the importance of social worker in hospital setting.

Especially the nature of ALERT hospital, made excellence in leprosy ,plastic surgery, trauma , HIV/AIDS ,TB and MRD –TB, need knowledgeable, valued, qualified and committed social worker. Investigator also found patient had strong interest to have social work psychosocial supports.

As the research indicated that the patients are partially satisfied in regarding services provided. The researcher also found that the patient in the inpatient departments is satisfied with referral and financial supports. But the patients did not satisfy enough with counseling, family support and with other health care services.

The result of interview further presented that Social workers assess the client properly to prepare case work which provides demographic, socio economic information and intervention plan about the client. The social workers link the client through case management mainly for leprosy patients.

The result indicated that social workers facilitate institutional care and support by linking needy clients with service delivery organizations. This care and support includes support for basic needs (food, shelter and cloth), financial support for transportation and monthly support for the elderly, for diagnosis and medication which are not avail in the hospital and accommodation services for patients before admission and after discharge respondents.

The investigator approved that the staffs selected from the inpatient departments and management board members have some information about the standards set for social work to do their functioning and are capable to meet those standards effectively. Moreover, they know well the importance of social worker services and the hospital needs all that services to give effective care for patients and their families.

The investigator found that ALERT hospital has not enough social worker. The investigator assures this through observation and interview.

Interviewee raised some solutions to address the problems related to the social workers gap make reengineering and re adjusting the structure by assigning additional experts to increase number of the social workers in hospital, improve and give the right responsibility, strengthening the integration of hospital social work with other professionals and holistic medical approaches are highly recommended as the health care delivery system.

In addition give further training to enable social workers fully functional in hospital especially in the psychosocial support, so the hospital management team must give serious attention for the social work departments by allocating budget because budget is crucial for social work activity.

The researcher also found that social worker office is not suitable to make counseling and other psychosocial services confidentially and conveniently. Due to the hospital management could not give strong attention for the social work department and social workers

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1. Summary

This study helps in understanding patient's behavior regarding hospital social services provided by the hospital and how effectively this department is providing care to patient. The staff is observed for follow up of some standards which are set for particular department and to know whether the standards follows are effective in providing satisfaction and to meet patients expectations.

In this study the data is collected through questionnaire, interviewing and observation, method which was given to patients and staff of the hospital and Social worker. Tables and graphs are used in data analysis and interpretation.

From the present study the researcher got that Social worker in the Hospital is providing different services and the patient had strong interest to have social work psychosocial supports. The researcher also found that the patient in the inpatient departments the satisfied with referral and financial supports. But the researcher found that the patients did not satisfy enough with counseling, family support and with other health care services. The patients are also partially satisfied in regarding the standards of the department and services provided. These indicate that patients in the ALERT hospital strongly need effective services form the hospital and the hospital management need to give serious attention to provide qualified, equity and effective social work services and enough social workers and workable structure.

The investigator found that the staffs selected from the inpatient departments and management board members aware of standards set for social work to do their functioning and are capable to meet those standards effectively. They know well the importance of social worker services and the hospital needs all that services to give effective care for patients and their families.

But the investigator also found that ALERT hospital has not enough social worker. The investigator assures this through observation and interview. The researcher also found that social worker office is not suitable to make counseling and other psychosocial services confidentially and conveniently. Hospital management could not give strong attention for the

social work department and social workers

5.2. Conclusion

The study was carried out in ALERT hospital. The researcher interested it to carry out a study on the roles of social workers in hospital. Hospital social worker has been needed in the treatment process of patients and very important in supporting patients to solve psychological problems.

The goal of the hospital is to provide effective clinical care to patient and to reduce dissatisfaction of among patient. Patient satisfaction is essential part of overall service and it is an integral part in patient care.

The study was framed mainly to understand the roles of social worker in patient care and to provide recommendation for more efficiency of support services provided to patient.

The hospital Social Worker performs a comprehensive assessment of a patients' social, emotional, environmental, financial, and support needs and informs other members of the health care team about these factors, which may affect the patients' health and well- being.

Social Workers work with patient family or support systems as well as other service provider agencies to develop a plan for the care of the patient in his or her home or other living arrangement. Based on this study it was found that the hospital should have separate social worker department because the patients need guidance, counseling and constant help by SWs in the hospital. So SWs play a very important role in the treatment process of the ALERT patients and make them feel relaxed in the hospital.

5.3. Recommendations

On the basis of study following recommendations are given. This research clearly discusses the important role of social workers in ALERT hospital, especially for vulnerable and low-income patients. When designing policies, the government gives priority to these sections of society. Therefore, policymakers, heads of ministry of health, Civil service commotion, heads of ministry of education and other concerned body should consider and include social work

services in designing health policy and programs to see how social workers in the public hospital can contribute to better health outcomes.

Ministry of health should address the issues of social works in policy and program developments to give focus on social workers like other health professionals.

Stakeholders should look at the development of guidelines and structure for the integration of social workers, such as hospital management, Ministry of health, civil service commotion and professionals associations.

Stakeholders should make reengineering and readjusting the structure by assigning additional experts to increase number of the social workers in hospital, improve and give the right responsibility, strengthening the integration of hospital social work with other professionals and holistic medical approaches are highly recommended as the health care delivery system

NGOs should provide supports in assigning technical social worker and allocate funds for hospitals.

With regard to education, Ministry of education should work on social work education to integrate the importance of practicing based on guidelines and standards.

In addition, the health education system should include the role of social workers in health care facilities and the role that social workers should play in the provision of health care in health facilities. This will help to improve the understanding of other professionals about social workers and social work practice.

The hospital management should work to enhancing social worker's health based knowledge by giving continues professional developments especially health related trainings.

The management in ALERT hospital should identify, recognize, support morally and financially the hospital social workers and encourage them give expected services to patients support and methods of their treatments.

Furthermore, the management of hospital and other staffs should provide opportunity to strength collaboration social worker department with other staff and stake holder. Comparison of different services should do to know about effectiveness of service of selected departments.

And also the hospital should allocate proper budgets to precede social work service and provide training for social worker to enhance their health related knowledge. In addition need to reengineer the structure and provide additional adequate social work staff.

Social workers must participate in integrated ways to provide services that other professionals may not be able to provide. Social workers should not be limited to their job descriptions and explore places where they can participate. In addition, social workers should not have to wait for someone to solve problems that faced in the work process.

Periodic survey is essential to know roles of social work services provided to patients and to know the area which needs to improve.

The social work department should collect feedback from clients with feedback collecting system and methods.

5.4. Future

To the best of my understanding, very little research has been done on social work practice in hospital. It is very clear that there is a research gap in this regard. This research can be used as a starting point for further studies in the hospitals involved in the study and in other hospitals. This study can be used as a reference for other research that may focus on comparing social work services in hospitals and on other hospitals in the federal government. Moreover, the availability of such studies will help to improve the social work services provided in hospital.

A future study can be done to analyze the existing policies and procedures practiced in the department and give suggestions based on the findings. there are few research in health care settings conducted in the areas of hospital social workers roles and practices and even no research has been conducted on the hospital social workers professional roles .this research finding will give some insight for these graduate and undergraduate students and other researchers who wants to conduct their researches. In addition to be an insight for future researchers, this research finding will be used as references and as literature

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Appendix 1, Questionnaire

ቅድስት ማርያም ዩኒቨርሲቲ ጥናት

በአለርት ሆስፒታል የውስጥ ተገልጋዮች የሚሞላ የጽሑፍ መጠይቅ

ውድ የመጠይቁ ተሳታፊ

«በአለርት ሆስፒታል የሶሻል ወርክ ሰራተኞች መኖር አስፈላጊነት አስመልክቶ »ለሁለተኛ ዲግሪ የማሟያ ጥናት በመስራት ላይ እገኛለሁ ። ለዚህም ጥናት የሚውል መረጃ ለመሰብሰብ የሚያስችል የጽሑፍ መጠይቅ እንደሞሉልን እርስዎ ተመርጠዋል። በመሆኑም ለጥናቱ ውጤታማነት ብሎም ለወደፊቱ በመስኩ ለሚያጠኑ ሁሉ የእርስዎ ትክክለኛ ምላሽ ወሳኝ መሆኑን ተረድተው ትክክለኛ ምላሽ በነፃ ስሜት እንዲሰጡኝ በአክብሮት እጠይቃለሁ። በጽሑፍ መጠይቁ ላይ የሚያሰፍሯቸው ምላሾች በሙሉ ለጥናቱ አላማ ብቻ እንደሚውል ላረጋግጥልዎት እወዳለሁ።

ለሁሉም ጥያቄዎች ምላሽ እንዲሰጡኝ እና ስምዎትንም መግለፅ እንደማያስፈልግ በአክብሮት እየገለፅኩ ውድ ጊዜዎትን ሰውተው በጥንቃቄ የጽሑፍ መጠይቁን ሞልተው ስለሚመልሱልኝ ከወዲሁ ምስጋናዬን አቀርባለሁ!

ክፍል አንድ

የታካሚ መረጃ በተለመደበት

1 እድሜ

U 18-30 A 20-45 C ከ45 በላይ

2 ጾታ

U ወንድ A ሴት

እባክዎ ለሚከተሉት ጥያቄዎች ትክክለኛውን መልስ የያዘውን ፊደል ያክብቡ

1. በአለርት ሆስፒታል የሶሻል ወርክ አገልግሎት አግኝተው ያውቃሉ ?

U.አዎ A. አይደለም

2. አለርት ሆስፒታል የሶሻል ወርክ ሰራተኛ መኖሩ አስፈላጊ ነው ይላሉ?

ሀ.አዎ

ለ. አይደለም

3 በማበራዊ ሰራተኛ የሚሰጠው አገልግሎት በቂ ነው ብለው ያስባሉ

4 የጥያቄ ቁጥር 4 ምላሽ አዎ ከሆነ ምንጠይነት አገልግሎት አገኙ

ሀ የምክር አገልግሎት ለ .የገንዘብ ድጋፍ ሐ. በህክምናው ሂደት

መ. የቤተሰብ ሁኔታ በተመለከተ ውይይት ሰ. የላይዘን እና ትምህርት

ረ የጥብቅና /አድቮኬሲ.

ከዚህ የተለየ ድጋፍ ካገኙ ቢገልጹ

5 ችግርን ያማከሮት አካል ጥያቄዎን መልሶሎታል

ሀ.አዎ

ለ. አይደለም

6 የማበራዊ ሰራተኛ ልምድና አገልግሎ እርካታ አሉት

ሀ በጣም ከፍተኛ ለ ጥሩ ሐ መላለኛ ረ ደካማ

7 መሀበተስ ሰራተኛው ለቤተሰብ በቂ ድጋፍ ሰጥቷል

ሀ አዎ

ለ የለም

8 የማህበራዊ ሰራተኛቸው በህክምና ፣ በእንክብካቤ እ በማገገም ሂደት አግዟል

ሀ አዎ

ለ የለም

9 ተጨማሪ አስተያየት ካሉት -----

አመሰግናለሁ!

Appendix 2, INTERVIEW GUIDE

ST. MARY'S UNIVERSITY

SCHOOL OF GRADUATE STUDIES

INTERVIEW GUIDE FOR OTHER INFORMANTS

Dear Respondent:

I am a postgraduate student at St. Mary's University. I am working on my thesis paper entitled "The Need of Social Workers in Hospital: A Case Study of ALERT General Hospital, Addis Ababa, Ethiopia" This questionnaire aims at getting your opinion which makes my study alive and complete. Hence, you are kindly requested to give me your honest answers to all questions. I assure you that all your responses on this interview will only be used for the purpose of the research and will be kept anonymous. I thank you very much in advance for your time and kind considerations in this matter

Alemayehu Tarekegne

I can be reached via email at alex.hagera@gmail.com and Mobile +251911094638

1. Background Information
 - i) Age
 - ii) Gender
 - iii) General Work experience in your profession
 - iv) Work Experience at the Hospital
2. What do you think are the responsibilities of social workers in the hospital?
3. How do you describe the relationship between social workers and other professionals during service provision?
4. What are the roles and contributions of social workers in the Alert Hospital? In what

kinds of activities do social workers are allowed participate in the medical teams?

5. What kinds of activities that are performed by the medical team are not allowed for social workers to participate in?
6. What is your outlook regarding future social work practice in the hospital?
7. What kinds of social work activities do you think should continue to be carried out?
8. What kinds of social work activities do you think should be included in the future service provisions in the hospital you are working in?
9. Do you have any additional comment that you would like to add? If yes, please forward.

Appendix 3, Observation checklist

NO	Activities	yes	partially	No
	The office setting	X		
1	There is separated office for social workers staff			
2	There is office materials in the office example computer		X	
3	There is social workers			
	Documents			
4	There is Clint's file			
5	There is Plan & report of the case			
6	There is Letters that is received from the other department			
	Daily activities			
7	There is some clients in the office			
8	Social workers involvement in round			
	interaction of Social workers			
9	There is interaction among Social workers & clients			
10	There is interaction among Social workers & professionals			