



## AIIMS MEDICAL SOCIAL SERVICE OFFICERS ASSOCIATION (AMA)

AMA is a non-profit, non-political organization of Medical Social Service officers (MSSOs) of AIIMS. Social Work Professionals have been an integral part of multidisciplinary team, but still there is prevailing confusion among the medical and para-medical staff regarding their roles. The main aim of genesis of AMA is to bring recognition by establishing the roles performed by Medical Social Work Professionals in Hospital Settings. It has been created to bring a synergy in the patient welfare services and to reinvent the professional paradigm of the MSSOs in AIIMS. Being a part of apex institute AMA aims to advance excellence in education, capacity building, research, networking, advocacy etc.

### OBJECTIVES

- To bring all the MSSOs on a single platform to deal with the patient welfare activities in a more efficient way
- To undertake research activities for the enhancement of over all academic and professional growth of the MSSO Cadre
- To initiate advocacy with the Govt. on several policy issues related to patient welfare issues and emphasize on multidisciplinary approach
- To bring out innovation and use of Information Technology for more smooth functioning of patient welfare activities and develop a patient centric approach
- To organize skills enhancement activities for the Cadre to pave way for excellent delivery of patient welfare services
- To provide training and develop resource material for growth and development of the Social Work Professionals working in other hospitals across the country

### OFFICE BEARERS

**President** : Mr. B. R. Shekhar  
**Vice-President** : Mr. Deepak Yadav  
**Secretary** : Mr. Rajeev Maikhuri  
**Joint-Secretary** : Ms. Surinder Pal Kaur  
**Treasurer** : Mr. Pankaj Kumar

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 Mr. Anand Sharma  
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 Mr. Aftab A. Shah  
 Ms. Iram  
 Mr. Vivek K. Singh

## AIIMS Medical Social Service Officers Association (AMA)

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# SOUVENIR

## 2<sup>nd</sup> ANNUAL NATIONAL SEMINAR of

All India Association of  
 Medical Social Work Professionals (AIAMSWP) on  
 "Medical Social Work practices in Hospital setting:  
 Creative interventions & future avenues"

Celebration of World Social Work Day  
 and 55<sup>th</sup> Year of Medical Social Services in AIIMS



20<sup>th</sup> March 2015 (Friday)

Conference Hall, 1st Floor, AIIMS, New Delhi

Organized by:

**AIIMS Medical Social Service Officers Association (AMA)**





## **AIIMS Medical Social Service Officers Association (AMA)**





## AIIMS MEDICAL SOCIAL SERVICE OFFICERS ASSOCIATION

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### Welcome Address

I, on behalf of AIIMS Medical Social Service Officers Association (AMA) thankfully acknowledge the contribution of all my colleagues and participants for the organization of this Seminar "Medical Social Work Practices in Hospital Settings: Creative Interventions and Future Avenues". I would also like to extend my special thanks to our honorable Prof. M C Misra, Director; Prof. P K Julka, Dean Academics; Prof. D K Sharma, Medical Superintendent; and Sh. V Srinivas, Deputy Director (Admin.) for their encouragement and continuous support for the organization of this Seminar.

This is the first such initiative taken by AMA in AIIMS. The basic objective of this Seminar is (a) to discuss the issues related to present work practices, emerging challenges, policy implementations, available health infrastructure, innovative approaches in current scenario and the prospective ways to deal with it and (b) to provide a platform to share & discuss the innovative & evidence-based practices and create a blue-print for the future initiatives. I hope this Seminar would culminate into better understanding of the roles of this profession and would help in expanding its services. I am sure such initiatives will also inspire us to come together to form Indian Social Work Council in future.

I would like to sail you through the journey of 55 years of Medical Social Services in AIIMS. The first Medical Social Worker was appointed in AIIMS in 1960. Considering the medico-legal nature of cases being handled by Medical Social Work Professionals and extensive external liaisoning involved for the patient's welfare the nomenclature of the post was changed from Medical Social Worker to Medical Social Service Officers to facilitate the patient care activities. With the expansion of services a separate cadre was created and in 1991 cadre review was done and the posts increased to 24 and in 1997 the strength rose to 41. At present there are 50 sanctioned posts.

At the end, I welcome all the luminaries, speakers, contributors, delegates in this Seminar and again thank all my colleagues for their concerted effort put up for the successful organization of the Seminar.

**B. R. Shekhar**  
Organizing Chairman





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प्रो० महेश चन्द्र मिश्र  
निदेशक

**Prof. M. C. Misra**  
MS, FRCS, Hon. FRCS (Glasg.) FCLS, FAMS, FACS  
**DIRECTOR**

27<sup>th</sup> February, 2015



### MESSAGE

I am delighted to welcome you all in this 2<sup>nd</sup> National Seminar being organized on the eve of International Social Work Day and completion of 55 years of Social Welfare Services in the Institute.

Medical Social workers play a critical role in hospital settings by helping patients and families address the impact of illness and treatment. Tremendous stress often stems from hospitalizations that are sudden and, at times, related to catastrophic illness or injury. Stressors such as decreased personal control, information overload, change in functional ability and reduced financial resources, can lead to a range of emotional responses such as, anxiety, anger, and depression. Social workers, as part of the health care team, provide assessment and appropriate interventions to aid the patient in achieving optimum recovery/rehabilitation and quality of life. This includes maximizing the benefit the patient and family receive from their medical treatments and transitioning to risk-reduced, timely discharge. Social workers often have specific expertise in areas such as general medicine, emergency work, pediatrics, geriatrics, oncology, neurology, psychiatry, and palliative and end-of-life care.

This Seminar aims to discuss the emerging challenges, policy implementation, and innovative approaches in current scenario and create blueprint for future interventions. I wish the successful completion of this Seminar.

  
( Prof. M.C. Misra )



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संकायाध्यक्ष (शैक्षिक)

आचार्य

विकिरण चिकित्सा एवं अर्बुदविज्ञान विभाग



Dr. P. K. JULKA

MD, FAMS

Dean (Academic)

Professor

Department of Radiotherapy  
& Oncology

#### MESSAGE



It is heartening to know that AIIMS Medical Social Service Officer's Association is organizing a National Seminar on Medical Social Work Practices in Hospital Settings: Creative Interventions and Future Avenues. On this occasion, I welcome all the delegates coming from various institutions.

The theme of the Seminar is quite relevant considering the ever growing and changing needs of the patients being catered by the AIIMS. Medical Social Work Professionals working at AIIMS or any other hospital are an integral part of the multidisciplinary team of health care team. They perform varied roles for better patient care services. Most of the patients who come to AIIMS belong to the poor socio-economic strata. These patients require multifarious services to get their treatment done and Medical Social Work professional's/MSSOs role becomes pivotal in channelizing the resources for such patients.

I hope that this Seminar would result into streamlining the role of Social Work Professionals and find out many unexplored areas where their interventions can play a significant role in achieving better treatment outcomes and patient satisfaction. I extend my best wishes for this conference.

  
(Prof. P.K. Julka)

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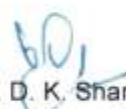
### MESSAGE

It is a matter of immense pleasure to know that the AIIMS Medical Social Service Officer Association is organizing a National Seminar on "Medical Social Work Practices in Hospital Setting: Creative Interventions & Future Avenues". The seminars intends to explore the creative roles of Medical Social Work Professionals and mapping future avenues in hospital set up.

We all know that the Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity. Generally, the context in which an individual lives is of great importance for both his health status and quality of life. It is increasingly recognized that health is maintained and improved not only through the advancement and application of health science, but considering the individual as a whole in its physical, social, emotional and economic environment. The Medical Social Work Professionals working within these broad frameworks of the determinants of health and equipped with strengths based and person-in-environment perspective, try to draw linkages between above mentioned determinants and assist in improving quality of life of patients along with the multidisciplinary team of health care providers.

I would like to put it on record that Medical Social Work Professionals are an important part of the health care team. But, it has been seen that the skills of these professionals is largely underutilized. There could be many underlying reasons to it. Hence, there is a definite need to understand & utilize the skills sets available with them in a better & more productive manner. I hope that this Seminar would pave the way in this direction and come up with the recommendations to improve the whole scenario of health care in the hospitals.

I extend my best wishes for success of the Seminar.

  
(Dr. D. K. Sharma)  
Medical Superintendent



**V.SRINIVAS, IAS**  
Deputy Director (Admn.)



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MESSAGE



The initiative of Medical Social Service Officers Association to hold a Seminar titled "Medical Social Work Practices in Hospital Settings: Creative interventions and Future Avenues" is commendable which is expected to scale up the services of this cadre for patient care, services.

At present AIIMS employs around 50 Medical Social Service Officers placed in different departments and Centres. They have been diligently providing their services for the patient's welfare since the beginning. Medical Social Work Professionals are an integral part of the health care providers team, trying to address the psycho-social, economic and emotional issues of the patients. In the present scenario the health care system is shifting its orientation from treatment to prevention and health promote. These professionals equipped with skills in networking, liaising, coordination, communications, sensitivity to multiculturalism etc. can play a wider role in prevention of disease and promotion of well- being apart from their other roles.

I extend my whole hearted wishes for the success of this seminar on the occasion of World Social Work Day and 55<sup>th</sup> Year of Medial Social Services in AIIMS.

Yours sincerely,

(V. Srinivas)

## ABOUT THE SEMINAR

Social work is a profession with a wide objective to improve people's holistic life style with special focuses on to make them able to help themselves. *Social work professionals* assist people by helping them cope with and solve issues in their everyday lives, such as family and personal problems and dealing with relationships. Some social worker professionals help clients who face a disability, life-threatening disease, social problem, such as inadequate housing, unemployment, or substance abuse. Social worker professionals also assist families that have serious domestic conflicts, sometimes involving child or spousal abuse. Additionally, they may conduct research, advocate for improved services, or become involved in planning or policy development. Many social workers specialize in serving a particular population or work in a specific setting like a Trauma Center, Emergency Services or Organ Retrieval Banking Organization (ORBO). Health and Social work profession is interrelated. The first Medical Social Worker had been appointed in AIIMS in 1960 and now Medical Social Service Officer (MSSO) is a full-fledged cadre having 48 officers in the institute working for patient welfare in all the departments.

For a multidimensional and holistic treatment of patients admitted in AIIMS, *Medical Social Work professionals* provide psychosocial support to individuals, families or vulnerable populations so they can cope with chronic, acute & terminal illnesses. They also guide families or caregivers, counsel patients, provide financial assistance for treatment and help in planning for patients' needs after discharge from the hospitals. They work as liaison among the different stakeholders engage in patient's welfare in hospital. The main objectives of this seminar are as follows:

- To discuss the issues related to present work practices, emerging challenges, policy implementations, available health infrastructure, innovative approaches in current scenario and the prospect ways to deal with it.
- To provide a platform to share & discuss the innovative & evidence-based practices and create a blue-print for the future initiatives.

The conference will include research papers, case-studies, project reports and posters. In brief, each of the technical sessions will broadly examine the changing needs for a sustainable Social Work practice in hospital settings and defined specific role of social work professionals in different health settings. The thematic focus areas of the seminar are:

- Existing practices & emerging challenges
- Innovative psycho-social interventions in hospital setting
- Paradigm-shifts in Hospital Social Work
- Legal purview related to hospital social work
- Review of patient welfare policies & procedures
- Future avenues for effective medical social work practices





## ORGANIZING COMMITTEE OF SEMINAR

<b>Chief Patron</b>	Prof. M. C. Misra, Director, AIIMS
<b>Patrons</b>	Prof. P. K. Julka, Dean Academic, AIIMS, Prof. D. K. Sharma, Medical superintendent, AIIMS
<b>Advisor</b>	Ms. K. B. Singh
<b>Chairman</b>	Mr. B. R. Shekhar
<b>Organizing Secretary</b>	Mr. Rajeev Maikhuri
<b>Co-Organizing Secretary</b>	Ms. Anjali Rawat
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<b>Convener</b>	Mr. Vivek Kumar Singh
<b>Coordinator</b>	Ms. Seema Sajid, Ms. Veena Belani, Mr. Anand Sharma, Ms. Surinder Pal Kaur, Md. Shahid, Ms. Kanchan Tyagi
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<b>Finance</b>	Ms. Sonia Gosain, Ms. Neerja Sapra, Mr. Dhaneshvar Yadav, Ms. Shobha Kandpal
<b>Registration</b>	Mr. Ratnesh Kumar, Ms. Shivani Pathak Rai, Mr. Aftab Alam Shah, Ms. Neena Seth
<b>Reception</b>	Ms. Gurmit Kaur, Ms. Neena Chawla, Ms. Anju A.S., Mr. Balram, Ms. Niangmuanhoih
<b>Accommodation</b>	Ms. Ila Bhasin, Mr. Dinesh Kumar, Mr. Akhilesh Kr. Chaurasiya
<b>Publication</b>	Ms. Meenu Marwah, Ms. Neetu S. Mahajan, Mr. Mukesh Kumar, Ms. Iram
<b>Food</b>	Ms. Seema Yadav, Mr. K. Babu, Mr. Anil G. Mali, Mr. Shushil Kumar Rai

## LIST OF THE MEDICAL SOCIAL SERVICE OFFICERS

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MS. SONIA GOSAIN MS. ANJALI RAWAT	MSSO GRD.I MSSO GRD.II	Ortho OPD, Room No. 14
DR. KARAN SINGH	CHIEF MSSO	Psychiatry OPD
MS. SURINDER KAUR MS. NIANGMUANHOIH MS. SHOBHA KANDPAL	MSSO GRD.II MSSO GRD.II MSSO GRD.II	Gynae OPD
MS. ANJU	MSSO GRD.II	Blood Bank
MS. VEENA BILANI	SUP. MSSO	Blood Bank CNC
MS. MEENU MARWAH	MSSO GRD.I	Neuro , Ground floor, Room No 9
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MS. SEEMA SAZID MS. NEETU SRIVASTAVA	SUP.MSSO MSSO GRD.II	BRAIRCH, Room No. 151, first floor
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