

**CHALLENGES OF MEDICAL SOCIAL SERVICES  
AND DOCTORS' AND NURSES' PERCEPTION ON  
MEDICAL SOCIAL SERVICES AT  
YANGON GENERAL HOSPITAL**

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## **ABSTRACT**

This hospital based cross-sectional descriptive study was aimed to describe the medical social services at Yangon General Hospital (YGH), to identify the challenges that medical social workers faced and to explore the perception of doctors and nurses on medical social services. This study was conducted from September to December 2017. The study population consisted of monthly medical social service reports in 2016 at YGH, all medical social officers and social workers, and doctors and nurses from respective wards who were responsible of referring cases to medical social department of YGH were involved in this study. In-depth interview and key informant interview were also done by using interview guidelines. In general, twelve medical social workers and eight informants of doctors and nurses were participated respectively in these interviews. Medical social department at YGH provides mainly nine types of social services which were supports for medical treatment, financial problem, homeless problem, replacement problem, health education and psychological problem, general problem, family problem mostly referred by medical and oncology units and the extended services are receptionist and discharge parade.

According to the findings of the study, social workers at YGH faced inadequate manpower and limitation of resources especially financial resources. Moreover, further training was also needed for their career development. Similarly, doctors and nurses also perceived medical social services at YGH was satisfactory and it would be improved with provision of required resources.

The findings of the study shows that, the social workers applied most of the standard guidelines for medical social services. They are providing various services both stated in their job description as well as outside their job description. They are facing different challenges and they make efforts to overcome these challenges. Collaboration between social workers and other professionals is overall positive, although time management and limited resources continue to be a barrier to improve the quality of care for the patient. Nevertheless, the findings of this study suggest that quality of medical social services in the hospital setting may be improving.