



MEDICAL SOCIAL WELFARE SERVICES

AIIMS - NEW DELHI

*“Committed to patients,
Committed to AIIMS”*

Medical Welfare Social Services in AIIMS: A Historical Background

It was in the year 1956, when the vision of comprehensive healthcare inclusive of preventive, promotive and curative came into existence with the establishment of AIIMS, New Delhi as an autonomous institution of national importance. To serve as a nucleus for nurturing excellence in all aspect of health care, Medical Social Welfare Services in AIIMS were initiated and the first Social Worker was appointed in the hospital in 1960.

Since the advent of medical social welfare services, it has gained much needed support from Hospital Administration and its leadership. The services to the underprivileged and impoverished catered socio-economic challenges and psycho-social assessment through specific designed interventions by the medical social work professionals. Henceforth, the professional development of Social Welfare Services never looked back and the post of MSW eventually developed into a cadre of Medical Social Service Officer (MSSO) increasing the strength of officers to 58 at present.

AIIMS Medical Social Service Officers Association (AMA) was formed in 2015 to establish an evidence-based replicable model of Social Services in hospital setting, to protect & develop the professional status of MSSO and to offer an inclusive training for social work professionals & students of all institutions. It has resulted into many evolutionary changes including creation of new formats, SOPs, seminars, workshops, collaborations and creative solutions. Due to the professional efforts, sincerity & hard work of Medical Social Service Officers and the support of the administration, AIIMS has become the only institution in India with the biggest strength of Medical Social Workers in a Hospital setting.

Message from
Director,
AIIMS - New Delhi



Prof. Randeep Guleria

Medical Social Work professionals have been one of the biggest strengths of AIIMS from the very beginning. Our commitment towards the welfare of poor & indigent patients has established our reputation as a compassionate organization. I appreciate the initiatives of AIIMS Medical Social Service Officers Association (AMA) for conceptualizing this brochure because MSSO is a very significant member of the Multi-professional Health Care Team. Awareness about Medical Social Services will help staff to work towards the holistic objectives of health-care. This institute has taken a pioneering step in providing Social Work a priority while designing any intervention. The way we aim to establish a caring model in our hospital with the help of Social services; I am sure that with this, we will witness a transformation in health delivery in the coming years. Wishing you all the best!

Message from
Medical Superintendent,
AIIMS - New Delhi



Prof. D.K Sharma

The Medical Social Services are one of the most essential features of any hospital and it is a matter of pride for us that from the conceptualization to operationalization of any project, AIIMS has always considered the role of MSSO as essential in patient-care services. The hospital's clientele viz patients are not adequately served only through an excellent health-care but we also need the help of Medical Social Services to achieve our goals of excellence in patient-care services. I congratulate all the Medical Social Service Officers for their commitment for patient welfare and their indomitable spirit which has overcome many challenges and raised their professional status. The success of our institute, the satisfaction of patients, all these factors draw a lot of strength from the Social services. I wish the entire team of MSSO all the best for the future endeavours.

Message from
President - AMA



Mr. B.R Shekhar
Chief MSSO

On behalf of AMA, I thank our Director, Deputy Director Admin., Medical Superintendent, Faculty members and all the staff for their continuous encouragement & support for the undaunted faith in the Medical Social Services. Our endeavor of systematic expansion & consolidation have faced many ups & down, and at the end we lived up to the expectations because we have put the human-relationship at the core of every intervention, realizing that our existence is because of our patients. With this imperishable spirit, we significantly contribute to the landmark programs like Rashtriya Arogya Nidhi (RAN) and AB-PMJAY (Ayushman Bharat – Pradhan Mantri Jan Arogya Yojna). 'We' as the team of MSSOs are committed for a continuous improvement in the welfare services and assure the dedication for the underprivileged & indigent which will remain our utmost priority.

ROLES & RESPONSIBILITIES OF MEDICAL SOCIAL SERVICE OFFICER (MSSO)

1. Case Management, Service Coordination and Multi-Disciplinary Team Work:

- To create a therapeutic network among the patient, doctor, family & the community for the management of psycho-social & economic aspects of the illness.
- To do case management and the coordination of services both within and external to the healthcare service
- To help the team in discharge planning & making protocols.

2. Management of patient welfare services

- To facilitate the dispensation of free medicines & surgical items to the poor patients.
- To exempt hospital charges of BPL and indigent patients.
- To provide Railway concession facility to outstation patients as per Government rules to ensure the regular follow-up of the patients.
- To facilitate the accommodation facilities to outstation patients.

3. Management of Financial assistance

- To help arrange financial support for carrying out patient's treatment where needed from Governmental schemes eg Umbrella scheme of Rashtriya Arogya Nidhi, PMNRF, CMRF, Vice-President Discretionary Grant, HMDG etc.
- To tap out financial resources through NGOs, Trusts, CSR Units and voluntary donors for the patients who are not eligible under government schemes.

4. Ayushman Bharat -Pradhan Mantri Jan Arogya Yojna(AB-PMJAY)

- To create awareness, to facilitate and coordinate the AB-PMJAY beneficiary to avail treatment under the scheme.
- To coordinate with all the stakeholders e.g. Treating Doctors, Nodal Officer, Nursing Officers etc. in the effective implementation of the program.
- To guide and monitor the work of PMAMs (Pradhan Mantri Arogya Mitras) and PCMs (Patient care managers) in the implementation of the program.
- To coordinate with NHA (National Health Authority) and SHA (State Health Agency)

5. Facilitation of services available for EWS (Economically Weaker Section) patient

- To create awareness about the Delhi High Court Order for free treatment of EWS patients in more than 46 notified private hospitals.
- To advocate and coordinate the referral of EWS patients

6. Counseling, Therapeutic & Crisis Interventions

- To provide Counseling and targeted therapeutic interventions to address adjustment to diagnosis, trauma, possible role changes, emotional/social responses to illness and treatment aimed at helping patients/families/care providers seeking treatment in hospital.
- To empower & enable the patients through comprehensive psychosocial assessment and Case Work so that he/she can cope up with the illness/disability.
- To provide support in the cases of bereavement, grief and loss support work in order to improve coping mechanisms and psycho-social outcomes, in relation to depression, disability, suicide, sudden and traumatic death.

7. Group Work & Community Organization

- To disseminate Health-education and Health-awareness through IEC material.
- To organize Health-camps (eg. Blood Donation Camp, AIDS Awareness Camp, Eye Donation Camp).
- To create awareness among the people to stimulate people's participation in health care programs.
- To conduct group-activities for specific groups of patients and their attendants.

8. Transplant coordination & authorization

- To motivate & coordinate the Organ donations & transplantation through Organ Retrieval Banking Organization (ORBO).
- To coordinate the Renal Authorization Committee meeting and assessment of unrelated Kidney Donors as per the Transplant of Human Organ Act 1994.
- To act as an axis of the wheel of multi disciplinary cadaver donor transplant team and play an important role at every stage of cadaver organ donation and transplantation.
- To felicitate donors and to organize promotional activities for organ donations.
- To conduct research studies on the issues related to organ donation and transplantation.
- To assist the hospital authorities in registration and renewal of registration for different organ transplants.

9. Emergency Medical Social Services

- To provide 24 x 7 Medical Social Services in Casualty, Trauma centre & ORBO.
- To provide referral services to the patients due to non-availability of the beds in the hospital.
- To give specialized services during Epidemics, Disasters and Natural Calamities.
- To facilitate and provide comprehensive psycho-social support/counseling and advocacy to victims of gender-based violence at One- Stop Centre.

10. Rehabilitation

- To facilitate the rehabilitation of unknown, without attendant, abandoned, destitute, orphan patients through Govt. / NGOs.
- To coordinate with the competent authorities for the rehabilitation of Medico-Legal Cases.
- To facilitate the physical & vocational rehabilitation of persons with disabilities by channelizing various Govt. / Non-Governmental resources.
- To provide comprehensive psycho-social and rehabilitation services to patients of drug/alcohol dependence through National Drug Dependence Treatment Centre (NDDTC).

11. Policy, Program Design, Research & Training

- To develop policy, design and evaluation of programs at the organization level.
- To guide and support the implementation of 'patient-centric' models of care at an organisational level.
- To impart training to NSS, BSW, MSW students from different colleges across the country.
- To impart training to the medical, non-medical students and paramedical staff.
- To engage in psycho-social-economic research and publish research papers in various national/international journals/books etc.

12. Planning & Administration

- To coordinate with the Hospital Administration and various Departments to improve the patient welfare activities and create a more patient-friendly environment.
- To coordinate with the computer facility for digitalization of the Medical Social Services.
- To reply RTI's and parliament questions relevant to patients welfare.
- To manage various information and guidance services in the main hospital.

13. Education & Resourcing

- To participate/organize seminars workshops and conferences related to Medical Social Work profession at National and International level contributing to the knowledge base.
- To organize Continuing Medical Social Work Education to maintain competence and culture about new and developing areas in the field.
- To contribute in future planning in health services by innovative social work practices, programs and research activities.
- To develop Resource materials, Training modules and Manuals for Social Work professionals.



Major Achievements



2019-20*

30304 Consultations/Requisitions for Medicines/Surgical Items

3211 Ayushman Bharat (AB-PMJAY)

999 Financial Assistance(RAN)

110 Financial Assistance (CSR)

2250 Financial Assistance (Others than RAN and CSR)

25534 Exemptions of Hospital Charges

60000 Counseling

70000 Facilitation of Railway Concessions

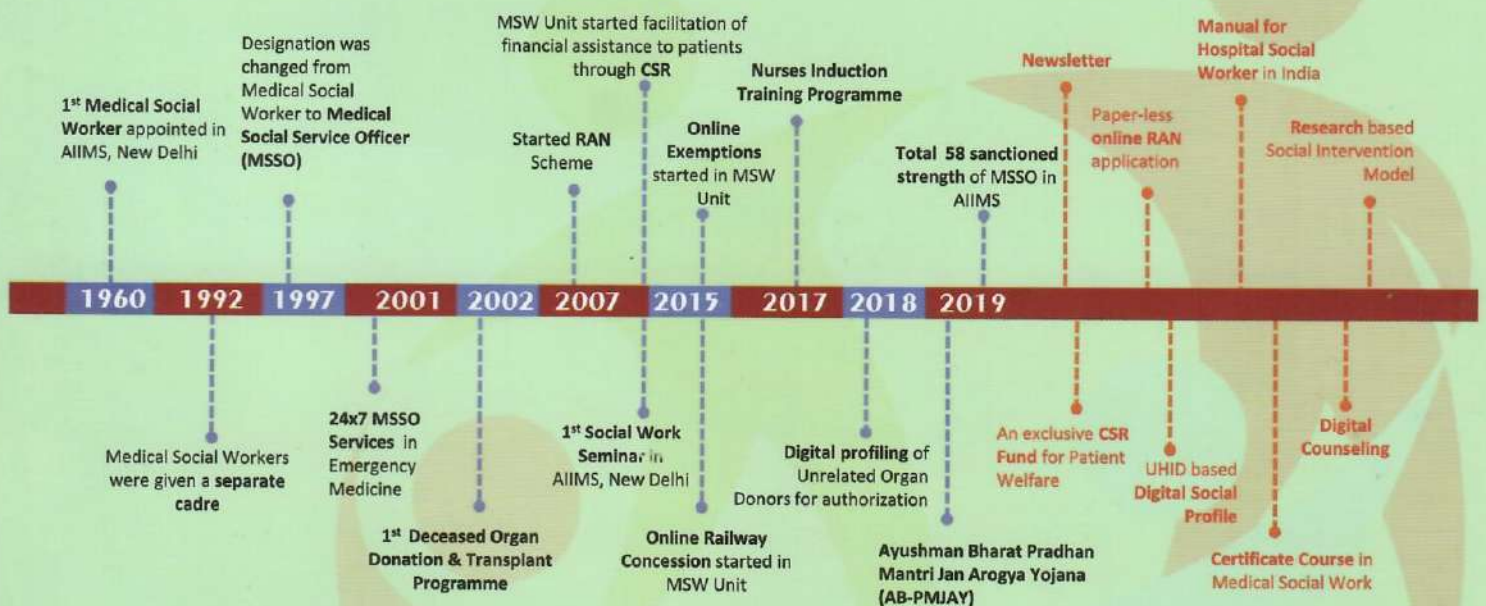
400 Rehabilitation of Unknown / Without Attendant/ Destitute and Orphan patients

4000 Accommodation to Out Station Patients

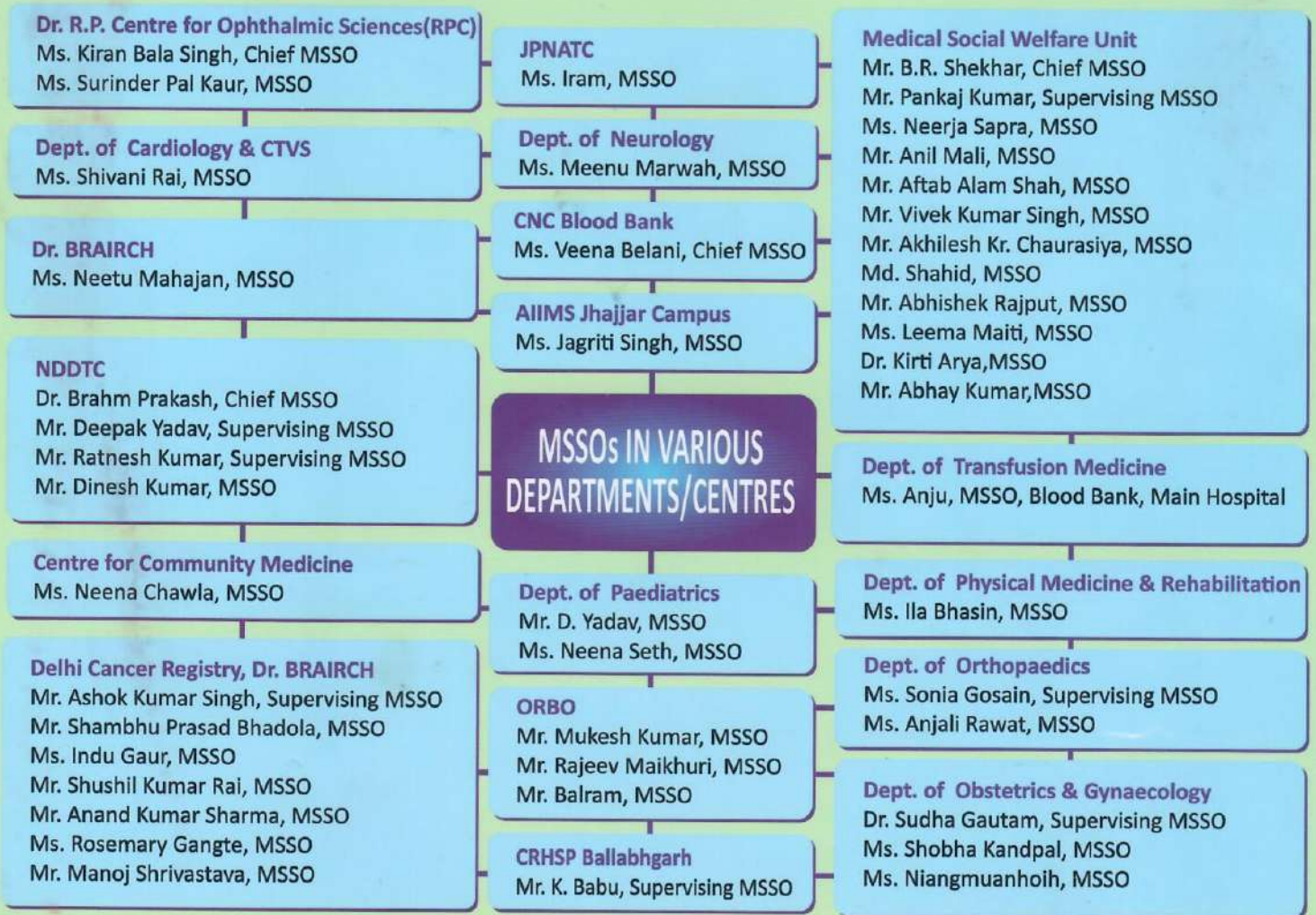
2000 Teaching & Training

120 Research Publications/Conferences/ Seminars/ Workshops

*Approximate figure



Major Milestones & Future Goals



AIIMS MEDICAL SOCIAL SERVICE OFFICERS ASSOCIATION (AMA)

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