

MEDICAL SOCIAL WORK DEPARTMENT ANNUAL REPORT 2025

HEAD OF DEPARTMENT: HAMZAH BIN BOLHAN

1. INTRODUCTION

The Medical Social Work Department, formerly known as the Almoner Department, was formed in January 1, 1960 vide Director of Medical Service Circular 1/1960. Initially, the department was run by the expatriates. After that, one Medical Social Worker was recruited to provide the medical social work services for the whole hospital until 1996. Nowadays, we have nine Medical Social Workers in Sarawak General Hospital, Kuching.

2. OBJECTIVES

To contribute to the clients care by providing the healthcare personnel involved with an understanding of the psychological, social, emotional, behavioural and economics situation of clients and their families in order to enable a holistic approach to treatment and rehabilitation.

3. SERVICES PROVIDED

- a. Assist in enabling clients to return to the community once treatment is completed.
- b. Emotional support to aid in treatment and enhance recovery.
- c. Practical assistance to empower clients to achieve optimal functioning.
- d. Home visits to observe and assess client's and family actual needs.
- e. Encourage and assist the community in organizing community projects that benefit the target group.

4. STAFFING

Post / Grade	No. Of Post Available	No. Of Staff
Medical Social Work (S13)	1	1
Medical Social Worker (S12)	2	2
Medical Social Worker (S44)	1	1
Medical Social Worker (Flexi Grade S. 41/44)	4	4
Medical Social Worker (S41)	1	1
Administrative Assistant (N19)	1	1

5. WORKLOADS

About 6998 social work cases were attained to in 2025, compared to 6011 cases in the year 2024 and 7028 cases in 2023. Comparing to the number of cases in 2024, approximately the year 2025 received 987 or 16.4% more cases. The majority of the clients referred are from Ophthalmology (15.7%), Obstetrics (13.1%), followed by Surgical (11.9%), Radiotherapy at 11.1% and Medical at 8.8%. These 5 disciplines contribute to 60.61% of the total workload at the Medical Social Work Department. Nevertheless, cases seen at the department is not limited from those five disciplines since the medical social work services are offered to all 40 clinical and sub-clinical disciplines at Sarawak General Hospital.

Generally, the medical social work services available in the hospital are divided into two major areas: Supportive Therapy and Practical Assistance. Supportive therapy encompasses cases where more emotional support is required, such as cases of domestic violence, child abuse, rape cases and unwed mothers. However it is not limited to those cases alone. Whereas, practical assistance involves cases requiring financial assistance, health aid items, institutional placements and shelter homes. These services can and do often overlap as both are closely

linked and interrelated. Due to this, a single case may be provided with both supportive therapy and practical assistance, depending on the needs of the case as assessed by the Medical Social Worker. However, the type of service for statistical purposes is recorded based on the initial request of the referring practitioner.

The most popular service is the practical assistance as indicated by the diagram (Figure 1) as it enables the doctors to provide critical and necessary medical care involving the purchase of medical implant, health aids and so forth. The client's emotion and family dynamics, unless obviously impeding, the provision of medical care is not often considered as a major factor and less frequently referred for intervention

6. ACTIVITIES

No.	Date	Activity	Objectives
1	17.1.2025	Meeting and discussion with Welfare Department Sarawak about Sarawak Medical Assistance	Platform for Medical Social Worker collaborate with Welfare Department for poor patients benefit
2	26.02.2025	Colaboration and Meeting with Technical Committee Tabung Bantuan Perubatan KKM	Provides a platform for Medical Social Workers state wide to meet, discuss issues and present their ideas towards establishing a comprehensive and related issue.
3	17.03.2025	"Empower HER " Program between SGH with Roche, Sarawal Energy Berhad and Baitulmal.	To support early HER2-positive breast cancer patients(B40 group) of Sarawak
4	2.05.2025	Medical Social Work Sarawak Management Meeting 1/2025	Provides a platform for all Medical Social Workers state wide to meet, discuss issues and present their ideas towards establishing a comprehensive, effective and efficient services.
5	13.6.2025	Public Sector Conditioning Economic(EKSA)	Community Self-help to create a conducive environment at work and maintain its corporate image. First cross audit on 26 June 2025.
6	20.6.2025	Sarawak Medical Assistance Committee	Social Worker as Alternate Members to provide input for assistance and involve during the Approval Committee Meeting
7	28. 9.2025	Medical Social Work(MSW) Malaysia Conference 28 th (National Level) year 2025.	All Medical Social Worker attending the 28 th Conference of Medical Social Worker Malaysia at Melaka. This platform for discuss current issues and sharing new knowledge and skill for intervention.
8	5.10.2025	Allied Health Professions State Programme . MSW SGH involved as committee	Provides a platform for all AHP Profesion to provided their activity like exhibition, game and service. Theme program is "Beyond healthcare: Serving with Responsibility".
9	11.12.2025	Medical Social Work Sarawak Management	Provides a platform for all Medical Social Workers state wide to meet, discuss issues

		Meeting 2/2025	and present their ideas towards establishing a comprehensive, effective and efficient services.
10	12.12.2025	Management collaboration with Persatuan Kebajikan Kasih Sayang Kuching	Visiting at Day Care Centre for Disability people(psychiatric) to discussing and given assistance for poor patients.
11	Every 2 week in a month	Continuous Professional Development talks for Medical Social Worker in Sarawak-Virtual	Talks and discussions to gain and refresh knowledge, to share experiences to enhance skills.

8. FUTURE PLANS

- A. To ensure that the services provided have a positive and effective impact on every clients.
- B. Every form of practical assistance and supportive therapy must be based on the principle of restoring the client's social functioning.
- C. Standardizing the practice of Standard Operation Procedure as set by the Allied Health Division and Ministry of Health.
- D. Providing a safe, conducive work environment and encouraging the implementation of work innovations. Upholding the responsibility and integrity throughout the service period.
- E. Empowering manpower and upgrading social work skills by providing suitable education and training opportunity periodically.
- F. Monitoring and supervising the staff consistently in ensuring the delivery of services to clients is in accordance to the agreed national standard.

9. SUMMARY

The challenges of an increasing number of cases, the diversity of referral types, and patients coming from various socioeconomic backgrounds, as well as limited sources of assistance, are among the factors that need to be considered when conducting a biopsychosocial assessment of patients. Nevertheless, in the end, only fair assessment and appropriate intervention determine the success of an agency.



Program Bersama Allied Health Profesion Sarawak : "Beyond Healthcare:Serving with Responsibility'



Sesi Intervensi sedang berjalan ke atas pesakit.



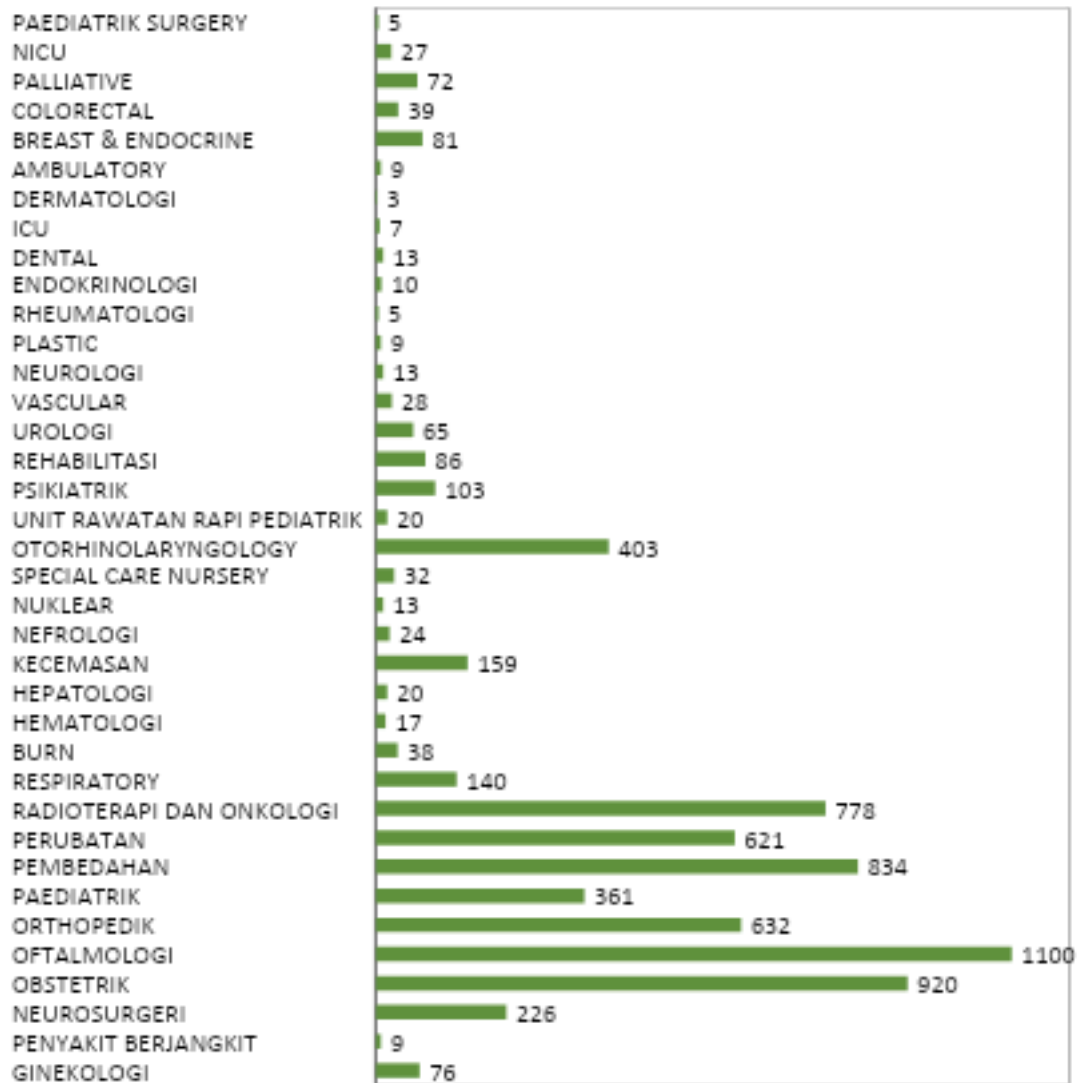
Mesyuarat Pengurusan Pegawai Kerja Sosial Perubatan Sarawak



Program Lawatan Ke Persatuan Kebajikan Kasih Sayang, Pusat penempatan bagi Orang Kelainan Upaya Mental, Kuching.

CHART OF CASES IN 2025

NUMBER OF CASES BY DISCIPLINE



SERVICES PROVIDED

