

Department of Social Work & Social Administration
The University of Hong Kong



第十屆全國癌癥康復與姑息醫學大會

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生前與死後：醫務社會工作者在全程姑息治療的角色

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紓緩照顧 Palliative Care

...一隊全面的跨專業團隊才能提供有效的紓緩照顧。當中亦包括病者家屬的參與；亦需要社會資源的配合...

... Effective palliative care requires a broad multidisciplinary approach that includes the family and makes use of available community resources...

(世界衛生組織 WHO, 2009).

醫務社工

- 與病者及其家人溝通
- 連系小區資源

跨專業團隊



從國際經驗借鏡

- 美國經驗：

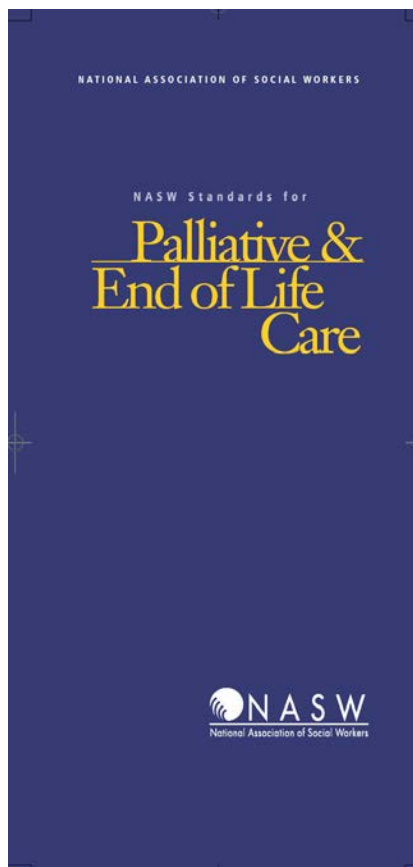
- ✧ 2002 年紓緩照顧醫務社工領袖高峰會
(Social Work Leadership Summit on end-of-life and palliative care)

- ✧ 同年美國社工聯會(National Association of Social Workers, NASW)頒布11項紓緩照顧醫務社工工作標準

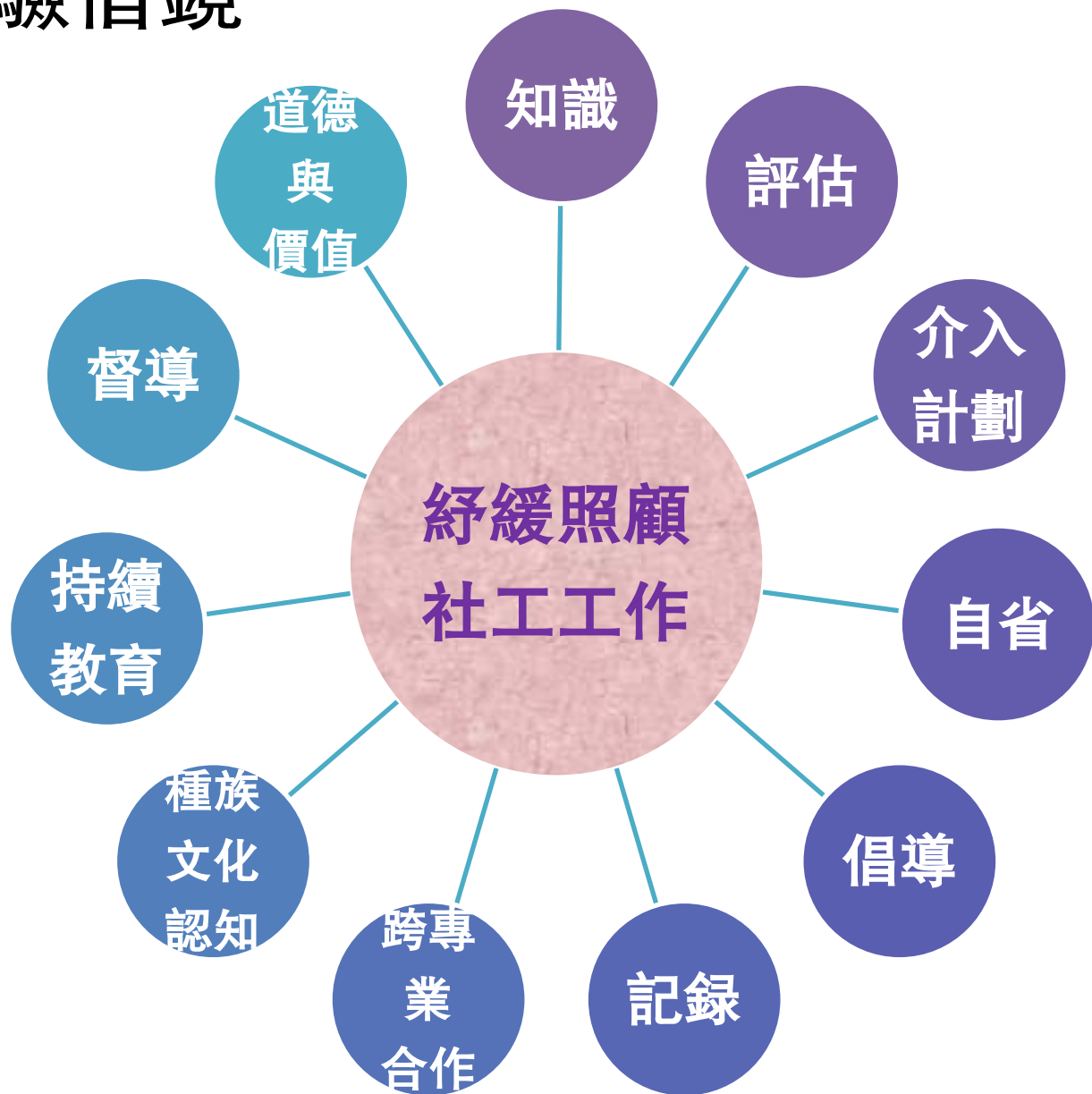
(Chris & Blacker, 2005)

從國際經驗借鏡

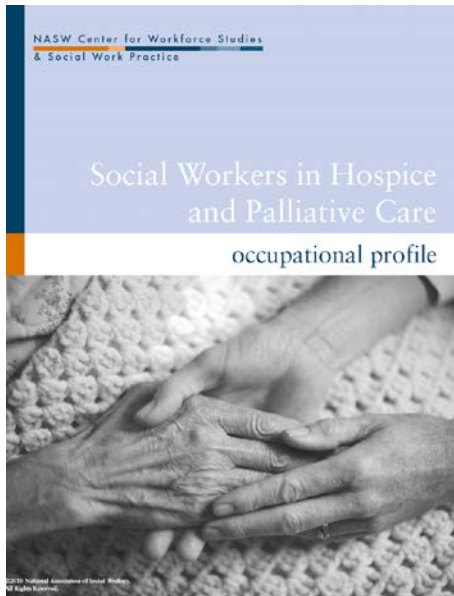
11項紓緩照顧醫務 社工工作標準



(NASW, 2004;
Walsh, Corbett, &
Whitaker, 2005)

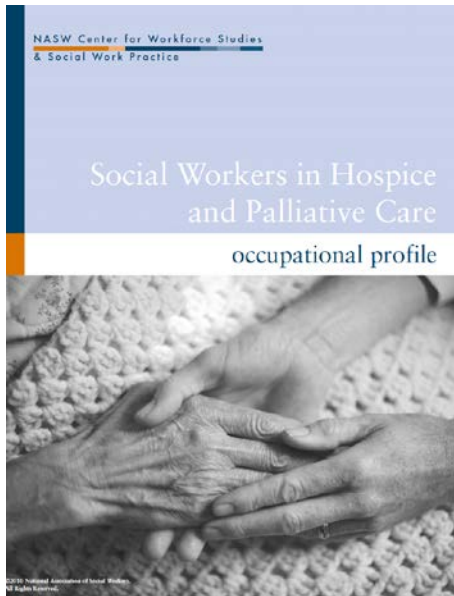


Functions of Social Workers in Hospice and Palliative Care (NASW, 2010)



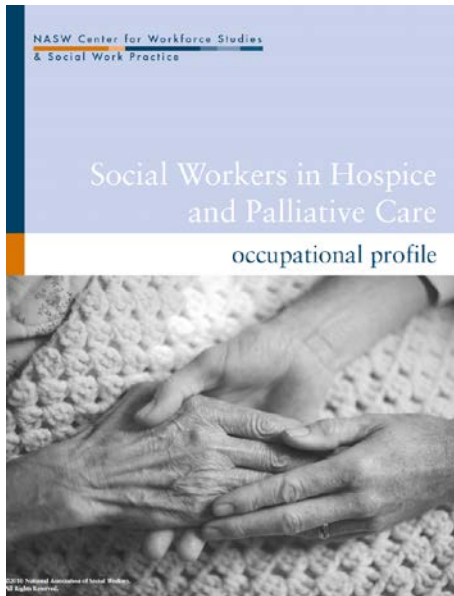
- Counseling and psychotherapy for individuals, couples, and families
- Providing psychosocial education to patients and family caregivers about coping skills, hospice and palliative care
- Providing in-services to other service providers and organizations
- Leading community education workshops

Functions of Social Workers in Hospice and Palliative Care (NASW, 2010)



- Planning for discharge, coordinating care, and helping clients navigate systems
- Facilitating advance care planning and lifespan planning
- Intervening in crises
- Mediating conflicts within families, between clients and the interdisciplinary team, and between service organizations

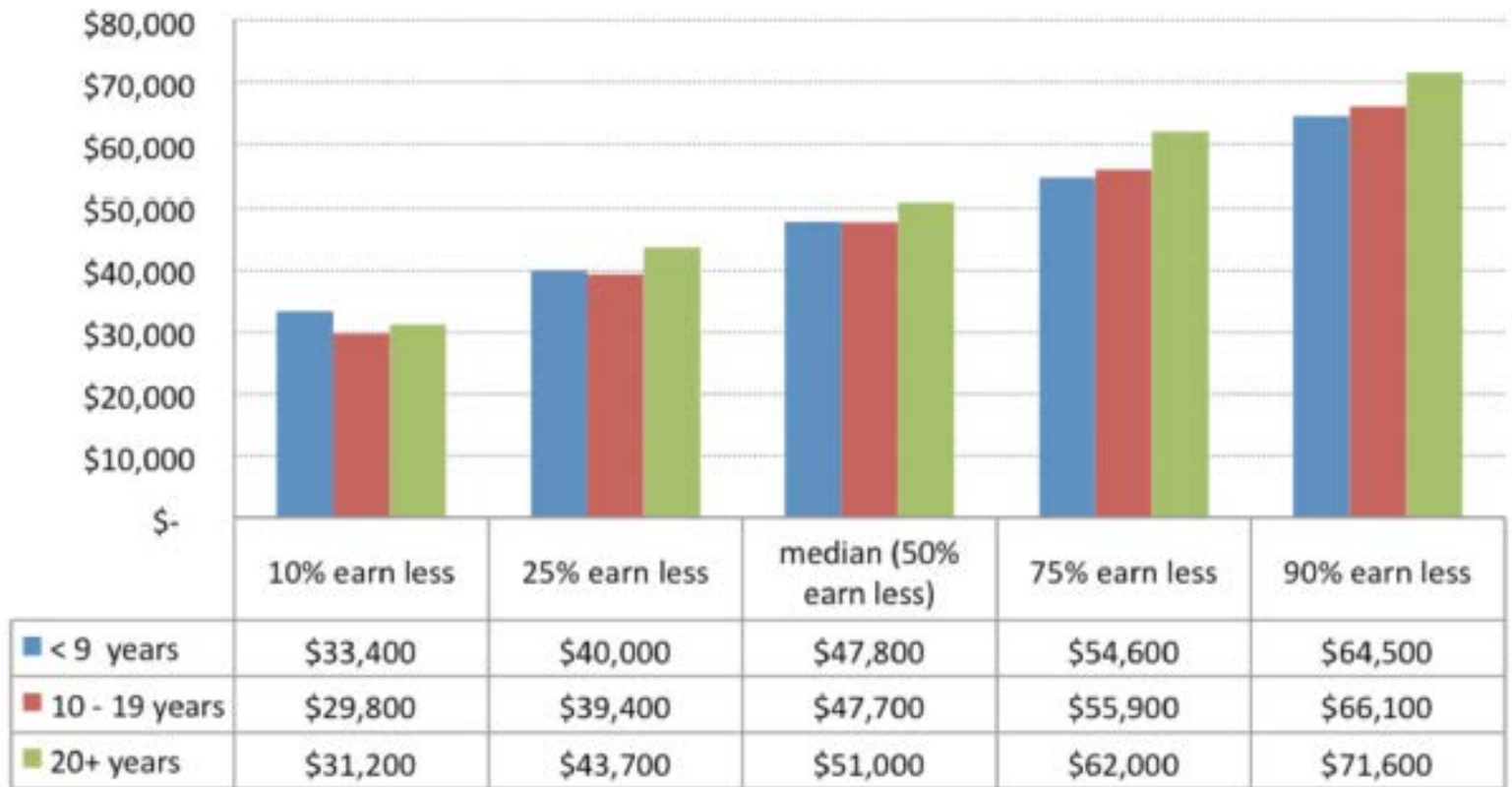
Functions of Social Workers in Hospice and Palliative Care (NASW, 2010)



- Participating in interdisciplinary team meetings, care planning, and ethics consultations
- Advocating on behalf of patient and family
- Identifying and linking clients with resources
- Facilitating psychoeducational support groups
- Documenting social work activities

Salary Analysis of Social Workers in Hospice and Palliative Care (n=940) (NASW, 2010)

ANNUAL SALARY BY YEARS OF EXPERIENCE²



Credentials for Social Work Practitioners

**Information Booklet with
Application and Reference
Evaluation Forms**

- 2008
- Advanced Certified Hospice and Palliative Social Worker (ACHP-SW)

A Joint Credential for Advanced Social Work Practitioners

**Advanced Certified
Hospice and Palliative
Social Worker
(ACHP-SW)**

Credential Applicant Materials

Credentials for Social Work Practitioners

**Information Booklet with
Application and Reference
Evaluation Forms**

- 2009
- Certified Hospice and Palliative Social Worker (AHP-SW)

A Joint Credential for Social Work Practitioners

**Certified Hospice and Palliative
Social Worker
(CHP-SW)**

Credential Applicant Materials

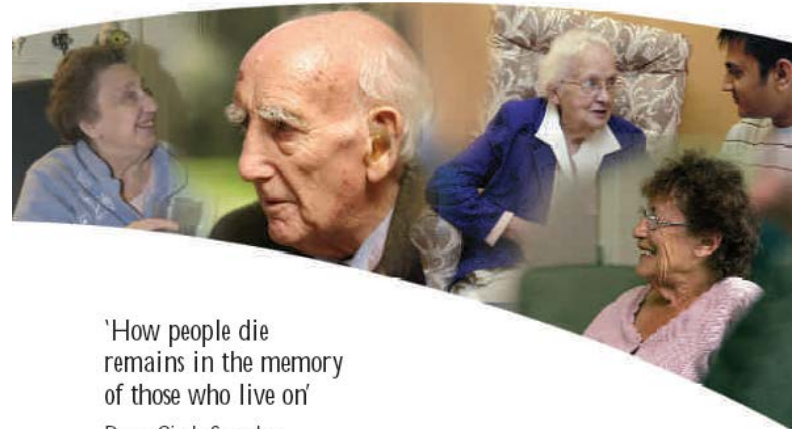
Social Work in Palliative Care: The UK experience



- 2008 End-of-life Care Strategy is published

End of Life Care Strategy

Promoting high quality care for all adults at the end of life



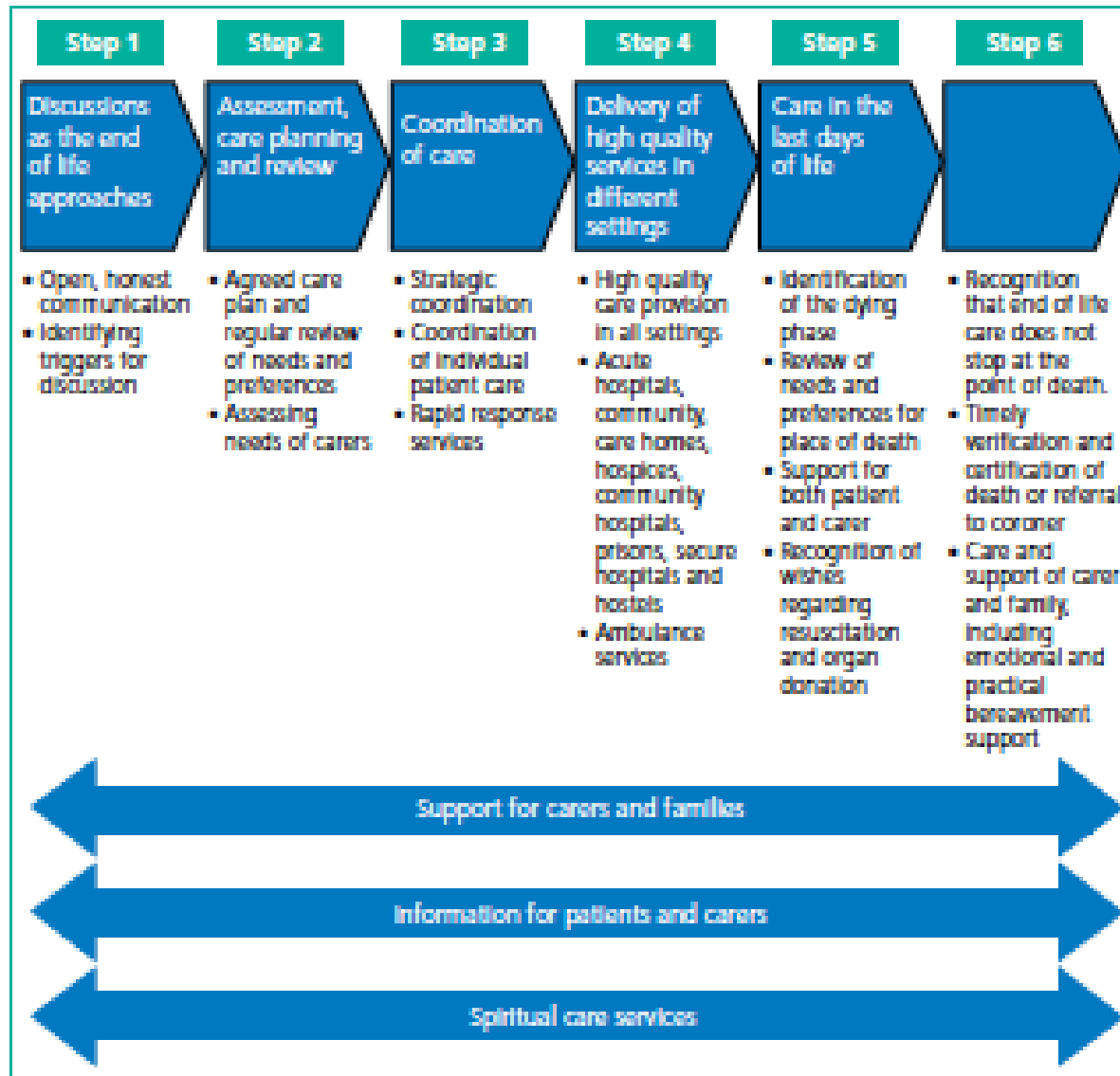
'How people die
remains in the memory
of those who live on'

Dame Cicely Saunders
Founder of the Modern Hospice Movement

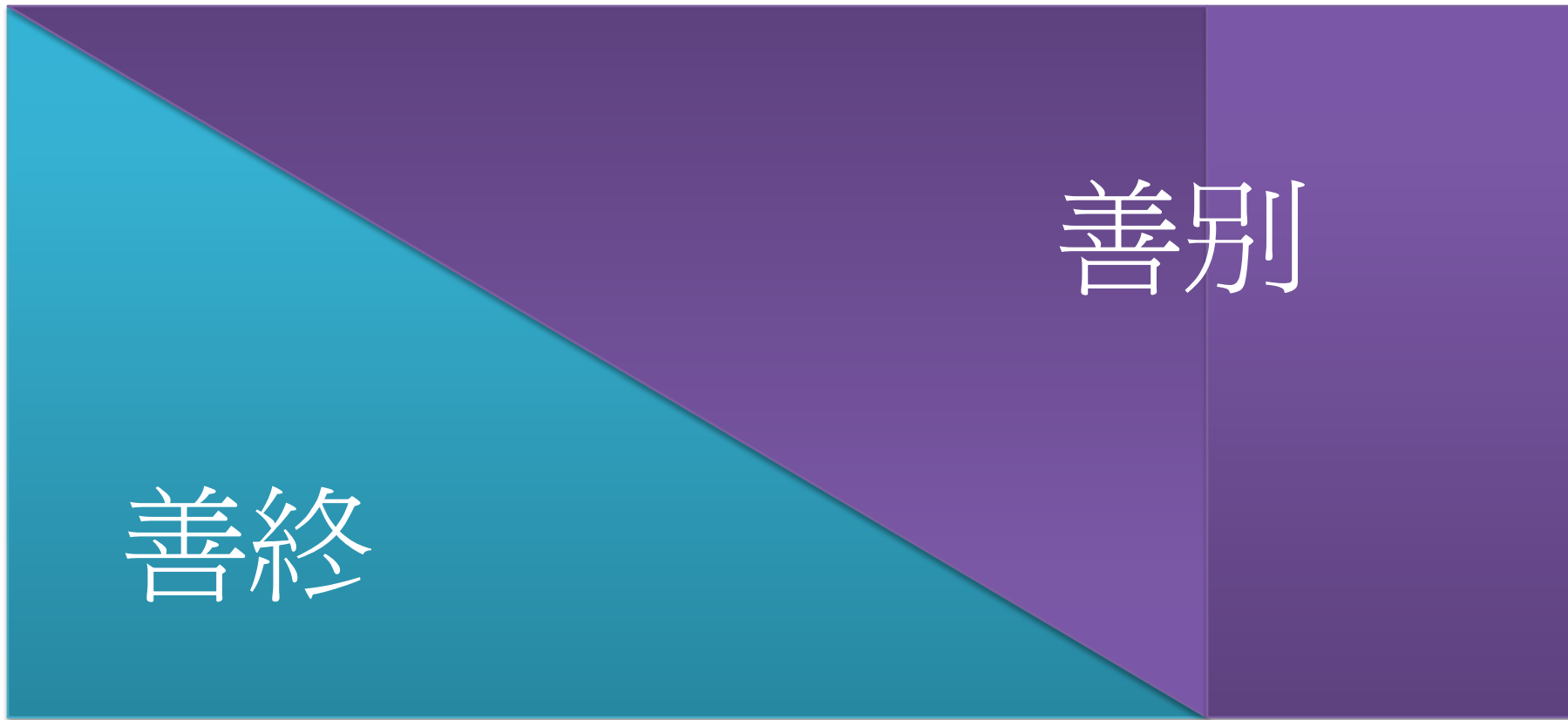
July 2008

The Care Pathway (Dept of Health 2000, p.49)

Figure 3: The End of Life Care Pathway



生前與死後



- 華人臨終關懷
醫務社會工作？



醫務社工的角色

掃把？

- 出院安排



數據搜集方法

- 研究一
- 兩個聚焦小組
- 15 名紓緩醫學醫務
社工
- 探索工作類別、面
對挑戰及主要角色

聚焦小組



初步結果

- 除了掃把外，還有其它角色：



時光機



時光機

♥ 穿梭過去、現在與將來

過去

- 回顧人生
- 肯定貢獻
- 未圓心事
- 冰釋前嫌

現在

- 危機處理
- 滿足需要

將來

- 計劃未來
- 身後安排
- 交托叮囑

時間的焦點



過去



現在



未來

Past

Present

Future

嫁妝



網

♥ 安全網

- 實務服務：衣、食、住、行基本需要
- 心靈服務：維護病者尊嚴與自決



網

♥ 互聯網

– 促進病者與

- 家人
- 醫互人員
- 其它小區機構

的溝通

– 提供信息

- 法律
- 財政
- 殯葬
- 宗教
- 出入境 等等



鏡子

- 病者與家人透過與社工的溝通，能看祇到自己的真面貌及窺探自己的內心世界
 - ✧ 情緒
 - ✧ 思想
 - ✧ 生命的優先次序(Life Priorities)



手仗

- 同行與支持
- 避免跌倒
- 復康用品



容器

- 承載病者、家人甚至喪親者的苦
- 評估病者及其家人的情況
 - * 身心社靈的評估
 - * 自殺危機的評估



初步結果

- 除了掃把外，還有其它角色：



數據搜集方法

• 研究一

- 兩個聚焦小組
- 15 名紓緩醫學醫務社工
- 探索工作類別、面對挑戰及主要角色

聚焦小組



• 研究二

- 四個個別面談
- 4名喪親家屬
- 探索紓緩醫學醫務社工服務及好社工特色

個別面談



姑息醫學醫務社工的工作



數據搜集方法

• 研究三

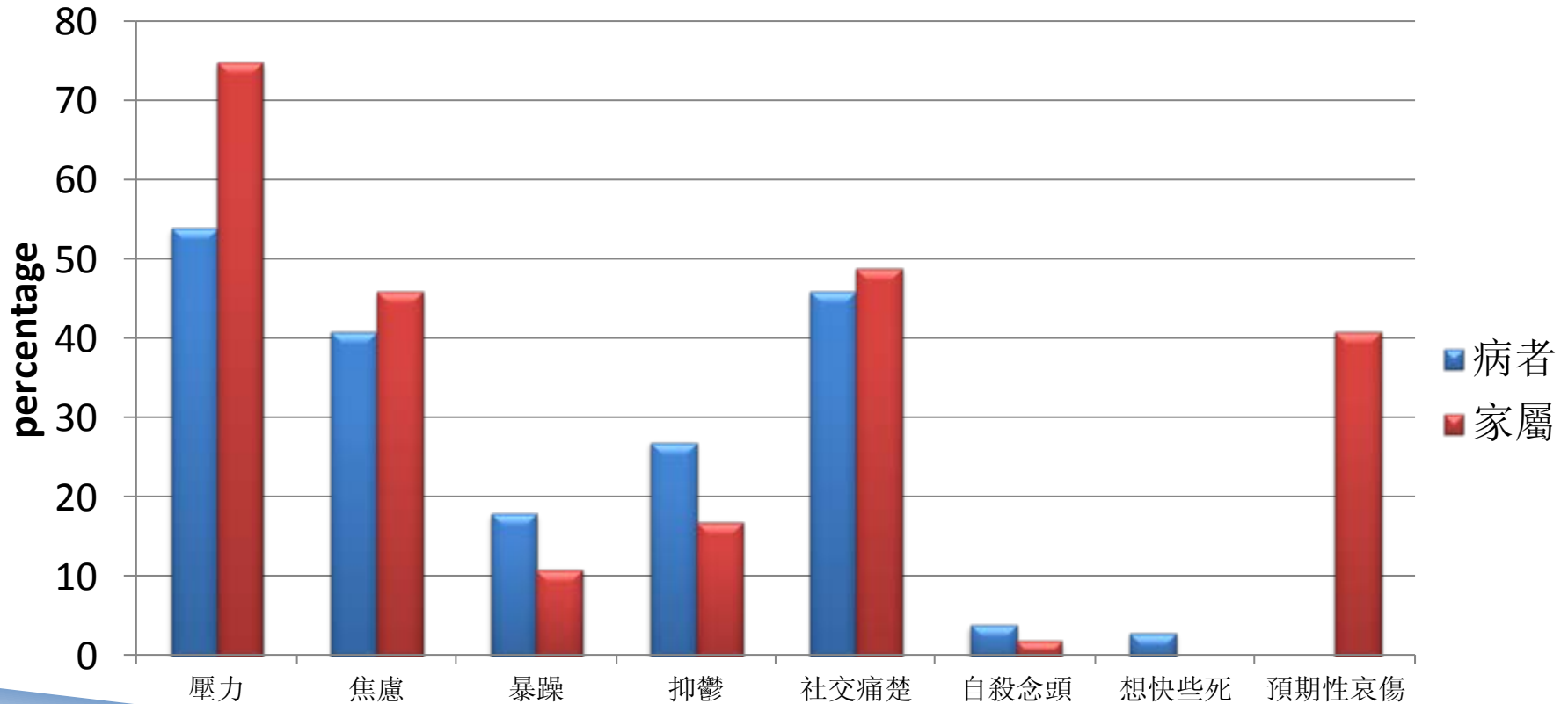
- 臨床數據分析
- 324名病者紀錄
- 探索末期病者的需要及紓緩醫學醫務社工服務的提供

臨床數據分析



- 全港姑息醫學醫務社工部門均被稱邀請參與研究
- 5區內9個單位願意參與
- 搜集2009年每個月第1個、第11個及第21個個案作深入分析
- 共324個個案

結果（病者與家人的困擾） (n=324)

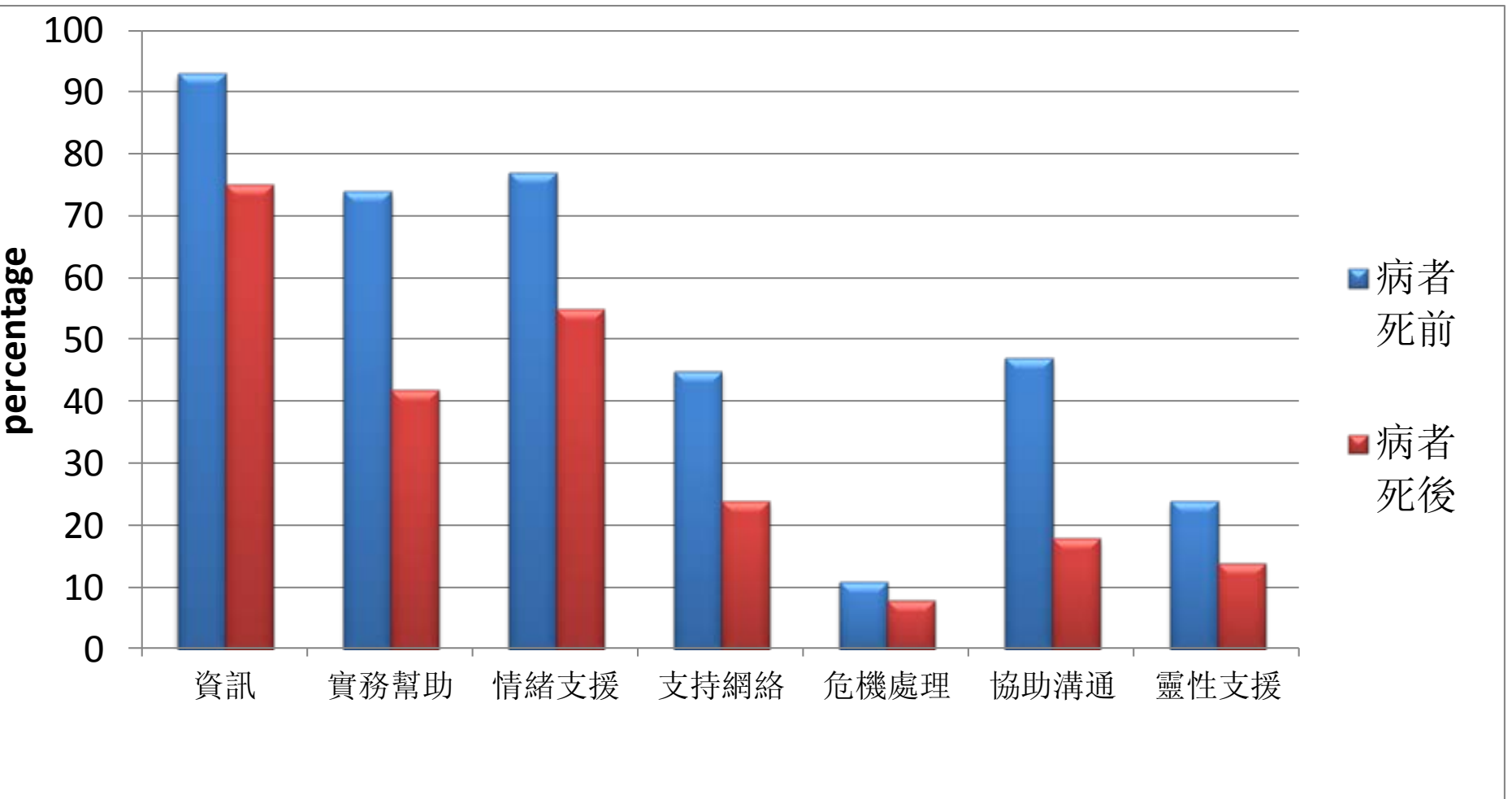


¹Want to Hasten Death applied to patient only

²Anticipatory grief applied to family only

結果 (病人與家人的需要)

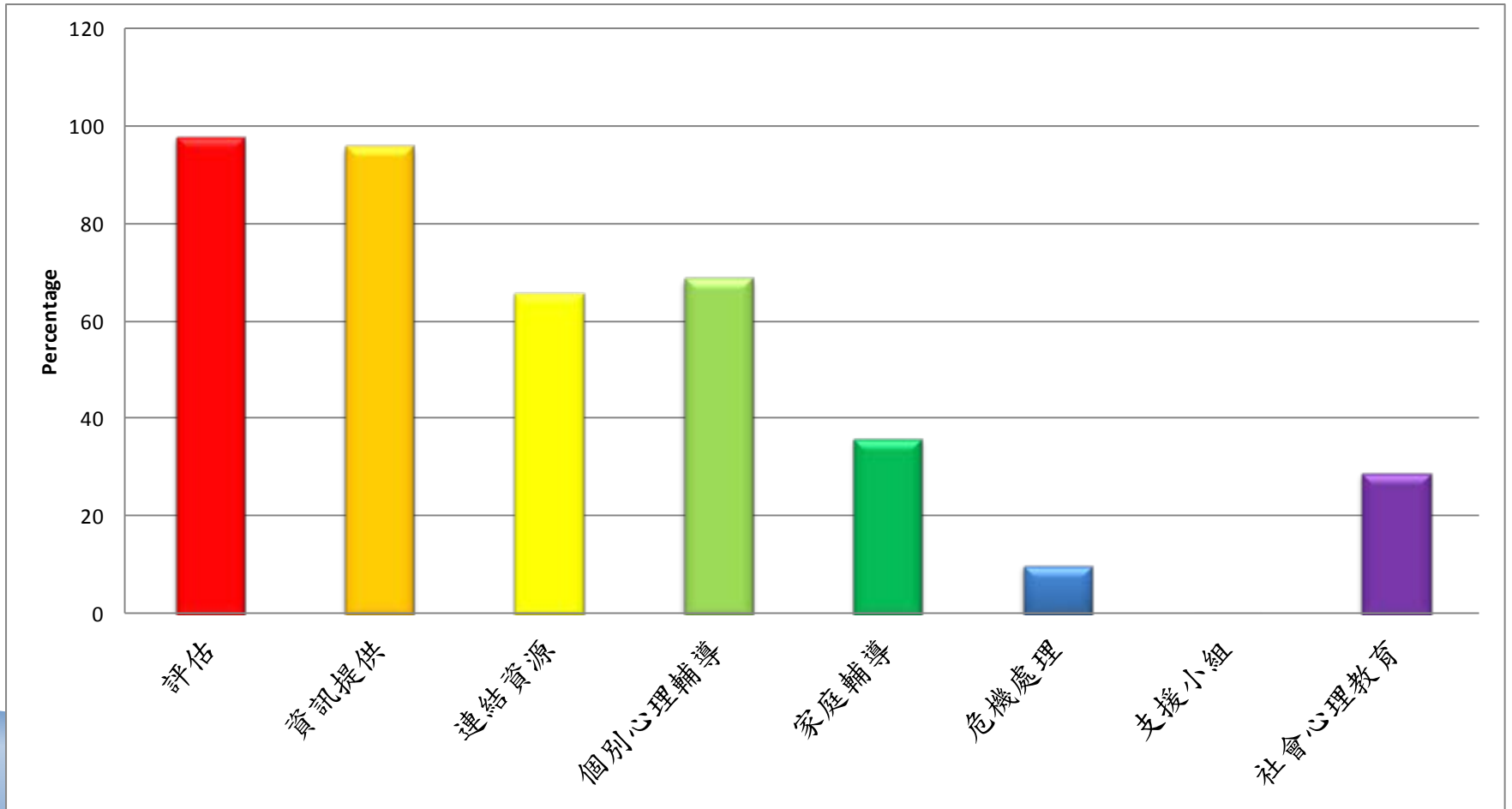
(n=324)



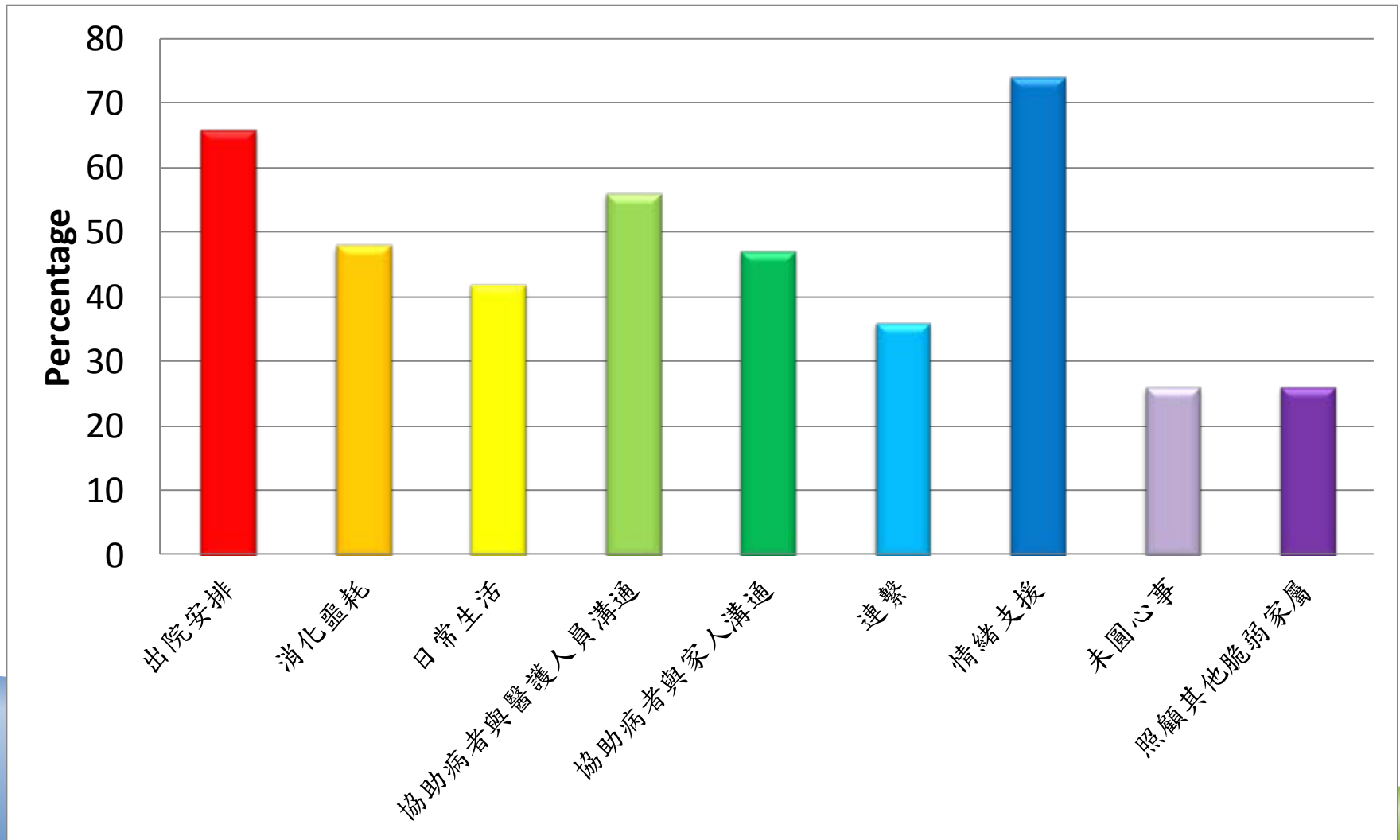
結果(醫務社工的工作) (n=324)

	病者死前				病者死后			
	Range	Mean	S.D	Median	Range	Mean	S.D	Median
病房个别面谈	0 - 25	3.11	3.18	2	0 - 2	0.12	0.34	0
办公室个别面谈	0 - 16	0.92	1.62	0	0 - 10	0.30	0.87	0
家访	0 - 5	0.06	0.41	0	0 - 1	0.02	0.14	0
电话联络	0 - 18	2.73	3.10	2	0 - 35	1.19	2.31	1
转介服务	0 - 13	0.66	1.05	0	0 - 5	0.08	0.37	0
呼、信或发电邮					0 - 1	0.24	0.43	0

結果（姑息醫學醫務社工工作） (n=324)



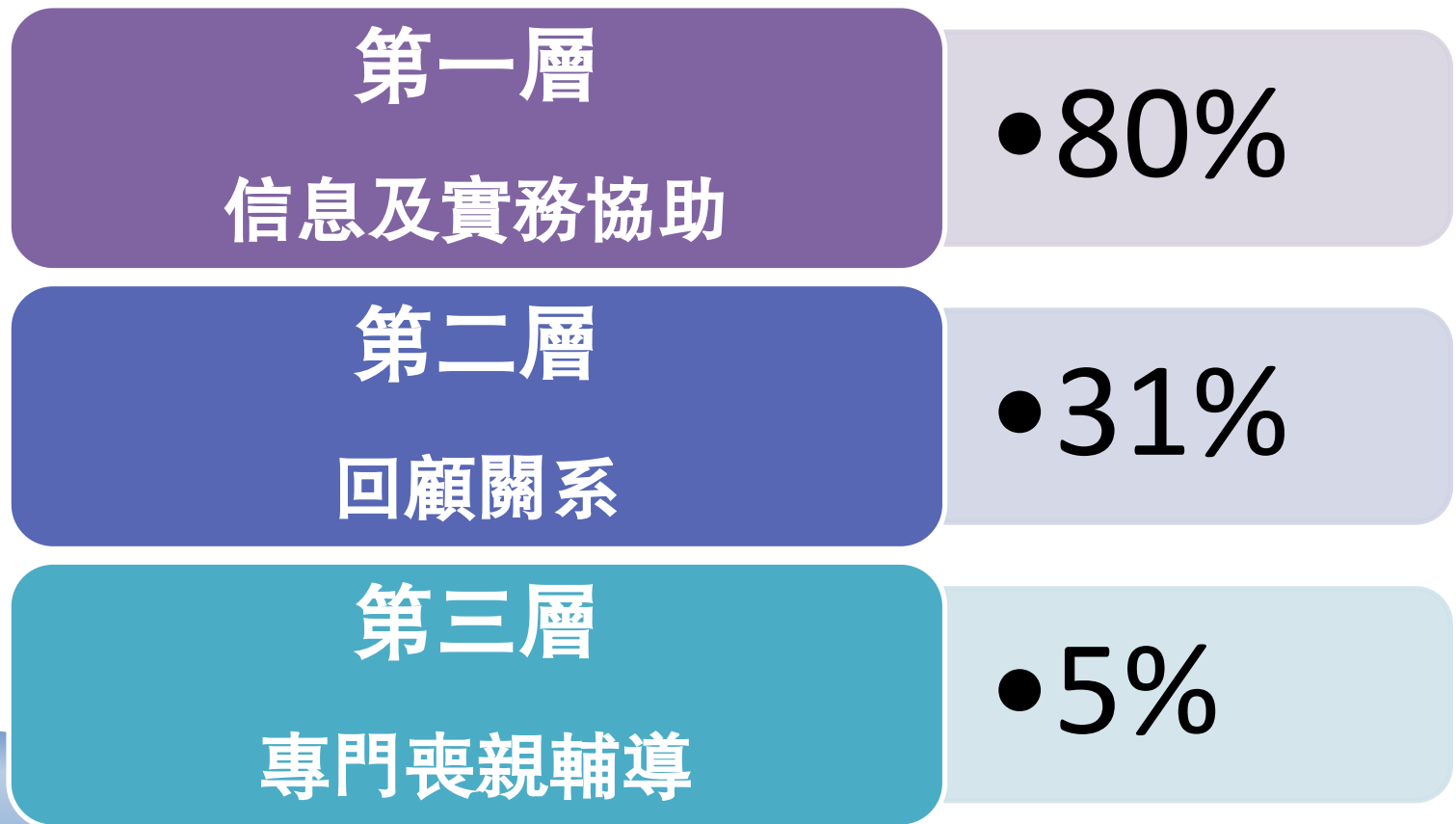
結果（姑息醫學醫務社工工作） (n=324)



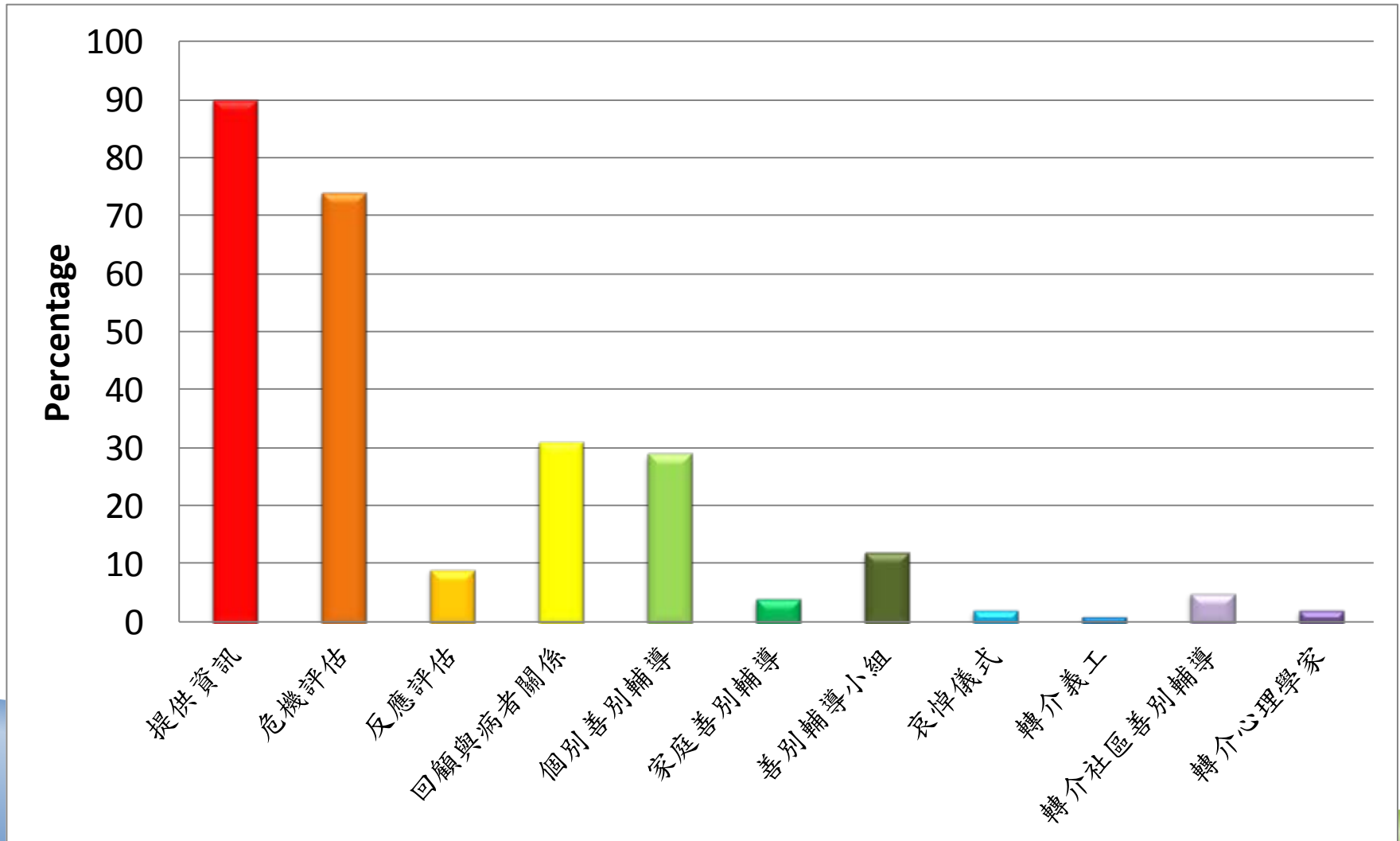
結果（喪親危機程度） (n=324)



結果 (喪親後需要) (n=324)

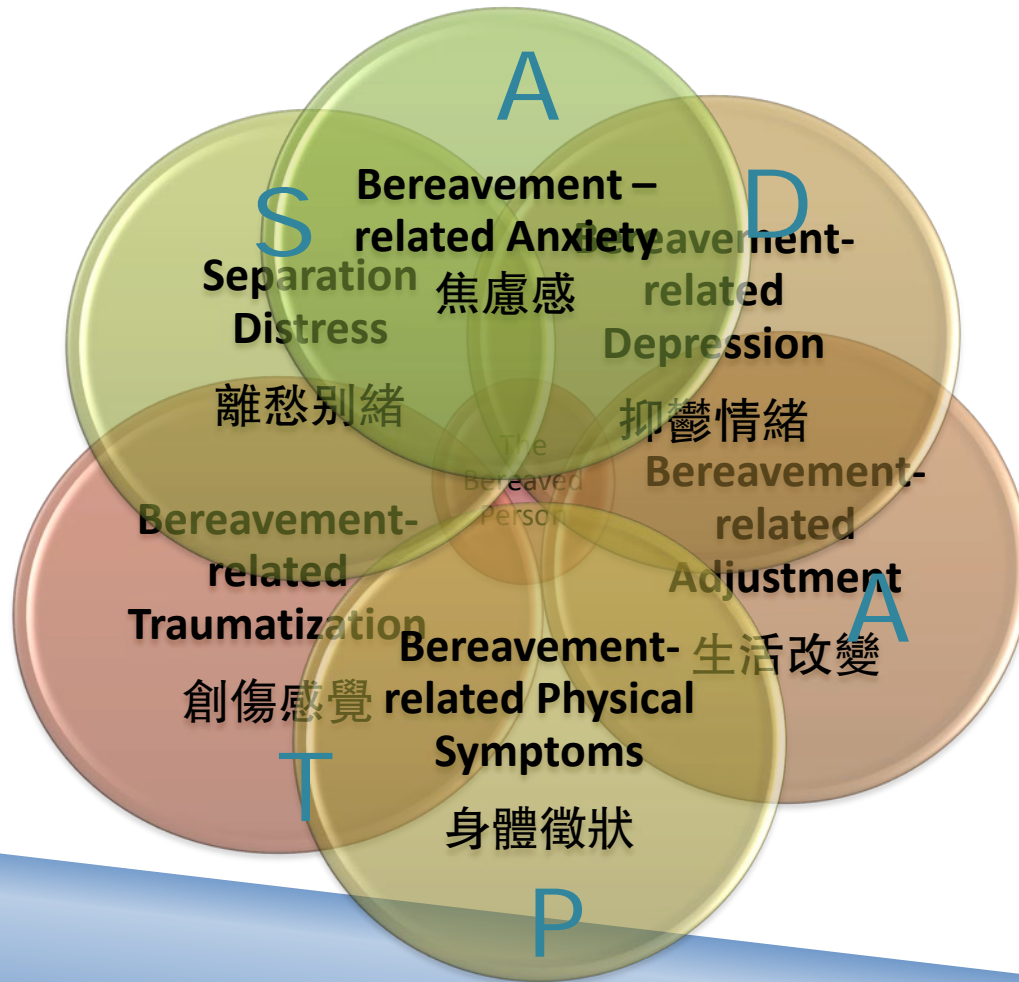


結果（善別工作）（n=324）

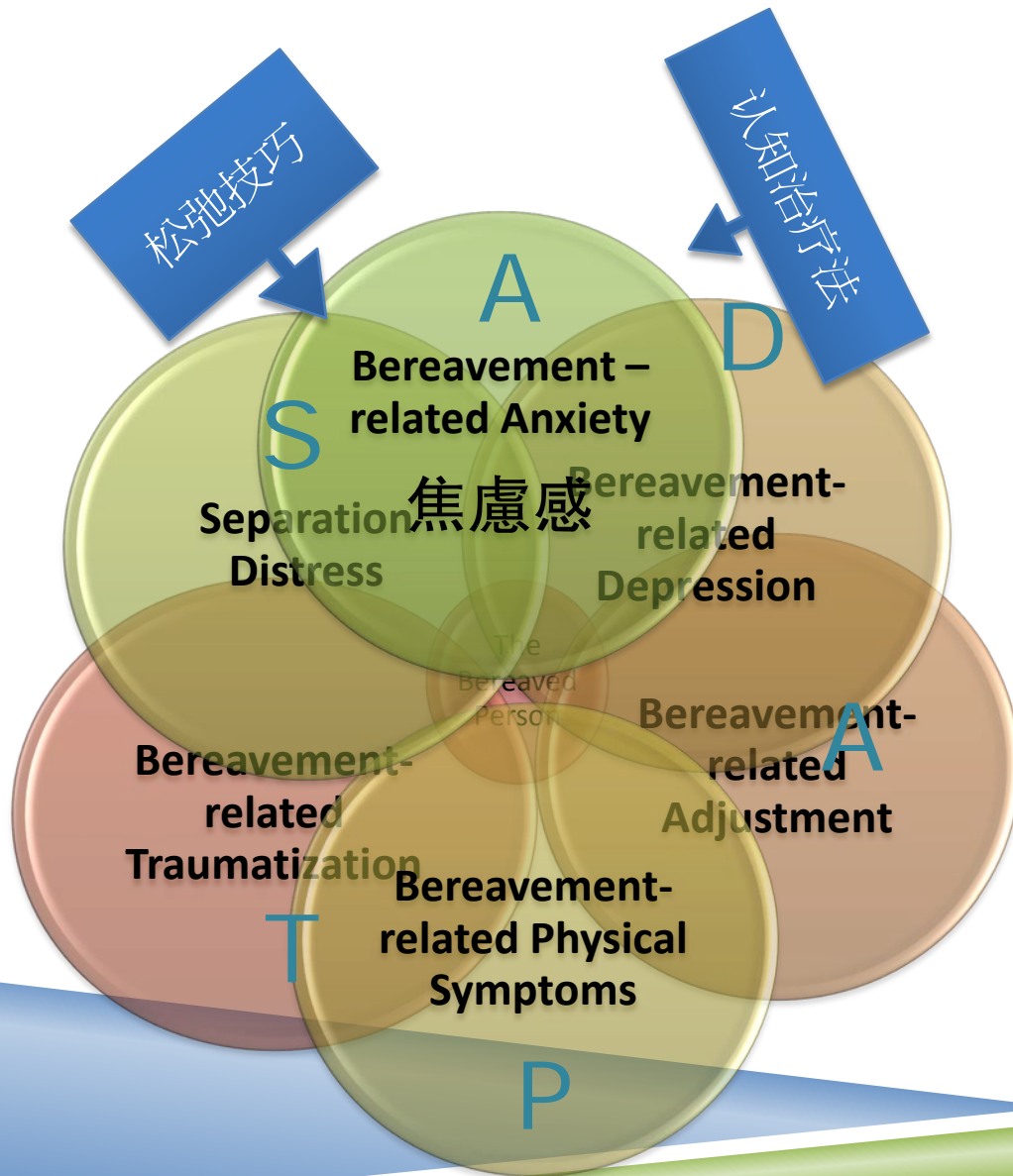


善別輔道模式


ADAPTS模式(周，2013)



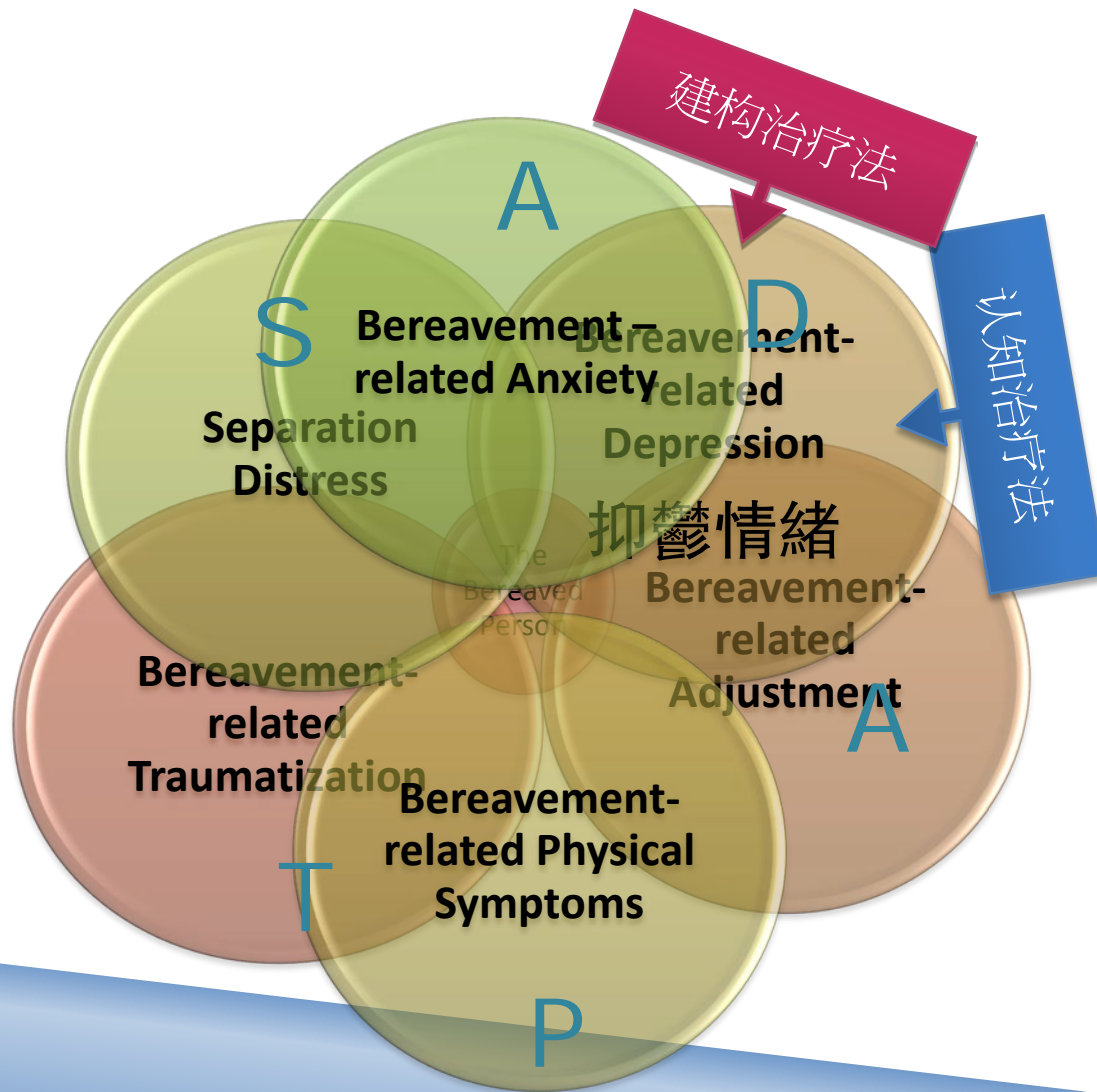
ADAPTS模式(周，2013)



处理焦虑感 Working with Anxieties

- 内观练习 Mindfulness Exercise
 - 呼吸练习 Breathing Exercise
 - 运动 Physical Exercise
 - 情绪释放法 Emotional freedom techniques
 - 认知治疗法 Cognitive Therapy
- 

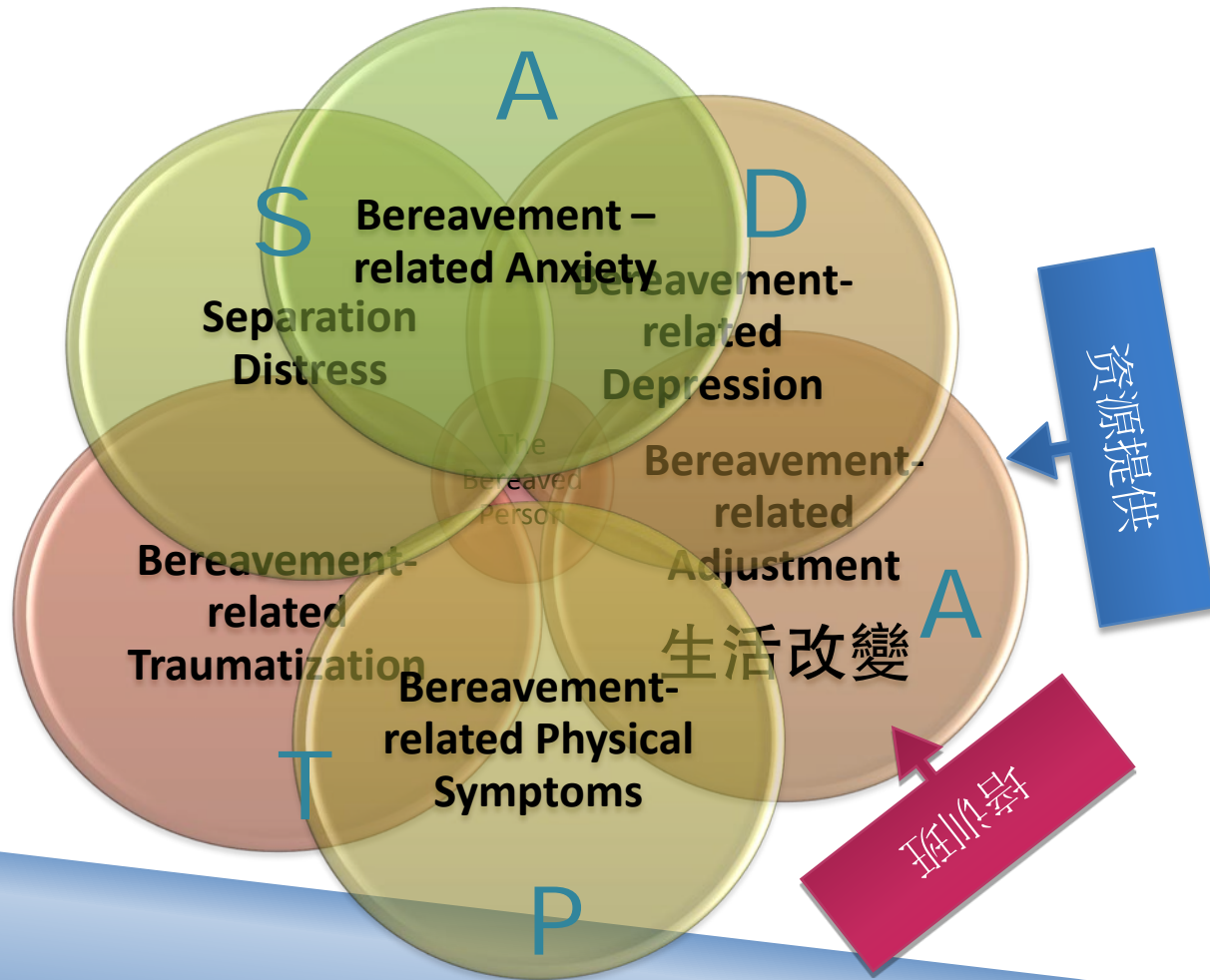
ADAPTS模式(周，2013)




處理抑鬱情緒 Working with Depressed Mood

- 認知治療法 Cognitive Therapy
- 運動及活動練習 Exercise and Movement
 - 甩手操
- 陽光 Sunshine
- 建構治療法：意義尋找 Constructivist Approach: Search for meaning
 - 個人特徵 Self Characterization
 - 生命章節 Chapter of our lives
 - 生命印記 Life Imprint

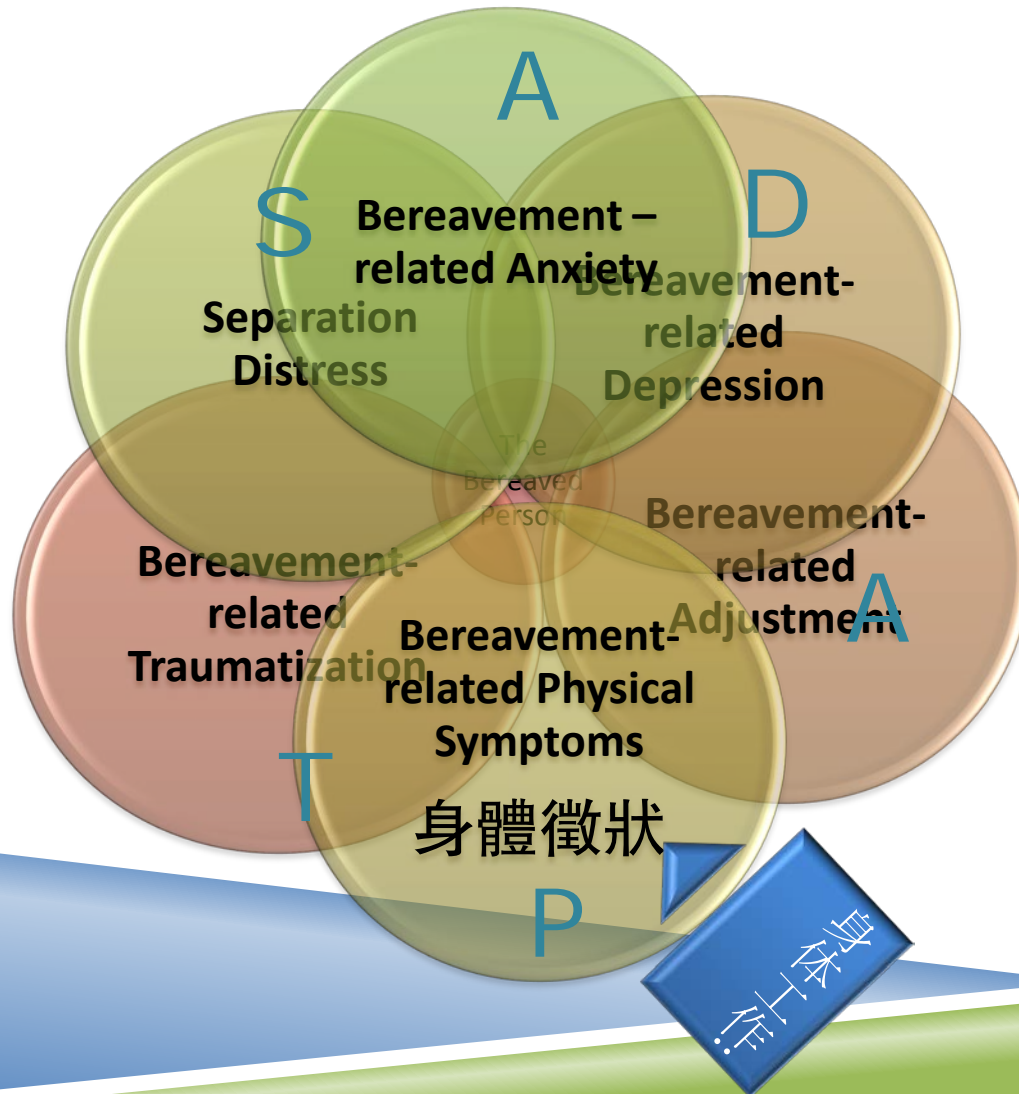
ADAPTS模式(周，2013)




面對生活改變 Addressing Life Changes

- 資源提供 Offering Resources
 - 培訓班 Psycho-education programme
 - 技巧鑽研 Skill drillings
 - **提升動機 Motivation to learn and to practice
- 

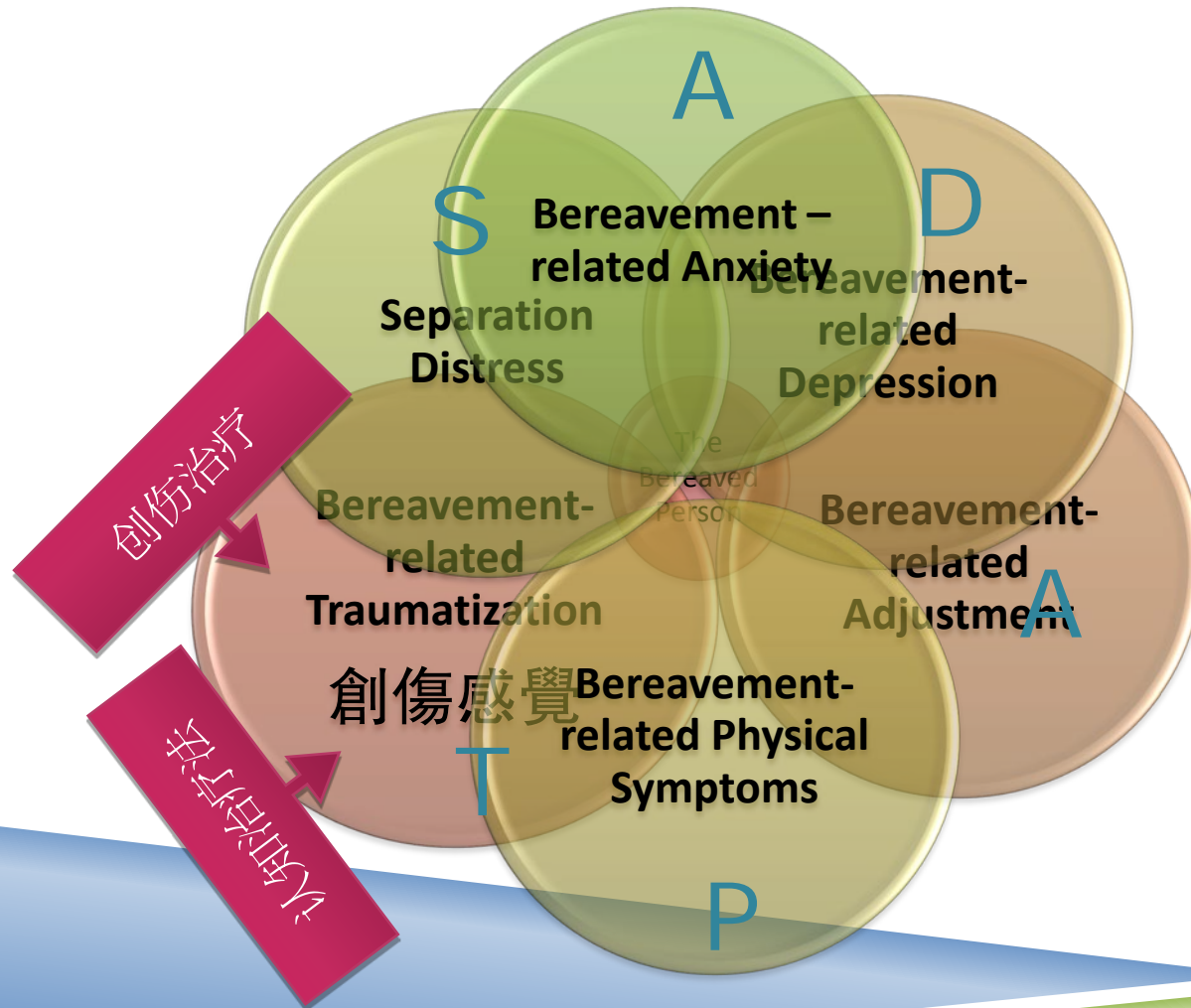
ADAPTS模式(周，2013)



身體工作Body Work

- 身體檢查 Exclude possible physical problems
 - 身心相連 Identity the somatic symptoms to psychological undermines
 - 健康法門 Learn about the healthy diet and habits
- 

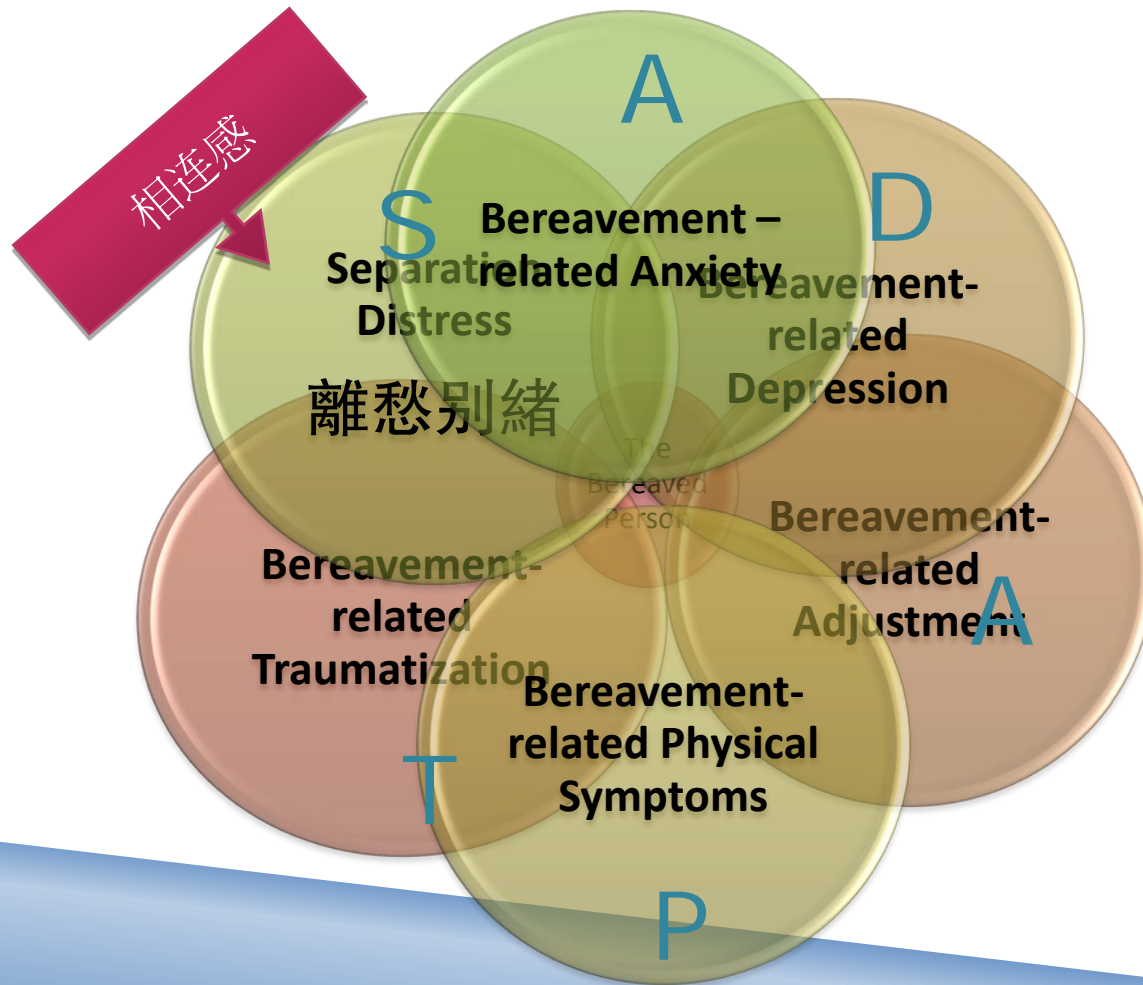
ADAPTS模式(周，2013)



处理创伤感觉Traumatization

- 优先处理 Must be addressed with first priorities
- 处理重复影像 Skills in working with intrusive images and thoughts and hyper surveillances
- 处理逃避反应 Skills in working with avoidance
- 处理负面自我形象 Skills in working with –ve alternations in cognitions

ADAPTS模式(周，2013)



處理離愁別緒 Separation Distress

- 未圓心事 Unfinished Businesses
 - 空椅技巧 Use of Gestalt Techniques such as empty chair
 - 寫信練習 Letter writing exercises
- 相連感工作 Bonding work
 - 善用各項相連感 Utilizing different forms of continuing bonds

千丝万缕

- 解结还需细心挑，逐一拆解易达标！



<http://littledandelion.com/blog/wp-content/uploads/2012/07/Balls-of-wool-MM-237.jpg>

謝謝

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