

INTEGRATION OF SOCIAL WORK INTO THE PRACTICE OFFICE

Helping patients connect with community resources by implementing processes that coordinate care between the health system, community service agencies, family, caregivers and the patient.



Vicki Poleni, LMSW

APPROACH

Employ a Licensed MSW to create a Social Work team thru the utilization of MSW students from accredited universities

HISTORY

- Hired Licensed MSW, January 2009
- Planned and partnered with GVSU and WMU School of Social Work Field Offices
- Interviewed and accepted three GVSU MSW students in and out of placement rotation
- Interviewed and accepted one extended study MSW student from WMU

HISTORY

- Assessed multiple PUs and PO
- Scheduled cross-training attendance at various service providers
- Began service delivery thru multiple referral processes

ISSUES

- Simple / Complex:
 - Soccer shorts
 - Elderly safety
 - Abuse assessments
- 2 year old Andrew R.
- 47 year old Greg W.
- 96 and 94 year old sisters, Mabel and Esther M.
- 10 year old Emily T.



STATISTICS

**TOTAL
REFERRALS**

214

**AVERAGE WEEKLY
REFERRALS**

10

LESSONS LEARNED

- No reason to reinvent the wheel
- The value of the MMPC Intranet
- A standardized referral process thru EPIC
- Lots of paper files, manila folders and sticky notes

BARRIERS

- Student schedules
- Need for re-training
- PU collaboration with community agencies
- Who is the user?
- Supervisor supervision
- Plus...

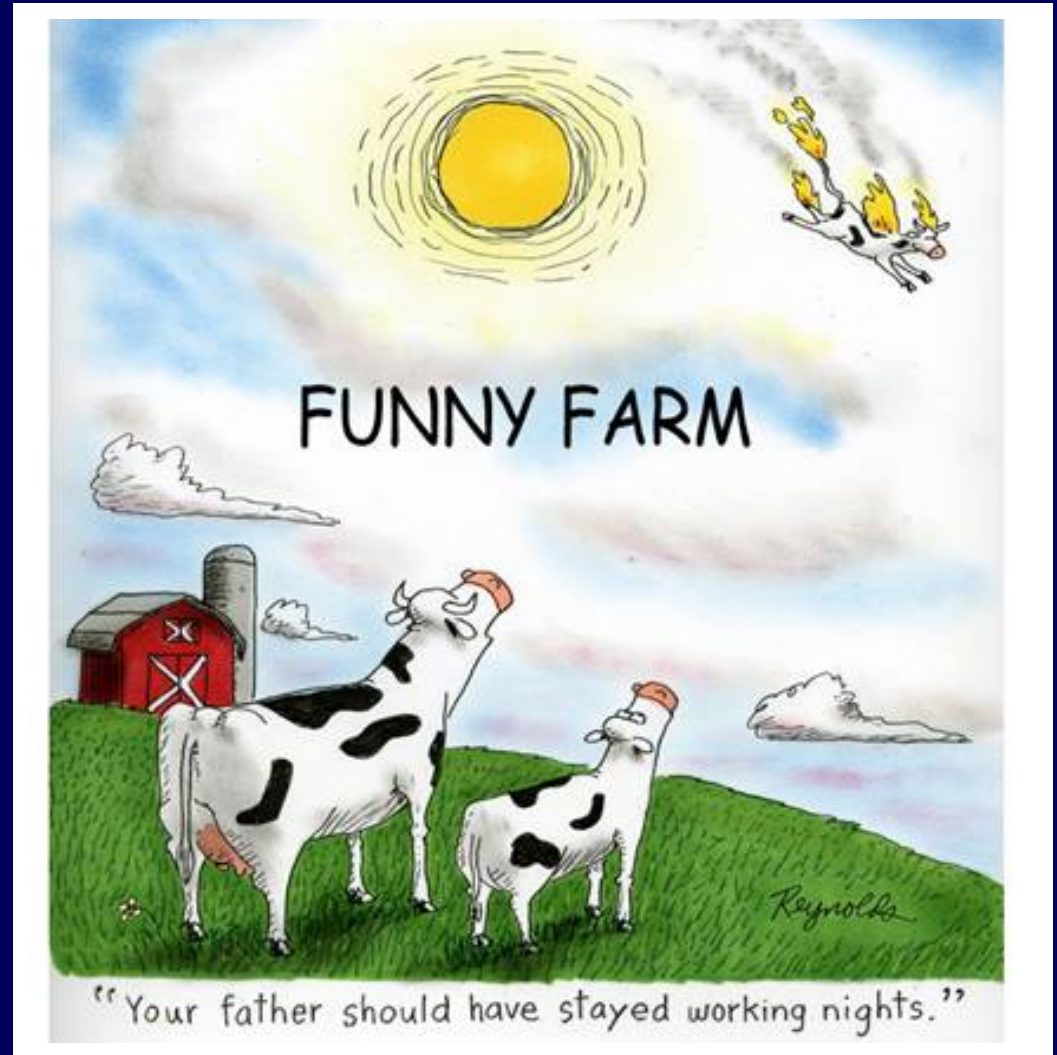
BARRIERS

Getting
too much
word out



BARRIERS

Few
models to
follow



QUESTIONS

CONTACT INFORMATION



PHONE 616.974.4403

EMAIL vpoleni@mmpc.com

Vicki Poleni, LMSW

Behaviorist

MMPC, Michigan Medical, P.C.
4100 Lake Drive SW Suite 200
Grand Rapids, MI 49546