

## The Role of the Medical Social Worker in the Care of Patients with Kidney Failure

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**Abstract:** The problem of the study is determined in the discussion and analysis of the roles of the social worker's medical care of patients with kidney failure in light of the increasing importance of the role of the social worker in the care of patients with chronic diseases, led by kidney failure, and in light of the vision of modern menu to look at the work of the social worker in a holistic manner as part of a team hospital which includes doctors, nurses, a physiotherapist... Etc., this group exists to help patients to get the maximum benefit of treatment methods and adapt to their environment and their social environment. It is also the role of the medical social worker with the patient's renal failure is important on several axes, psychological, social and family, which deals with the patient through two self-and environmental It does multiple roles within the organization is acting as mentor and directed and defender of the rights of patients, and serves as the administrative coordinator for the termination of transactions for patients. And the aforementioned acts do not represent exclusively to raise as provided by the medical social worker, but are based upon the foundations to achieve the desired goal, which seeks to achieve a medical institution to provide the best service to the patients and to overcome any obstacles that can meet this goal. This study aims to identify the different roles played by the social worker in the medical care of patients with kidney failure, and how to increase the effectiveness of these roles contribute to the integrated treatment plan. This study belongs to the descriptive studies, and we adopted in data collection on the interview guide and focus group discussions.

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### 1. Introduction

It is a human need for medication and treatment and health care of the basic needs that are essential to him about them, therefore attention to health aspects is one of the priorities of the communities and a measure of advancement and attended.

There is no doubt that patients entering hospitals or health membership purely for reasons and are treated as such but there are other dimensions and aspects of life in most patients is the presence of many of the psychological, social and economic problems that affect their lives. Some of these problems may be present before the patient is admitted to hospital while others of which may be in sync with the disease and stay in the hospital or imposed by the new reality of the patient in the event of injury or chronic diseases permanent disabilities.

So note that there are some diseases do not respond to medical treatment alone for being a social nature disease, including kidney failure, and those diseases and the reasons for their occurrence and they escalate, lies in the social aspects of cultural patterns of environmental, hence the importance of the intervention of medical social service to deal with the reasons for their removal or mitigation of them, even

the medical treatment comes the desired fruits ((Browne and Gehlert, 2012, p 20).

### 2. The problem of the study

The social work professional work to people lead individuals or groups, including the healthy relationships and life to reach levels that are consistent with their abilities and desires and goals of the society agree (Walsh, 2010, p.5.). The medical field of the important areas of social work, it is, although it for medical social work, assistant's role, but it does not mean that if social work practiced in the area is considered to have a secondary field, that is, additional, its role primarily at least, if not the equivalent of the main roles of the profession Medicine (Kerson and McCoyd, 2010, p.11.).

Modern social work as a career has worked in the medical field enables the patient to benefit from treatment plans. Also made the profession efforts to overcome various difficulties that may spacing between the patient and between his health care, and therapeutic and preventative, then worked the profession in the medical field to expand its services base to also deal with the patient's family and that their services are of sufficient integration and

efficiency to include treatment services, preventive and construction for long periods the field (Ahmed, 1979, p. 128).

The importance of discussing and analyzing the social worker roles in the care of patients with kidney failure, in light of the fact that kidney failure a social nature of diseases due to the consequences of this disease from the problems of an economic, psychological and social effects, the most important (Auer, 2005, pp.1-5):

The first problem: this was the increase in the number of patients with kidney failure in the many and varied problems, this disease is one of the more expensive diseases to treat, kidney failure big cost to the state, in addition to what endures the same patient from the treatment of drug lifelong expenses, causing pressure social and psychological severe on the patient and his family.

The second problem: This disease usually affects people in middle age, which reflects the performance of their roles in society, and adversely affecting the productive capacity of a patient with kidney failure where less productive capacity has increased by 30% to 50% the ability of the individual sense.

The third problem: that the disease negative impact on the patient's family, where the presence of the patient's kidney failure within a family is a fact painfully experienced by this family that one of its members is suffering from this disease, and it needs to wash its entirety in order to continue life, and the consequent economic problems serious that will change the course of the life of any family for the worse.

The fourth problem: that the disease effects from the psychological point where the patient becomes in case of loss of the ability to plan for everyday life because it is in a state of war raging between his suffering and therapeutic attempts that do not match up with the difficulty of pain, in addition to the lack of psychological and social compatibility with the disease and with the surrounding social conditions. This is in addition to the quality of life for the patient compensatory diseases caused him psychological and social problems affecting the adaptation with himself and with his family and his community and reflected negatively on behaviors with others.

Fifth problem: the suffering of patients with kidney failure is not personal compatibility with the disease and with self, and also the lack of social consensus with family, friends and work.

The medical social work has emerged as one of the areas of practice in social work in Saudi society, despite the novelty of the social work profession in general, but the medical social work and practice in hospitals find well attended, where most of the major government hospitals are not free from the presence of

the Department of Social work in them. Thanks to the progress that has occurred in the social work profession, it is no longer limited to material assistance, in terms of social service intervened to modify the social and psychological effects, and intervened in the level of therapeutic and social services provided to the patient (Baz,2010, pp. 80-85).

According to this study it determined the problem in the discussion and analysis of the roles of the social worker in the care of patients with kidney failure, and how to increase the effectiveness of these roles so as to contribute in the integrated treatment plan.

### **3. The reasons for choosing the subject of the study**

Represented the reasons that led me to choose this subject are as follows:

1. Scientific importance and scarcity of research and studies on the role of the social worker in the care of patients in hospitals and long-accommodation such as patients with kidney failure, and the scarcity of applied field studies in the field of medical social work.

2. The societal importance of several points, including: a. To draw attention to an important fact absent from the mind a lot of workers in the medical field, namely the role of social factors, cultural, and economic in the emergence of diseases, and the importance of social systems and relationships to treat. B. arriving to the future strategy include activating the role of the social worker in the care of patients with chronic diseases such as kidney failure, and thus contributing to provide an integrated service to the patient, and can be raising the efficiency of social work and quality with the rest of the services rather to be achieved in the end the role that awaits the society from the hospital, the index reached the wishes patients undecided him.

### **4. The aims of the study**

The primary objective of the study:

"Identify the different roles played by the social worker in the care of patients with kidney failure."

Branching from this goal several sub-goals are:

1. Identify the role of social actual medical specialist in the care of patients with kidney failure.

2. Identify the difficulties that can hinder medical social worker to do turn professional.

3. The disclosure of the extent of awareness of the administration and the medical team of the importance of the role of medical social worker at the hospital.

4. Stand on the point of the study sample of view about the importance and effectiveness of the actual services provided by the social worker.

5. Perception out a proposal for how to increase the effectiveness of the role of medical social worker in the care of patients with kidney failure.

### 5. Questions of the study

The study was launched to try to answer the central question: What is the nature of the different roles played by the medical social worker in the care of patients with kidney failure? And for this question several sub-questions are:

1 - What is the actual role of the medical social worker in the care of patients with kidney failure?

2 - What are the main difficulties that hinder medical social worker to do turn professional?

3 - What are the awareness of management and the medical team of the importance of the role of medical social worker at the hospital?

4. What the standpoint of the study sample in the importance and effectiveness of the actual services provided by the medical social worker that?

5. How can increase the effectiveness of the role of medical social worker in the care of patients with kidney failure?

### 6. Procedural definitions

1. The concept of Medical Social Work:

"Medical Social Service means efforts directed to assist the medical team in the diagnosis of certain disease states mysterious in shaping the treatment plan in addition to enable patients to benefit from the treatment provided to them and the recovery of social and jobs. By removing obstacles to their access to the chances of treatment put up to them and pave the conditions for harmony with society after their recovery. "

2. Medical social worker:

- Practitioner professional preparation prepared professionally and scientifically in departments or colleges of Social Work.

- has the expertise, information and knowledge of social work in the medical field and other fields.

- has many phenotypic and mental, psychological and professional qualities that qualify it to play its role in an optimal manner.

- The person that works in conjunction with the medical team and medical institution to achieve the goals of the institution.

- Professional in charge of the medical establishment for the social problems of patient inpatients in the institution.

- The many roles in the medical field including the preventive and curative.

- deals with the patient and his family before entering the hospital and continued after he left.

3. Kidney failure:

Palaces in the college performance of its functions as a result of the natural incidence of a particular disease, such as infections that occur in kidneys - high blood pressure,... etc., which leads to the accumulation of gathered toxins and waste in the blood and reflected negatively on human health.

### 7. The theoretical approach to the study

The current theory study is role theory. And suggests the concept of "role" in the language to work or function or "site" is doing some members of society, imposes specific behavioral patterns expected by the community of those who usually do, and is determined on the basis of social location. The concept of the role idiomatically refers to specific models of behavior and culturally bound to an individual who occupies a specific niche. Social standard is linked to the development of a certain social dictates certain reciprocal relationship. For example, the person who occupies the position of "social worker," the expectations of others, customers, and supervisors of the profession and the public... etc "is to act and behave methods, techniques binding for all social workers (Alsakry,2000, p. 451).

The role is a set of specifications define what should be the person that has emerged as a particular center is doing on the small group or large community level, and there are three procedural definitions of the role are (Alsahaty, 2003, pp. 85-86):

(A) Normative role: a set of specifications or emanating from the community or from the general culture, which draw people to their roles in the range of positions differing requirements.

(B) The expected role: a set of specifications required by the ego of the other and vice versa in the position of sub-culture is influenced by the interaction of each.

(C) Job Role: which is the actual role of the behavior of any role or actually performed?

Role theory characteristics and more concerned with the importance of social behavior, a difference in the behavior of human beings and predictability based on their hobbies and social situation in which the behavior occurs (Biddle, 1986, p. 68).

According to the above role of medical social worker in the care of patients with kidney failure is of great importance in helping to achieve the objectives of the hospitals in the rehabilitation and empowerment of individuals and society as a whole to respond to the health needs effectively. As well as the role and function of the medical social worker integrates with the team at the hospital in order to provide all the services and best for patients.

## 8. Previous studies

1. Jibreen Ali Jibreen, "the role of social specialist with long-residence patients in hospitals, the study applied to some hospitals in the city of Riyadh" (Jibreen, 2006):

The study aimed to identify the problem of "long-residence patients in government hospitals in Riyadh and what are the causes, and to assess the role played by the social specialist with these patients, and the most important difficulties faced by the social specialist in this area.

The study used a comprehensive social survey method, through the inclusion of all long-patient accommodation in hospitals chosen in view of the lack of the number and importance of the universality of the study for all and the number of respondents in this study, 93 respondents in five hospitals of the city of Riyadh. Among the most important results of the study that there are many difficulties faced by social workers in their difficult task of patients with long-residence at government hospitals. Many of the specialists of many problems that hinder their work in hospitals in general and complain with long-residence patients in particular. It is believed a lot of specialists, the absence of children or family or relatives cannot be an obstacle to overcome in their attempts to remove the patient from the hospital.

2. Ihsan Abdul Aziz, "The Intervention of Social Service and the alleviation of social problems resulting from infection with tuberculosis" (Abdul-Aziz, 2002):

Goal researcher in the study to find out the relationship between the professional intervention of Social Service and the alleviation of social problems resulting from infection with tuberculosis.

The researcher conducted a study in the chest hospital in Fayoum Governorate Arab Republic of Egypt using the experimental method, taking the researcher a random sample of patients, who numbered (10), and the researcher used measure of social problems for the lung disease tuberculosis to gather information and data necessary for study as well as the use of periodic reports and interviews professional content analysis The family sessions and form knowledge of the patient data.

The researcher concluded from his study the health of the main hypothesis to the effect, "lead professional intervention of Social Service to reduce social problems for patients with tuberculosis syndrome" in a manner indicated by the results of the study of the presence of statistically significant differences between the mean scores of different measurements at the experimental group on the scale dimensions at the moral level (0,1).

3. Latifa Abdullah Allahab, "the study of social problems associated with cancer patients and the role

of the proposed individual service entrances to cope using social pattern and the psychology of self" (Allahab, 1989):

The researcher used the descriptive method (social survey using a sample) in her study, Among the hypotheses that study aimed to be verified are: individual work that can help in the face of social problems from the perspective of social pattern and the psychology of the self, this study has been applied in the Inter-Governmental Authority in Riyadh hospitals and applied on a random sample of patients with diabetes who attend these institutions and who have reached their number (105), has been used researcher form to interview patients, and has worked on the analysis of documents and interviews for professional application of the therapeutic model of the sample selected for the collection of necessary data and information is the most important findings of the researcher that the individual service It can help in the face of social problems from the perspective of social pattern and the psychology of self, based on the following data:

(A) That the problems associated with diabetes are interrelated problems affect each other and are affected by. And then the social pattern as input an inclusive can bring positive effective way to address these problems and to facilitate relations.

(B) The psychology of self-useful in the entrance of their problems has been affected by the disease original Bzuthn realized to create insight and confront the past sediment affecting the patient.

4. Elliott Friedson, "professional dominance: the social structure of medical care" (Freidson, 2010):

The study dealt with the concept of career in the medical social work reflects this concept of the practice of the profession and how to apply the curricula and methods of social work in professional requirements. The study dealt with the growing social problems in the United States and the associated problems of these social diseases such as pressure, diabetes and heart disease. The study also attempted to provide a clear strategy for how to activate the medical profession of Social Work is hoped to achieve from this profession.

5. Clinical social and psychological indicators to work in the medical nephrology service (National Association of Social Workers, 2005):

The study dealt with how to monitor and improve the quality of psychological and social works for patients with kidney failure, especially in light of the suffering of patients with renal failure of growing concern. The study also offered of how the social workers to provide services for patients with kidney failure and how to qualify them to cope with their illness. The study also offered a number of indicators that define the scope of the practice of social work and

psychological services in nephrology.

6. David Mueller et al., "The role of social and societal works in medical education" (Muller and Meah, 2009):

The study assessed the medical social work provided curricula in medical schools, focused on how to provide medical and social service courses in medical colleges including illustrates the importance of this service for doctors and nursing staff by focusing on the cultural and social aspects of the disease.

7. Toba Kirson, Judith McQuaid, "social work in healthy environments" (Kerson and McCoyd, 2010):

This is the most comprehensive book of its kind, which deals with social work in health conditions and displays the "professional practices in the context of medical social work", as well as display the book for a number of domestic violence cases and the disease of HIV and how social dealing with these cases virus. The book also dealt with ways to provide health and social care for members of the community and safety systems, as the book on professional practice between the social worker and the patient, and how to activate the hospitals of the practice focused.

A comment on the previous studies:

Examined previous studies can be referred to the following:

1. The theme of the role of medical social worker in the care of patients with kidney failure of important scientific and practical levels topics.

2. General scarcity at the Arab Studies and Saudi Arabia especially in the field of care for patients with chronic diseases.

3. Most previous studies have focused on the role of social worker in hospitals and health institutions in general and did not focus on the role of the social worker in the care of patients with kidney failure despite the importance of this role, which gives great importance to the current study.

4. Previous studies relied on a limited sample number, so these studies faced great difficulty in dissemination of results to reverse the current study, which will rely on a large number of sample to a certain extent, giving an honest picture of the role of medical social worker in the care of patients with chronic diseases in general, and patients with kidney failure in particular, and what gives the ability to provide a proposed strategy to activate the role.

## 9. Methodology

(A) Methodology used in the study:

The study methodology used the following methods:

1. Descriptive analytical method.
2. The statistical method.

(B) Data collection tools: study relied on two sources for the collection of field data, namely:

1. Interview guide: been doing a comprehensive social survey of social workers employed in hospitals, which the Centers for Kidney dialysis, where these hospitals are divided into two types:

(A) The Ministry of Health public hospitals:

- King Fahd Hospital.
- King Abdulaziz Hospital.

(B) is under the Ministry of Health hospitals in government:

- King Fahd Armed Forces Hospital.
- King Khalid National Guard Hospital.
- King Faisal Specialist Hospital.
- King Abdulaziz University Hospital.

2. Group discussions with specialists, and medical personnel and patients beneficiaries of the dialysis center services. The sample size has been reached (25) members of the social workers, hospital staff that the Kidney dialysis centers in Jeddah.

It has two researchers to verify the stability of the interview guide through re-testing through the application of evidence of five social workers, Kidney dialysis centers in Jeddah, and two weeks after re-application of the corresponding proof of the same number, was the correlation coefficient is calculated using the program SPSS and that each question of questions Guide, as a result of the link has reached about 75, most of the questions, which indicates that relatively fixed directory. The questions that have been deleted Say the correlation coefficient of 60%, allowing the researchers reassuring. As for checking the veracity of the interview guide, it has been accessed directory on the number of arbitrators where shown some observations, and reported it to modify some of the language in a number of questions, and to delete some of the questions that have been shown to be ineffective. And then put the interview guide in its final form having the (25) element revolved around four main themes:

First: the general characteristics of the study sample.

Second: the community to estimate the function of medical social worker.

Third: the extent of high social status of the profession of medical social work.

Fourth, the most important roles of the social worker Kidney dialysis centers.

## 10. Field data analysis

The following presentation of the results of field data analysis:

1. General characteristics of the study sample: the gender and age and scientific characteristics, income and social study sample were as follows:

- Qualitative characteristics: the percentage of females in the sample amounted to 45%, while the proportion of males in the sample amounted to 55%.

There is no doubt that this reflects social changes in Saudi society, which is the obvious manifestations increase of women working in various fields of work rates, as it is associated with the female tendency to work in the humanitarian fields significantly.

- Age characteristics: the largest proportion in the sample located in the age group "25-35" as it represents these (50.3%) of the respondents, followed by the age group that lies between "35-45" and representing about (15.3%), and then following those the age group of "20-25" by (15.7%), then the age group of "45-55" by (11.3%), and finally the age group of "55-60" by (7.1%). These points to the existence of different age groups, each bearing his ideas and experience, coupled with a large proportion of young people in the stage, including in respect of this phase of the Hamas and the tendency towards a permanent renewal.

- Scientific characteristics: accounted for obtaining a Bachelor of Sociology about (46.2%), and obtaining a Bachelor of Social Work, representing (19.8%), while those with the degree of Bachelor of Business Administration, representing the proportion (20.1%), while holding degrees higher than the bachelor (13.9%) of the sample. - Notes the existence of the proportion of recipients on the Bachelor of Business Administration including that means their lack of social skills to work for lack of access to the theoretical and practical foundations for the social work profession.

- Monthly income: get all respondents on the income ranges between (8000-12000) riyals per month to reflect the social workers for a suitable full-time income allows them to perform their work face the desired tasks.

- Marital status: married couples accounted for a higher proportion in the sample rate (66.9%), and then divorced by category (15.4%), then singles by category (13.4%), and finally widows by category (4.3%).

And members of the sample in this manner are characterized by relatively social and psychological stability.

And then move on to the display dimension of rated society to function of medical social worker:

2. The extent estimate from society to the function of medical social worker:

- Estimate the extent of society to medical social worker:

Opinion (63%) of respondents does not feel appreciated society to social medical worker, and the reasons for it from their point of view are as follows:

- Failure to allocate a suitable place for social medical worker in mostly it is placed in a common room with others.

- failure to provide adequate financial support for social and medical worker, while on the contrary (37%) of respondents feel appreciated society to social medical worker, and the reasons for it from their point of view are as follows:

- Social worker close to all the members of the society in all age categories.

- Because the social work profession dealing with human.

- Society involvement in crises and disasters that occur to society, as well as their participation in social activities.

- The clarity of the role of medical social worker:

Opinion (75%) of respondents said that the role of medical social worker and clear for them, and in return there (25%) of respondents said that on the contrary, believe that this role is not clear for them.

This result is linked to the novelty of entering the medical social work field, and therefore lack of clarity of the features of its role in this area for some.

- The clarity of the role of medical social worker for the beneficiaries:

He confirmed the majority of respondents (80%) that the role of medical social worker is clear for the beneficiaries, and the reasons for it from their point of view are as follows:

- Most users do not know the importance of the role of the social worker and his role in helping them, and this may be the novelty of social work, health centers.

- shorten the media in highlighting the role of the social worker.

- Lack of an independent clinics staffed by social workers where confidentiality and privacy are available, where co-worker with his colleagues in the same clinic.

- Lack of awareness among beneficiaries as provided by the medical social worker. While (20%) of the members of the sample on the contrary, they feel that the role of medical social worker and clear for the beneficiaries, and the reasons for it from their point of view are as follows:

- Social worker in the medical facility has a clear and influential role.

- The social worker is the official sponsor of the beneficiaries, and the first supporting them.

- See a sample of the fact that the medical humanitarian social work profession:

The entire member's consensus that humanitarian and social work profession. There is no doubt that the consensus of the sample back to their study of the subject and the nature of the deal centered in dealing with humans.

- The extent of job satisfaction as a medical social worker:

The majority of respondents (85%) were satisfied with their work, and in return there (15%) of respondents said that on the contrary, are dissatisfied with their work as social workers.

- The extent to which social service necessary medical profession:

Most respondents (70%) believe that the medical profession is essential social work, while (30%) of respondents believe the opposite. There is no doubt that the answer to this question is linked to their responses to the previous question.

- Feeling medical social worker professional excellence:

The opinion of a large proportion of respondents (67%) feel they're being professional excellence for medical social worker, and in return there (33%) of respondents said that on the contrary, do not feel this professional excellence.

- See the respondents about whether the work of the social worker needs a great effort:

It confirmed the vast majority (85%) of the sample that medical personnel work the social worker needs to make a great effort, and in return there (15%) of respondents believe that the work of the medical social worker does not require a great effort.

- Estimate the extent of officials and the society of the role and effort of medical social worker in Kidney dialysis centers:

The opinion of the majority of respondents (60%) that officials and the society do not appreciate the role of the effort and the medical social worker at dialysis centers, and their indicators of this are as follows:

- Some workers in Kidney dialysis centers such as doctors overlook the importance of the role of medical social worker, and they need more of the references of consciousness.

- Failure to provide capabilities that contribute to the worker turn to the fullest.

- The doctor and the nursing staff of some of the functions of the social worker work in modifying the wrong methods in which the patient lives, or to minimize the impact of the disease on the patient and his family in the community meaning as the words of a specialist (involve themselves in our social workers). While (40%) of respondents believe on the contrary that officials and society effort and appreciate the role of the medical social worker at Kidney dialysis centers, and their indicators of this are as follows:

- Most of the cases are transferred from the doctor social worker.

- There is a need for social worker among members of the medical team.

- facilitate and pave the many difficulties faced by the social worker.

- Social works presence of all Kidney dialysis centers.

- need for officials and community social worker in any activity or disaster or crisis experienced by the society.

From the above it is clear that the role and effort of medical social worker in Kidney dialysis centers needs to be a greater appreciation of the officials and the society to be the impetus for social workers to make more of an effort in the performance of their work, including reflected afterwards feeling officials and community, including their efforts.

3. The extent of high status profession of medical social work:

- The extent of high status profession, medical social work than it was previously:

Opinion proportion (65%) that the status of the profession of medical social work has gone up from what it was previously, and in return opinion (35%) of respondents said the opposite.

- The extent of care to attend training sessions:

Detection (75%) of respondents about their eagerness to attend the training courses, and the reasons for their keenness on it are as follows:

- To develop self and gain experience.

- meet colleagues and exchange of experiences.

- Specialist must be familiar with all that is new in the field of work.

- In order to refine skills.

- The development of the provision of works to beneficiaries.

On the other hand stressed (35%) of respondents not keen to attend the following reasons courses:

- Lack of real benefit from these courses.

- Most of the courses have become stereotyped and duplicate.

- Most of the courses dealing with are far from practice topics.

- How keen the respondents on the daily business registration and evaluation:

(80%) of respondents are keen to daily business registration and evaluation, and is linked to that of their view of the importance of the application of professional foundations for social work until the performance of the work properly. On the other hand stressed (20%) of respondents said that on the contrary, the reasons for it from their point of view is to work pressure, lack of enthusiasm for it because of the lack of appreciation of their superiors to adequately.

- How keen the respondents to submit reports to the heads of the business:

The majority of respondents (85%) are keen to attend to provide reports on their actions to their

superiors for the same reasons they reported in the previous question. On the other hand stressed (15%) of respondents to the contrary. An imbalance in the professional performance of social Practitioners there is no doubt that the lack of regularity in the submission of reports to the heads of the business is.

- How does the social worker tasks of his career:

Stressed (50%) of the respondents on duty medical social work profession in accordance with the theory they learned of the grounds, and the reasons for it from their point of view is:

- According to what I've learned and my experience in this profession.
- Social worker tasks must be documented.

In contrast opinion (35%) They do tasks according to their profession and personal hard work, and the reasons for it from their point of view are:

- Tasks change from time to time.
- Different situations.
- In terms of communication with third-party personal phones.
- Albroohrat does the processing and banners and brochures at our expense private.

Finally opinion (15%) they are assigned to perform its work and the reasons for it from their point of view is:

- the lack of specific and clear the role of the social worker in kidney failure Centers action plan.
- change the social environment conditions.

- Seeing the respondents about whether a medical social worker enjoys prestige inside the hospital:

The opinion of the majority of respondents (70%) that the social worker does not have the proper standing inside the hospital for the following reasons:

- Lack of an independent room social worker.
- Lack of understanding of the real role of the other categories in the hospital.
- Lack of society recognition of the profession of medical social work.

In contrast opinion (30%) of respondents said that the social worker has decent standing inside the hospital for the following reasons:

- Multiple roles.
- Social worker link between doctor and patient.
- Humanitarian virtue of his work and its role in serving patients.
- Humanitarian profession benefits all segments of society and patients.

- Respondents see the theoretical foundations of that practice on the basis of the medical social work profession:

Respondents emphasized that the most important theoretical foundations that practice on the basis of medical and social work profession from their point of view is the "case study" (40%), then the "knowledge

base and to follow the situation" (20%), then "rather than scientific technical profession" (16%), then "the work of research and see" (10%), then the "Methods of Social Work" (9%), and finally the variable "of attempts to understand customer" (5%).

- Respondents see what you need medical social work profession from a scientific point:

Assured respondents that the most important you need medical social work profession from a scientific point is to "hold training courses for social workers" (50%), and then "keep up with the development and issuance of scientific bulletins" (15%), then "university curricula in line with the reality" (13%), then "curriculum development in universities" (8%), then, "the application and registration and get out the results of a scientific" and "scientific conferences held" by one (7%).

4. The most important roles of the social worker in Kidney dialysis centers:

- The most important roles of the social worker in Kidney dialysis centers:

Respondent's opinion that the roles of the social worker in Kidney dialysis centers multiple and complex, and the whole is these roles are as follows:

- Conduct case study for patients.
- Reception of new cases transferred from the physician or from another hospital.
- Daily traffic on patients observers to session's dialysis center.
- Definition of the role of the patient's social service department and to help them understand their rights and duties and services that can be obtained.
- An assessment of the status of each patient to determine the need to provide social work or psychological.
- Conduct case study of patients in need to provide social and psychological works and follow-up on a regular basis.
- Open social files for patients in need of social or material support.
- Reload case study models for patients to monitor the environmental and social changes that have taken place on the patient and get to know an update with his life.
- help patients accept the new health situation.
- Attention to the patient as a human being has a social function and helps him succeed to maintain compatibility with its environment.
- Help the patient on the psychological and social adjustment and to address the feelings of fear and anxiety because of the disease has.
- educate patients and convince them of the importance of Kidney dialysis on a regular basis and resolve any problems you may encounter perform this operation.

- Communicate with patients to familiarize them with the nature of the disease and to make sure the family accept the patient and his medical condition and communicate with them when needed.

- Cooperation with the team therapist to strengthen medical treatment including offers of social therapy to improve mental and social situation.

- Cooperation with the team in the processor inform patients and prepare them to accept the expected such as work or surgical infection virus medical procedures.

- Referral of patients and directing government and charitable agencies that would provide support to patients in need as a comprehensive rehabilitation and the Committee of Friends of the patients.. Etc.

- Work to facilitate the procedures for obtaining washing notices and medical reports for the purpose of kidney agriculture or any other medical purposes.

- Follow-up patients with kidney failure inpatients interior sections.

- harness all the potential to achieve the adjustment during kidney dialysis sessions within the Centre and with the environment around them.

- work to provide the needs of patient's laundry and coordination center for periods of laundry.

- Cooperation with other departments at the hospital functions as nutrition and other to achieve the best service to the patient in the treatment plan.

- The social worker is a link between the patient and his family and between the administration where they are raising the views and proposals in order to provide better service.

- Activating events occasions and holidays and days of global private and religious holidays and the World Day of Social Work and the World Kidney Day.

- Social work and publications concerned with patient awareness of kidney failure.

- Attend meetings, seminars and workshops to be held at the level of the Kingdom, which are directly related to public service and social worker with private kidney failure patients.

- Training students and students of universities, social work department.

As for the patients who need the total to kidney agriculture, mainly includes the most important social worker roles are as follows:

- urged relatives of kidney patients and to try to facilitate all necessary to complete the donation process procedures.

- Coordination with the competent hospitals and the relevant authorities in the field of kidney agriculture.

- Patients with renal failure data entry program of the Saudi Center for Organ Transplantation, and updated periodically.

- Patients susceptible to agriculture put on the waiting list.

- Request introductory cards for patient's observers bloody washing and growers across the Saudi Center for Organ Transplantation.

There is no doubt that the achievement of social worker previous roles require skills and experience in the case study, and recorded, and interviewed the way in which to achieve the goal of which, as well as skill in the preparation of correspondence and official correspondence to institutions outside community and coordination with them to patients service. In addition to the requirements of other roles of knowledge and information on the health side of the human being and diseases that gaping and its relationship with the social and psychological aspects of the patient, and how to alleviate the anxiety and fear of injury that marred a particular disease or his stay in the hospital and others. They must also stay home visits to some of the cases and the organization of some awareness lectures and recreational activities that earn the patient's interest and pleasure and entertainment, and contribute to improving the mental state of the patient, and studied in his health.

- Most External institutions deal with medical social work department kidney dialysis centers:

Respondents identified the most important External institutions deal with medical social work department kidney dialysis centers as follows:

- Ministry of social affairs

(Comprehensive Rehabilitation Center - Social Security Foundation).

- Saudi Center for Organ Transplantation.

- Prince Fahd bin Salman Charitable Society for the care of patients with kidney failure.

- Committees friend's patient's directorates of Health Affairs.

- Related to the field of kidney transplant hospitals.

- Charities.

- The most important obstacles facing the social worker in kidney dialysis centers:

Respondent's opinion that the most important obstacles from their point of view are as follows:

a. Professional difficulties:

- Lack of knowledge of the researcher (social worker) used medical terminology.

- The difficulty of communicating with government and private agencies in some cases such as the Ministry of Social Development and some schools and businesses.

- The lack of social work to the satisfaction of patients and that in need.

- Delays in the provision of patient demands.

- Novelty of the profession in the medical field.

- The difficulty of dealing with some sections flexibly.
  - The large number placed on the social worker tasks.
  - Lack of social development courses for medical social worker.
  - Poor hospital possibilities.
  - Lack of knowledge and experience and nature of diseases.
  - Lack of skill on how to deal with patients.
  - Lack of cooperation of the people of the patient to complete treatment plan.
- B. Difficulties with patients:
- Do not some patients respond to the treatment plan by your physician?
  - Lack of commitment to patients in the hospital.
  - Do not accept the patient's social worker and talk to him.
  - Credibility of the lack of commitment by some patients.
  - Lack of cooperation of the patient and his family with the social worker.
  - Do not patient awareness of the role the social worker.
  - Lack of awareness and culture in some patients.
  - The existence of social problems faced by the patient and his family.
- (C) Administrative obstacles:
- Do not give the social worker effective powers by the administration.
  - Lack of management attention and social worker focus their attention on more doctors from other disciplines.
  - The lack of social workers and administrative authority in the Ministry of Health.
  - Not be allowed to carry out home visits to some cases in spite of its importance.
  - Lack of awareness of the hospital's management role and importance of social worker.
  - There is no incentive for the social worker.
  - The existence of some laws and regulations that impede the professional performance of social worker.
  - Complexity in reporting lines, thereby hindering the issuance of approvals on some things.
  - The absence of a special office for the appropriate social worker.
- Dr. Difficulties associated with team work (doctors- nurses):
- Ignorance of the medical team roles and functions of the social worker.
  - Poor coordination between doctors and nurses in some suites, thereby hindering the work of the social worker for some patients.
  - Lack of understanding of the medical team what the social worker wants.

- assigned to the medical team of specialist to do beyond the scope of his work.
- The large number of cases transferred from the medical team with the small number of social works who are.

There is no doubt that the previous obstacles reveal medical social workers, need in general, and in the Kidney dialysis centers are particularly material and moral to estimate where at least appreciation moral for physical, on the contrary will push them appreciation moral of the state and society to do what it can of the effort to prove they deserve this recognition.

#### **11. General Results of the study:**

It responded to the results of the field study on the main questions that came from the study as follows:

1. It turns out from the field study that most of the respondents who obtained a Bachelor of Sociology and Bachelor of Social Work, with a ratio of obtaining a Bachelor of Business Administration.
2. The majority of respondents emphasized the lack of adequate appreciation of the role of the medical society to the social worker because of the failure to allocate the appropriate place for medical social worker; in mostly it is placed in a common room with others.
3. The majority of respondents emphasized that the role of medical social worker is clear for them.
4. The opinion of the majority of respondents said that the role of medical social worker is clear for the beneficiaries because of the novelty of social work, health centers, and also because of the failure of media in highlighting the role of social worker in the medical field.
5. The opinion of the majority of respondents that the social service humane and necessary profession.
6. The majority of respondents were satisfied with their work as social workers.
7. The majority of respondents confirmed their sense of professional excellence for being medical social worker.
8. Saw the majority of the sample that medical personnel work the social worker needs to make a great effort.
9. The majority of respondents confirmed that officials and the community do not appreciate the role of the effort and the medical social worker at kidney dialysis centers and their indicators of this is the lack of possibilities that contribute to a specialist turn to the fullest.
10. The majority of respondents confirmed that the status of the medical social work profession has gone up from what it was previously.

11. The field study revealed that the majority of respondents are keen to attend training courses in order to hone skills, self-development and gain experience, and exchange of experiences with colleagues, and look at what's new in the field of work.

12. The majority of respondents are keen to daily business registration and evaluation, and is linked to that of their view of the importance of the application of professional foundations for social work until the performance of the work properly.

13. The majority of respondents confirmed for doing tasks profession of medical social work in accordance with the theoretical foundations learned.

14. Field study revealed that the majority of respondents believe that the social worker does not have the proper standing inside the hospital due to lack of understanding of the real role of the other categories in the hospital, and the lack of an independent room social worker.

15. Respondents confirmed that the most important theoretical foundations that practice on the basis of medical and social work profession from their point of view represented in the case study, then the foundation of knowledge and to follow the situation, then the work of research and see.

16. It turned out from the field study that the most important thing you need medical social work profession from a scientific point from the standpoint of respondents is "holding training courses for social workers," then "keep up with the development and issuance of scientific publications," then "university curricula in line with reality."

17. In the opinion of respondents, the most important roles of the social worker in kidney dialysis centers is to make a case for patients study, and receive new cases transferred from the physician or from another hospital, and the definition of the patient the role of the social service department and to help them understand their rights and duties and the services they can get, the daily traffic Patients observers to sessions dialysis center, training students of the Social Work Department at universities.

18. Select the respondents the most important External institutions deal with medical social work department of kidney dialysis centers at the Ministry of Social Affairs, the Center for Comprehensive Rehabilitation, and the Social Security Corporation, the Saudi Center for Organ Transplantation, the Society of Prince Fahd bin Salman charity for the care of patients with kidney failure, and committees directorates Friends patients Health Affairs, and hospitals related to the field of kidney transplants, and charities.

19. The most important obstacles facing the social worker in kidney dialysis centers from the

standpoint of respondents in the professional difficulties, most notably the lack of knowledge of the researcher ( social worker) used medical terminology, and the difficulty of communicating with government and private agencies in some cases, such as the Ministry of Social Development and some schools and businesses, and the lack of social works to the satisfaction of patients and those in need, and the novelty of the profession in the medical field. And also difficulties with patients, including the failure of some patients respond to the treatment plan by your physician, and lack of patient compliance in the hospital, not the patient accepts the social worker and talk. administrative obstacles, including the failure to give the social worker effective powers by management, and lack of management attention and social worker and focus their attention on more doctors from other disciplines, and the lack of social workers and administrative authority in the Ministry of Health. In addition to the difficulties associated with team work (doctors- nurses) and the most important of the ignorance of the medical team roles and functions of the social worker, and poor coordination between doctors and nurses in some suites, thereby hindering the work of the social worker for some patients, and lack of understanding of the medical team what he wants Social worker need from them.

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