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Research Summary Of

**Evaluation of the professional performance of social workers in
emergency rooms as enforcement system of of the overall quality
in hospitals**

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Firstly : A problem of the study :

Citizen welfare of health rights in any state is a degree of a basic standard to states progress, measure of state ability to enhancement of its citizens, and the extent of its ability to provide a decent life and health care for them. So the right in health is a one of the basic rights cause its direct connection with human right in life. The emergency departments and rooms in hospital is an especially important because it present the fast resue services for patients in a critical cases and present the prioretry aid to injures in various incidents a first and necessary step to reduce the risk of these cases. The fast rescue of patients became is a necessary need because increase of illness that surprise person in any time as a coma cases with all kinds as angina, heart attack, poisoning, burns, car accidents and natural disasters.

Because of the emergency room serving large and different numbers of people between patients or who arounded them , they face a lot of challenges that related with the disease or sudden injury or connected with surrounding circumstances that may prevent get to appropriate care.

As social worker is a member in medical team, so he should consider himself fully responsible for the patient's emergency room and his family from the beginning until the moment of exit from the hospital . They are in a position to make them disabled and need to who provides them an assistance and an approprite humanity level. Social worker is an active elements, through his own perspective and his attention with protecting of his health and patients rights, for helping in emergency room to progress

of its responsibility as it is an appropriate place which provides the necessary health care to serious cases.

The professional performance is a final form for all practices of social workers in professional situations that deal with it in emergency rooms.

It is assumed in the professional performance of social workers in emergency rooms that there is a high standard of creativity to achieve therapeutic targets which are related to providing medical, social and psychological supporting services for patients in emergency rooms.

Claiming to quality in professional performance of social workers in emergency rooms because of there are several justifications as characteristics and needs of client system. He is a client in crisis who needs a rapid professional intervention, the second of these justifications is an applied overall quality system in hospitals, which requires providing the social services, as a form even more than beneficiaries' expectations, and reach to true professional performance level for social workers in emergency rooms.

The study problem determined in " Evaluation the professional performance of social workers in emergency rooms as enforcement system of the overall quality in hospitals " .

Secondly : study aims :

The basic aim is " Evaluation the professional performance of social workers in emergency rooms " . And this aim achieved by **sub-aims** :

1- Determination of an actual role for social workers in emergency rooms to provide the psychological supporting services to patients.

ϒ- Determination of an actual role for social workers in emergency rooms to provide the social supporting services to patients.

ϓ- Determination of an actual role for social workers in emergency rooms to provide the medical supporting services to patients.

ε-ϑ- Reaching to a suggestion proposal to activate role of social workers in emergency rooms .

Thirdly: study questions :

The major question :

This study seeks to answer on some of basic questions and research hypotheses which associated with it, these :

ϑ- What is the extent of the professional role of social worker to provide the psychology supporting services for patients in emergency rooms.

ϒ- What is the extent of the professional role of social worker to provide the social supporting services for patients in emergency rooms.

ϓ- What is the extent of the professional role of social worker to provide the medical supporting services for patients in emergency rooms.

fourth: study concepts:

ϑ- evaluating concept.

ϒ- professional performance concept.

ϓ- The emergency room concept.

Fifth : Study procedures :

A-Study type : This study blong to evaluating studies .

B-Methodology : this study depended on the social survey .

C-Study tools :

- An evaluating measurement for the professional performance of social workers in emergency rooms.
- An interview guidebook for social workers in emergency rooms.

Sixth : study fields :

١- Place field : the emergency room in university hospital at Fayoum governorate.

٢- Human field : - All patients in emergency rooms where data collected period numbered ٣٨٤ and applied on ٢٤٠ case .

- all social workers in the hospital numbered (٦).

٣- Time field : from Feb ٢٠١٦ to April ٢٠١٦ .

seventh : study results :

١-Result study that associated with professional role of social workers, in evaluation the psychology supporting for patients in emergency rooms, confirmed weakness of the professional performance Where the average was (٢٩٧.٤٤) and relative power (٤١.٣١).

٢-Result study that associated with professional role of social workers, in evaluation the social supporting for patients in emergency rooms, confirmed weakness of the professional performance Where the average was (٣٣٩.٠٥) and relative power (٤٧.٠٩).

٣-Result study that associated with professional role of social workers, in evaluation the medical supporting for patients in emergency rooms, confirmed weakness of the professional performance Where the average was (٣٣٩.١١) and relative power (٤٧.١٠%).

٤-There are an associated relation was statistically significant among respondents characteristics of patients in emergency rooms that related (gender, age, social cas, learning case, work kind, income, strength of staying, place of staying, medical diagnoses) and respondents abilities to determinate level of professional performance of social workers in evaluating the medical, social and psychology supporting in emergency rooms.