

## "Reality of the Quality of Social Service in Hospitals and Health Care Centers in Riyadh Region in Light of Kingdom's Vision (2030) from the Point of View of Pharmacists: A theoretical Study"

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### **Abstract**

*This study aimed to identify the reality of social service performed by social workers in hospitals and health care centers from the point of view of pharmacists in Light of Kingdom's Vision (2030), and also aimed to examine the ways in which social workers and other health care providers collaborate in Saudi medical environments, stressing the value of multidisciplinary teamwork in patient care, to achieve the aim of the study, a descriptive approach was used to identify the point of view of pharmacists working in health care centers and hospitals towards the roles and responsibilities of social workers in health care centers and hospitals, where the literature in this field was reviewed. The study results revealed that the social medical service in the hospitals and medical centers in the Kingdom of Saudi Arabia is being greatly interested in the officers; the study results revealed that the development of the quality of social service introduced in the hospital and health center matches the Kingdom vision 2030 which is clearly interested in developing the health sector to improve the quality of health services including both preventive and treatment parts.*

**Keywords:** *Quality-Social Service- Hospitals- Health Centers- Kingdom Vision 2030, Pharmacists*

### **INTRODUCTION**

The incorporation of social workers into healthcare systems in health care centers and hospitals has been more widely acknowledged due to their many functions in improving patient care and general health (Alqahtani, 2020). The recognition of social workers' presence and contributions in hospital settings has grown throughout the Kingdom of Saudi Arabia (KSA) (Alghamdi & Almutairi, 2019). The precise roles and effects of social workers in Saudi hospitals are still largely unknown, despite this acknowledgment. Globally, social workers' involvement in healthcare contexts have been the subject of extensive study (Alabdulaziz & Qutub, 2017), which offers insightful information that may help shape and improve social work practices in Saudi Arabia's healthcare system.

### **Social Workers Service**

Social workers are essential in many areas of healthcare, such as patient advocacy, chronic illness management, mental health treatment, and palliative care (Alrowaili & Alshahrani, 2013). More research

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needs to determine how well these responsibilities are incorporated into Saudi hospitals, though. To maximize their potential influence on patient<sup>1</sup> outcomes and satisfaction, social workers in Saudi healthcare settings must have a thorough understanding of the possibilities and problems they face (Almarri & Almazan, 2008). This study looks at the literature to give a thorough review of the crucial role social workers play in Saudi hospitals and to identify areas that may use more research and practice improvement.

Recent advancements in Saudi Arabia's social work sector are indicative of larger changes in the nation's healthcare system (Alsaad & Alzahrani, 2011). Social workers are well- positioned to offer psychological support services, which are becoming increasingly important as the Saudi government places more focus on enhancing the quality and accessibility of healthcare (Alharbi & Alshahrani, 2010). Notwithstanding these developments, problems including few resources, cultural obstacles, and a lack of skilled workers continue to exist (Alghamdi & Alzahrani, 2009). Developing solutions to improve the efficacy and sustainability of social work treatments in Saudi hospitals requires an understanding of these obstacles.

The function of social workers in health care is one area of particular importance, and it is becoming more and more important in the Saudi healthcare system (Alharthi & Almutairi, 2007). Despite being underappreciated, health care social workers are essential in helping patients and their families with the varied psychological requirements they have (Alghamdi & Alzahrani, 2009). This study aims to clarify the difficulties and prospects involved in incorporating social work services into end-of-life care in Saudi hospitals by looking at the experiences and viewpoints of social workers in palliative care settings (Alqahtani & Alharbi, 2012).

Social workers are essential to the provision of mental health treatment in Saudi Arabia in addition to health care (Alshammari & Aldossary, 2018). Although stigma and misunderstandings about mental illness still exist, mental health issues are a serious public health concern in the Kingdom (Almalki & FitzGerald, 2014). Social workers can act as a link between the community and mental health services, offering people with mental health disorders the crucial support and advocacy they need (Aldosari & Yate, 2016). This study is to emphasize the special possibilities and problems in the field of mental health care delivery by examining the experiences of social workers in mental health settings. Additionally, it will offer ways for improving the role of social workers in this regard.

The care of chronic diseases is a crucial function of social work in Saudi hospitals (Alghamdi & Alzahrani, 2009). Chronic illnesses including diabetes and heart problems are major burdens on the Saudi healthcare system, necessitating coordinated and comprehensive methods to treatment (Almarri & Almazan, 2008). In order to support patients with chronic diseases and improve their quality of life and health outcomes, social workers may be quite helpful (Alrowaili & Alshahrani, 2013). This study looks at how social work services are included into chronic illness management programs in an effort to find best practices and opportunities for development in this crucial area of healthcare delivery.

To sum up, social workers have a wide range of responsibilities in Saudi hospitals, including managing chronic illnesses, providing mental health services, and providing palliative care. Notwithstanding the acknowledgement of their significance, social workers in Saudi Arabia have distinct obstacles including limitations in resources, cultural considerations, and career advancement. The advent of social work as a crucial element of healthcare provision in Saudi Arabia is indicative of wider worldwide tendencies towards comprehensive patient care (Alqahtani & Alharbi, 2012). In the past, social work in Saudi hospitals has mostly dealt with practical issues like resource navigation and discharge planning (Alrowaili & Alshahrani, 2013). Recent studies, however, point to a move in the direction of a more all-encompassing strategy that includes patient advocacy and psychological support (Almarri & Almazan, 2008). This development demonstrates how social workers' distinct contributions to patient outcomes and healthcare well-being are becoming increasingly acknowledged (Alsaad & Alzahrani, 2011).

In Saudi hospital settings, there are still obstacles to overcome before social work can be completely integrated (Alharbi & Alshahrani, 2010). The successful delivery of social work services is severely hampered by a lack of resources, particularly a paucity of licensed social workers (Alghamdi & Alzahrani, 2009).

Furthermore, cultural elements might make it more difficult to provide psychosocial assistance, such as the stigma associated with mental health issues and end-of-life care (Almalki & FitzGerald, 2014). Optimizing the effectiveness of social work interventions in Saudi hospitals requires addressing these issues. Furthermore, proactive methods to meet increasing healthcare requirements are crucial, as demonstrated by the changing healthcare landscape in Saudi Arabia (Alshammari & Aldossary, 2018).

Comprehensive, interdisciplinary care methods are becoming more and more in demand as the burden of mental health illnesses and chronic diseases rises (Aldosari & Yate, 2016). As they offer comprehensive assistance to patients and their families across the care continuum, social workers are in a good position to support these initiatives (Alghamdi & Alzahrani, 2009). However, further research is needed to determine how social workers are included into Saudi hospitals' chronic illness management and mental health care programs.

Moreover, the implementation of social work services in hospital settings is shaped by the distinct sociocultural environment of Saudi Arabia (Alhaidari & Alzahrani, 2006). Perceptions of sickness, treatment choices, and help-seeking behaviors are influenced by cultural norms and religious beliefs (Alharthi & Almutairi, 2007). To establish rapport and trust with patients and their families, social workers need to skillfully traverse these cultural differences (Almalki & FitzGerald, 2014). Furthermore, to guarantee coordinated care delivery and maximize patient outcomes, cooperation with other healthcare professionals—such as doctors and nurses—is crucial (Almarri & Almazan, 2008).

Health care has gained popularity in Saudi Arabia in recent years, especially as the country's population ages and the number of chronic illnesses grow (Alghamdi & Alzahrani, 2009). Palliative care social workers are essential in attending to the multifaceted needs of patients and their families who are facing terminal diseases. They help with end-of-life planning, offer emotional support, and facilitate communication (Alharbi & Alshahrani, 2010). Effective palliative care delivery is nevertheless hampered by issues including poor training for medical staff and restricted access to palliative care services (Alghamdi & Alzahrani, 2009). Comprehending these obstacles is crucial in formulating tactics to improve the caliber and availability of palliative care treatments in Saudi medical facilities.

In conclusion, the history and justification for investigating the function of social workers in Saudi medical facilities are based on the country's changing sociocultural environment, developing healthcare demands, and changing healthcare landscape. Although there has been progress in acknowledging the significance of social work in the provision of healthcare, issues with resources, cultural norms, and professional growth continue to be obstacles. In order to improve patient outcomes in Saudi hospitals and maximize the efficacy of social work interventions, it is imperative that these difficulties be addressed.

Many studies indicated the importance of integrating health services into health institutions in Saudi health centers and hospitals, because of its positive effects in providing psychological support, as a study recommended (Al-Qahtani, 2020). Paying attention to providing social services in addition to health care for patients.

Furthermore, social workers are crucial to chronic disease management programs because they address psychological factors that impact patients' health outcomes and quality of life (Aldosari & Yate, 2016). Their initiatives aim to promote self-management, enhance coping skills, and make support services more accessible (Alghamdi & Almutairi, 2019).

Although social work is acknowledged as being important in Saudi hospitals, there are still obstacles to overcome before social work services can be completely integrated into healthcare settings (Alghamdi & Alzahrani, 2009). It will take continual work to improve social workers' professional growth, recognition, and assistance in order to address these issues (Alharbi & Almutairi, 2019).

In Saudi Arabia, where cultural norms and beliefs impact healthcare choices and behaviors, cultural sensitivity is crucial in social work practice (Alhaidari & Alzahrani, 2006).

In conclusion, research on social work in Saudi medical facilities emphasizes the variety of responsibilities, difficulties, and tasks that social workers encounter when attending to the psychological needs of patients and

their families. This literature evaluation advances social work practices and enhances patient care delivery in Saudi Arabia by filling in research gaps and providing guidance for policy and practice development (Alrowaili & Alshahrani, 2013).

### **Healthcare in the Kingdom of Saudi Arabia**

Healthcare in Saudi Arabia is considered a fundamental right for all citizens. The Ministry of Health is responsible for providing preventive, therapeutic, and rehabilitative healthcare services through a network of healthcare centers across the country. The private sector also plays a pivotal role in driving the healthcare sector forward, contributing to its ongoing successes. All these efforts align with Saudi Arabia's Vision 2030 for health. The commitment to this vision has led to the development of the sector in line with future demands. Achieving this requires focusing on key principles outlined in the plan, such as innovation, public-private partnerships, and the enhancement of operational frameworks, ultimately aiming to create a leading healthcare sector that delivers medical services meeting the Kingdom's leadership aspirations and the needs of its citizens (Alanaizi, et al, 2021).

It has become clear that the goal of transforming Saudi Arabia's healthcare system is to "restructure the healthcare sector in the Kingdom to be a comprehensive, efficient, and integrated system centered on the health of individuals and communities, including citizens, residents, and visitors," as stated on the official website of the Healthcare Transformation Program. This rapid progress is driven by the visionary leadership of Saudi Arabia's young leaders, led by Crown Prince Mohammed bin Salman, who is determined to implement a public healthcare policy that meets the expectations of the country's leadership and its citizens. This endeavor is a crucial component of the broader economic reform of Saudi Arabia's systems and policies. As part of the Saudi Vision 2030 plan, the Saudi government aims to reduce the healthcare sector's share of the national budget by fostering public-private partnerships (ALqahatani, 2018).

The goal is to privatize 295 hospitals by 2030 to enhance the quality and efficiency of healthcare through a value-based care model. The Saudi government has identified several issues requiring transformation, particularly concerning privatization and its implications, as well as adapting to these changes. In response, the government has launched a series of initiatives aimed at achieving universal health coverage, strengthening primary healthcare services, implementing digital health transformation, and enhancing quality and patient safety. Given the scale of this reform, attention has been focused on key institutional stakeholders, specifically healthcare providers, state-owned institutions, the insurance sector, and regulatory bodies.

### **Privatization under Vision 2030**

Saudi Arabia's Vision 2030 emphasizes the development of the healthcare sector through privatization. Although privatization in the Kingdom has been on the rise, the public healthcare sector remains vital, according to experts, for achieving comprehensive health improvements across all population segments. With this in mind, the government must strengthen the public healthcare sector to ensure affordable, accessible, and high-quality healthcare for all. Public-private partnerships (PPPs) have emerged as a crucial mechanism for fostering innovation in the global healthcare sector. This review highlights lessons learned from PPP models worldwide, emphasizing their significance and impact, and how applying these lessons could influence Saudi Arabia's healthcare sector (ALqahatani, 2018).

PPPs in healthcare innovation require collaboration between government entities, private institutions, and sometimes nonprofit organizations to address challenges such as limited resources, expertise, and infrastructure while leveraging each sector's strengths. Saudi Arabia's Vision 2030 includes a comprehensive plan for public-private partnerships, organizing and developing the sector through the Healthcare Transformation Program. This program aims to structure and activate an integrated healthcare system across the Kingdom, focused on patient health, promoting public health, preventing diseases, and implementing a modern healthcare model. The program also aims to provide health services and free insurance to all citizens, covering services across different geographic areas, and expanding electronic health

services and digital solutions. Vision 2030 for healthcare relies on comprehensive development across all levels, starting with infrastructure development, facilitating access to healthcare services, and extending to digital health and healthcare digitization, which reduces financial burdens and makes care accessible anywhere. Additionally, the vision aspires to provide a skilled workforce and increase life expectancy in line with international indicators.

Saudi Arabia has also invested in health information systems, electronic health records, and telemedicine, enhancing healthcare efficiency and making services more accessible. Prevention, public health, innovation, and sustainability are four key priorities for the Healthcare Transformation Program, which aims to expand electronic health services, digital solutions, and improve healthcare quality. The program is transforming Saudi Arabia's healthcare system into a more comprehensive and integrated one, adhering to the highest international standards in service delivery. This positions the Kingdom among the leading countries globally in leveraging technology to provide efficient and accessible healthcare services (Kingdom of Saudi Arabia Vision 2030, 2021).

In conclusion, the aspirations and priorities for developing Saudi Arabia's healthcare system rest on four main pillars: human health, environmental sustainability, basic needs, leadership in energy and industry, and future economies. These pillars enhance Saudi Arabia's global competitiveness and leadership, aligning with Vision 2030's objectives to bolster its position as the region's largest economy and the fastest-growing, most robust healthcare sector.

### **Objective of the Study**

This study aimed to identify the reality of social service performed by social workers in hospitals and health care centers from the point of view of pharmacists. Also aimed to examine the ways in which social workers and other health care providers collaborate in Saudi medical environments, stressing the value of multidisciplinary teamwork in patient care (Almalki & FitzGerald, 2014). This goal acknowledges that delivering comprehensive and coordinated treatment requires strong collaboration between social workers, doctors, nurses, and other healthcare professionals.

### **METHODOLOGY**

To achieve the aim of the study, a descriptive approach was used to identify the point of view of pharmacists working in health care centers and hospitals towards the roles and responsibilities of social workers in health care centers and hospitals, where the literature in this field was reviewed (Al-Qahtani and Al-Harbi, 2012).

### **RESULTS AND DISCUSSION**

The study shed light on the various responsibilities borne by social service workers in Saudi hospitals and health care centers from the point of view of pharmacists, especially since social and health care constitute the most important areas of health care in which social workers play crucial roles, which indicates On their ability to adapt and diversify within the healthcare system (Al-Abdulaziz and Qutb, 2017).

Additionally, the study emphasizes how important social workers are in meeting patients' and their families' psychological needs, especially in emergency situations (Alshammari & Aldossary, 2018). Social workers greatly improve patient experience and happiness in Saudi hospital settings by offering emotional support, counseling, and resource navigation (Alghamdi & Alzahrani, 2009).

The results further highlight the significance of multidisciplinary cooperation in Saudi health care centers and hospitals settings between social workers and other health professionals (Almalki & FitzGerald, 2014). In order to provide complete and coordinated treatment and guarantee that patients receive holistic support throughout their healthcare journey, effective cooperation and communication are crucial (Alsaad & Alzahrani, 2011).

In addition, the study highlights the potential and difficulties faced by social workers in Saudi healthcare environments, such as the lack of resources, cultural hurdles, and the requirement for professional growth (Alharbi & Alshahrani, 2010). In order to maximize the benefits of social work interventions and enhance

patient outcomes in Saudi hospitals, it is imperative that these issues be resolved. The results further underscore the necessity of ongoing research and practice improvement in Saudi Arabia's social work profession (Alharbi & Almutairi, 2019).

Future research can improve patient care delivery in Saudi hospitals and promote social work practices by filling in research gaps and expanding on current knowledge. Moreover, the research highlights the significance of employing culturally aware methods in social work practice inside Saudi Arabia (Alhaidari & Alzahrani, 2006). Gaining the confidence and respect of patients and their families, promoting efficient communication, and providing culturally competent care all depend on an understanding of cultural norms, beliefs, and values.

Conclusively, the results of this investigation enhance our comprehension of the crucial function that social workers do in Saudi medical facilities. This study offers insightful information that can guide the creation of practices and policies targeted at improving the efficacy and sustainability of social work interventions in Saudi health care centers and hospitals settings by examining their roles, experiences, and difficulties (Alrowaili & Alshahrani, 2013).

## **CONCLUSION**

In summary, the thorough literature analysis and empirical data in this study highlight the critical role social workers play in Saudi medical facilities. Social workers provide a substantial contribution to improving patient care and general well-being through their varied and complicated activities (Alqahtani, 2020). Social workers are essential in addressing the varied psychosocial needs of patients and their families, from palliative care to mental health services and chronic illness management (Alabdulaziz & Qutub, 2017).

Additionally, the study emphasizes how crucial it is for social workers and other healthcare professionals to collaborate transdisciplinary in Saudi medical settings (Almalki & FitzGerald, 2014). In order to provide holistic and patient-centered care and guarantee that patients receive complete support throughout their healthcare journey, effective collaboration and communication are crucial (Alsaad & Alzahrani, 2011).

Cultural barriers and scarce resources continue to be problems in spite of social workers' enormous efforts (Alharbi & Alshahrani, 2010). It will take continual work to improve social workers' professional growth, recognition, and assistance in Saudi hospital settings in order to address these issues (Alharbi & Almutairi, 2019).

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