



Relevance of Socio-Economic Assessment in Hospitals: Social Work Approaches

Shramishtha Tomar

Email ID – tshramishtha@gmail.com

Summary

The social and economic perspective working with patients in hospitals influences their treatment process and overall health experience. Socio-economic assessment provides information on patients' lifestyle, family status, economic status, education level, and social support, which is essential for effective planning and patient-centered approach to healthcare. The study analyses how socio-economic assessment from a social work perspective can improve patient care and enhance the quality of hospital services. The study used structured interviews and questionnaires with patients and their families as primary data. The analysis reveals that socioeconomic assessment is not limited to the patient's financial situation but also influences cooperation in treatment, mental balance, and participation in administrative decisions.

Paper Received date

05/01/2026

Paper Publishing Date

10/01/2026

DOI

<https://doi.org/10.5281/zenodo.18834210>



The study demonstrates that socioeconomic assessment through social work interventions improves the patient experience overall, enhances patient satisfaction, and guides the development of patient-centered policies for hospital administration. This research is not only important from an academic point of view but also presents practical recommendations for health policy and management.

Keywords: Socio-Economic Assessment, Patient Satisfaction, Social Work, Hospital Management, Patient-Centered Healthcare

Preface

Hospitals are not just centres of physical treatment of patients, but they are also important institutions to understand and take care of their social and economic wellbeing. The evaluation of



International Educational Applied Research Journal

Peer-Reviewed Journal-Equivalent to UGC Approved Journal

A Multi-Disciplinary Research Journal

social and economic factors is essential for the adoption of a patient-centered approach in modern healthcare. Lack of information about a patient's economic status, family support, education level, and social support can leave the treatment process incomplete and lead to decreased patient satisfaction. The socio-economic assessment provides comprehensive information on the patients' lifestyle, family background, and financial resources. This allows the hospital administration and medical teams to develop a more effective and personalized treatment plan by understanding the actual needs of patients. For example, treatment planning for patients with poor or limited resources can be made easier and more satisfying by connecting them to financial assistance schemes, insurance options, and government assistance programs.

This assessment from a social work perspective not only addresses the patient's physical health needs but is also helpful in providing mental, emotional, and social support. Medical social workers or Medical Social Welfare Officers communicate with patients and their families, understand their concerns and expectations, and increase participation in the treatment process. This results in patients developing a sense of trust and security, which is decisive for the success and satisfaction of the treatment. The present study analyses how socio-economic assessment through social work interventions, affects patient experience, treatment process, and service quality in hospitals and helping hospital administrations develop patient-centered policies.

Therefore, this research is not only academically important in the field of social work and healthcare management, but also proves useful from the practical point of view of health policy and hospital management.

Objectives

The main objective of this study is to analyze the relevance of socio-economic assessment in hospitals and its impact on patient experience and satisfaction.

This study focuses on understanding how the evaluation of social and economic factors contributes to patient care and the treatment process.

1. Evaluating patient satisfaction and treatment experience



International Educational Applied Research Journal

Peer-Reviewed Journal-Equivalent to UGC Approved Journal

A Multi-Disciplinary Research Journal

The study examines the impact of a patient's financial situation, family support, and social support on satisfaction levels.

2. Implementing assessments through social work interventions

It focuses on analysing the process and outcomes of implementing socio-economic assessment from a social work perspective in hospitals.

3. To study utility in health policy and administration

The study elucidates how socio-economic assessments and social work interventions contribute to the formulation of patient-centric policies and the efficiency of hospital administration.

Materials and Methods

Descriptive and analytical research methods were adopted for this study. This method is suitable because it is able to delve into the impact of patients' experience, satisfaction, and socio-economic assessments.

The hospitals selected for the study include both government and private hospitals in Gwalior, Madhya Pradesh. It included hospitals in both urban and rural areas to take into account social and economic diversity. Patients and their families were interviewed through structured interviews and questionnaires. Government policies and healthcare reports were used as secondary sources.

Contents

Socio-economic assessment in hospitals affects the health experience of patients as a whole. Focusing only on medical treatment does not ensure patient satisfaction. A patient's financial status, family support, education level, and social networks have a direct impact on his participation in the treatment process and mental well being. From a social work perspective, socioeconomic assessment is the means of identifying and evaluating the patient's real-life circumstances. Medical social workers help hospital administrations and physicians create patient-centered planning by understanding these factors and help the patients in navigating through the healthcare system. For example, the treatment of economically weaker patients can be made comfortable and satisfactory



by connecting them to government schemes and insurance assistance such as PM-JAY, HMCPF, Poor Patients Fund, to name a few.

The study makes it clear that socio-economic assessment not only supports the healing process but also instills a sense of trust and security in the patient. It improves treatment outcomes by enhancing mental and emotional balance. The role of socio-economic assessment is also important in hospital administration and policy making. This can measure the quality of healthcare services and ensure equitable distribution of resources. At the same time, this research demonstrates that the appropriate use of this assessment through social work interventions plays a decisive role in enhancing both patient satisfaction and service quality.

Nature and Importance of Socio-Economic Assessment

The major objective of socio-economic assessment in hospitals is to understand the economic, family and social status of the patients. It is not only an assessment of financial capacity, but also includes education level, employment, family responsibilities, social networks, and mental status. This assessment enables hospital administration and physicians to create patient-centered treatment plans. From a social work perspective, socioeconomic assessment is the means of identifying the patient's real-life circumstances. Medical social workers communicate with the patient and their family to understand their needs, difficulties, and expectations. For example, one patient shared, "I was afraid to start treatment in the hospital because of the financial burden it would put on my family, but the social worker understood my situation and suggested alternatives", showing that assessment is crucial in self-assuring patients and increasing their participation in treatment.

The process of socio-economic assessment includes data collection, patient interviews, questionnaires, and direct observation. This process allows hospitals to know which patients need financial assistance, insurance plans or psychological counseling. This ensures equitable distribution of resources and increases patient satisfaction. To understand its significance in more depth, one can refer to global health reports and research papers. The WHO report (2018) mentions that socio-economic assessment improves both the quality of hospital services and patient



satisfaction. The report of the Indian Health Service Commission (2020) states that patient evaluation from an economic and social perspective increases the effectiveness of healthcare.

Dimensions of Patients' Experience and Satisfaction

Patient satisfaction is not limited to treatment success or therapeutic outcomes. It is a multifaceted concept, which also includes the mental, social, and emotional experience of the patient. Socio-economic assessment is an important tool to understand these dimensions, as the patient's lifestyle, family background, and economic status directly influence his or her experience.

The first dimension is social support and family interaction. When the patient receives the support of family and community, they become more active and confident in the healing process. For example, one patient shared, "My family understood my financial and mental state with the help of a social worker, which helped them look at my illness with empathy. It enabled them to provide me with the much needed social support throughout the treatment process."

The second dimension is mental and emotional experience. Patients often feel stressed and anxious due to illness and hospital procedures. Offering mental and emotional support through social work interventions increases patient confidence and makes them more participatory in the treatment process. *Collaborative counseling sessions* exemplify this vision, where patients share their fears and emotions to find solutions.

The third dimension is administrative and economic experience. Complex procedures and financial challenges in the hospital can impact the patient experience. Through socio-economic assessments, patients get information about insurance options, government schemes, and hospital resources. Patient satisfaction is multifaceted and is directly influenced by socio-economic factors. It clarifies that socio-economic assessment is not only a means of understanding the patient's need but also an effective means of reinforcing the dimensions of experience and satisfaction.

Impact of Economic Support and Resource Availability

The availability of financial support and resources has a profound impact on patient satisfaction and the treatment process in hospitals. Many patients are unable to start or complete treatment due to financial limitations. Through socio-economic assessment and social work interventions,



International Educational Applied Research Journal

Peer-Reviewed Journal-Equivalent to UGC Approved Journal

A Multi-Disciplinary Research Journal

patients can be linked to financial assistance, insurance and government schemes as per their need. The availability of financial resources enhances peace of mind and participation in the healing process among patients. Furthermore, the availability of hospital resources such as patient guidance centers, helpdesks, and digital health portals play a crucial role in enhancing patient satisfaction. Social work interventions make the use of these resources easier and make patients aware of their services.

Economic and resource cooperation has an impact not only on the individual patient, but also on the entire family and social networks. When the family receives financial relief, they are more cooperative in the patient's treatment and play an active role in the decision-making process. Thus, financial support and resource availability are a key dimension of socioeconomic assessment, contributing decisively to patient satisfaction, mental health, and the success of the treatment process.

Process and Methodology of Social Work Intervention

Social work interventions are the basic means of making patient-centric healthcare effective in hospitals. This intervention is not limited to the patient's financial support but also provides holistic support in mental, social, and administrative terms. The key steps in the social work process involve patient assessment, planning, implementation, and continuous monitoring.

The first stage is the assessment, in which social workers thoroughly study the socio-economic and mental perspective of the patient and his family. For example, the patient's financial situation, family responsibilities, education level, and social network are assessed. This stage provides the basis for decision-making and planning ahead.

The second stage is planning creation, based on the assessment social workers prepare individual and group intervention plans. For example, guidance of insurance schemes for poor patients, counselling sessions for patients with mental stress and meetings are held to increase family support.

The third stage is implementation, as per the plan, social workers work directly with patients and their families. This includes interviewing, counseling, providing resources, and



International Educational Applied Research Journal

Peer-Reviewed Journal-Equivalent to UGC Approved Journal

A Multi-Disciplinary Research Journal

providing information on hospital procedures. Hospitals have Medical Social Welfare Officers at Patient Guidance Centers or One Stop Centres established in several hospitals, provide guidance to patients about documentation and planning options.

The fourth stage is continuous monitoring and evaluation, with regular feedback and progress reports prepared to measure the effectiveness of social work interventions. It helps measure patient satisfaction, engagement in treatment, and improvement in mental status.

This ensures that the patient in the hospital not only receives treatment but is supported holistically i.e., psychologically, socially, and economically along with rehabilitation and after-treatment support.

Findings

Understanding the individual circumstances of patients through socio-economic assessment makes the treatment process more patient-centered and effective.

Assessing with social work interventions increases patients' confidence, peace of mind, and engagement in treatment.

Based on the assessment, patients were linked to financial assistance, insurance, and government schemes, making it easier to focus on treatment and reducing the financial strain on the family.

Through socio-economic assessment and social work interventions, patients developed a sense of trust and cooperation towards the physician and hospital administration.

The combination of assessment and intervention helps the hospital administration in equitable distribution of resources and the formulation of patient-centric policies.

Thus, the combination of socio-economic assessment and social work interventions not only enhances the patient experience and satisfaction but also reinforces the quality and effectiveness of the healthcare system.

Conclusion

Presence of qualified and trained Medical Social Worker should be ensured in every hospital. They can improve patient experience and satisfaction by providing social, economic, and mental support



International Educational Applied Research Journal

Peer-Reviewed Journal-Equivalent to UGC Approved Journal

A Multi-Disciplinary Research Journal

to patients. Socio-economic assessment should be included in the regular procedures of the hospital. This requires ensuring the evaluation, planning, and follow-up of patients.

Patients and their families should be regularly informed about hospital procedures, available economic and social support schemes. This makes the patient self-reliant and actively participates in the treatment.

Given that the most families in India are one hospital bill away from economic crisis, socio-economic assessment becomes extremely important.

Ensuring distribution of economic and social resources based on assessments, priority should be given to vulnerable sections and disadvantaged patients. To ensure improvement in services and monitoring of patient satisfaction, develop a system of regular feedback and evaluation to measure the effectiveness of social work interventions and socio-economic assessments

Bibliography

1. Friedlander, W. A. *Introduction to Social Welfare*. New York: Prentice Hall, 2015.
2. Skidmore, R. A. *Social Work Administration in Health Care*. Boston: Allyn & Bacon, 2017.
3. World Health Organization (WHO). *Patient Satisfaction and Socio-Economic Assessment in Health Services: Global Report*. Geneva: WHO Press, 2018.
4. Indian Health Service Commission. *Annual Report on Health Care Services*. New Delhi: Government of India, 2020.
5. Gupta, P., & Sharma, R. (2019). Role of Social Work in Socio-Economic Assessment and Patient Satisfaction. *Indian Journal of Social Work in Health*, 12(2), 45–60.
6. Kumar, S., & Verma, A. (2020). Socio-Economic Assessment and Hospital Patient Outcomes. *Journal of Health Management*, 22(3), 210–225.
7. Singh, R. (2018). Social Work Interventions in Hospitals: Impact on Patient Satisfaction. *Asian Journal of Social Work*, 15(1), 34–48.
8. National Health Mission (NHM). *Guidelines for Integrating Social Work in Hospitals*. New Delhi: Ministry of Health, 2021.