

Zaporozhye State Medical University

Department of Psychiatry, psychotherapy, general and medical psychology,
addiction and sexology

Approved on the methodical conference of department
psychiatry, psychotherapy, general and medical psychology,
addiction and sexology
Head of the Chair MD, professor V.V.Chuhunov

“ _____ ” _____ 2015 year

METHODOLOGICAL DEVELOPMENTS

to practical lessons on the theme "Value the individual characteristics and health
workers" for the 4th year students of the Medical Faculty
(specialty "medicine")

Zaporozhye
2015

SUBJECT: Psychological characteristics of medical workers.

Topicality of the theme: Psychological characteristics of the patient in terms of therapeutic relationships and interactions come into collision with the psychological characteristics of health worker (doctor, psychologist, nurse, social worker). The purpose of the contacts between these people help is provided by one of the participants to communicate differently. But we should not assume that interest in such cooperation exists only by the patient. Medical worker is less interested in providing quality care to the patient, it has its own reasons and interests to cooperate with the patient, which allowed him to choose this profession. To process the relationship of patient and health care worker to be effective, it is necessary to know its psychological foundations, motives and values of the doctor, his ideas about the ideal patient as well as the expectations of the patient from the process of diagnosis, treatment, prevention and rehabilitation, conduct doctor or nurse . Features of the interaction between the health professional and the patient greatly affect the quality of medical-diagnostic process, course and outcome of disease. Occupation health worker is classified as "man (the man." The effectiveness of this specialist is largely influenced by psychological factors associated with both the doctor and the patient and his relatives. Knowledge of these factors that affect diagnosis, provide treatment and rehabilitation, will significantly increase the effectiveness of these measures. When seeking medical help for a person expects and professional service. This means that, according to the disease should provide assistance to the doctor, who has proper training in the appropriate volume and using right, of benign means.

Psychological conditions of health workers, as well as ethical principles of their form of specific requirements as to their behavior, and to the individual. On the other hand, prolonged exercise of medical activity leads not only to improve specific professional skills, but also to a number of adverse changes. For example, the problem of professional burnout and emotional strain, resulting in workers "auxiliary" professions. Knowledge of these

psychological phenomena, their ability to conduct timely diagnosis and correction can improve not only the efficiency of work of health workers, but their satisfaction with their work.

Overall objective: to be able to determine and evaluate the psychological characteristics of communication between members of medical-diagnostic process to provide a therapeutically effective and peaceful interaction between health professionals with the patient. To be able to interpret and analyze the psychological characteristics of the individual health worker and assess their impact on the professional socialization.

Educational goals and interdisciplinary integration

Specific objectives: know how	Objectives entry level: know as
Specific objectives: know how 1. To determine the psychological characteristics of the stages of the diagnostic process	1. To collect anamnesis, identify complaints, conduct objective research to interpret data inspection tool (Department of therapy)
2. Identify the psychological bases and types of communication in the treatment process, the term "communicative competence"	2. To investigate the mental processes using psychological methods (Psychology)
3. Identify and analyze conflicts and ways of solving them learn and prevention in the medical environment	3. Apply skills psychological examination of healthy people (Psychology)
4. Identify the reasons for choosing the profession of medical	4. Highlight the main requirements for the individual doctor (Department of the

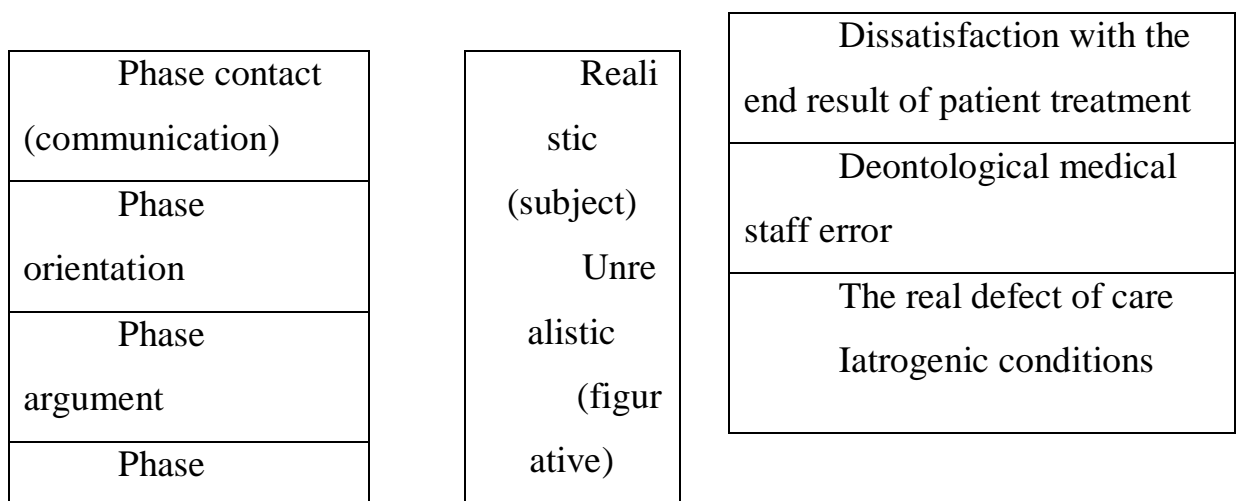
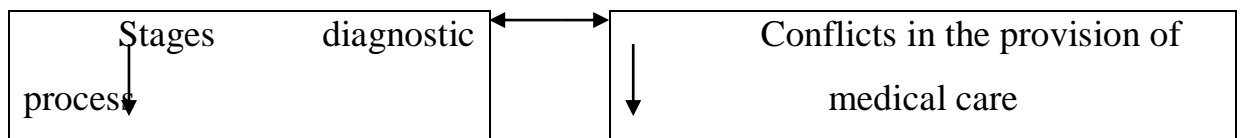
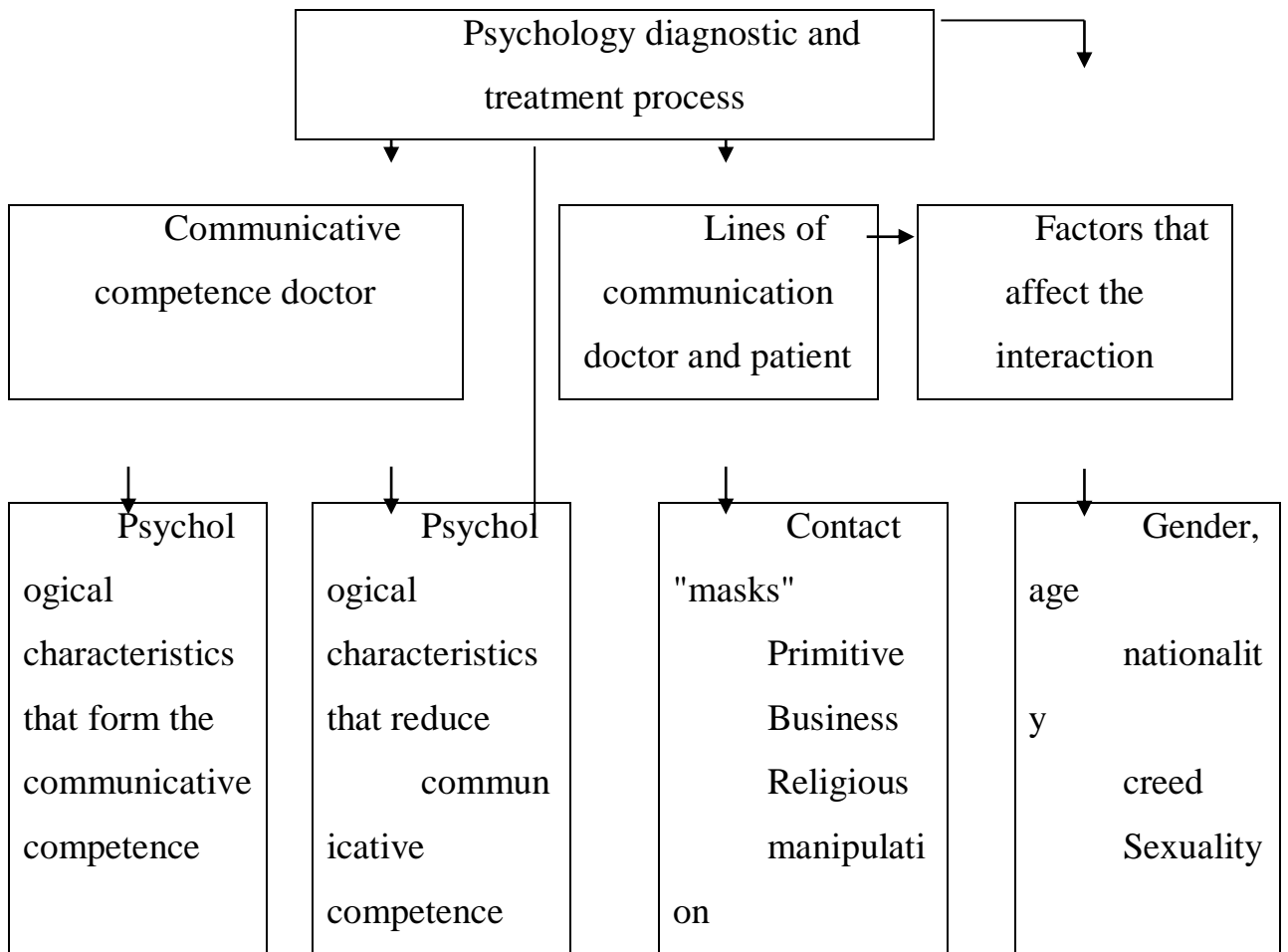
worker and a doctor make profesiohramu	History of Medicine)
5. Distinguish concepts: medicinal duty medical secret; medical errors, accidents, occupational offenses	5. Apply practical skills to communicate with colleagues and patients using the rules of ethics and deontology (and Psychology)
6. Identify professional deformation "emotional burnout syndrome"	6. Experience with legal documents and the Constitution of Ukraine (Department of Political Science)

The content and structure of employment

Theoretical questions:

1. Requirements for individual health workers.
2. The term "drug debt" and "medical secret".
3. Medical errors: causes and types.
4. Psychological types of doctors.
5. professional deformation, "burnout syndrome" and ways to prevent it.
6. The rules of ethics and subordination in the medical environment.
7. Types and communication features in a medical environment.
8. Psychological characteristics of the stages of the diagnostic process.
9. Principles physician communication with patients and their relatives.
10. The conflicts in the medical environment, their types, remedies and prevention.

Count of logical structure of theme "Psychology of health workers"



correction



Ca
uses of
conflict



The motives of
choice of profession



Internal



External



Individual psychological (individual requirements)
Socio-psychological (professional quality)



Positive
Negative

Professional orientation



professiogram

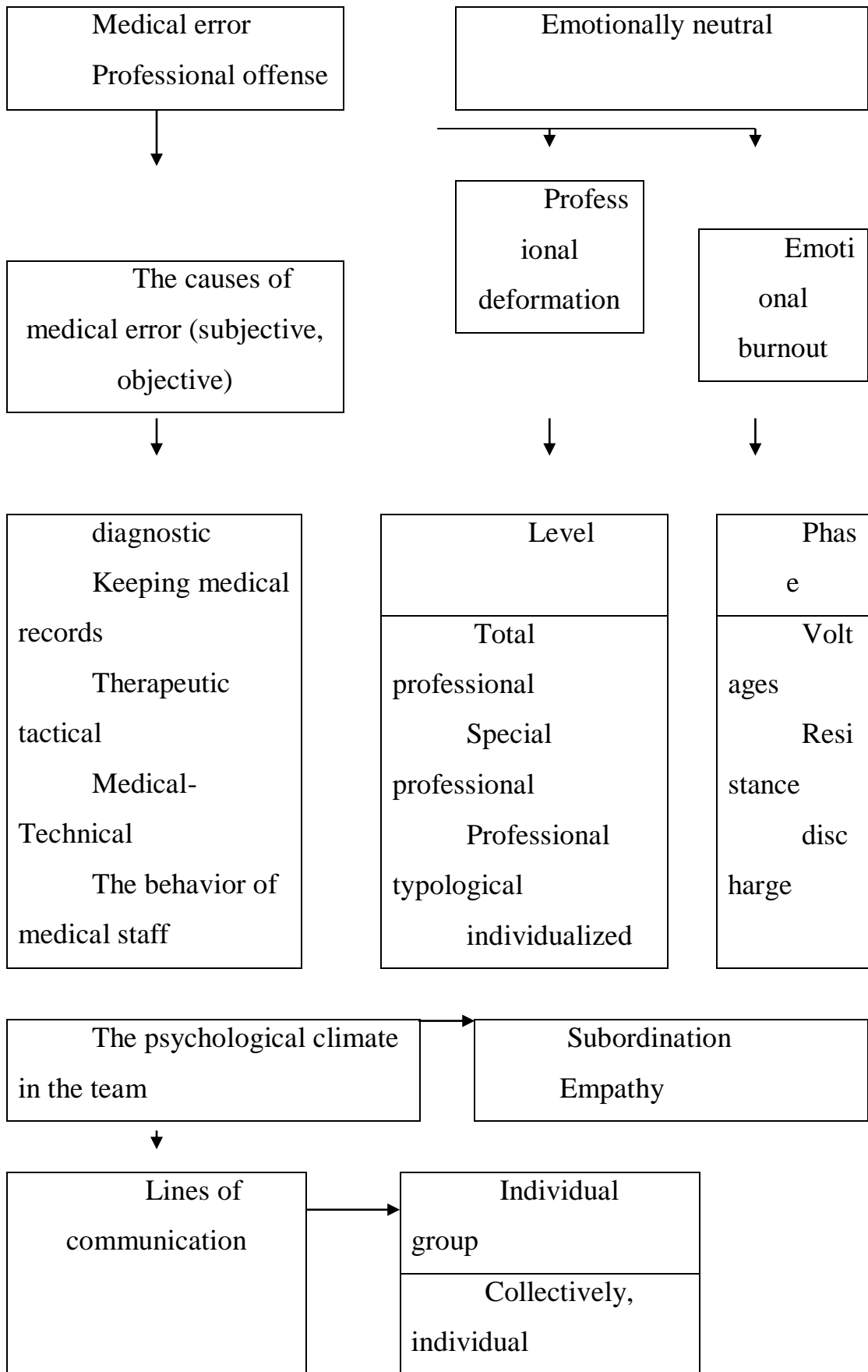
Professionalism and satisfaction
activities



Medicinal duty
caliber
Medical mystery
Accident



Type your doctor
Spivperezhyvayuchyy
directive
Nondirective



The doctor, like a number of other important professions should have a whole set of professional features simply unthinkable without the direct performance of their professional duties. Exploring issues of professional ethics, its specific drives us from general to private, allowing wider learn morality and link it to individual practitioners. In the professional medical practice there are links between these or other activities, psychological and ethical factors and qualities, combining the public interest with the interests of the individual. Medical ethics regulating the medical treatment to the patient to a healthy person, physician colleagues, the society and the state. Honor and dignity, authority and duty of the doctor with features comprehensiveness and specificity simultaneously. It is to be understood in the context that the doctor morality that applies to all people, covering unity in diversity.

Medical ethics has an internal communication with competence, classification of doctors, nurses for their professional qualities. Not own moral character and their combination with professional knowledge, skills and experience creates the kind of dominant, which is implemented in the performance of duty. And when it comes to professional medical ethics, should not only formulate relevant Code provisions relating to employment, and promote the development and the ability of the doctor to moral orientation in complex clinical situations that require moral and professional and social skills.

Figure 1. The concept of professional health worker

Occupation doctor requires high internal ethical culture. We sometimes suggests psychological mistakes when neglected appearance doctor or nurse, rudeness of their manners, inability to speak But if there are signs of a primitive code of communication, which consists of the patient first impression of the health worker .Prychomu almost 80% thought the man , credibility is built on the ground of first impressions, conscious or unconscious. It is expedient to doctor was not for the style of clothing and behavior or ultra trendy nor too old-fashioned for any needlessness is not overlooked by the patient and in some way psychologically disturbing it; in particular, is not appropriate for the doctor to smoking. Medical

worker if it is calm and confident but not arrogant, if the determination and speed conclusions and action combine it with horror, compassion and compassion while delicacy therefore, balanced character of the doctor - is one of the harmonic external stimuli that promote patient recovery. But it was not always constant. Peculiarity doctor adjusted, improved, subject to consideration of the views of their behavior - both patients and colleagues. This information is directly or verbal, but always important. Medical art is formed at once, gradually produced the ability to talk about the disease, teach the facts so that they do not contribute deterioration and improve the condition of the patient. The ability to talk with patients treated under the bed sufferers rarely innate human trait. Such skills must cultivate, produce in the daily work. This is self physician. The doctor, like the senior colleague should teach this art middle and junior medical staff. For this approach to work in a health care setting will be minimized harmful effects on the sick person carelessly spoken words or other actions of medical workers.

Unfortunately in clinical practice, there are numerous cases of this unfortunate neglect of the professional principle as doctors and nursing staff. Most collegiality violate some young doctors - careerists who in the pursuit of "authority" or yield to the gain on the principles of integrity fellow workers. There can be no justification for such a medical statement such as: "You made the wrong diagnosis", "I consider it fortunate that got to treat me" and so on. Intentional or even frivolous random vilification professional colleagues and really hurting, and the patient: After a visitor or a doctor will continue to believe in medicine? Probably not. Thus, artificial methods of self-promotion and affirmation of his "authority" least evil that are based on immoral.

Keeping medical information: - one of the basic, fundamental ethical principles of medicine, which manifests the dialectical relationship of personal and social. It should be noted that the medical secret covers not just that ratio. And only the one side, the ratio of doctor to patient interests and the public interest. Info Received physician is divided into several types: indifferent to the patient and society, but the need for a doctor in the process of communication with the patient;

care about the patient, but indifferent to society; and equally interesting to the public because some pathological states require additional measures to protect the health and lives of others. Moral guidelines physician behavior in complex situations that arise in the course of medical practice, there is a statement of priority values human life and the value of health.

2. Competence and integrity

Social significance and complexity physician professional duties require him high-level training, basic knowledge of theory and practice of medicine, mastering skills, tactics, techniques and appropriate methods of medical practice. The physician should maintain and improve their knowledge and skills to make the necessary efforts for professional self-improvement at the current state of medicine. In his work, the physician should be guided by modern standards of examination and treatment. The physician must, regardless of the vast scope of its specialization, if any, to be competent in general medical issues, first aid and terminal conditions. The doctor who is involved in health education activities should use scientifically validated data, be circumspect and take into account the possible consequences of their statements to the public. This behavior must be avoided as advertising for his personal benefit and for the benefit of institutions and organizations that doctor is, for the cause of negative effects. If a doctor advocates in the medical environment not proven diagnostic or therapeutic method, it is required to accompany your message required reservations. These posts are not allowed outside the medical environment.

3. Honesty and integrity

The physician should like in their professional activity and in private life to be fair and honest and not to resort to deceit, threats, blackmail, bribery, use to achieve their professional or personal goals severe physical or personal circumstances of patients (actors in the field Health Care). The doctor is obliged to respect the rights, legal interests, honor, dignity, reputation and feelings of the persons with whom he works and is in other respects. Any agreement between

doctors and between doctors and pharmaceutical workers and other persons or entities to the detriment of patient prohibited.

The doctor prohibited:

- any action that promotes patient gaining unjust or illegal advantage;
- any privileges cash or in kind, as well as commissions from any person;
- prohannya remuneration in kind or money, in any other form, directly or indirectly, by any order or medical action or consent to receive them, except that according to current legislation of Ukraine. The doctor who holds elective or administrative office, may not use his official position for the purpose of augmenting their clientele.

4. Ethics in relationships with doctors

The relationship between doctors (medical personnel) are based on collegiality. Equality, fairness, justice, honesty and willingness to transfer their knowledge and experience. Doctors should help each other in difficult dalonni and in case of failure. In case of disagreement between colleagues should find a way to eliminate them, if necessary - through the ethics committee of relevant professional associations. The duty of every doctor - as dispassionately analyze the mistakes and errors of their colleagues. Identifying agree with their views or actions for their criticism must be objective, reasoned and inoffensive. Avoid incorrect statements about the work of colleagues in the presence of patients or their relatives, except for cases of appeal against the actions of the doctor. Attempts to win the authority by discrediting unethical colleagues. Moral duty doctor - action against the practice of dishonest and incompetent colleagues, as well as various non-professionals prejudicial to the health and lives of patients.

5. Compassion and empathy

In order to create the conditions for compliance with the rules of ethics, building favorable relationships with patients, doctors and nurses need to be clear about the full range of patient experiences associated with the disease. Of course, besides the experiences that emotional disorders, each patient is also a certain understanding of the disease, different opinions - opinions and conclusions

associated with it. In addition, the patient and the inherent psychological processes such as the fight motives decision, the desire for a particular purpose, that is, phenomena related to volitional.

Thus, the features of professional health worker applies a set of human values, among which an important place occupied empathy, attention, responsibility and several other features. Occupation doctor requires high internal ethical culture. One of the key traits of a nurse should be honesty. To form the individual physician important level of overall cultural development, introduction to literature, art, the ability to organize yourself. It happens frequently that psycho-emotional overload in the professional activity, as well as some features of mental individuality leads to the fact that her character is changing deformed. Manifest such negative traits as indifference, rudeness, irritability in contact with patients, and sometimes - depression of impotence, especially in the treatment of seriously ill patients. So medical workers should protect themselves from professional deformation, and try to keep composure patient, establish the position it for recovery.

ORGANIZATION OF EMPLOYMENT

Determination of baseline knowledge.

Determining the source of knowledge held by addressing the students of tests. The teacher checks them according to the standards of answers, discusses the results.

Survey on main issues to one theme.

By individual survey for each student questions about topics class, the instructor is able to determine the theoretical knowledge of students. Answers discussed all students, supplemented, distributed under the guidance of a teacher.

Independent study students.

Students conduct a survey of patients on employment, giving attention to the complaints, history of life and disease, determine basic symptoms and syndromes that suggest the disease. Students determine the main directions of examination and treatment, offering individual and group drugs dose. During the self-study teacher corrects answers, discussing various options for psychotherapy and pharmacotherapy.

Analysis and outcome of students.

Summary of lessons conducted the final test control solution. Students are encouraged to solve STEP-format tests 1.2. The teacher validates the solution by the standards of answers. The analysis of each student in class.

Place and time of the class.

Classes are conducted with students during the schedule. Classes are held in the educational room. Curation of patients is in the palace of the psychiatric hospital departments.

Equipment classes.

1. Table.
2. Scheme.
3. Sets problems baseline.
4. Final control tests.

Plan and organizational structure classes.

II	The main stages of employment, their functions and content	each. aims at mastering levels	Control methods and learning	Materials methodological security (monitoring, visibility, instruktyvnosti)
.	Preparatory stage arrangements Setting learning objectives and motivation	I	Frontal individual oral express - poll	P.1 urgency P.2 learning goals Tables, figures,

	<p>Control of initial level of knowledge, skills and abilities:</p>	<p>I</p> <p>II</p>	<p>Test Control Level II</p> <p>The solution of typical problems II</p>	<p>structural logic, medicines, slides</p> <p>Questions for individual poll</p> <p>Tests and objectives Level II</p>
	<p>The main stage</p> <p>Formation of professional abilities and skills:</p> <p>1.Ovolodinnya method of carrying out purposeful conversation.</p> <p>2.Sformuvaty ability to conduct comprehensive (affordable student level) examination status of the patient, interpret their data.</p>	<p>II</p> <p>II</p> <p>II</p>	<p>Professional training for the patient.</p> <p>Solving problems of tests and III level.</p> <p>Professional training in dealing atypical clinical situations</p>	<p>Algorithms (focus map) for the formation of practical skills.</p> <p>Patients</p> <p>Medical history, examination and treatment protocols</p> <p>Tests and custom task level III</p> <p>Simulation games</p>
	<p>The final stage</p> <p>Control and correction of mastering professional skills</p> <p>Summarizing lessons (theoretical, practical, organizational)</p> <p>Homework (basic and additional literature on the subject)</p>	<p>II</p>	<p>Individual control skills or their results.</p> <p>Analysis and evaluation of clinical work</p> <p>Decision atypical problems III level.</p> <p>Test control III level.</p>	<p>Results of clinical work</p> <p>Challenges III level</p> <p>Tests III level</p> <p>Oriented map for independent work with literature</p>

To assess control the output level of knowledge and of learning material that is described above, there are examples of these tasks:

Tests 1ta 2 levels:

1. investigated by Eysenck method on a scale neyrotyzmu indicator - 9 points, extraversion - 15 points, correction - 7 points. These data suggest that the investigational:

- A. sanguine temperament
- B. choleric temperament
- C. melancholic temperament
- D. phlegmatic temperament
- E. Results not subject to interpretation

2. Adaptation includes:

- A. Adaptation psychophysiological
- B. Adaptation psychosocial
- C. Adaptation professional
- D. Adaptation cognitive
- E. All of the above mentioned

3. Manage the people easiest man who has the temperament:

- A. Sanguine
- B. Choleric
- C. Phlegmatic
- Melancholic D.
- E. Zhoden

4. iatrogenic due from the doctor:

- A. Difficulties medical profession

B. insufficient professional qualifications

S. organizational drawbacks

D. insufficient moral character

5. Observance of medical confidentiality - is:

A. Initiative doctor

B. Requirement articles of the Law Ukraine

C. Recommendation of the World Medical Association

D. ethical necessity

E. All with definition

6 Based on the theory of body fluids (Hippocrates) which of the treatments for mental disorders seems most reasonable:

A. Hypnosis

B. Purification

C. trepanation

D. electroconvulsive therapy

E. None of the above

Tests 3 levels and unusual task:

1. Vidchuttya psychological contact element gives nonverbal communication:

A. Look in the eye

B. gesture greeting

C. intonations of voice

D. nod head

E. Turn the housing body and head in the direction of the patient

2. Projection - is:

A. Assign own doctor sick negative features

B. Designing a relationship with your doctor is the most significant childhood trauma

C. Transfer of patients to the doctor last experience of relationships with significant people

D. Transfer sick children to the doctor fantasies and dreams

E. Transferring a patient doctor relationship past experiences with significant people

3. The patient usually considers "ideal physician" as a person:

A. One of his age and sex

B. younger age and the same gender

C. older and of the same sex

D. younger age and the opposite sex

E. older and the opposite sex.

4. Patient L., 50 years old, is in Cancer Center on malignant neoplasms of the right breast. Sister patient asked the doctor to inform her of the disease. Tactics of the doctor in this case:

A. Denial sister informing patients about the disease

V. Informing Sisters about the disease without the consent of the patient

C. Full sister to inform the patient about the disease

D. Information sisters only documentation and medical history

E. inform relatives about the pathology of cancer should head. Department

5. Patient S., 49, is being treated in the gynecological department of surgery after hysterectomy because of fibroids and ovarian. The patient's condition is satisfactory. Male patient's physician demanded a detailed description surgery. Tactics of the doctor in this case:

A. Full informing her husband after obtaining the consent of the patient

B. Information husband without the consent of the patient, as it its close relative

C. Flat refusal to give information man

- D. Information husband after consideration at WCC
- E. Offer your husband get permission to information in court

6. K. Guy, 16. He graduated from high school with "good". Fond of computers and technology. With school subjects easily mastered material such subjects as algebra, geometry, drawing, physics. The father of the young man holds the post of chief doctor of the hospital, the mother - employee medical university. Karl is going to enter medical school. What are the likely motives of choice of profession guided K:

- A. Positive
- B. Negative
- C. External
- D. Internal
- E. Parental guidance

The task № 1. In compartment car fast train passengers was a dentist, who has repeatedly emphasized his talking skills specialist. When driving in the nearby car went into labor. Dentist in its closed coupe and reported that feels bad, so will not be able to provide assistance. Evaluate the actions of the doctor:

- A. Medical error
- B. Professional offense
- C. Accident
- D. Error physician behavior
- E. The low level of moral and ethical qualities.

Task 2 Patient T., 62 years old, suffering from cancer, patient's condition is serious, worried about pain. Requests for euthanasia because it understands the "live long". Doctor talking with relatives and agreed to the requests. Evaluate the actions of the doctor:

- A. Medical error

- B. Professional offense;
- C. Drug duty
- D. High level of ethical qualities
- E. The low level of moral and ethical qualities.

Task № 3. At the reception to the therapist asked the patient N., 40 years old, this appeal fifth in the last month, complaining of headaches, dizziness, disruption of the heart, shortness of breath. The patient insists on hospitalization. Instrumental and objective pathology were found. To put bad language, the doctor sent the patient to consult a psychiatrist. Previously such behavior was not observed the doctor. Evaluate the behavior of the doctor:

- A. Syndrome of emotional burnout
- B. The professional deformation
- C. tension
- D. Professional cynicism
- E. The low level of moral and ethical qualities.

Task № 4. Dr. R., who has two children up to 16 years, requiring a complete holiday in the midst of the selling campaign. Chief doctor refuses to sign the statement, operating shortage of workers in this period. What is the area of socio-psychological climate of the collective is described:

- A. First
- B. Second
- C. Third
- D. Fourth
- E. The first and fourth

Task № 5. Woman 15 years, appealed to the gynecologist with a request to have an abortion (11-12 weeks gestation). Physician informed the girl's parents. Evaluate the behavior of the doctor:

- A. Medical error
- B. Professional offense
- C. Drug duty
- D. Error physician behavior
- E. Disclosure of medical information.

Task №6. A young woman 20 years at the review found "acute abdomen", directed to the surgical department of DZ: rupture of ovarian cysts. During the operation it became clear that it was necessary to operate appendicitis. What mistake was made at diagnosis:

- A. The behavior of medical staff
- B. Therapeutic and Technical
- C. Therapeutic tactical
- D. Diagnostic
- E. Keeping medical records

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