

PSYCHOLOGICAL METHOD USED IN HEALTH CARE MANAGEMENT

1 THERAPY- is a treatment giving to client or patient with mental or physical illness without the use of drugs.

2 PSYCHOTHERAPY - is a psychological treatment giving to a patient with mental or physical disorder by the use of therapy rather than medical means.

3 COUNSELING - this is an assistance or guidance administered to a patient by a trained or professional person in order to resolve or give solution to the client problem.

4 GROUP DYNAMIC - this simply means the study of groups and their processes.

5 INTERPERSONAL RELATIONSHIP - is a deep close relationship between two or more individuals that share common interest and goals.

6 BEHAVIOURAL THERAPY - is a treatment that focuses on changing Negative behaviours that can potentially pose harm to the patient.

7 GROUP THERAPY - is a form of psychotherapy in which one or more group of therapist with a common aim jointly assign treatment to a group of clients with the Same interest and goals. For instance this exist between students and the teachers.

TECHNIQUES OF COUNSELING

1 introduction

2 rapport/confidentiality

3 interview

4 intervention

5 problem solving

1 INTRODUCTION - in introduction both counselor and the counselee are to introduce themselves before proceeding to the next state of counseling. for example the counselor is expected to start with the introduction by saying his

or her name and profession. While the counselee will do the same by saying his or her names, age, relationship status and also occupation and village.

2 RAPPORT/CONFIDENTIALITY -in this stage of counseling, the counselor or the therapist should be able to create a positive friendly communication with the counselee or the patient in order to allow a free flow of ventilation by the client. Confidentiality in the sense that the therapist or the counselor should be able to make the counselee or the patient to have confidence in him by making the counselee to believe that whatever is the problem will be solved and also be kept secret.

3 INTERVIEW - During interview the counselor will start by asking the counselee questions like how is your medical health, psychological health, social life and experiences, occupation and so on in order to trace out what could be the necessary thing that triggers the client problem.

4 INTERVENTION - in intervention the counselor is supposed to become involved in the counselee's problem in order to bring effective solutions to the problem of the client. For example this is a situation in counseling whereby the counselor centered in the client issues and take it as if it is also his or her problem.

5 PROBLEM SOLVING - At this point the counselor is expected to have known the particular cause of the counselee's problem and also adopt a particular way of solving the problem based on therapy giving and preventive measures in order for it not to re occur again.

IN SUMMARY OF THE TECHNIQUES OF COUNSELING

regardless of the techniques used, the relationship between the therapist and client is very important. The personality of the therapist and his behavior towards the client during interview are thus fundamental to the effectiveness of the counseling. The client-therapist relationship shared should be non threatening and accepting. Do not blame the client or criticize or reject whatever your patient says and keep all information secretly and should only be released to the therapeutic process. Example doctors, nurses, and social

workers. try to provide reassurance and security to relieve the client anxiety and tension . counseling helps the nurses to offer useful advice and alternative methods in solving problems of worried patients.

THE ROLE OF THE COUNSELOR

first and foremost, counselors need to be aware that no two people are alike, no two people understand the same language in the same way, their understanding will always be linked to their personal experience of the world. The role of counselor therefore, is to help the client to develop their own understanding of their situation.

1 they enable the client to explore in some aspect of their life that they are finding difficult to be open with, by making the client to feel free in telling them what they don't find easy telling others.

2 Talking with a counselor gives The client the opportunity to express difficult feelings, such as resentment, guilty and fear.

3 the counselor may encourage the client to examine parts of their lives that they may have found uneasy or impossible to face before. It may be the exploration of early childhood experiences to throw some light on.

4 Good counselor should reduce the client confusion, by allowing the client to make effective decisions leading to positive change in the attitude and behaviour of the client. The ultimate aim of counseling is to assist the client to make their own choice, reach their own decisions and act upon them.

TYPES OF COUNSELING

1 personal counseling

2 marriage and family counseling

3 Educational counseling

4 Rehabilitation counseling

5 career counseling

6 substance abuse counseling

1 PERSONAL COUNSELING - personal counseling, professional counselor can help students identify, understand, and develop skills to resolve their personal concerns. Counseling is an educational process that enables a student to learn more about him or her self. Students often seek counseling to increase self-confidence, assertiveness, and self esteem, control of test anxiety or cope more effectively with stress, deal with problems involving alcohol or drug use, develop more satisfying relationship and better communication skills, deal with issues of grief, trauma, overcome procrastination or other self defeating habits and behaviours.

2 MARRIAGE AND FAMILY COUNSELING - people often face a lot of problems in their marriage and family life. some family today fails to cope up with their home without resulting into fighting one another as couples or family members. Marriage and family counseling comes in here in other to help people with Their problems leading to misunderstanding, lack of compromise, fighting and so on, by providing solution to them and how to overcome such circumstance.

3 EDUCATIONAL COUNSELING - this is a counseling between a students and the counselor. this happens to occur when the student is finding it so difficult to cope with school activities, can go to a counselor who will encourage them and make them have confidence in them selves. By making the student to believe that he or she is equal to the task.

4 REHABILITATION COUNSELING - this type of counseling refers to a practice where the counselor help people with emotional and physical disabilities to adopt a better life rather than being independent of other people around them. Further more, these counselors teach these people ways to live independently.

5 CARRER COUNSELING - Career decisions can be difficult for many students. In fact, Around 65 percent of students starts college unsure about their major area of study. College provides an excellent opportunity for students to explore a number of different fields and majors. For many students, this experience

greatly expanded their awareness of potential careers. while this can be overwhelming, it is often better than having a narrow view possible career options. And counseling can help students to manage and understand this information.

6 SUBSTANCE ABUSE COUNSELING - this is a form of counseling which help people in treating them and supporting them from breaking free from their drug and alcohol addiction. It help people discuss the cause of this addiction and reach to the root of it. The counselor thereby suggests coping strategies which make a positive impact on their lives. Moreover, they also privy them with practicing skills and behaviours which help in their recovery.

In conclusion, all types of counseling is important. They allow people to work through their problems and also lead to a happier and healthier life. There is no shame in taking counseling sessions as it only helps in the growth of an individual. In addition, counseling also help in saving lives.

METHODS OF COUNSELING

1 Traditional method of counseling

2 Modern modern method of counseling

1 TRADITIONAL METHOD OF COUNSELING - this is a systematic way of counseling a patient without the application of counseling techniques. For instance, in this form of counseling methodology the counselor is usually an untrained person air unprofessional person, that is to say that any body can be the counselor as far as the patient believes that the counselor knows more than him or her and also can confined in the counselor.

2 MODERN METHOD OF COUNSELING - this a way of counseling a patien, using the counseling techniques methods. For example the counselor in questy must be a trained and professional person, in sense that the counselor must be either a psychologist,sociologist,Gynecologist, Dentist, medical Doctor etc. If not

one of this listed professions will be unprofessional and can not be called a modern method in counseling.

SOCIAL GROUP

some social psychologist met and arrived at consensus (agreement of opinion) that to meet the qualifications of group of people, three conditions must exist:

1 the person must interact and communicate with one another, and small number of persons are needed to have face to face contact.

2 that the members must feel that they belong together so as to see themselves as forming a single unit that is different from other groups, For this to occur, they need to share common beliefs, attitude and accept certain norms in the group.

3 the member of the group must share at least one common goal. This involves the purpose of the group. Thus, we can now defined a group as two or more persons who share common interest, goals, and also interact facially.

FUNCTION OF A SOCIAL GROUP

1 FACILITATING ACHIEVEMENT OF GOALS - individuals can not achieve alone, so, this implies that individual hardly achieve alone unless if the person belongs to a group. Group help members by advising and facilitating the members plans towards achieving a goal.

LEADERSHIP

Leadership role can be applied to many different colleagues or the large society. At the client level, Nursing leadership is defined as a process of interpersonal influence through which a client is assisted in the establishment and achievement of goals towards achieving improving wellbeing of the client. on the other hand leadership is the act of motivating a group of people to act towards achieving a common goal. For instance imagine a group of first year students in attending the hospital for clinical work for the first time without a staff nurse or

clinical instructor to supervise them or a country without a leader, or a classroom without a teacher.etc so leadership is very important to many group particularly formal one's. In formal group methods of procedure and the amount of authority vested in members of the group at different level precisely established by some agency outside the group e.g the Board of Directors of a company.

Definition of a leader, a leader is a person who directs or controls others in order to achieve goals of a group and authority is accorded to him by his fellow group members, so that he can carryout various task such as coordination of group activities, delegation of authority and responsibility, planning,providing expertise and arbitrating.

The quality looked for in a leader is determined by the needs and purpose for which the group was formed. Therefore is quite possible for someone who possesses a particular quality to be made a Leader in one group but not in another. Leader posses some unique leadership traits or characteristics,which distinguish them from other members of the group. The traits are initiative, flexibility, sense of humor,fairness, sympathy,enthusiasm(strong sense of admiration or interest) maturity and self confidence. Most leaders also tend to be extrovert. A leader influenced by the members in return. Therefore, he must be accessible .

PURPOSE OF NURSING LEADERSHIP

- 1 Improving health status of individual or families
- 2 Increase the effectiveness and level of satisfaction among professional colleagues who provide cares
- 3 improving the attitude of citizens and legislators towards nursing proffesion and their expected of it.

QUALITIES OF A GOOD LEADERSHIP (A GOOD LEADER)

- 1 Honesty and integrity

- 2 Confidence
- 3 inspire others
- 4 Commitment and passion
- 5 patriotic
- 6 Good communication
- 7 Decision making capability
- 8 Accountability
- 9 Delegation and empowerment
- 10 Creative and innovative
- 11 Empathy
- 12 Resilience
- 13 Humility
- 14 Transparency
- 15 vision and purpose

CHARACTERISTICS WHICH PLAY A PART IN EFFECTIVE LEADERSHIP

- 1 the person appearance - which may be highly important to impress others example. Mode of dressing, body physique like short, tall, thin, fat, old or young looking, facial expression fearful or anxious.
- 2 Good physical stature, posture healthy looking etc
- 3 Attractive and forceful manner of speech.

TYPES OF LEADERSHIP

- 1 Democratic leadership
- 2 Autocratic leadership
- 3 Bureaucratic leadership

1 Democratic leadership - is the leadership of the people, by the people and for the people. This implies that the leader makes decisions based on the input of each member. Although he or she makes the final decisions among group

members but it must be favourable to the opinions of the people if not, is not a democratic leadership.

2 Autocratic leadership - this is the inverse of democratic leadership style, the leader here makes decisions without taking inputs from anyone who reports to them with opinions or suggestions.

3 Bureaucratic leadership this leadership style might listen and considers the input of the employees unlike Autocratic leadership, but the leader tends to reject the employees' input if it conflicts with the company's policy or past practices.

GROUP TENSION

inter group Tension, in most modern societies, people are far more conscious of racial, religious, national, ethnic and cultural differences.

1 the ethnocentric, that is, they see their own culture practice as being better or superior to that of others. For example, religious differences (Christian and Muslim) in some societies and even in the same religious group there are still major differences and tension between sub-group or denominations. In most African countries there are many factors of the Muslim religion just as there are various denominations in the Christian religion, and quite often their differences are their ideology or belief system that affects their interpretation of the Koran or Bible respectively. Some religious groups look at others who do not belong to their group as unbelievers, traitors, idol worshipers, etc. This type of belief about others often leads to conflict and tension between groups.

2 Another example of inter-group Tension is between political parties or professional bodies. In order to win elections and gain the power, often one political party gives the public the idea that its own political party is the only one that can benefit the people and that other parties are only interested in gaining power for selfish reasons to counteract the effect of such blackmailing, others also go out to preach the same political sermon and in the end political factions may attack each other, burn the house and properties of the

opponents and in extreme cases, kill each other. Conflicts can even occur among members of the same political party when choosing representatives.

3 language and ethnic are other important causes of inter group tension. language divides Nigeria into Northern, southern, Eastern regions and the Nigeria civil war resulted from tribal differences. The discrimination between the American whites and blacks is a major cause of conflict in the united states. Some of those differences are heritage of colonialism, some due to immigration and slavery. The importation of new ideas and institutions such as religion, Education, and political ideologies into our society also contributed to inter group tension.

4 inter group tension usually caused by competition when two or more groups are competing for a goal or objective that can be obtained by only one of the groups, conflicts may erupt between the group. In the health care system, tension often occurs between the nursing and medical professional due to struggle for status. For example, Nigerian nurses declared a trade dispute with their role extended beyond giving ordinary emotional or moral support to patients or carrying out order from doctors. Doctors often claim superiority over nurses because they are acclaimed professionals by the Government and did not accord them the appreciate status they requested the Government to recognize nursing as a profession so that they could claim equality with doctors.

PREJUDICE, STEREOTYPE, AND DISCRIMINATION.

in many societies, racial, national and religious differences and expressed in prejudice and hatred, in discrimination and oppression, in riot and war and all these can lead to international conflicts.

The word prejudice means preconceived opinion that is not based on reason or actual experience. on the other hand The term prejudice means saying something that you are not really sure of, mostly in condemning or painting someones Name black.

When we speak of group relations, we normally use the term prejudice to mean a negative pre judgement of some group on the basis of its race, religious, national background. Such prejudice usually generates fear, suspicion and hatred between groups.

Inter group prejudice can be defined as an attitude of hostility based on faulty and dangerous generalization about a group or category of people. These generalized beliefs are called stereotypes.

A good result of prejudice is discrimination. Discrimination refers to our actual behavior or the way we act towards members of a group on the basis of prejudice. For example, in South Africa, blacks cannot patronize certain hotels or enter certain premises or clubs, which belong to the whites. Blacks cannot vote or be voted for, they are not allowed to secure a better job.

OPINION POLLS

These are used to question people systematically about their opinions on issues. Usually a sample of the population being studied is chosen, for example, university students, market women, petrol station where customers queue. The use of opinion poll is common in politics; it can be used to determine people's reactions to certain political decisions or government policies for example, a ban on some brands of cars, free medical care, or the abolition of private schools. It can also be used to know how popular a government is, or how much satisfaction or dissatisfaction people derive from the service that the government is providing. Opinion polls can be used to predict the outcome of an election or a competition such as a presidential election. As far as politics is concerned, the result of opinion polls may be easily influenced by past or present and immediate achievement or activities of the competitors and usually reflect what the result of the vote will be because people's attitude to the candidate usually determines whether they will vote for him or not. If the result of an opinion poll does not favour a candidate, the election may also turn out against him because those who participated in the opinion polls are chosen so that they accurately represent the people who will actually vote for government.

institutions. Example ministry of health or market people or company can use this research method to evaluate the services they are giving to the public and if necessary, use the result to improve their method of dealing with their clients.

ATTITUDINAL CHANGE

Definition of attitude - attitude is an individual's way of perception, thinking, and feelings towards life activities. It can also be defined as an individual's innate opinions about something. For example, you met a nurse tutor teaching in the class and you hissed probably because you don't like the tutor's way of teaching or something else, that type of behavior by hissing on the lecturer is your attitude about the tutor which implies the way you would have reacted or behaved, but you did by hissing because it is your tutor.

Attitudinal change - one attitude can be changed through persuasive communicative measures. For example, an indomie manufacturing firm manufactures a brand of indomie called mymy, with the price 50 naira, and it was not selling, because people termed it to be so inferior and that it is a poor man's indomie. The manufacturer after having measured the opinion polls of their customers towards their product can decide to change the color, name from "mymy to minemy" and design of that same indomie and give it a new price from 50 to 70 naira showing that it is not from the same company, whereas it is from the same company and probably the same content that their customers rejected before.

REFERENCE GROUP

As we grow, the number of influence on our lives increases. We do interact not only with our family members but also interact with people outside our premises such as friends, school mates, teachers and so on, we begin to view other people as source of information. One of the important influence on us is that of our peers, who often serve as a reference group on us with which our attitudes and value can be compared with. In the school of nursing, student politics is always an interesting social process. Your voting for Mr B as the president may

be as result of your other friends influence. The way your friends thinks can influence your own thoughts. Sometimes students go rioting because their friends are actively involved, they too took part. This are the some of the ways that reference group influences attitude formation.

GROUP DIFFERENCE

We have individual differences which is the uniqueness of man from other individuals, whose personality and behavior contains distinctive features, setting us apart from all others.

There are, however, general patterns of behavior which individuals have in common by virtue of their belonging to a special culture or social setting.

Culture pattern have more effective on personality development than all other inheritance or environmental influences, but as a human being we are able to adjust ourselves to the values and custom of the society to which we belong. We learn equally the do's and don'ts which guide our behavior and also assess our normal and abnormal behaviours.

Our basic moral and ethical outlook is development in childhood through the influence of the family, groups, but the values of our parents often merely reflect the values of the society as a whole. Remember that what is abnormal here may be normal in another place or society. For example, homosexuality is considered by us to be an abhorrent and highly abnormal while in some cultures it is accepted and activity encouraged. There are some social rules and taboos operating in a group or society that are useful in encouraging forms of behaviours which hold society together as well as discouraging behaviours which will have the opposite effect on the society.

The abnormal person is usually thought to be so because of his inability to adjust himself to his environment. The antisocial person is often abnormal in both a social and psychiatric sense. Behaviour which is different from our own is regarded with suspicion and mistrust for example, a short time ago while lecture was going on in the junior class, I noticed that one of the girls tended to be victimized by the rest of the class she was not happy, she has no friend and

she stayed behind in the classroom each day to study any subject she had not grasped and she did not go out with boys. These aloof deviations from the group behavior were enough to prevent her from being accepted by her fellow students.

COMMUNICATION AND ATTITUDE CHANGE

Communication is the process by which information is transmitted from one person, group, to another. It is a two way system which involves communicator and the recipient, communication can be formal or informal, verbal or non verbal, face to face, symbolic, direct, indirect and so on.

Persuasive communication is used to change someone's attitudes, for example, a medical sales representative that enters a doctor's clinic to convince him that terramycin capsule is better than tetracycline by enumerating functions of terramycin and why it is powerful and better than tetracycline. This is a persuasive communication. To change other people's attitudes, it involves three important aspects:

- 1 the communicator
- 2 the communication itself ie (the message)
- 3 the target ie the audience.

But bear in mind that physical and social environment where people are given information must be conducive to learning.

THE SOCIAL PSYCHOLOGY ASPECT ON HEALTH AND ILLNESS

this topic focuses on the question of how social Psychology problem relates to health and illness and also how social culture and personal characteristics influences these relationships.

ILLNESS AND STRESS

adaptation to change within oneself or within the environment, is dependent on many factors, internal and external factors, those factors includes an individual intellectual and emotional ability and capacity. The capacity to cope with changes varies from one individual to another and within the same

individual time to time. So, in every society illness causes some disturbances in peoples functioning though depending on such an individuals physical,intellectual and emotional state. His response to illness may also depend on the beliefs from his cultural and how other people expect him to behave when I'll the disease may create psychological stress to the victim possibly through influence of the individuals social environment.

WHAT ARE THE SOCIAL PSYCHOLOGY PROBLEMS

- 1 poverty
- 2 unemployment
- 3 changes in life style
- 4 sexual deprivation
- 5 lack of affection or love
- 6 immigration
- 7 war
- 8 poor social environment
- 10 Divorce
- 11 illiteracy
- 12 over crowding
- 13 urbanization