

THE PROBLEM OF "PROFESSIONAL BURNOUT" AND THE PROVISION OF PSYCHOLOGICAL ASSISTANCE TO EMPLOYEES OF PALLIATIVE MEDICINE INSTITUTIONS

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Introduction. Hospices and palliative care centers have existed in Ukraine enough short period of time - since the 90s of the last century. Unfortunately, even nowadays, the state needs 7 times more such institutions than there actually are. In addition, the organization of palliative care in Ukraine has certain drawbacks, because of the lack of experience, in contrast to Western countries. One of the actual problems is the professional burnout of workers in this sphere, due to the fact that work with terminally ill people requires thoroughgoing psychological training and stability. The situation is compounded by the fact that in Ukraine the culture of appealing to psychologists and psychotherapists is insufficiently developed, while professional burnout is a serious psychological syndrome leading to the depletion of the emotional and energy resources of the personnel.

Aim of the study. To determine the severity of the burnout syndrome among hospice health workers.

Materials and methods. The initial base of research is the results of a comprehensive, multipurpose, randomized study conducted using a standardized questionnaire, where the main attention is paid to the description of the respondents' psychological state.

Results. The respondents were 50 adults who are hospice workers. 62% of them work in palliative care institutions for 3-5 years, 16% for more than 5 years, 22% for less than 3 years. The generalizations of the survey results allow us to reveal

the following: 92% of the respondents note a deterioration of their psychological state while working in the hospice.

The following symptoms were pointed out the most often:

- feeling of emotional and physical exhaustion had 90% of respondents;
- feeling of constant, persistent fatigue, not only in the evenings, but also in the morning, immediately after sleep, had 58%;
- complete or partial insomnia, 66%;
- increased irritability to minor, non-essential events, 78%;
- indifference, boredom, passivity, 74%;
- feeling of unconscious and increased anxiety, 64%.

Answering questions about psychological difficulties in their work, respondents mentioned:

- high mortality of patients;
- impossibility, in most cases, to cure the patient completely;
- psychological impact of patients and their relatives.

74% of respondents at least once thought about changing their place of work.

Conclusions. Nowadays, Ukrainian palliative medicine is only on the way of its formation and development. The number of institutions providing this type of assistance, as before, is not sufficient. At the same time, hospice workers do not receive correct psychological training and assistance, which ultimately leads to professional burnout, which is fraught with a shortage of personnel in this area. All personnel needs psychological preparation and every staff in every palliative care centre should have psychotherapists and medical psychologists for working with both the patient and the workers. This will significantly increase both the level of palliative care in general and the quality of life of patients and hospice medical personnel.