

THE EXPERIENCE OF COUNSELING IN THE EMERGENCY DEPARTMENT: SHKODRA REGIONAL HOSPITAL

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ABSTRACT

Why the medical staff needs for the psychological competence? Because every person who comes into our life is unique. Always leaves something of himself and takes away some of us. I did this question when I attended from time to time, by going and visiting the sick ward that I pushed to get closer to a world unknown to me. I have organized meetings and made some interviews to health personnel: Physicians faced by patients on a daily basis. The sick who come to the emergency room, to family members who have to manage the unpredictability 'of their relative and sometimes even deprived of basic tools. Nurses, which almost always have the greatest weight and work harder to manage. For others, I was able to meet with them after a run of "counseling in action" realizing the problems, the resources that are likely to be less and less able to do, of continuing education proposals, with ' aim to reduce job stress, improve the quality 'of the health service, for he / she who care and those who receive treatment.

Keywords: Counseling, job stress, health personnel, report, sick.