



# PSYCHOLOGICAL SERVICES IN THE HEALTH CARE SYSTEM THE NECESSITY OF ORGANIZATION

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## Abstract

The article discusses the problems of providing psychological services in the health care system, the psychological aspects of the doctor's communication in the process of psychological services, the duties of a practical psychologist in the clinic of surgical diseases, the peculiarities of psychohygiene, psychoprophylaxis and psychotherapy in the process of psychological services.

**Keywords:** effectiveness of psychological service, medical psychological service, Psychological Society, psychotherapeutic service, phobia, psychoprophylaxis, psychohygiene, psychosomatics

**The medical psychological service, which appeared at the intersection of psychology and medicine, uses the achievements of psychological science in the diagnosis and treatment of diseases, in the study of issues related to the restoration of health and prevention of diseases.**

Aggravation of the disease, on the one hand, depends on mental factors (depression, temptation, hiccups, etc.), and on the other hand, the pain itself, among other things, causes certain mental states that can reduce the effectiveness of therapeutic treatment. In this case, it is necessary to combine the efforts of a doctor and a psychologist.

At the same time, as a result of clinical-psychological research of mental disorders, certain areas of the cerebral cortex, the temporal part, have a negative effect on the functioning of perception and memory.

The researches of medical psychologists (V.M. Bekhterev, S.P. Botkin, S.S. Korsakov, L.R. Luria, V.N. Myasishchev, etc.) who have studied the basics of medical psychology determine the role of the psyche in human behavior. role is great.

Psychologists-therapists determine the nature of the psychological disorder of the patient's oral or written speech, note that the source of pain is in a certain part of the large hemispheres of the human brain, and thereby help the field of neurosurgery.

**Therefore, knowledge of the laws of natural sciences mentioned above (general biology, physiology, neurology, evolutionary theory, etc.) is important in the process of providing psychological services to a person based on these laws.**

**The practice of psychological services in the health care system has a rich history. This service is being implemented based on the following directions:**

1. Collecting information on selection and employment of personnel in the management system, determination of their organizational and initiative abilities and recommendation for positions or dismissal from the position held by the level of competence.



2. Conducting research to create a stable working environment, interpersonal relations in the ministry and health administrations, eliminating disappointments, and dealing with the prevention of emerging risks.

3. Continuous organization of diagnostic work on professional qualifications and skills among employees.

4. Helping them to increase their level of psychological preparation in training institutes and courses.

5. Development of specific measures to create a healthy psychological environment in the communities.

The provision of psychological services in these directions serves to ensure success in the health care system. At the same time, the practice of psychological services is important, first of all, because it can help a person and his health. Because a person who prioritizes a healthy mind always has a positive attitude towards his profession, life and development. As a result, a person's satisfaction with his life is ensured. This encourages him to achieve even more success. In this sense, it is very important to observe certain psychological rules and requirements in all medical institutions.

1. Practice aimed at developing psychological competence (knowledge) of medical personnel. In this direction, certain activities are carried out to develop the psychological skills and knowledge of each medical worker. Also, employees are given insights into theoretical and practical areas of psychology. In particular, systematic and regular activities are conducted to increase the psychological competence (knowledge) of each medical worker. Also, from time to time, each employee is introduced to new modern psychological methods and procedures for their practical application.

2. The practice of influencing patients directly and indirectly through certain psychological methods. In this case, psychological services are provided to patients by studying their individual psychological capabilities and applying the practice of their correction. In this case, the optimal ways of individually influencing each patient will be shown. In the third direction, scientific and research work necessary for the practice of psychological services is carried out using the latest achievements of today's medical psychology.

3. The practice of forming scientific research that serves the further development of the health care system. More masters, clinical residents, scientific staff and doctoral students of all specialties can directly participate in this direction and carry out their practical work. In particular, manuals aimed at improving psychodiagnostic skills in the healthcare system are being published.

In this regard, it is possible to rely on the instructions recorded in the monograph "Physician's Professional Skills and Effectiveness of Psychodiagnostics" (Tashkent, 2016) by E.M. Mukhtorov, a psychologist and a doctor. According to it, the psychodiagnostic skill requires the doctor to have sufficient knowledge and skills about the object being studied - the mental processes and phenomena related to the etiology, progression, therapy and prevention of the patient's illness.

Psychodiagnostic objects in medical practice take into account the psychological features and characteristics of behavior that can cause illness in a person, contribute to the origin of the disease, aggravate the course of the disease, cause the disease to turn into a chronic form.

Modern medicine has enough evidence that most human diseases have a psychosomatic nature. The fact that diseases have a psychosomatic nature means that a person's health is in his own hands, he is mainly responsible for diseases.



A person's illness and recovery largely depend on him. Doctors and psychologists are researching which features of human character and which emotional states can cause which diseases. The research conducted in these directions allowed to determine the connection of cardiovascular diseases with human character. It was found that these diseases occur more in angry, irritable, anxious and emotionally closed people.

Kidney diseases are more common in people who look at everything with a critical eye and are disillusioned with important things in life. Such people think that others are deceiving them and restricting their rights. It has been scientifically proven that similar negative emotions cause certain negative chemical processes in the human body and thereby cause diseases.

It has been found that gastrointestinal diseases (colitis, enteritis, constipation) often occur in people whose attention is focused on the past, who cannot let go of past experiences, who cannot look at the time with new eyes. Aggression, hatred, jealousy and fear are emotions that cause stomach upsets.

A person has such emotions that one should not only suppress them, but also try to express them. Experiencing negative experiences for a long time, being in a state of stress has been found to cause gastritis. A person himself is responsible for such an unfortunate event as lack of sleep. If a person tries to hide from the reality around him, even if he does not want to see the positive aspects of life, he may become disillusioned with life, insomnia.

It has been found that the origin of serious diseases such as cancer in the human body depends to a certain extent on the human psyche, chronic stress and depression. It became known that almost all psychosomatic diseases depend to a large extent on a person's character and habits. In this regard, the practice of psychological service aimed at determining the character of a person, the causes and nature of the origin of his habits was created.

Today, a doctor's diagnosis process is significantly influenced by his personal qualities, character, temperament, knowledge, and the skills and abilities to apply this knowledge in practice. One of the characteristics that can affect the diagnostic process is the doctor's communicative skills.

In the process of psychological service, it is required to pay more attention to the psychological aspects of communication. Communicative competence is an important professional quality for doctors. Because the medical profession requires constant intensive communication with patients, their relatives, and medical personnel. The skill of interacting with patients largely ensures the professional success of a doctor.

Especially in the process of psychological service, entering into a good psychological communication with each patient allows to collect information accurately, to create a fuller and deeper picture of the patient and the disease.

Communicative competence is one of the important factors that ensure mutual trust in the relationship with the patient and the success of the treatment process. If the patient fully trusts the attending physician, does not doubt the correctness of his diagnosis and treatment process, he consumes all prescribed drugs on time, performs all diagnostic and therapeutic procedures on time. If the doctor is not trusted, the patient will not fully follow his recommendations and treatments, seek advice from other doctors or engage in self-treatment, turn to healers and fortune-tellers.

Therefore, in the process of organized psychological service, communicative competence requires not only certain psychological knowledge of the doctor, but also certain skills: easy access to communication, listening, understanding non-verbal signs of patients, ability to ask questions clearly and correctly.



At the same time, the doctor's ability to control his emotions, self-confidence, control his behavior and emotions are also important in the process of communication with the patient. In addition, even if the patient is in any mental state (anger, sadness, anxiety, despair, terror, etc.), the doctor must be able to find a way to communicate with him and begin to perform his professional duties.

Empathy is one of the qualities that can make a doctor more effective in communicating with patients. That is, empathy is interpreted as sharing the patient's feelings. In medical psychology, a number of types of empathy are distinguished: cognitive empathy (based on intellectual processes - comparison and analogy), emotional empathy (based on the mechanism of visualization (identification), predicative empathy (based on intuition, based on the ability to make predictions about the patient).

Emotional sympathy serves to establish a strong psychological relationship with the patient and provides the opportunity to get more information about him, his condition, and his mood, thus helping to ensure the competence of the doctor in the correctness of the therapy. In order for the communication with the patient to be effective, the doctor should also analyze the qualities that interfere with the communication in addition to knowing his positive qualities. One such quality is anxiety.

If the doctor is worried about the patient's condition and cannot hide it, the patient's condition may worsen, and negative situations may arise, such as a drop in mood. Levels of concern vary. Mild anxiety is a person's reaction to an uncertain situation, it appears in relation to a potentially dangerous situation, and it performs an adaptive function.

All thoughts and attention of surgeons, operation and ward nurses are focused on the main surgical intervention. During the operation, the direct contact between the medical personnel and the patient is practically stopped, and the mutual cooperation between the surgeons, anesthesiologists (anaesthetists), and the medical personnel serving the operating room increases sharply.

Manifestation of fear in patients before surgery is a psychological problem. Therefore, the psychologist conducts psychotherapeutic training aimed at alleviating this situation. The patient may be afraid of the operation itself, the associated suffering, pain, the consequences of the operation, doubt its success, etc. The patient's anxiety can be seen from his words and conversations with his neighbors in the room. It is also possible to make a conclusion based on various vegetative signs: the patient's sweating, increased heart rate, diarrhea, frequent urination, insomnia, and others. The patient's fear can often be aggravated by the "information" given by patients who have had previous operations, and these patients usually exaggerate everything that happened to them.

At such times, it is important to be able to influence him psychologically. Patients have a severe reaction to operations that remove certain organs (gastric resection, mastectomy, amputation of a leg or arm, etc.). Such patients have real social and psychological difficulties.

Individuals exhibiting psychopathic traits view their physical impairments as "afterlife dooms" and develop depressions with suicidal thoughts. Medical personnel should always monitor such patients. In addition, medical-psychological methods of influence are also important in eliminating thoughts that do not leave the brain. In particular, thoughts that do not leave the brain are a type of neurosis, in which psychosthenic symptoms are emotional, that is, constant doubts, fears, ideas that torment the brain, various actions and aspirations are manifested. The patient tries to get rid of all these thoughts, strives, looks for remedies, but these attempts are often in vain, he is tormented by the thoughts that have settled in the brain.



Persistence, repetition of thoughts that do not leave the brain and the extreme difficulty of getting rid of them put the patient in a difficult situation. The patient looks at these situations from a critical point of view, understands that they are not justified, tries to cope with them, but painful thoughts continue to appear independently of his will and desire. The patient cannot overcome them independently. When communicating with patients, the psychologist must pay serious attention to the correction of thoughts that cover their whole mind and emotions.

In particular, obvious clinical manifestations of thoughts that do not leave the brain are fears (phobias) and various ideas that are fixed in the brain. In addition, the psychologist should know different types of phobias. A phobia is a persistent fear. The following types are distinguished: cancerphobia - fear of getting cancer, cardiophobia - fear of incurable heart disease, lysophobia - fear of mental illness, claustrophobia - fear of closed places (for example, an elevator room, small room), agoraphobia - on the contrary, of open spaces. fear etc. Symptoms such as fear of heights, walking on the subway, catching a disease, being dirty, and speaking in front of people are also typical for phobias.

Therefore, in the process of psychological service, a practical psychologist must pay special attention to the correction of phobias. Today, a lot of scientific research work is being conducted in the healthcare system to study pregnant women and provide them with psychological services.

Among the tasks of the psychological service is the study of the influence of the mental state on the somatic state and somatic diseases on the psyche. Solving this task is important for studying etiology (causes) and pathogenesis (mechanism of development) of a number of diseases. Interrelationship between "spirit" and "body", in other words, interrelationship between mental processes and organism is the main problem of philosophy and medicine. For the first time, this problem was scientifically substantiated in the works of Ibn Sina and the great physiologists I.M. Sechenov, I.P. Pavlov and their students. I.P. Pavlov experimentally proved the organic connection between mental processes. It is well known that strong emotions are accompanied by heart palpitations, when the face turns red or pale (depending on whether vasoconstriction or dilatation occurs). The nature and development of these conditions will depend on the specific characteristics of the individual and the organism.

Psychohygiene plays a certain role in the prevention of alcoholism, drug addiction and some psychoses. The general hygiene of a person and all its departments cannot deny a person's personality, his psyche. The complex relationship between mental and somatic health makes it absolutely necessary to connect psychohygiene with general hygiene.

For example, a hygienic diet can prevent the onset of atherosclerosis of cerebral vessels.

Now we will provide information about the following sections of psychohygiene that are important for medical psychological service:

- 1) youth psychohygiene;
- 2) psychohygiene of labor and education;
- 3) life psychohygiene;
- 4) psychohygiene of family and sexual life;
- 5) psychohygiene of collective life.

Youth psychohygiene. It is necessary to start taking care of the child's mental health from the time he is still in the mother's womb (during pregnancy, the mother must comply with all hygienic requirements, the birth process itself, etc.). Then the right regime, feeding the child, forming habits, positive examples, inculcating a sense of responsibility, discipline, work





guidelines, feelings of comradeship become important. Cultivating respect for the community, educating the ability to live in the community, guarding against bad influences, instilling normal moral and aesthetic feelings will be of practical importance.

**Psychohygiene of work and education.** Here it is necessary to distinguish general and private (special) issues. If a person's profession matches his interests and training, then work becomes a source of joy, pleasure, and mental health. Work discipline, understood as a true necessity, which has become an internal need of a person, is an important condition for work efficiency: it reduces fatigue and makes work easier. The correct system of relationships within the team is of great psychohygienic importance.

**Psychohygiene of life.** Marital psychohygiene means, first of all, issues related to people's relationships in marriage. In a number of cases, neurotic patients, psychopaths, and persons suffering from mental illnesses may participate in disputes. Treatment and hospitalization of such people is an important psychohygienic measure. One of the tasks of social psychohygiene is to combat alcoholism and addiction to drugs and toxic drugs.

**Psychohygiene of family and sexual life.** The strength of the family, love, friendship and mutual respect of the adults in the family, compassion towards the younger ones, the commonality of views and interests in the family, their necessary tolerance in mutual relations - all this helps to create a happy family, ensures proper upbringing of children. Neuroses often flare up in troubled families.

In the psychohygienic aspects of marriage, the age of marriage and the difference in the age of the spouses are important. It is desirable that there is enough time before the marriage, so that the future spouses can get to know each other better, their character and habits. Not taking marriage seriously is the cause of many failures. People who are about to get married should know the genetics of their chosen one.

One of the most important tasks of psychohygiene is to help create a harmonious sexual life. Disturbances in this area often cause quite a lot of mental trauma and nervous breakdowns. Incorrectly organized sex life is often a difficult, painful secret of a person, which is the source of internal and external conflicts. It is precisely on the ground of withdrawal from sexual life and inability to see the aesthetic side of this life that such disorders of sexual function, for example, sexual impotence in men and coldness in women appear.

Medical workers, together with psychologists of this institution, should expand the provision of psychotherapeutic assistance in psychogenic and non-psychogenic disorders of sexual function, deviations from normal sexual development. This serves to ensure the effectiveness of psychological services in this direction.

**Medical and psychoprophylaxis.** In any field of medicine (be it surgery, therapy, infectious or other diseases), preventive measures should be solved in a timely manner and widely introduced into life and healthcare practice when solving the problems of prevention of various mental disorders and diseases. "Three stages are distinguished in psychoprophylaxis"<sup>1</sup>.

Psychoprophylaxis is a part of general prevention. Psychoprophylaxis methods also include prevention of exacerbation of mental illnesses. This is why it is important to study the emotional and mental state of a person during work and living conditions. Using a number of

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<sup>1</sup> Термиз Давлат университети Ижтимоий фанлар факултети Психология кафедраси доценти Джураев Ташпулат Сахиевич Таълим жараёнини бошқаришда психологик хизматни ташкил этиш муаммолари

psychological and physiological methods, scientists investigate various occupational hazards of certain labor sectors (poisoning conditions, vibration factors, complications of overexertion at work, nature of the production process, etc.).

Psychiatric dispensaries have special speech therapy, surdology, and psychotherapeutic rooms, and kindergartens for children with soft-spoken and stuttering speech. It is important to create conditions for special education of blind and deaf-mute children with poorly developed mental-mnemonic functions. A psychologist must have sufficient medical information about the cause of these conditions.

The history of psychotherapy goes back centuries. In ancient Egypt, India, and Greece, it was called special magic, and in the Middle Ages it was called witchcraft. Systematic study of influence and hypnotic phenomena began at the end of the 18th century. The English scientist Brad (who brought the term hypnosis into science) believed that it was the result of exhaustion of the sensory organs. French psychologist J. Charcot interpreted hypnotic phenomena as manifestations of artificial neurosis, that is, abnormal activity of the central nervous system, mental illnesses. His compatriot Bernheim defined hypnosis as a "sleep" induced by influence.

According to I. P. Pavlov, the reason for this is that the word is connected to all the external and internal stimuli that come to the cerebral hemisphere due to the entire previous life of an adult, signals to all of them, replaces all of them, and therefore these stimuli require All the actions of the body can cause reactions.

Psychotherapeutic influence should be extremely individual, taking into account the causes of the disease, specific characteristics of syndromes, characteristics of the patient's personality and his interaction with the environment. The patient is told clearly about the causes of the disease, its exacerbation and ways to correct or reduce the disease.

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