

On-line psychological service for health professionals

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The project proposal has been developed by the Health Sciences University of Mongolia for “DREAM-IT” project. The main objective of the project is to “To study the effectiveness and feasibility of online counseling services for health professionals in Ulaanbaatar.” The following specific objectives were identified: 1) to study the psychological needs of health professionals for mapping the nature of their psychological problems against a framework of indicators of psychologically high-risk factors; 2) to design, develop and pilot an on-line psychological service for health professionals and 3) to conduct an experimental design study of the effectiveness of the on-line psychological service.

The project has been designed to assist health professionals in Mongolia deal with their workload and stress problems, design facilities for them to access psychological and social services in distance, non face-to-face mode which is more time-flexible and more cost-effective than direct and face-to-face services. This project’s design will use information technology to design a system that simulates the highly collaborative doctor-patient relationship. The implementation of this project will contribute to the strengthening of health professionals’ communicational skills by encouraging their psychological education and hence address some causal problems of the current poor health care services in the country.

Questions to Think About:

Are professionals in your area have similar type of stress and workload issues? Are there practices in other countries of your area, which use ICT-enabled service to deal with stress and overload? If yes, would they be adoptable to Mongolian situations? What and how?