

Tele Counseling Services by PRERONA to Ensure the Healthy Mental Wellbeing of People in the Covid- 19 Pandemic Situation of Bangladesh

Shekh Zadi Rezina Parvin

“PRERONA” Child - Adolescent Development and Psychosocial Support Services Center, Bangladesh

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Introduction

Due to COVID-19 Pandemic situation not only in our country, globally it is now a burning question. People are very anxious, worried, confused and frustrated about the future. COVID-19 pandemic has put all of us under immense stress and pressure. Along with medical and economic disruption, the psychosocial and psychological impact of this crisis is equally extreme. We don't know how long we will have to shelter-in-place or practice social distancing to save our lives. This heightened level of uncertainty is because human beings can't cope well with uncertainty. To ensure people's mental Wellbeing a human right's organization “PRERONA”, Child-Adolescent Development and Psychosocial support services center of Bangladesh started tele counselling since March 2020.

This paper is representing s the scenario mental health crisis in COVID-19 pandemics situation and the outcome of tele-counseling service of “PRERONA”, Child – Adolescent Development and Psychosocial support services center, Bangladesh

Objective

Objective of the study is to observe the scenario of mental health crisis in the COVID-19 pandemic situation, impact of mental health crisis and outcome of tele -counseling and psychotherapy services.

Method

A retrospective study of 50 adult per person who received services by tele counseling and psychotherapy in the COVID-19 pandemics from PRERONA was carried out. Duration of the study was 4 months, dated 1 March 20 to June 30. All clients took more than 3 sessions. Virtual tele counseling service was applied by both audio and video session. Counselling and Psychotherapy provided based on clients crisis and need. Client-centred Counseling and Non-directive Transactional Analysis approach. Trauma therapy - NARM Neuro Effective Relational Module, Psycho traumatology EMDR therapy techniques and tools were applied for symptom reduction. SRQ Self report questionnaire assessed client's distress level at the first session. Outcome of mental health service evaluated by the result of the assessment by a semi structure scale (0-10) scale. Data has been analyzed in SPSS program.

Result

The study result shows that among 50 sample size 35 clients were female and 15 are male. 32 clients were 20-30 years, 10 clients were 31- 50 years, 8 clients were about 40-70 years age group. Demographic fetcher shows that 70% people were from middle income group 30% upper income group. 60% people were graduate and 30% highly educated and 10% were Higher secondary level. 75% clients were service holder. Significant issues found from the cases were Phobia for COVID-19, anxiety, fear of death, Depression, Stress, Suicidal thought, Job frustration, trauma, grief, family conflict, Couple conflict, Cybercrime, domestic Violence, Child custody issue, Divorce. Due to mental distress they develop some symptoms which were found during assessment and these were made impact on their physical, mental and behavior level. Such as Anxiety, fear, sleep problem, suffocated feeling, feeling helpless, night mere, flash back, mood swing, breathing problem, irritated behaviour, destructive attitude, frustration, and anger outburst.

Among 50 client's, 8 clients were covid -19 positive with high stress and others were suffered for non-COVID issues. Client's distress was assessed by Self report Questioner -SRQ score shows that mild 20%, moderate 24%, severe 56%. Among them 23 female and 5 male were in severe stress. The therapeutic outcome measured by a semi-structure scale(0-10). This scale result shows, at the pre therapy 20 clients scored (4-6) distress, 12 clients scored (7-8), 18 clients scored (9-10) reported by client. 14 clients were refer to psychiatrist and general physician for further management. Post therapy scores shows 31 clients reported scores (0-3) 19 clients scored (4-6) which represent that after therapeutic support client's distress were reduced significantly. This is an ongoing research. After six months client's SRQ will be score again and provide further management to prevent PTSD.

Conclusion

In conclusion we may suggest that during the Covid-19 pandemic we all need to take care of our mental health for our healthy wellbeing. Mental health care is necessary for us to be mentally stable and to keep us physically healthy and immune. To prevent psychiatric illness it is an urgent need to seek psychological support from expert mental health professionals. Especially for COVID-19 patients, they have to take care of themselves by boost up their mind with family support and reduce

their anxiety during quarantine and seek on line therapeutic support if necessary.

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