

**QUALITY OF PATIENT CARE:
THE RELATIONSHIP WITH
CLINICIAN EMOTIONAL
INTELLIGENCE**

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**DISCLOSURE
INFORMATION**

I have no relevant financial relationships to disclose.


I will not discuss off label use or investigational use in my presentation.

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OBJECTIVES

Describe	Examine	Employ
Describe the challenges of balancing one's personal and professional emotions.	Examine the quality of patient care provided to patients.	Employ communication tactics to promote quality of patient care and patient satisfaction.

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WHAT IS EMOTIONAL INTELLIGENCE?

Is a type of social intelligence that includes the capacity for controlling one's emotions as well as those of others, identifying them and using this information to guide thoughts, actions, promoting a creative thought process, redirecting attention towards priority problems, increasing motivation and allowing for flexible planning.


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4 FACETS OF EMOTIONAL INTELLIGENCE

-  The perception and expression of one's own emotions.
-  Those emotions of others.
-  Emotional assimilation.
-  Understanding emotions and the capacity to regulate emotions.

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HEALTHCARE PROFESSIONALS



World Health Organization:

- Considers EI to be one of the ten life skills that support people to act in an adaptable and positive manner.

EI is shown to 1) positively influence health care professionals' bio-psycho-social welfare, 2) increases their individual resilience, 3) their perception of social support, empathy, job performance and satisfaction, and reducing stress.

Healthcare Contributors:

1. Includes emotional intensity that can lead to emotional exhaustion.
2. Prolonged physical and emotional exhaustion, due to stress, overload, and emotional job demands.

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QUALITY OF PATIENT CARE

What does emotional intelligence have to do with quality of patient care?

Patient/Clinician Relationships:

1. Rapport
2. Active Listening
3. Compassion
4. Evidence-based Practice
 - Research
 - Patient goals and values
 - Clinician experiences



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MEASUREMENT COMPLEXITY

Why is it so?

Understanding and measuring quality of care: dealing with complexity
(Kohnen, Handberg, Timothy Powell Jackson, & Drew Sabharwal)

Measure aspects of care that go beyond technical quality, e.g., responsiveness, acceptability and trust.

Measure the immediate and upstream drivers of quality of care.

Measure quantitatively, and then mixed-methods.

Measure perceived quality and compare with clinical quality.

Measure from two directions: the patient and the clinician.

The Karen instruments for measuring quality of nursing care: construct validity and internal consistency
(Kohnen, Jackson, and Powell)

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BALANCE

We know measuring quality of patient care is complex.

We know determining one's emotional intelligence is multifaceted.

How can we balance our own emotions when working with our patients and their emotions?

Recommendations:

1. Humanistic/ Vulnerable
2. Share experiences
3. Communication

Emotional Intelligence



Quality of Patient Care

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COMMUNICATION

Communication Tactics

1. One-on-one communication
2. Positive body language
3. Prepare your communication
4. Eye contact
5. Aware of difficult conversations
6. Document key points



How can we better communicate with our patients?

1. If you are comfortable, share your emotions (within reason).
2. Prepare yourself for these interactions, especially if they hit home.
3. Ask for support if needed.
4. Close-loop communication.

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A patient is coming in and you know based on records, test results, injury, or performance that they have suffered a season ending, career ending, catastrophic, life-altering or life-threatening injury. Simultaneously you have suffered a traumatizing life event and are "just trying to get through the day". How can you proceed? How do you care for your patient, while also protecting your own well-being, by containing your emotions.

Is it possible?

What are the options?

EXAMPLE

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TAKE-AWAYS



1. Balancing our own emotions is difficult.
2. Balancing the emotions of others is difficult.
3. Share your thoughts and experiences.
4. Lean on those around you.
5. Accept your emotions are normal.
6. Redirect when possible.

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