

# Emotional Intelligence Rounds:

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## Developing the EI Abilities of Clinical Oncology Nurses

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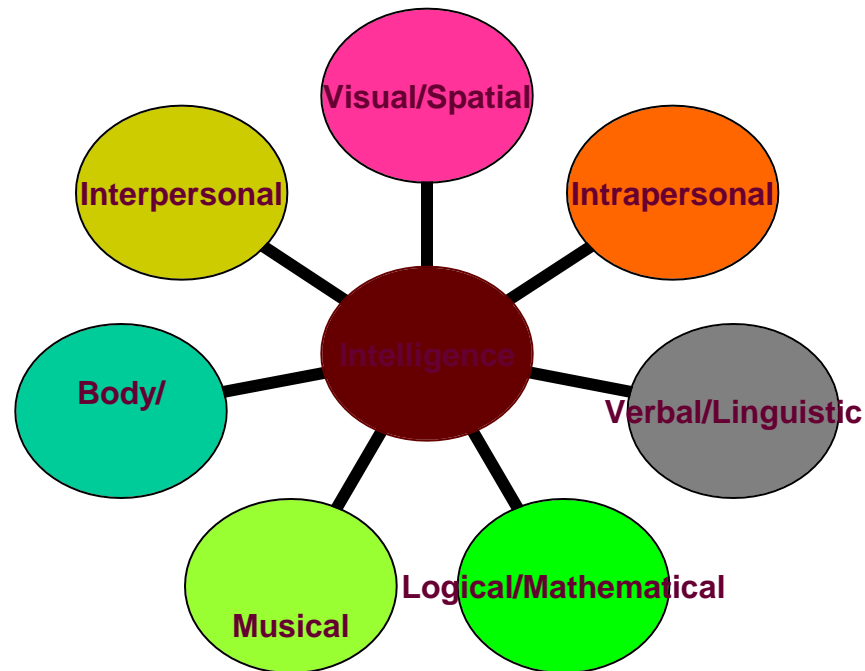


# Rethinking Thinking

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- ❑ Traditional measures of intelligence
- ❑ Do not correlate with workplace performance
- ❑ Does not correlate with:
  - Success parameters
  - Life satisfaction
  - Career success
  - Wellness parameters

# 1985 Theory of Multiple Intelligences (Howard Gardner)





# Emotional Intelligence

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- ❑ New concept in nursing
- ❑ 20 years
- ❑ Roots in cognitive psychology
- ❑ Business applications
  - American Express
  - Johnson & Johnson
- ❑ Hundreds of research studies
  - Organization/Large Corporations



# Emotional Intelligence: Ability Model

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- ❑ The ability to correctly identify emotions in self and others
- ❑ The ability to use emotions in reasoning
- ❑ The ability to understand emotions
- ❑ The ability to manage emotions



# Literature Review

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- Emotional intelligence (EI) abilities correlate with
  - ↑Retention
  - ↓Burnout
  - ↑Team Performance
  - ↑Safety
  - ↑Customer Satisfaction
  
- Professions outside nursing show EI abilities can be developed



# Literature Review

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- ❑ Professions outside nursing show EI abilities can be developed
- ❑ EI positively correlates with performance, safety, and customer satisfaction
- ❑ This pilot study: first attempt to develop EI in clinical nurses





# Research Questions

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- ❑ Do the emotional intelligence abilities of nurses change after a 10-month period of emotional intelligence rounds?
- ❑ What are the strengths and weaknesses in nurses' demonstrated emotional intelligence abilities?
- ❑ Does nursing documentation of patients' emotional issues and planning for emotional care change after participation in EI Check-In rounds?
- ❑ Do nurse satisfaction, turnover, sick leave data, patient satisfaction, and safety data change after the study?

# Design/Method

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- ❑ Descriptive, feasibility study
- ❑ 24-bed acute care oncology unit staffed by 33 RNs
- ❑ EI Check-In Rounds
  - Lead by 2 co-investigator nurses
  - Over 10-month period
  - 3 min intervention per staff nurse
- ❑ Questions posed to nurses in rounds
  - “What is going on emotionally with your patients?”
  - “What is going on with you emotionally?”
  - “How do you cope with difficult emotions?”

# Results

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- 94% of nurses (31) participated in EI Check-In Rounds
- Significant increase in documentation: emotions and emotional care plan  $p=.003$
- 100% of nurses found EI rounds to be helpful
- 32% of responses reflected emotions



# Difficulty Identifying Emotions

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- 32% of responses reflected emotions
- 68% of responses categorized as
  - Physical (11%)
  - Judgmental/evaluative (38%)
  - Behavioral (6%)
  - Diagnostic (1%)
  - Related to admission status (12%)

# “What is going on emotionally?”

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## □ Emotions

- Sad,
- Angry
- Happy
- Frustrated
- Anxious,
- Depressed

## □ Physical

- Tired
- Sleepless
- In pain
- Poor pain control

## □ Judgmental/evaluative

- Okay
- Fine
- Good
- Bad

## □ Behavioral

- Restless
- Hyper
- Hyper-verbal
- Busy

## □ Diagnostic

- OCD
- Bipolar

## □ Related to admission status

- Going home tomorrow
- Long LOS



# Discussion

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- ❑ Feasibility: very easy
- ❑ 100% Positive feedback from staff
- ❑ Increase in documentation and care plan: emotions
- ❑ Limited responses to EI Tests

# Summary

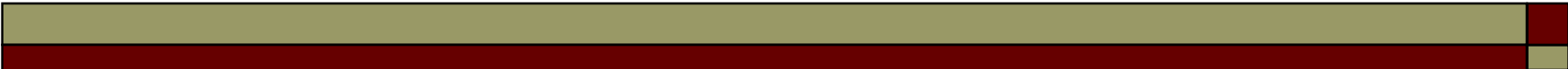
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