



Role of Emotional Intelligence: A New Force Strengthening the Future Healthcare Sector in India

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ABSTRACT

The relevance of Emotional Intelligence (EI) in the health-care profession is becoming increasingly apparent. According to several research, healthcare professionals' EI, particularly physicians' EI, has a critical impact in healthcare outcomes. Because there are an insufficient number of studies on EI in the medical profession, more study is needed to better understand the function of EI in the healthcare sector, as well as the connection between EI and excellent patient care among healthcare workers, particularly physicians. According to latest findings, EI plays a critical function in the healthcare industry. The goal of this research was to look into the role of emotional intelligence in the healthcare industry. It is necessary to do empirical investigation to ascertain the function of Emotional Intelligence (EI) skills in the healthcare field. These realities serve as the foundation for the current study, which seeks to understand how emotional intelligence will play a new role in India's healthcare industry. The second goal was to look into the many aspects of EI. The third goal was to look at the elements that influence EI in the healthcare industry.

Keywords: Emotional Intelligence, Healthcare sector, Patient satisfaction, Healthcare professionals

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INTRODUCTION

Burnout, stress, and poor emotional intelligence are three major factors affecting the mental and physical health of health care providers, according to studies. Burnout affects around 40% of health-care workers; pressure affects 31% of health-care professionals; and roughly 23% of health-care professionals are experiencing challenges owing to a lack of emotional intelligence. Emotional intelligence (EI) was first proposed by Salovey and Mayer [33], who defined it as "the subcategory of social intelligence that embodies the potential to monitor oneself and others' moods and feelings to distinguish among them, and to use this understanding to direct one's thoughts and actions". They then developed the Mayer-Salovey-Caruso Emotional Intelligence Test (MSCEIT) in 1997, which is a well-known model of EI. Goleman [26] caught the interest of corporate leaders and researchers with the publication of his well-read book, "Emotional Intelligence: Why it Can Matter More Than IQ." He developed the notion of emotional intelligence with his research paper, "What Makes a Leader"? Individual success and the capacity to manage relationships are aided by EI. Establishing a rapport between doctors and patients requires the ability to regulate one's emotions [35]. The Patient trust was linked to a physician's emotional intelligence (as measured by others) and the patient-doctor connection. EI must be

Clinicians will therefore be more concerned in comprehending and managing their patients' emotions [35]. Understanding the function of emotional intelligence and other non-cognitive skills in immediate patient outcomes was made easier by investigating the emotional intelligence construct [30]. During challenging transactions, the relationship between a service provider and a consumer builds a sense of relatedness, which leads to a sense of pleasure toward their care giver. Consumer satisfaction is considered when a service provider's emotional intelligence is higher [22]. In addition to having the therapeutic ability to be attentive to his sufferers' concerns and emotions, a practitioner might also have emotional intelligence [10-13]. Understanding the advantages of EI improvement after a medical person's tenure is crucial. EI may play a significant role in the healthcare sector as well as in academic and professional settings [34]. The ability to assess and communicate verbal and nonverbal communication, which are components of emotional intelligence, is linked to physicians' communications skills [23]. Clinicians' effective communication, such as treating patients with dignity and respect, respecting their decisions, and including patients in decision-making, all support the development of a patient-physician relationship [24-28]. Patient satisfaction was aided by the doctor-patient interaction [29]. In critical situations, the behaviour and attitude of an emotionally competent doctor are dynamic and conform to

enhanced performance. This could result in a better organizational climate, clinical services, and a better experience [3]. Enhanced therapeutic results will arise from the use of EI in medical education [1]. To achieve excellent service effectiveness and performance, healthcare services must be upgraded. Patient happiness and healthcare quality are the most important factors in increasing a healthcare setting's service performance and reputation. Numerous studies have linked a person's EI to work engagement, and career progression [4-8]. According to reports, a leader's EI is critical in improving followers' ability to do the job and better performers [6-8]. Only one subscale of EI pleasure was linked to patient satisfaction, according to the researchers. Following this, Weng and colleagues [35] done extensive research on exploring doctors' Emotional Intelligence and patient satisfaction. They discovered that a doctor's self-reported EI had no bearing on patient satisfaction. Young doctors and residents were used in earlier research investigations. [12-120]. According to studies, caregivers that exhibit compassion, empathy, and care for their patients can enhance patient outcomes. Empathy, resilience, social support, work happiness, and compassion are all favourable indicators of emotional intelligence. The Rewards of EQ for Health Care Professionals EQ helps health-care workers cope with stress and exhaustion in a variety of ways. It improves communication between doctors and patients, resulting in stronger doctor-patient relationships. It allows a patient's emotional reactions to a treatment to be understood, resulting in improved levels of patient experience [21-30].

Emotional intelligence (EQ) is the capacity to comprehend, utilize, and control one's emotions in a constructive way in order to relieve stress, interact efficiently, empathise with others, overcome obstacles, and diffuse conflict. Dr. Daniel Goleman, a psychologist and behavioural science writer, coined the phrase emotional intelligence in his book Emotional Intelligence in 1995. Dr. Goleman identifies emotional intelligence as the capacity for self-regulation and effective communication of emotions. In the middle of the 1970s, Howard Gardner claimed that intelligence was more than a solitary, basic skill. The phrase "emotional intelligence" was originally used in 1985 in Wayne Payne's doctoral dissertation, which was then published. Per the Daniel Goleman, an American psychologist who promoted emotional intelligence, there are five basic components to it [25, 26] (refers to Figure 1)



Figure 1: Relative factors of Emotional Intelligence

Emotional Intelligence and Healthcare

EQ helps health-care workers cope with stress and burnout in a variety of ways. It increases communication between doctors and patients, resulting in stronger doctor-patient interactions. It allows a patient's emotional reactions to a medication to be understood, resulting in improved levels of patient satisfaction. Emotional intelligence enables a leader to effectively engage and connect, support the team, correct errors, and enhance productivity. Emotional intelligence is critical in the healthcare industry.

Dimension of Emotional Intelligence

The dimension of emotional intelligence is shown in the Figure 2.

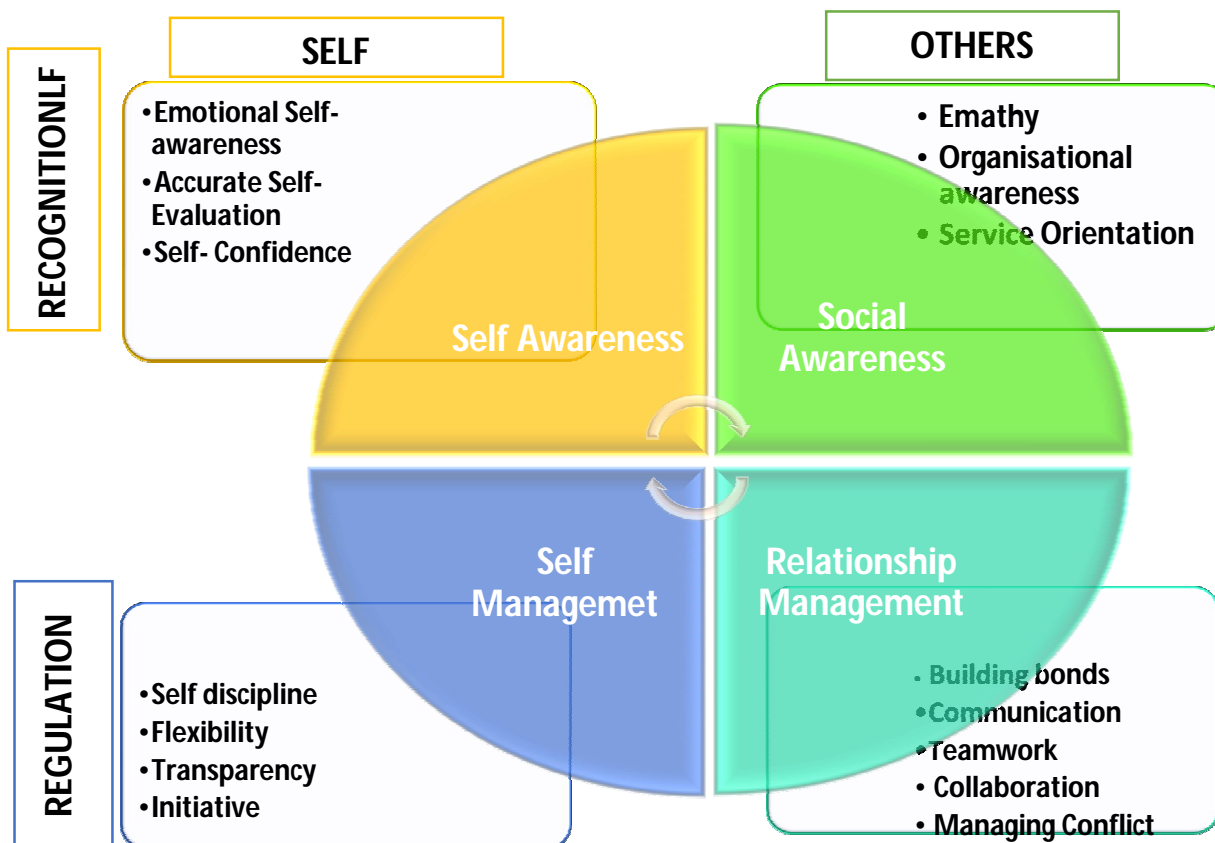


Figure 2: Dimension of Emotional Intelligence.

Need of Emotional Intelligence

Emotional intelligence demands you to be able to control and manage your emotions in addition to being aware of your own emotions and the impact you have on others. This does not indicate that you should put your sentiments on hold and hide your genuine feelings; rather, it just implies that you should wait for the perfect moment and place to communicate them (refers to Figure 3).



Figure 3: Need of Emotional Intelligence.

Factors affecting Emotional Intelligence in Healthcare

EI is influenced by five things, according to Goleman [25]. Self-awareness, self-control, drive, empathy, and social skills are among them. He also noted how communication affects all of these things. Similar to

this, Bar-On [6] listed five elements: adaptability, stress management, intra - personal ability, and interpersonal ability. With Indian school kids, we used Bar-variables to assess the relationship between EI and interpersonal ability, intrapersonal ability, stress management, adaptability, general mood, and interaction excellence (refers to Figure 4).

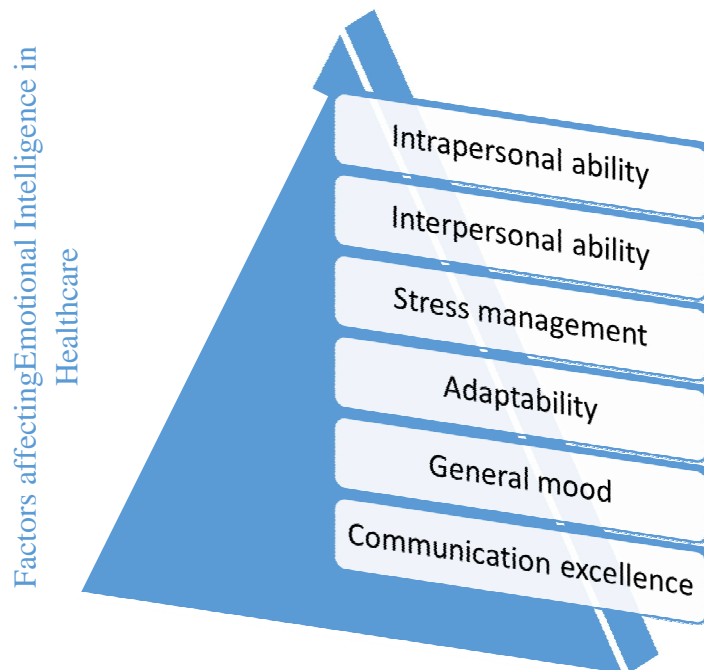


Figure 4: Factors affecting Emotional Intelligence in Healthcare

CONCLUSION

In comparison to earlier research studies, this study indicated that the function of EI in the healthcare business, as well as the talents of healthcare professionals, particularly physicians, have a key influence in pleasing their patients. Clinicians need EI abilities to better comprehend their patients' emotions and sentiments. Physicians that have improved their EI talents help their patients to be more satisfied. EI is a valuable skill for healthcare professionals because it allows them to recognize, comprehend, and control their own and their patients' feelings. Individuals' EI talents can be improved through EI training and development programmes. According to the findings, EI is a critical component for the Indian healthcare industry's future growth and development. Because improved EI skills in physicians result in higher patient satisfaction. It also fosters a positive interaction between patients and doctors. It has the potential to develop a link between medical professionals and the general people. EI-related instruction can also be integrated into the curriculum of medical schools to assist doctors in honing their Emotional Intelligence abilities, which will ultimately result in patient satisfaction. This investigation was limited by a lack of understanding of the EI conceptual framework. The association between physicians' EI and patient satisfaction, as well as the mediation effect of patient-physician communication on patient satisfaction, could be investigated in the future. It could reveal significant information on the importance of patient-physician communication in patient satisfaction.

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