

Three Reasons Why Emotional Intelligence Matters in Health Care



Abstract

Statement: Emotional intelligence (EI) is the way we deal with interpersonal or intrapersonal emotional information and situations. Having well-developed EI particularly matters in health care, especially during the current and stressful pandemic that we are experiencing on a global level.

Findings: There are three important reasons why emotional intelligence is an important quality to have for healthcare leaders and healthcare workers:

1. Talent retention. The talent shortage is real in health care. Talented workforces do not need to tolerate poor behaviour.
2. Patient Satisfaction: An environment where lack of EI is prevalent is a dealbreaker for patients.
3. Decrease in expenditures: Improving EI by 1% on average decreases healthcare expenditures.

anxiety. The presence of aura or warning symptoms before seizure attacks (55.3%) of the studied subjects never had any.

Conclusion and recommendation: An increased focus on EI is a good investment in the future of health care. At minimum, it is beneficial for all healthcare workers to understand their own EI levels, which can be done by taking a reliable, evidence based EI assessment.

Ginger Raya

Cairo University, Egypt

Biography

Ginger Raya is Director of Physician Services at HCA, where she specializes in ambulatory operations, acquisition and employment of healthcare provider's and their practices. She is experienced faculty and a course developer in healthcare administration for over 11 years. She has been appointed as associate professor at the University of Texas Health Science Center at Houston, School of Public Health. She is a certified career coach specializing in helping grad students find meaningful careers in healthcare. She is also certified as a Harvard ManageMentor in Coaching.

She has a Bachelor's degree in Organizational Communication and a Master's degree in Public Administration from the University of Texas at El Paso. She holds a Master of Science in Healthcare Administration from Texas Tech University Health Sciences Center, School of Health Professionals. She holds a Doctor of Education in Organizational Leadership from Argosy University. Her dissertation title was, "The role of Emotional Intelligence in reducing at risk behaviour in Latinas." She was competitively selected and is a graduate of Leadership Texas (Class of 2015) a non-profit social enterprise that is a nationally recognized, preeminent women's education organization through Leadership Women, Inc. and was selected to participate in Leadership America, 2020-2021 cohort.

She was elected to the Board of Directors for the American College of Healthcare Executives, Southwest Healthcare Executives Association Chapter. She was also elected to the Board of Directors for one of the largest credit unions in El Paso, Evolve Federal Credit Union. She served as past Chair for Latinitas El Paso/Southwest Latinx. She previously served as Vice Chair of the Board of Directors for KCOS-TV, El Paso's PBS Station.

[2nd International Conference on Nursing and Palliative Medicine](#) | June 28, 2021

Citation: Ginger Raya, Three reasons why Emotional Intelligence Matters in Healthcare, Palliative Nursing 2021, 2nd International Conference on Nursing and Palliative Medicine, June 28, 2021