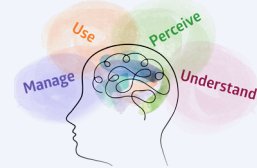


Emotional Intelligence Learning Program

Emotional Intelligence and Patient-Centred Care

Emotional Intelligence (EI) is essential in recognizing, understanding and responding to patients' and caregivers' experiences through the care journey. Patients and their caregivers deal with many emotional cycles of change that impact what they think (head), how they feel (heart) and what they do (hands). Health care providers with high EI recognize how emotions impact experiences and use their skills to build trust, show empathy, communicate clearly, adapt to new situations and deliver exceptional patient-and family-centred care.



Emotional Intelligence (EI) is the ability to perceive, manage and express one's emotions and to recognize and react appropriately to the emotions of others.



Health care providers can use EI skills in several ways



TEAMWORK
Collaborating with members of the care team



CARE CONVERSATIONS
Showing empathy through mindful listening



MANAGING STRESS
Being flexible and open to change



COMMUNICATION
Adapting to different communication styles



DECISION-MAKING
Recognizing biases and impact of emotions

Using EI results in better patient care

- ✓ Strong, trusting relationships
- ✓ Increased empathy
- ✓ Higher quality of care
- ✓ Enhanced patient-centred care
- ✓ Improved patient satisfaction
- ✓ Better communication

5 key EI competencies all health care providers should have



Self-Awareness:
Being aware of your emotions and how they impact thoughts and actions



Flexibility:
Striving to improve, adapt to change and accommodate others



Empathy:
Understanding others' emotions and perspectives



Decision-Making:
Knowing how emotions impact decisions and interactions with others



Coaching:
Empowering and fostering action and recognizing emotional conflict



Build your EI skills through the CHCA's EI Learning Program

The CHCA EI Education Program includes a series of learning modules with information, tools and case studies. Choose from the full self-directed modules (30-45 minutes) or new microlearning modules (10-15 minutes). Learn how to use your emotional intelligence in delivering high quality patient- and family-centred care.

Learn more about our exciting program to empower and support patients and caregivers
cdnhomecare.ca/partners-in-restorative-care



The Canadian Home Care Association (CHCA) is a national non-profit association dedicated to strengthening integrated community-based care. Through our diverse membership, the CHCA represents public and private organizations that fund, administer and provide health care services in the home and community care sector.

Partners in Restorative Care is an innovative capacity-building project to enhance home care providers' abilities to recognize, understand and address both the physical and emotional challenges experienced by caregivers through Emotional Intelligence training.

Partners in Restorative Care
Empowering Caregivers-Enabling Patients