

Emotional Intelligence and Palliative Care

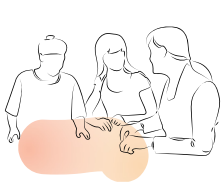
Emotional Intelligence (EI) is essential in recognizing, understanding and responding to patients' and caregivers' experiences through the care journey. Patients and their caregivers deal with many emotional cycles of change that impact what they think (head), how they feel (heart) and what they do (hands). 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 understand, manage, and use both one's own and others' emotions effectively. [D. Goleman 1995]



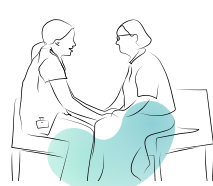
Benefits of EI in Palliative Care



INTERDISCIPLINARY TEAMWORK
Enhances collaboration with care team members



CARE PLANNING
Increases understanding and engagement



GRIEF AND LOSS
Supports patients and families to cope with the emotional impact of illness



SERIOUS CONVERSATIONS
Facilitates better communication and active listening



SHARED DECISION-MAKING
Helps to recognize biases and guide choices

5 EI Skills All Healthcare Providers Should Have



Self-Awareness

Be aware of your feelings and how they impact your thoughts and actions. Practice mindfulness and fully engage in the current moment



Acceptance

Embrace facts, feelings, or others' perspectives without judgment. Know and manage your biases



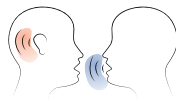
Empathy

Understand and share the feelings and perspectives of others. Know your emotional boundaries



Stress Tolerance

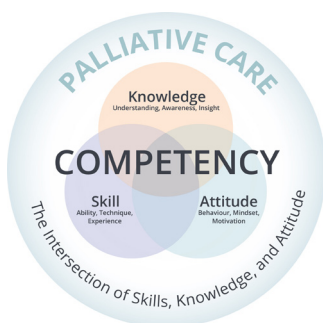
Stay calm in challenging situations. Recognize your emotional and physical triggers. Interactions with others



Social Skills

Interact and engage with others. Value voices by actively listening and respecting everyone's views

Competency – Skills, Knowledge, Attitude



Competency in palliative care demands that healthcare providers develop skills, enhance knowledge, and cultivate compassion. The CHCA's eiCOMPASS Project is actively supporting home-based palliative care providers in this pursuit. Collaborating nationwide, we're facilitating the adoption of the Canadian Interdisciplinary Palliative Care Competency Framework. Our Emotional Intelligence training courses and tools are empowering frontline care providers to effectively handle complex emotional situations using emotional intelligence skills essential for high-quality interdisciplinary team-based care.

Learn more cdnhomecare.ca/eicompass



Established in 1990, the Canadian Home Care Association (CHCA) is a national non-profit membership association dedicated to advancing excellence in home and community care. Our eiCOMPASS Project aims to empower home care providers to deliver emotionally intuitive, competency-based palliative care. We are enhancing the skills of frontline providers and improving team-based care that is compassionate, responsive, and person- and family-centred. [CHCA Website](#) [X](#) [LinkedIn](#)

