Emotional Intelligence in Palliative Care Decision-Making

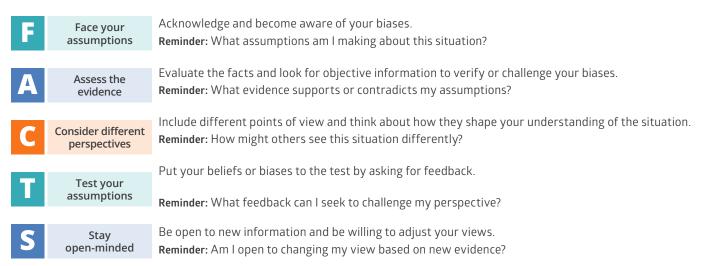
Using the F.A.C.T.S Approach to Reality Testing



When you deliver home-based palliative care, you often encounter high-stress situations and must deal with strong emotional responses. Using emotional intelligence (EI) in your decisions can enhance patient care, boost self-esteem, and provide a holistic approach to care.

F.A.C.T.S Approach to Reality Testing

Reality testing is essential for decision-making, problem-solving, and maintaining relationships. It allows you to differentiate between what you think is true and what is verifiably true. Reality testing is the practice of remaining objective by seeing things as they really are. It involves recognizing when emotions or personal biases can get in the way of objectivity. The F.A.C.T.S approach offers a straightforward framework to enhance your reality testing skills.



Using the F.A.C.T.S approach can help ensure your decisions are grounded in objective information and a clear understanding of the situation, ultimately supporting the patient's comfort and quality of life.

When making shared decisions you should:

Be Mindful and Emotionally Self-Aware: Make a conscious effort to engage with the present moment. Acknowledge your thoughts, emotions, and physical sensations, as well as your surroundings, without hastily reacting.

Use Active Listening: Pay attention to both verbal and non-verbal cues from patients and their families.

Reassure Patients and Caregivers: There is no "best" choice—instead, the choice is the one that is right for them.



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



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