2nd International Nursing Conference

November 1-3, 2017   Barcelona, Spain

Emotional Intelligence: Crucial to Quality Nursing Care and Patient Safety

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Description: Emotional intelligence (EI) is one personal characteristic that is increasingly referred to as having an impact in nursing. It is suggested that EI is important for effective practice, particularly with respect to providing quality nursing care.

This systematic review explores what is meant by EI, discusses ways to develop emotional competencies, explores ways in which EI might be usefully applied in enhancing the quality of nursing care, and describes how an emotionally intelligent nurse can effectively improve the work environment which affects provision of quality care to patients.

It is crucial to nurses how they control and manage their emotions. From extensive research conducted by Goleman and his associates, and by The Hay Group of Boston, emotional competence has been found to matter twice as much as intelligence quotient and technical skill combined in producing superior job performance. Also, nursing literature shows widespread support for EI as central to nursing practice. Nurses should be able to regulate their own emotions for the sake of their patients. It is having supportive and positive work environment that help nurses to alleviate their stress in managing their own and others' emotions at the same time. Nurses must know themselves well and will be able to react and respond appropriately in problem situations. Good relationships with others are shown by managing relationship and social awareness commonly called "social radar".

Conclusion: It is very important to follow the EI framework consisting of the two components: the ability to understand and manage oneself and the ability to connect and react well to others. Having these qualities, nurses may create a healthy, safe, and productive environment which contributes to the delivery of a quality nursing care and safe patient outcome.

Biography:

Maria Dolores B. Mangubat is a Registered Nurse, Clinical Nurse Specialist licensed and certified in New York State, nationally certified as CCRN and ACNS-BC. Currently, an Associate Professor at St. Joseph's College, NY. She earned her Doctor of Education degree from Teachers College, Columbia University. She worked as Classroom and Clinical Educator in various schools, colleges, universities, and hospitals in the Philippines, Canada, and the United States. She held several administrative and managerial positions in different specialty units in NY hospitals. She was a former Clinical Preceptor of graduate nursing students in Nursing Informatics, Management and Education.

Madridge J Nurs. 2017
MJN an open access journal

Nursing-2017
November 1-3, 2017

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