

“Emotional Intelligence and Implications for NARs and CRNAs”

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CANANA

CALIFORNIA ASSOCIATION OF NURSE ANESTHESIOLOGY

VIRTUAL MEETING

NAR WORKSHOP

Sunday, February 25, 2024
8:00 AM - 4:00 PM

Disclosures

- Trustee for the California Association of Nurse Anesthesiology (CANA)
- EQ-i 2.0 + EQ 360 Certification from Multi-Health Systems Inc. (MHS)
- I will not be discussing any off-label use of drugs

Speaker Biography

- Certified Registered Nurse Anesthesiologist for 23+ years
- PhD from Walden University, “The Relationship between Certified Registered Nurse Anesthetists’ Emotional Intelligence and Burnout.”
- Assistant Professor at Samuel Merritt University for Anesthesia – Doctorate of Nursing Practice Program
- ADNP Projects Director at Samuel Merritt University

- **Define Emotional Intelligence**
- **History of Emotional Intelligence**
- **Key Findings in the Literature**
- **Articulate what EI is not**
- **Emotional Intelligence and Healthcare, NARs, and CRNAs**
- **Tests to Measure Emotional Intelligence**
- **EQ-I 2.0 Model**
- **Implications for NARs and CRNAs**

Objectives

Overarching Definition of Emotional Intelligence

Emotional Intelligence is the combination of identifying emotions in self and others, understanding emotions and managing emotions.

Evolution of Emotional Intelligence

1983

Howard Gardner's theory of multiple intelligences.

1985

Reuven Bar-On was the first to introduce the emotional quotient (EQ) concept to measure emotional and social competence.

1990

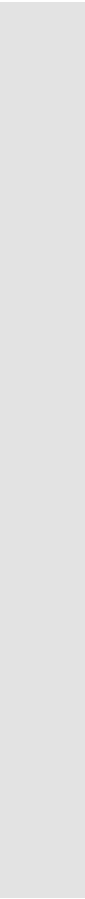
Peter Salovey & John Mayer coined the term Emotional Intelligence.

1997

Daniel Goleman popularized the concept of emotional intelligence and suggested that top performers have it. Goleman also touted that EI is an essential characteristic for leaders within the business workplace, and effective leaders are individuals who have EI.



Key Findings in the Literature

- Emotional Intelligence is essential for successful leaders, yet EI is an emerging topic in the NAR and CRNA literature.
 - Emotionally intelligent nursing leaders are an asset to healthcare organizations, and nursing leaders with a high EI are essential in the changing healthcare landscape.
 - Emotional Intelligence is related to wellness, job satisfaction, patient satisfaction, stress, and burnout.
 - Individuals with higher EI are happier and less affected by their emotions.
 - The ability to recognize emotions in self and direct emotions in a positive direction leads to greater life satisfaction.
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- Emotional Intelligence, also called emotional quotient (EQ), is not the same as cognitive intelligence (IQ).
- There is no correlation between IQ and EQ.
- IQ peaks around 17 years, while EQ is one's emotional intelligence that can change over time and be developed in targeted areas.
- EQ rises steadily with age.
- EQ is not an aptitude or standardized examination.

What EI is NOT

Four- Dimensional Definition of Emotional Intelligence

1. **Self-emotional appraisal** is an individual's ability to understand their moods and naturally express their emotions.
2. **Regulation of Emotion** is the individual's ability to control their emotions and not lose their temper.
3. **Others' emotion appraisal** is an individual's ability not only to perceive but also to understand the emotions of people around them.
4. **Use of emotion** is the ability of an individual to use their emotions in a positive way and often be more productive.



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The diagram features a central grey pyramid with four horizontal white bars of varying lengths stacked on top of it. Each bar contains a text label. The pyramid is set against a background of teal and grey geometric shapes.

Use of emotion

Others' emotion appraisal

Regulation of emotion

Self-emotion appraisal

Emotional
Intelligence
Pyramid

Emotional Intelligence and Healthcare

- Individuals with high emotional intelligence were noted to be involved in professions involving social interactions requiring direct contact and interaction with customers.
- Emotional intelligence has been determined to be a beneficial quality for many health professionals.
- Emotional Intelligence was noted to be a helpful leadership quality to possess in the operating room and essential to ensuring team collaboration and productivity.

Emotional Intelligence and NARs

Collins (2013) measured Emotional Intelligence among SRNAs and the relationship of EI to academic factors.

- Several EI variables were found to predict success on the National Certification Exam.
- The EI Variables were not predictive of GPA in Nurse Anesthesia school.

Emotional Intelligence and NARs

Daus, Stein, and Baecht (2024) presented an overview of best practices for incorporating emotional intelligence into a nurse anesthesia program.

- Revising the admission process to include an EI test upon admission.
- Revise preceptor evaluation to integrate assessment of EI traits and soft skills evaluation.
- Provide EI training as well as stress and humor training.
- Utilize post-evaluation assessments such as statistical analysis of pre-testing and post-testing.
- Predictive validity study analysis

- King (2016) conducted a dissertation regarding the development of EI training for CRNAs. She discussed that improved EI could benefit a CRNA in the operating room and improve patient outcomes and staff satisfaction.

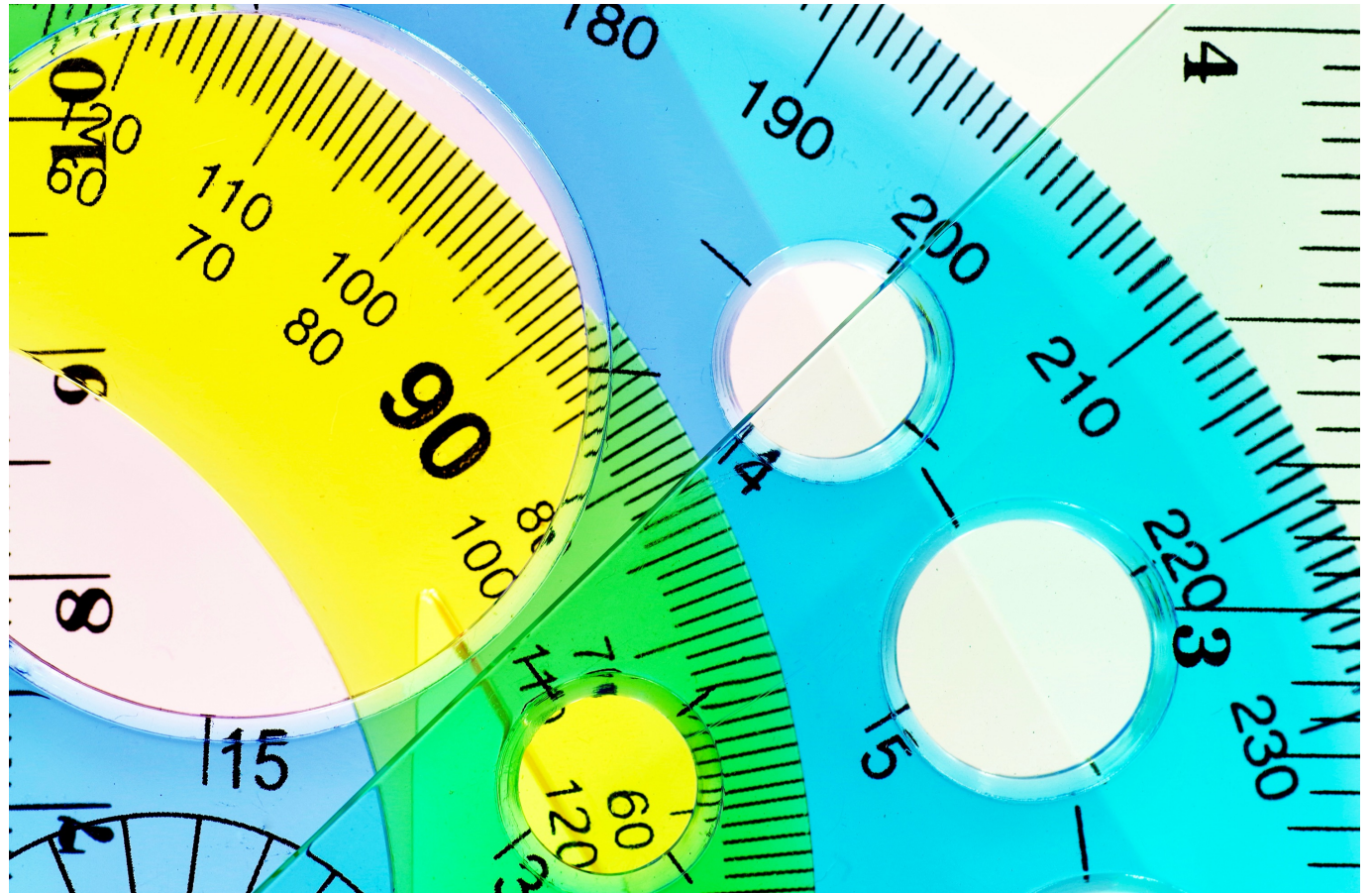
Emotional Intelligence and CRNAs

The Relationship between CRNA's Emotional Intelligence and Burnout

(Heikkila, 2018)

- CRNAs have high emotional intelligence, and an inverse relationship exists between EI and burnout syndrome for CRNAs.
- As the score of EI increases by one unit, burnout syndrome is reduced by 20%.
- The CRNA sample (N-506) had an average level of burnout syndrome (1.62), less than in previous healthcare research.
- There is a significant relationship:
 - Self-emotion appraisal (self-awareness) and burnout syndrome.
 - Regulation of emotion (ability to control emotions) and burnout syndrome.

How do I
measure
Emotional
Intelligence?



Tests to Measure Emotional Intelligence

Emotional Capital Report (ERC)

Emotional Quotient Inventory (EQ-i)

The 360 EQ (Talent Smart)

Emotional & Social Competence Inventory (ECSI)

Mayer-Salovey-Caruso EI Test (MSCEIT)

Schutte Self Report EI Test

Six Seconds Emotional Intelligence Assessment (SEI)

Team Emotional Intelligence (TEI)

Trait Emotional Intelligence Questionnaire (TEIQue)

Wong & Law Emotional Intelligence Scale (WLEIS)

The Emotional Capital Report

The EQ-i^{2.0} Model

- 133 online self-assessment with a Likert scale for responses
- Total EQ at the core
- Success in coping with environmental demands
- Snapshot of overall well-being
- Made up of 5 Composite scales and 15 subscales
- The EQ-i^{2.0} is a valid, reliable assessment
- It has been normed to resemble the general population closely



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Emotional Intelligence Definition (EQ-i 2.0)

Emotional intelligence is a set of emotional and social skills that collectively establish how well we:

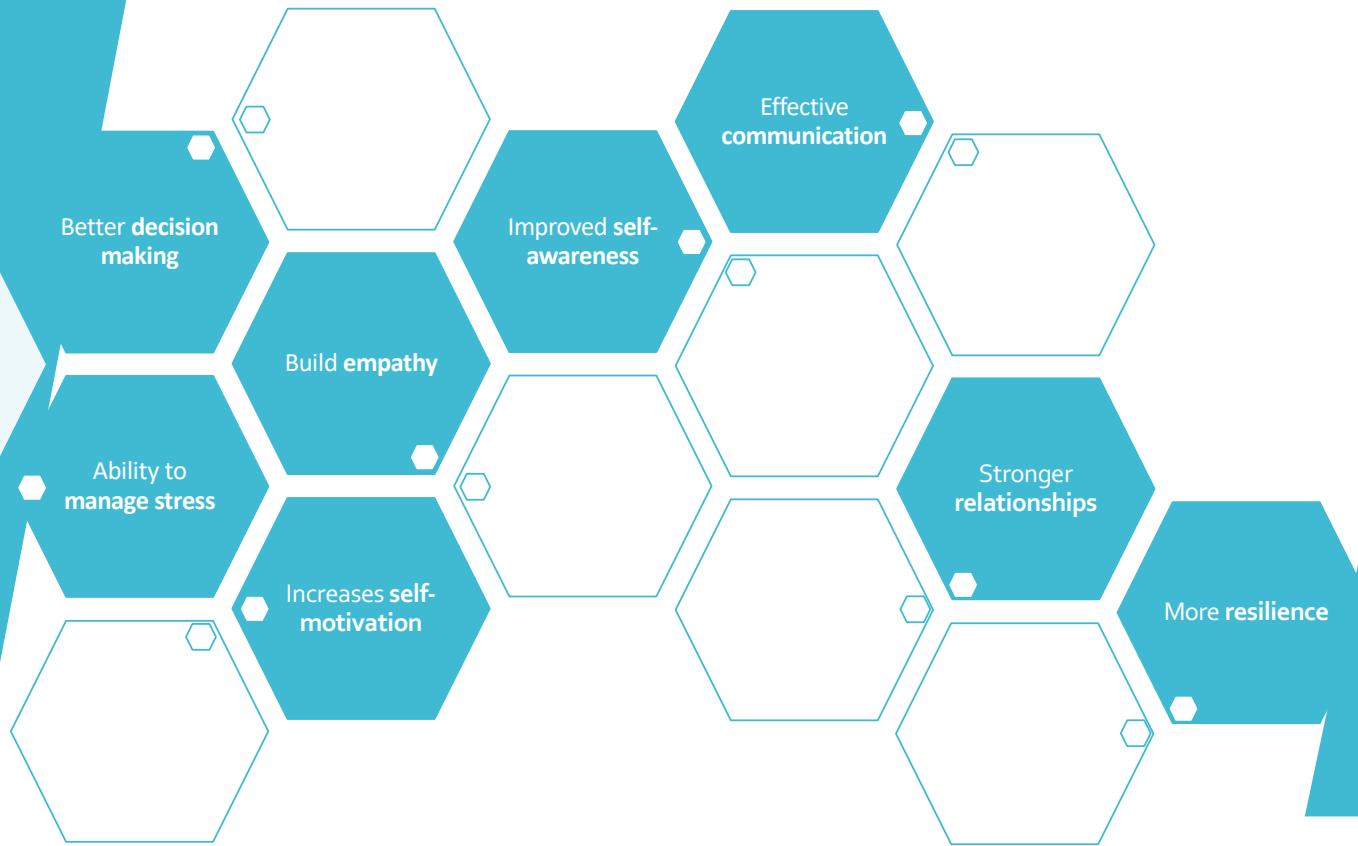
- Perceive and express ourselves
- Develop and maintain social relationships
- Cope with challenges
- Use emotional information in an effective and meaningful way.

- EI has been noted to be a successful leadership quality in the OR. Having the ability to read the environment, especially the emotional climate of the OR personnel, could be beneficial.
- Situational awareness of the environment may allow for better identification of potential issues and solutions for those issues.
- EI has been identified as a necessary aspect for physician anesthesiologists and should be considered an essential characteristic for NARs and CRNAs.
- The potential to incorporate EI training in the CRNA curriculum could enhance student success.
- Potential to offer workshops specifically for practicing CRNAs who want to increase their EI.

Implications for NARs and CRNAs

Take Home Message

EQ leads to...



Questions

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Thank you!



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