

Nursing Care Group

Emotional Intelligence in the Perioperative Setting

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Quick Emotional Intelligence Assessment

Question 1 #aluginmoako

During a Laparoscopic Cholecystectomy Procedure, you suddenly felt that the room is actually shaking. Your CN shouted, "May earthquake!" What will you do?

- A. Continue to doing your role as a SN, trying to pay little attention to the earthquake.
- B. Become vigilant for an emergency, carefully checking with the team as to what's happening.
- C. A little of both a and b.
- D. Not sure - never noticed.

Question 2 #ikawna

You are in the OR Committee Mtg. when a doctor takes credit for work that you have done. What do you do?

- A. Immediately and publicly confront the doctor over the ownership of your work.
- B. After the meeting, approach the doctor and tell her that you would appreciate in the future that she credits you when speaking about your work.
- C. Nothing, it's not a good idea to embarrass colleagues in public.
- D. After the colleague speaks, publicly thank her for referencing your work and give the group more specific detail about what you were trying to accomplish.

Question 3 #haringOR

You are the Charge Nurse and have just gotten an extremely angry surgeon on the phone because his schedule was delayed due to an on-going case in his preferred room. What do you do?

- A. Hang-up. It doesn't pay to take abuse from anyone.
- B. Listen to the doctor and rephrase what you gather he is feeling.
- C. Explain to the doctor that he is being unfair, that you are only trying to do your job, and you would appreciate it if he wouldn't get in the way of this.
- D. Tell the doctor you understand how frustrating this must be for him, and offer a other room you think will be free at an earlier time.

Question 4 #themoves

You are an orientee in the OR who had hoped to get a high mark in your evaluation that is important for your future employment in the area. You have just found out you got failing mark on the skills evaluation. What do you do?

- A. Sketch out a specific plan for ways to improve your performance and resolve to follow through.
- B. Decide you do not have what it takes to be an OR nurse.
- C. Tell yourself it really doesn't matter how much you do in the a specific training module, concentrate instead on other modules where your grades are higher.
- D. Go see the preceptor and try to talk her into giving you a better grade

Question 5 #confeermed

You are the nurse unit manager in the OR who is trying to encourage gender sensitivity. You overheard someone starting a conversation about a surgeon who is seen to be in a “date” with another hot guy. What do you do?

- A. Ignore it - the best way to deal with these things is not to react.
- B. Call the person into your office and explain that their behavior is inappropriate and is grounds for disciplinary action if repeated.
- C. Speak up on the spot, saying that such jokes are inappropriate and will not be tolerated in the OR.
- D. Suggest to the person telling the joke he go through a gender sensitivity training program.

Question 6 #seniormoves

You are the Transport Nurse/PON who fetches patients for surgery 2 hours prior to surgery and brings them to the Holding Area. You are thinking of leaving the last 2 patients in the surgical unit because you mismanaged your time and your duty is about to end in 15 mins. What do you do?

- A.** Call it a night and go home early to miss rush-hour traffic.
- B.** Continue fetching patients until they are handed over in the Holding Area
- C.** Reflect on how you can improve on time management
- D.** Think of a sound reason to say on your IR/NTE

Question 7 #isalangako

You are trying to calm down a the Circulating Nurse who has worked herself into a fury because the anesthesiologist demands her to give all syringe pumps she needs knowing that former is also busy with so many documents and demands of the surgeon . What do you do?

- A. Tell her to forget about it-she's OK now and it is no big deal.
- B. Put on one of her favorite music and try to distract her.
- C. Join her in criticizing the other anesthesiologist.
- D. Tell her about a time something like this happened to you, and how angry you felt, until you saw the other anesthesiologist was on the way to the hospital due to a heart attack

Question 8 #pridechicken

A discussion between you and PACU nurse unit manager has escalated into a shouting match because of an intercepted medication error. You are both upset and in the heat of the argument, start making personal attacks which neither of you really mean. What is the best thing to do?

- A.** Agree to take a 20-minute break before continuing the discussion.
- B.** Go silent, regardless of what your partner says.
- C.** Say you are sorry, and ask the PACU manager to apologize too.
- D.** Stop for a moment, collect your thoughts, then restate your side of the case as precisely as possible.

Question 9

#mayforeverangproblem

You have been given the task of leading the OR Robotics Team that has been unable to come up with a creative solution to a work problem. What is the first thing that you do?

- A. Draw up an agenda, call a meeting and allot a specific period of time to discuss each item.
- B. Organize an off-site meeting aimed specifically at encouraging the team to get to know each other better.
- C. Begin by asking each person individually for ideas about how to solve the problem.
- D. Start out with a brainstorming session, encouraging each person to say whatever comes to mind, no matter how wild.

Question 10 #lastnato

You have recently been assigned a young Team Leader in the General Surgery Team, and have noticed that he appears to be unable to make the simplest of decisions without seeking advice from you. What do you do?

- A. Accept that he "does not have what it take to succeed around here" and find others in your team to take on his tasks.
- B. Get an HR manager to talk to him about where he sees his future in the organization.
- C. Purposely give him lots of complex decisions to make so that he will become more confident in the role.
- D. Engineer an ongoing series of challenging but manageable experiences for him, and make yourself available to act as his mentor.

Answers to Quiz

1. Not D, 10 pts. for ABC
2. B – 5 pts. D – 10 pts.
3. B – 5 pts. D – 10 pts.
4. A – 10 pts. C – 5 pts.
5. B – 5 pts. C – 10 pts. D – 5 pts.
6. B – 10 pts. C – 5 pts.
7. C – 5 pts. D – 10 pts.
8. A – 10 pts.
9. B – 10 pts. D 5 pts.
10. B – 5 pts. D – 10 pts.

EQ in the Workplace



90%

*of top performers
have high EQ*



EQ is responsible for

58%

*of your job
performance*



\$29,000

*People with high EQ
make \$29,000 more
annually than their
low EQ counterparts*

2. EI is twice as important as IQ

EI and Perioperative Nursing

- * There had been little emphasis on EI in healthcare (Reeves, 2005)
- * Baille (2006) purports that nurses do not always have sufficient skills
- * Moods of nurses can influence patient outcomes (Golemann, 1998)

Any News?



Bad News

There is no quick fix or 5-minute solution.

Good News

Unlike IQ, EI *can be developed*

Th

EI

1.

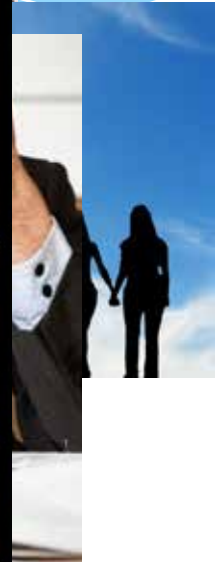
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3.

4.



Post-vacay Lecture



Self Awareness

1. Emotional self-awareness
(Journaling, “Me” Time)
2. Accurate self-assessment
3. Self-confidence

Social Awareness

1. Empathy
2. Organizational Awareness
3. Service orientation

Self-Management

1. Emotional self-control (Bibliotherapy)
2. Transparency
3. Adaptability
4. Achievement Orientation (Life Coaching Program)
5. Initiative and Optimism

Social Management

1. Servant Leadership
2. Inspiration
3. Coaching and Mentoring
4. Teamwork

Ask Yourself

What worked well?

Could have gone better?

*Do you wish you had
done differently?*

Did you learn?

Paradigm of Success

(Organizational Change Consultants International)

POSITIVE MENTAL ATTITUDE

Vivid ***IMAGINATION***

WRITTEN GOALS

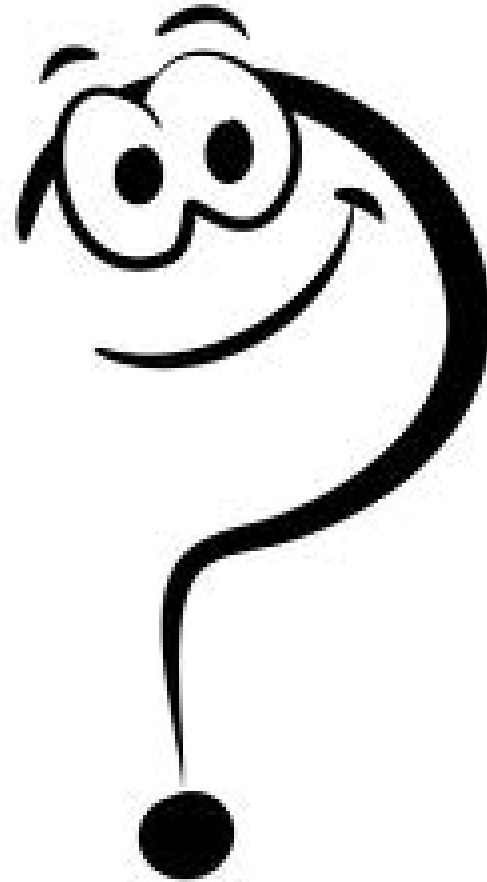
Focus

81|→ACTION

100% Belief = 100% Results

Conclusion

1. EI is essential in the perioperative setting where complex dynamics are seen.
2. The Four Factor Model allows perioperative nurses develop and higher state of Ei that can be used in the clinical setting.
3. When EI skills are developed, clinical outcomes become exemplary.



Code of Ethics

I commit to something bigger than myself.

I commit 100% to a world that works.

I take full responsibility for what I create in my life.

I live a life of excellence, where commitment not circumstances, dictate the outcome.

I overcome my obstacles and make my life work 100%.

I move forward with character and courage.

I win as a teamplayer.



References

1. Reeves, Amy (2005). EI: Recognizing and regulating emotions. AAOHN Journal.
2. Goleman, D (1998, 2002). Primal leadership: realizing the power of EI.