

**\* Emotional  
Intelligence:  
Assessment and  
Education's Impact  
on VA Acute  
Psychiatric Nursing  
Staff Satisfaction**

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# \*Background

- \*5C is a locked, acute psychiatric unit.
- \*Historic capacity of 23 beds
- \*Depression, Schizophrenia, Bipolar disorder, Borderline Personality Disorder, Suicidality, Substance Abuse and Withdrawal, etc.
- \*Stabilization/medication management, crisis management, appropriate discharge planning



\*Registered Nurses left unit 2013-mid 2016

\*7 left full time positions

\*1 retired

\*4 full time RNs are approaching retirement (35% of total full time RN staff)

\*4 of 5 intermittent nurses left their post

**\*Background**



\*Census capped at 12

\*Posting and search for new staff

\*Hiring “freeze”

\*Slow hiring process

**\*Drastic Measures**



\*Few things are “clear cut”

\*Milieu

\*Staff interactions

\*Art of “watching” and  
“knowing”

**\*Unique  
Challenges**



\*Reduce attrition

\*Improve satisfaction

\*Improve moral

**\*Change needed**



\*Perfect opportunity

\*Mentorship

\*Supportive environment

\*Hands on evidenced based practice education

**\*OHSU-VA EBP  
Fellowship**



\* Define emotional intelligence

\* Identify the impact of emotional intelligence on the team

\* Describe how emotional intelligence can impact staff satisfaction.

**\* Objectives**





\*CINAHL plus full text

\*PubMed database

\*Articles leaned towards a few option:

\*Hiring qualified staff

\*Increased management visibility and actions on the unit

\*Emotional Intelligence

**\*Literature Review**



\*16 Selected Review/Research Articles

\*1 randomized, clinical trial

\*Focus on Nursing and/or Mental Health Nursing

\*Positive evidence for Emotional Intelligence providing benefits for 5c

**\*Literature Review**



\*The capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically.

**\*Emotional  
Intelligence**



- \* Reduce burnout
- \* Increase work satisfaction
- \* Improve coping with emotional labor
- \* Improve teamwork
- \* Higher general wellbeing

**\* EI + Nurses**



**\*QUESTION:** Is staff satisfaction improved following emotional intelligence (EI) assessment, analysis and education?

**\*PICO**



- \* Submitted question and plan to IRB
  - \* Determined not research
- \* Offered to all full time nursing staff
  - \* 10 accepted
  - \* Mix of day and night shift
  - \* LPN and RN
- \* Voluntary
- \* Confidential

**\* Recruiting/  
Approval**



## \*Development:

- \*13 question Likert scale
  - \*Also approved by IRB as not research
  - \*Approved by staff satisfaction committee and the union.
- \*Nursing staff complete assessment to determine baseline satisfaction.

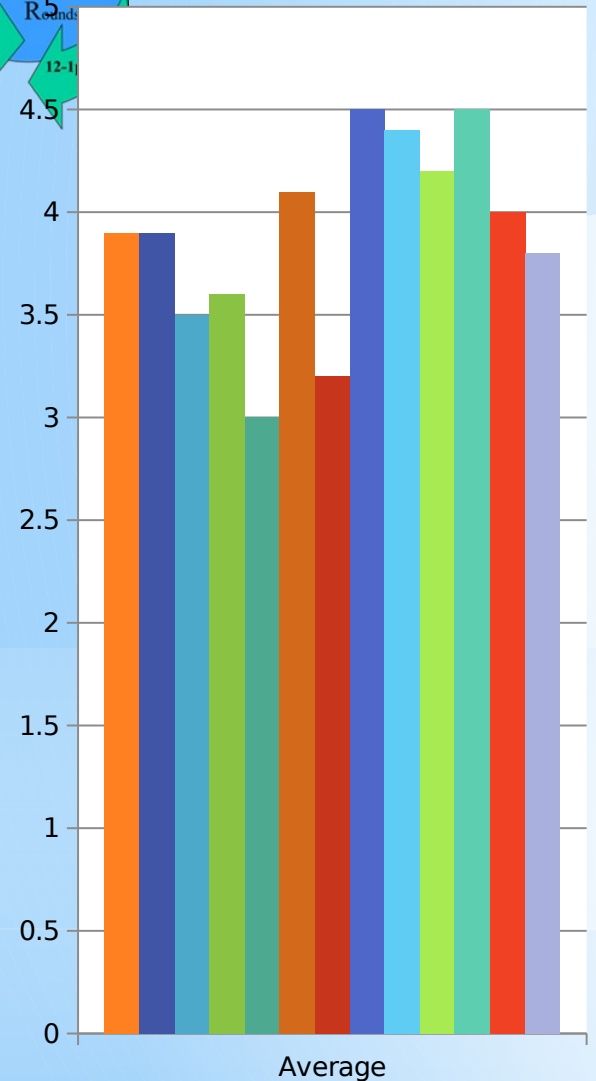
# \*Staff Satisfaction Needs Assessment



- \* I have a lot to offer with my work
- \* I am a valued member of 5C
- \* I am satisfied with the relationships I have with my coworkers
- \* My work is valuable
- \* I feel motivated and engaged at work
- \* I trust my coworkers
  
- \* 1 = Strongly disagree
- \* 5 = Strongly agree

**\* Questions**





- I am satisfied with my work
- I feel content with my work
- I am satisfied with my coworkers abilities to emotionally support me
- I am satisfied with my coworkers abilities to emotionally support the Veterans
- My coworkers feel content and happy with their work
- I can adapt to new information and changes on the unit easily
- My coworkers can adapt to new information and changes on the unit easily
- I have a lot to offer with my work
- I am a valued member of 5c
- I am satisfied with the relationships I have with my coworkers
- My work is valuable
- I feel motivated and engaged at work
- I trust my coworkers



- \* Engaged, remaining staff place high value on their continued work with 5C.
- \* Interesting contrast with nurse perceptions of their peers' work.

# \* Satisfaction Pre Assessment



\*Mental Health nurses have higher EI than average

\*Mental Health nurse education on their EI gives insight on providing best therapeutic relationships.

**\*Satisfaction and Evidence**



\*Need for EI measurement tool

\*Many options for tools

\*Contacted experts

\*TEIQue

**\*Search for Tool**



\*TEIQue-Trait Emotional Intelligence Questionnaire

\*Affectionately called "TQ"

\*153 items

\*Measuring :

15 distinct facets,

4 factors

Global trait EI

\*25-35 minutes to complete

**\*TEIQue**



# The TEIQue model

Global EI score

**Global Traits/Independent Facets**

- Self-motivation
- Adaptability

Intrapersonal **The Four Factors** Interpersonal

**Well-Being**

- Optimism
- Happiness
- Self-esteem

**Self-Control**

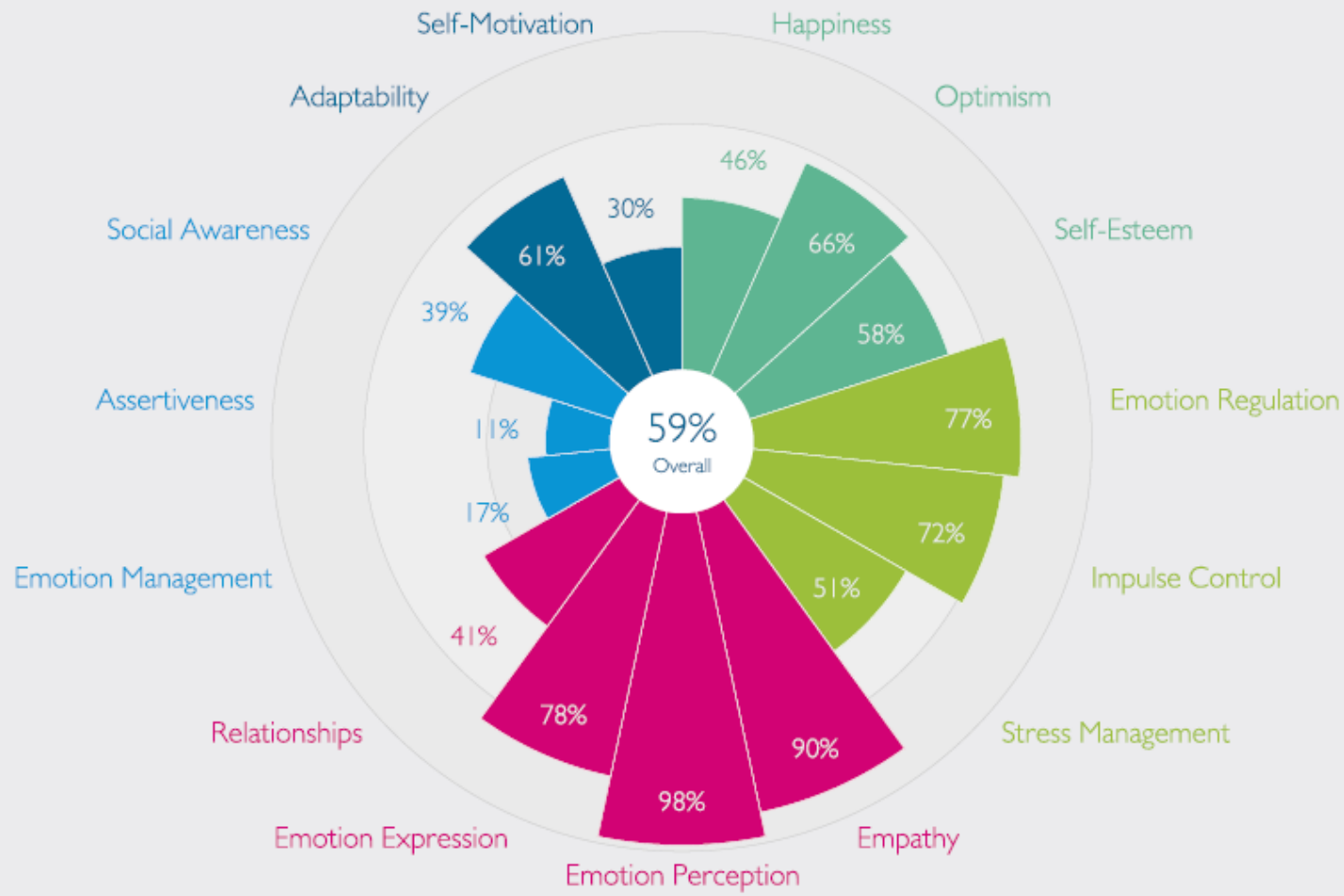
- Emotion regulation
- Impulse control
- Stress management

**Emotionality**

- Empathy
- Emotion perception
- Emotion expression
- Relationships

**Sociability**

- Emotion management
- Assertiveness
- Social awareness



# \*Graphic of TEIQue



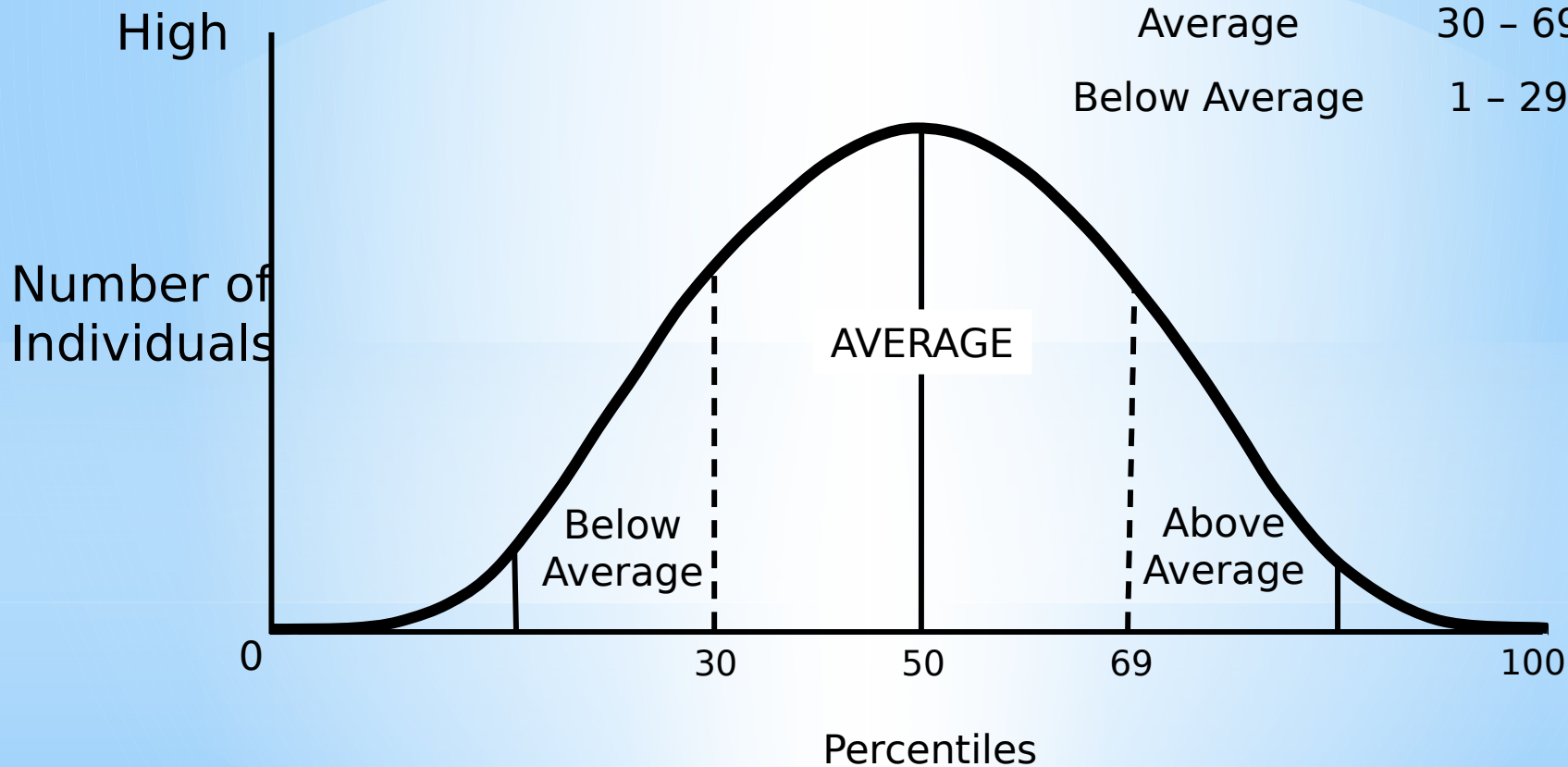
# The normative distribution curve

## Percentile Bands for TEIQue

Above Average 70 - 99 %ile

Average 30 - 69 %ile

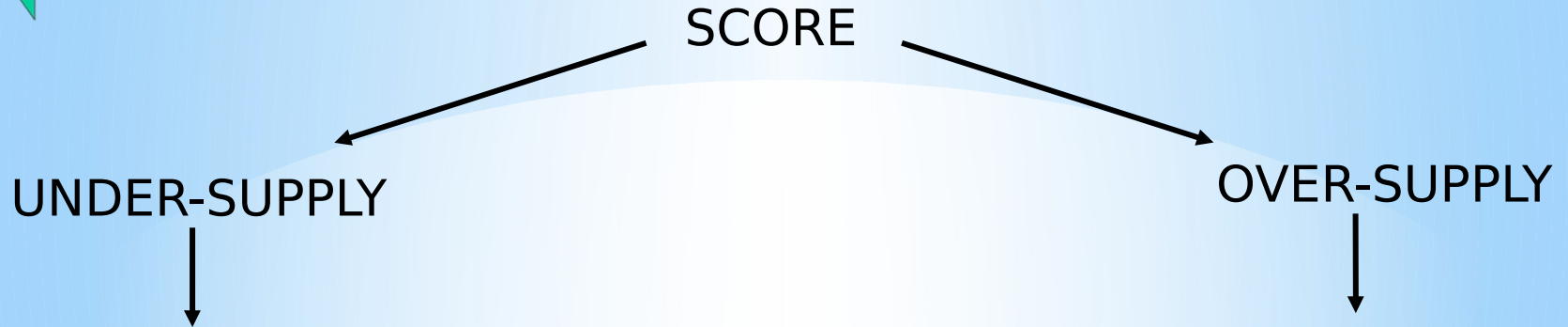
Below Average 1 - 29 %ile







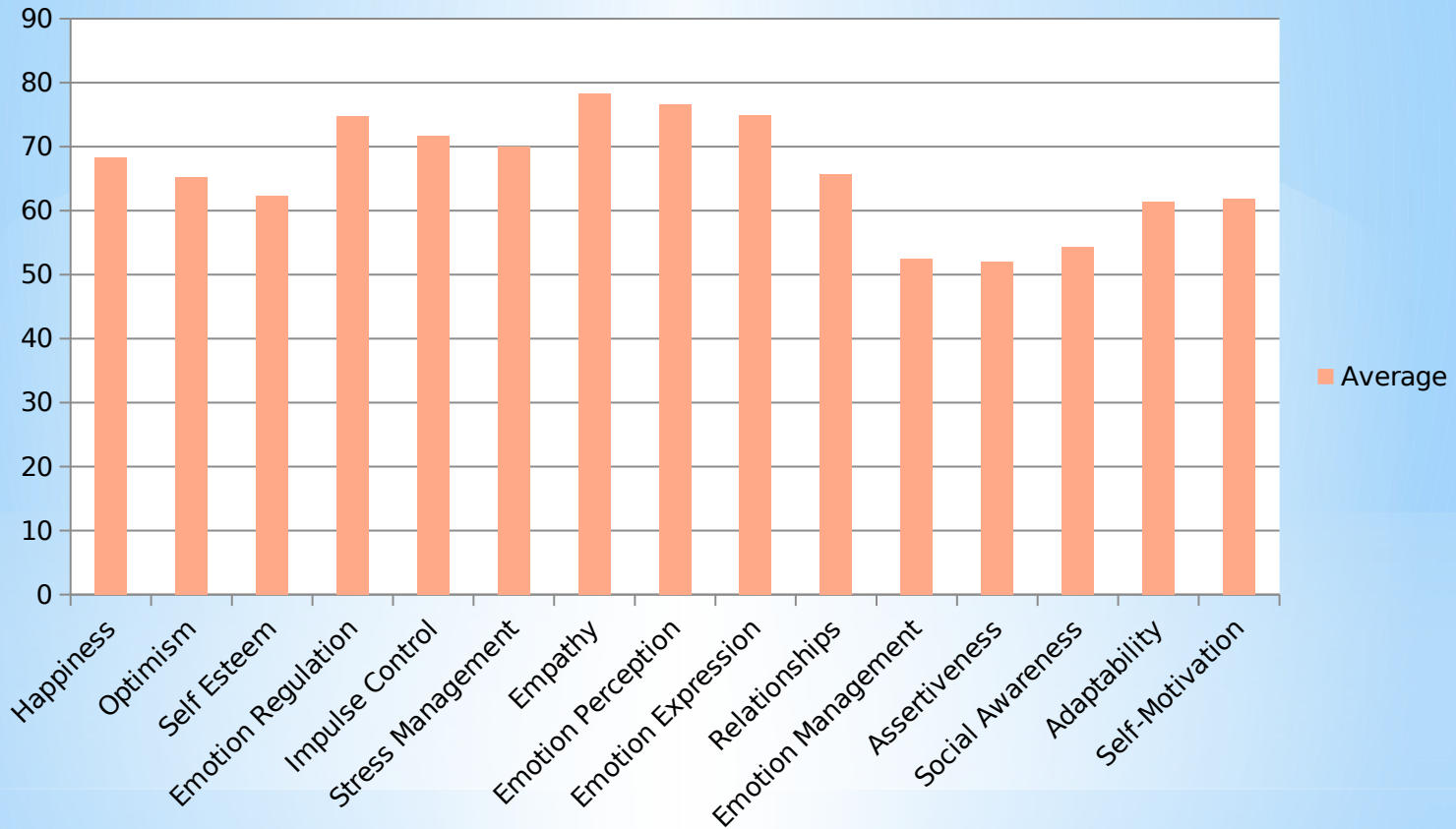
# Concept of over and under-supply



- No good or bad score, apply context
- Job demands will dictate ideal scores
- Useful to compare with others performing the role well currently
- Consider the likely impacts and implications
- Identify suitable coping strategies
- Use data to determine needs



## Average



**\*TEIQue 5C staff**



- \* Emotion Regulation
- \* Impulse control
- \* Stress management
- \* Empathy
- \* Emotion perception
- \* Emotion expression

**\* Above Average  
Staff**



\*Started Education

\*Shared overall results

\*Developing general teaching

**\*Foundation for  
change**



\*Variety of tours

\*Individual of comfort level

\*Different education needs

**\*Barriers to  
Change**



\*Mental Health

\*Is everybody scared of us?

\*Value of a narrow focus

\*Avoid topics that can be turned into 'pay per view'

**\*Lessons Learned**



\*Not confidential

\*Not limited

\*Professional support

**\*Changes**



- \* Thomas International
- \* OHSU-VA Fellowship
- \* 5C Leadership
- \* Molly Archer
- \* Jenny Richardson

**\* Thank you!**





**\*Questions?**