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Introduction

- An emergency department (ED) one-year nurse residency program identified that although the residents demonstrated high-level knowledge and skills acquisition, their emotional-intelligence (EI) skills may be under-developed for the stress-burden of a new ED nurse job.

Theoretical Framework

- The Goleman EI Model views this construct as a wide array of competencies and skills that drive managerial performance, measured by multi-rater assessment.

Purpose

- The purpose was to augment a well-established ED nurse residency program with coaching and educational intervention to further develop EI skills

Design

- Prospective longitudinal study design to evaluate ED nurse residents over two time periods, 6 months apart.

Setting

- A 120-bed ED with a Level I Regional Trauma Center, which is part of an academic medical center in Rochester, NY.

Participants/Subjects

- Registered nurses participating in a one-year nurse residency program.

Methods

- An assessment of incoming classes of ED nurse residents (Groups 1-5) used the Goleman EI Questionnaire, which included 50 Likert questions related to 5 emotional competencies:
 - Self-awareness
 - Managing emotions
 - Motivating oneself
 - Empathy
 - Social skills
- Residents were measured every 6 months over the course of 1 year.
- Possible scores range from 10 to 50.
- The interpretations of each competency was categorical and based on the sum score:
 - 'strength' (35-50)
 - 'needs attention' (18-34)
 - 'development priority' (10-17)

Outcomes/Results

- Groups 1, 2, 3, 4, 5, sample sizes were n=12, n=11, n=9, n=10, and n=6 respectively (Table).
- All groups scored nearly 35, indicating the emotional-social competencies were strengths with Group 3 scoring the highest scores.

Subscale	COVID-19 Pandemic						Differences between Groups p value
	Group 1 (Oct 2019)		Group 2 (Mar 2020)	Group 3 (Jul 2020)	Group 4 (Aug 2020)	Group 5 (Nov 2020)	
	T1 n=12	T2 n=12	T1 n=11	T1 n=9	T1 n=10	T1 n=6	
1 Self-Awareness	38.83	40.73	37.67	42.33	40.60	40.17	0.135
2 Managing Emotions	32.83	32.55	31.75	35.11	35.10	33.17	0.469
3 Motivating Oneself	34.75	37.82	36.17	38.33	40.00	39.50	0.216
4 Empathy	39.08	38.64	36.25	40.33	40.60	40.50	0.049*
5 Social Skill	38.17	36.55	35.42	40.00	39.00	40.50	0.004**

T1=baseline; T2=6 months post-baseline; T3=1 year post-baseline;
*Differences not significant when compared between Groups;
**Difference between Groups 2 & 3 and Groups 2 & 5 statistically significant at p<0.05

Conclusion

- Overall, ED nurse residents have high emotional competence at the beginning and throughout their first year.
- However, further research is needed to experienced ED nurses have lower emotional competence related to burn out.

Clinical Implications

- A 10-series monthly class on coaching emotional skills will be provided to support their high emotional competence as they are exposed to high stress-burden of their ED training.

