

REVIEW PAPER

The Relationship between Physician Emotional Intelligence and Quality of Care

**Jamie B. Morales, MSc in Health Administration, University of La Verne
Radiology Coordinator, Southern California Managed Care Organization, Anaheim, CA , USA**

Correspondence: Jamie B. Morales, Radiology Coordinator, Southern California Managed Care Organization
1221 N. Boden Dr. Anaheim, CA 92805 USA. E-mail: jamie.morales@laverne.edu

Abstract

The purpose of this literature review is to evaluate the relationship between physician emotional intelligence and quality of care. Although there is movement towards placing more emphasis on emotional intelligence, its true impact on healthcare and the quality of care that is provided is seemingly unknown in terms of a comprehensive understanding. In an attempt to determine the overall impact of physician emotional intelligence on quality of care, this literature review determines three domains which seem to be impacted the most according to the literature. These three domains are impact on physician-patient interaction, impact on staff, and direct impact on physician. Each of these domains are broad categories where there is a strong proven relationship with physician emotional intelligence; in addition, under each of these domains is a large amount of sub categories that impact quality of care as well. All three domains are strongly connected to each other and throughout the literature review common themes began to develop across the domains such as trust, communication, and job satisfaction. Understanding the impact of physician emotional intelligence on all of these domains is fundamental to better understanding the importance of developing and continuously improving emotional intelligence in areas such as healthcare.

Keywords: emotional intelligence, quality of care, physician, patient, organizational climate