



ENHANCING PATIENT JOURNEYS THROUGH IMPLANT TREATMENT COORDINATIONHEALTH EMOTIONAL INTELLIGENCE IN DENTAL CARE



INTRODUCTION

EMOTIONAL INTELLIGENCE OR EI CAN BE ILLUSTRATED AS THE ABILITY TO SENSE, MAKE SENSE OF, MANAGE AND KEEP EMOTIONS IN CHECK. EI GREATLY HELPS HEALTHCARE PROFESSIONALS SUCCEED IN DEALING WITH PATIENTS, COOPERATING WITH COLLEAGUES AND LOOKING AFTER THEMSELVES. AT A DENTAL IMPLANT CLINIC WORKING AS A TREATMENT COORDINATOR, I ASSIST PATIENTS BY EXPLAINING EACH STAGE OF THEIR TREATMENT AND ENSURING THEY ARE HAPPY AND TREATED APPROPRIATELY TO SUCCEED. BEING SELF-AWARE HELPS ME SENSE WHEN I AM STRESSED AND TAKE TIME TO CALM MYSELF BEFORE I TALK WITH PATIENTS. ON THE OTHER HAND, I SHOULD FOCUS ON CONTROLLING HOW I FEEL WHENEVER I PLAN COMPLICATED TREATMENTS.

DEFINING EMOTIONAL INTELLIGENCE

EI INVOLVES BEING MINDFUL, REGULATING BEHAVIOURS PROPERLY, FEELING MOTIVATED, BEING EMPATHETIC AND SOCIALISING WELL BY OWN. EI HELPS HEALTHCARE PROFESSIONALS MANAGE DIFFICULT FEELINGS, WHICH IMPROVES HOW THEY WORK WITH PATIENTS AND THEIR COLLEAGUES. LEADING RESEARCH SHOWS THAT EMOTIONAL INTELLIGENCE AND ITS INFORMATION IMPACT BOTH A HEALTHCARE PROFESSIONAL'S SKILLS AND THE JUDGMENTS THEY MAKE AT WORK (AGHABARARY AND KHEDMATIZARE, 2025).

EI ALSO INCLUDES SELF-KNOWLEDGE, REGULATING OWN FEELINGS, MOTIVATION, FEELING EMPATHY FOR OTHERS AND BEING SOCIALLY SKILLED. THEY MAKE IT POSSIBLE FOR HEALTHCARE STAFF TO RESPOND TO PATIENTS' AND COLLEAGUES' EMOTIONS, BOOSTING BOTH PATIENT AND STAFF RELATIONSHIPS. REPORTS SHOW THAT EI CONTRIBUTES STRONGLY TO CLINICAL SKILLS AND MAKES A BIG DIFFERENCE IN MEDICAL DECISIONS.

MANY RECENT STUDIES HAVE POINTED OUT THAT EI PLAYS A CRUCIAL ROLE IN IMPROVING HOW HEALTHCARE IS PROVIDED TO THE NEEDED ONES. ONE STUDY FOUND IN FRONTIERS IN PSYCHOLOGY THAT WHEN NURSES HAVE HIGHER EI, PATIENT CARE IS IMPROVED (OWEIDAT ET AL., 2024). HEALTHCARE STUDIES DEMONSTRATE THAT HAVING EMOTIONAL INTELLIGENCE AT WORK MAKES HEALTHCARE WORKERS FEEL HAPPIER IN THEIR JOBS AND LESS LIKELY TO BURN OUT (GALANIS ET AL., 2024). BASED ON THESE FINDINGS, HEALTHCARE INSTITUTIONS NEED TO START EI TRAINING TO SUPPORT BOTH THEIR PATIENTS AND THEIR STAFF. ACCORDING TO THE STUDY BY GALANIS ET AL. (2024), NURSES' EMOTIONAL INTELLIGENCE (EI) PLAYS AN IMPORTANT ROLE IN THEIR PERFORMANCE. STRUCTURED TRAINING PROGRAMS ARE IMPORTANT TO IMPROVE EI IN THE NURSING TEAM. MOREOVER, EI LEVEL IN NURSES IS CONNECTED TO HIGHER HEALTHCARE QUALITY, POINTS OUT A STUDY BY OWEIDAT ET AL. (2024). ADDITIONALLY, HAVING TOO MUCH SYMPATHY WITHOUT BOUNDARIES MAY LEAD MEDICAL STAFF TO FEEL TIRED AND OVERWHELMED. GRAVES ET AL. (2023) CARRIED OUT A NARRATIVE REVIEW ON EMPATHY AND ITS POSSIBLE RESULT OF LEADING TO COMPASSION FATIGUE AMONG HEALTHCARE WORKERS.

PROFESSIONAL DEVELOPMENT THROUGH EI

IT HAS BEEN OBSERVED THAT INVESTING IN EI TRAINING CAN LEAD TO IMPROVED JOB PERFORMANCE AND REDUCED BURNOUT AMONG HEALTHCARE WORKERS. A REVIEW FOUND THAT METHODS FOR IMPROVING EI HELP TO INCREASE EMOTIONAL SKILLS, LEADING TO BETTER HEALTHCARE SERVICES (KHESROH ET AL., 2022). IT HAS ALSO BEEN SHOWN THAT THOSE WITH GOOD EI ARE ABLE TO COPE BETTER WITH OCCUPATIONAL STRESS (ALJARBOA ET AL., 2022).

FOR SUCCESSFULLY ENHANCING EMOTIONAL INTELLIGENCE (EI) IN HEALTHCARE ROLES, ENGAGING IN STRUCTURED EI TRAINING PROGRAMS AND PRACTISING SELF-REFLECTION ARE SOME OF THE MOST EFFECTIVE STRATEGIES. COURSERA HAS SEVERAL ONLINE CLASSES THAT FOCUS ON INCREASING EI FOR PROFESSIONALS WORKING IN HEALTHCARE (COURSERA, 2025). WORKING ON EMOTIONAL AWARENESS EACH DAY CAN HELP STAFF BOND AND DEAL BETTER WITH PATIENTS (EVOHCC, 2025). MY ABILITY TO EMPATHISE DEEPLY HELPS ME BUILD PATIENT RAPPORT, YET I MUST IMPROVE APPROPRIATE BOUNDARY-SETTING TO AVOID EMOTIONAL OVERLOAD. WHILE STRONG EI ENHANCES COMMUNICATION AND TRUST, IT CAN ALSO LEAD TO COMPASSION FATIGUE AND REDUCED OBJECTIVITY IF I BECOME OVERLY INVESTED IN PATIENTS' EMOTIONS WITHOUT SELF-CARE STRATEGIES IN PLACE.

CONCLUSION

ME WORKING AS A TREATMENT COORDINATOR MUST HAVE STRONG EMOTIONAL INTELLIGENCE IN THE DENTAL IMPLANT CLINIC. IT HELPS FOSTER GOOD RELATIONSHIPS WITH PATIENTS, PROMOTES CLEAR TEAMWORK AND ADDS TO JOB CONTENTMENT. IF HEALTHCARE PROFESSIONALS DEVELOP EI, THEY CAN ACHIEVE BETTER PATIENT RESULTS AND ENCOURAGE MORE KINDNESS AMONG EVERYONE IN HEALTHCARE.

EI IN DENTAL IMPLANT COORDINATION

I ARRANGE PATIENT CONSULTATIONS, HELP PLAN TREATMENTS, AND PROVIDE SUPPORT ALL THE TIME. MANY PATIENTS WORRY ABOUT HAVING DENTAL WORK DONE, SO I USE EI TO DECREASE THEIR ANXIETY LEVEL, SHARE INFORMATION WELL AND GAIN THEIR TRUST. PATIENTS ARE MORE LIKELY TO ADHERE TO TREATMENT AND BE SATISFIED WHEN THEY FEEL THAT WAY AND ARE HAVING SATISFACTION.



IMPACT ON PATIENT OUTCOMES

RESEARCH FINDS THAT DOCTORS AND NURSES WITH HIGH EI HELP PATIENTS FEEL MORE SATISFIED AND SUPPORT BETTER RESULTS IN THEIR TREATMENT (QIN ET AL., 2023). FOR EXAMPLE, NURSES WHO ARE HIGHLY EMOTIONALLY INTELLIGENT COMMUNICATE BETTER, WHICH BENEFITS THEIR PATIENTS (TURKISTANI ET AL., 2024). IN ADDITION, EI SUPPORTS LEARNING IN NURSING INTERNS, PROVING THAT BEING EMOTIONALLY COMPETENT IS NECESSARY FOR PROVIDING GOOD CARE TO PATIENTS (DOU ET AL., 2022).

