

WHAT MIGHT BE AN IMPACT OF EMOTIONAL INTELLIGENCE ON PHARMACY PRACTICE?

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Emotional intelligence (EI) represents a set of skills that may help in the appraisal, expression, and effective regulation of our own emotions and the emotions of others (1). Pharmacists' ability to communicate positively and create bonds with patients may have an impact on patients' health outcomes during the provision of pharmaceutical care (2). Despite evidence that supports the hypothesis that developing EI in healthcare professionals (HCPs) may increase their capacity to improve patients' health-related outcomes, little is known about it in pharmacy practice. Our study aimed to critically appraise available data on the potential impact of EI on pharmacy practice. The search of papers in English published between 2000 and 2021 was performed in the PubMed, Web of Science, and Embase databases, by defined inclusion criteria. Only four papers were selected for further analysis. In the study on the pharmacy leadership programs, it was found that they may support the enhancement of EI levels. Another study suggested that hospital pharmacists' EI may influence the reversal of the negative correlation between autistic-like traits and empathy. A positive correlation between EI and entrepreneurial orientation was found in a study that involved practicing community pharmacists. One of the studies emphasized pharmacists' superiority among various HCPs in the social skills, self-motivation, and self-awareness EI sub-domains. Further research is required to provide evidence on the potential impact of EI and EI development programs on the pharmacy practice, and patients' health-related outcomes. Such studies in Serbia would add strong value to the evolution of pharmaceutical care.

References

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KAKAV JE MOGUĆI UTICAJ EMOCIONALNE INTELIGENCIJE NA FARMACEUTSKU PRAKSU?

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Emocionalna inteligencija (EI) predstavlja skup veština koje mogu pomoći u proceni, izražavanju i efikasnoj regulaciji sopstvenih emocija i emocija drugih (1). Sposobnost farmaceuta da pozitivno komuniciraju i stvaraju veze sa pacijentima može imati uticaj na zdravstvene ishode pacijenata tokom pružanja farmaceutske zdravstvene zaštite (ZZ) (2). Uprkos dokazima koji podržavaju hipotezu da razvoj EI kod zdravstvenih radnika (ZR) može povećati njihov kapacitet da poboljšaju zdravstvene ishode pacijenata, malo se o tome zna u farmaceutskoj praksi. Naša studija je imala za cilj da kritički proceni dostupne podatke o potencijalnom uticaju EI na farmaceutsku praksu. Pretraga radova na engleskom jeziku, objavljenih u periodu od 2000. do 2021. godine, obavljena je u bazama podataka PubMed, Web of Science i Embase, prema definisanim kriterijumima za uključivanje. Analizirani su rezultati koji su prikazani u četiri naučna rada. U studiji o programima liderstva u apotekama, utvrđeno je da oni mogu uticati na povećanje nivoa EI. Druga studija sugerira da EI bolničkih farmaceuta može imati pozitivan uticaj na negativne korelacije između osobina sličnih autizmu i empatije. Pozitivna korelacija između EI i preduzetničke orijentacije pokazana je u studiji koja je uključivala farmaceute u javnim apotekama. Jedna od studija je istakla superiornost farmaceuta među ostalim ZR u poddomenima EI socijalnih veština, samomotivacije i samosvesti. Potrebna su dalja istraživanja kako bi se pružili dokazi o potencijalnom uticaju programa razvoja EI i same EI na farmaceutsku praksu i ishode u vezi sa zdravljem pacijenata. Ovakve studije u Srbiji bi dale snažan doprinos evoluciji farmaceutske ZZ.

Literatura

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