

## LETTER TO EDITOR

### Contribution of Emotional Intelligence in Health Professional Education

Kiran Khushnood<sup>1</sup>, Nasir Sultan<sup>2</sup>

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Dear Sir/Madam

Emotional intelligence (EI) describes a person's ability to assess and respond to emotions of his/ her own or of others.<sup>1</sup> It is a major contributor in daily life as well as health care delivery system. Every person belonging to this sacred domain needs to be compassionate enough to understand the sufferings and should be able to deal and manage the patient's problem effectively. There is no formal system of EI assessment at the time of recruitment in health care profession. The individuals with compassionate attitude, value and behaviors should be given some priority for being selected. They then must be trained for patient interaction and communication using the principles of emotional intelligence. This is necessary to avoid the unpleasant incidents that happen because of improper dealing from the professional that leads to increasing dissatisfaction of patients towards the professionals. Doctors, nurses, physical therapists and all other professionals should be educated for delivering empathetic care. All of them should be good communicators. The General Medical Council (GMC), the body that regulates and controls the medical education standards in the UK, states that doctors in future will commune with patients and their relatives clearly, sensitively and efficiently by listening effectively, sharing and responding.<sup>2</sup> They will keep the ethical and legal principles in their behavior.<sup>2</sup> All these areas are under the umbrella of EI. The UK and other developed countries have taken serious account in incorporating and teaching doctor-patient relationship and communication in all the curricula of health professions and it is taught formally along with feedback system.<sup>3</sup>

It is recommended that the assessment prior to recruitment should be done and merely not the

marks or grades of students should be considered for their entry to this sacred profession but also the moral, ethical and behavioral principles of the candidate should be concerned. It is also necessary to incorporate the students with skill to deal the patients with cultural competency in their curricula and then their sensitivity and response according to needs and expectations of patients also taking account of patient's age, culture, gender, lifestyle, beliefs, race, and disability. Therefore, it is the dire need of time to understand and implement the knowledge, practice and realization of emotional intelligence.

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2. Council GM. Tomorrow's Doctors 2003: Recommendations on undergraduate medical education.
3. Hargie O, Bohan M, McCoy M, Murphy P. Current trends in communication skills training in UK schools of medicine. *Medical teacher*. 2010;32(5):385-391.

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<sup>1</sup>Department of Physical Therapy  
Shifa Tameer-e-Millat University, Islamabad  
Department of Rehabilitation

<sup>2</sup>Shifa International Hospital, Islamabad

Correspondence:

Dr. Kiran Khushnood

Lecturer

Department of Physical Therapy  
Shifa Tameer e Milat University, Islamabad

E-mail: kirankhushnood@yahoo.com