

## Staying afloat in the wake of the COVID 19 Pandemic: Emotional Intelligence is a critical life preserver.

In 2021, Dr Weiss presented a FAHQ webinar titled “What is Emotional Intelligence, why do healthcare workers need it, and how can it be improved?” This webinar is a follow-up requested by many attending that webinar, with an overall update linked to what we learned during the pandemic.

This webinar provides an overview of emotional intelligence (EI). The defining characteristics and components for measurements will be discussed. Additionally, the impact EI has on factors that affect healthcare quality and patient safety will be explored. Additional consideration and discussion are given to challenges faced in the wake of the COVID-19 pandemic.

### Program Fee:

- FREE for FAHQ, AzAHQ, GAHQ, MAHQ, NEAHQ, NCAHQ, and OrAHQ Members
- \$30.00 for Non-Members

### CE Credit:

- 1.0 hour – FAHQ is a Florida Board of Nursing approved provider (Provider #50-17380)
- This program has been submitted for pre-approval by NAHQ® for 1.0 hour of CPHQ recertification CE credit.

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### Healthcare Quality Coalition webinars are presented by these state associations:

- Arizona Association for Healthcare Quality
- Florida Association for Healthcare Quality
- New England Association for Healthcare Quality
- North Carolina Association for Healthcare Quality
- Georgia Association for Healthcare Quality
- Michigan Association for Healthcare Quality
- Oregon Association for Healthcare Quality



### Speaker:



**Sandy S. Weiss, DBA, MBA-HCM,**  
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Dr. Weiss earned her Doctor of Business Administration and Master of Business Administration with a Concentration in Healthcare Management from Saint Leo University. Her dissertation focused on Registered Nurse emotional intelligence, turnover intention, and job performance. Recent research explored the relationship between pharmacist emotional intelligence, occupational stress, job performance, and psychological affective well-being. She is a Certified Professional in Healthcare Quality (CPHQ), a Certified Professional in Patient Safety (CPPS), Certified Scrum Master (CSM), and Project Management Professional (PMP). She also holds a graduate certificate in Innovation and Human Centered Design from The Johns Hopkins Carey Business School. Dr. Weiss has put her degrees, certifications, and skills to use working within healthcare quality, risk management, and patient safety. She currently serves HCA Physician Services Group as the Division Director of Quality for the West Florida Division and is adjunct faculty at the University of South Florida, teaching graduate/undergraduate Healthcare. She worked across multiple CMS Center for Clinical Standards & Quality contracts as a consultant to a CMS contractor, prior to that, she was a Project Manager for the Pharmacy and Quality Measures Division at Health Services Advisory Group.

Please go to our [Webinar Page](#) on the FAHQ Website for more information on this and other FAHQ/HQC webinars.