

Chapter 9

Enhancing Healthcare Management With Emotional Intelligence and Collaborative Leadership Through Chatbot Integration

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ABSTRACT

The present healthcare sector has become a highly complex and dynamic environment; it requires a mix of advanced technology, human empathy, and efficient leadership to meet the multiple challenges involved. Emotional intelligence enables

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healthcare workers to empathetically connect with patients, improves communication between healthcare workers and patients and consequently enhances patient outcomes. Leadership that is collaborative is strongly associated with team work and consensual decision making which are critical in multidisciplinary health care settings. Adding emotional intelligence to the chatbots could potentially improve patient engagement through the emotional. Within this chapter, these synergies will be highlighted wherein the combination of EI, collaborative leadership, and a chatbot might be perceived to provide potential advantages in healthcare management, reducing burnout and optimizing the patient experience. This technology-human empathy balance can change the way patient-centered care has been developed within such an increasingly complex scenario.

1. INTRODUCTION

According to WHO, one in ten people worldwide requires some need for mental health care, and various mental disorders are described by a combination of perceptions, feelings, and relationships with others. Healthcare management faces significant challenges in terms of the quality, availability, and delivery efficiency of care. Some of the concerns include complicated management of the healthcare systems because multidisciplinary teams should effectively come into collaboration to ensure that care should be rendered in a patient-centered manner. Furthermore, the continually increasing costs, insufficient resources, and regulatory pressures strain health provider organizations in their ability to sustain good quality of care. High and changing expectations from patients about personalization and timeliness add considerable pressure to these healthcare systems. In addition, the tendencies of adopting emerging technologies such as AI and digital tools tend to pit health services against age-old practices. Moreover, shortages among healthcare professionals and burnout coupled with low communication among team members all combine to obstruct effective leadership and efficiency in operational effectiveness.

It involves the recognition, understanding, and management of one's emotions and those of others. This ability has been suggested to be very important in healthcare settings. An emotionally intelligent person among healthcare providers is highly competent in effective communication, handling stresses, and building good doctor-patient and interpersonal relationships. This set of skills improves patients' satisfaction and brings unity and more strength to the treatment team. Demands on healthcare professionals, however, have increasingly limited their emotional intelligence application in everyday encounters. That is where technology comes in precisely, the role of chatbots.

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