

Effective Competence in Patient Care



Lia Sousa , José Neves , Isabel Araújo , Fernanda Gonçalves ,
Florentino Fdez-Riverola, Raquel Gonçalves , Henrique Vicente ,
and Rui Lima 

Abstract Affective competence encompasses the capacity to identify, comprehend, and manage one's own emotions as well as discern and appropriately respond to the emotions of others. This concept, first introduced by psychotherapist Silvan Tomkins in the 1960s, plays a pivotal role in empathy, i.e., the ability to grasp someone else's perspective. Training programs aimed at bolstering affective competence focus on

L. Sousa · J. Neves (✉) · I. Araújo · F. Gonçalves · R. Lima
Instituto Politécnico de Saúde do Norte, CESPU, Famalicão, Portugal
e-mail: jneves@di.uminho.pt

L. Sousa
e-mail: lia.sousa@ipsn.cespu.pt

I. Araújo
e-mail: isabel.araujo@ipsn.cespu.pt

F. Gonçalves
e-mail: fernanda.goncalves@ipsn.cespu.pt

R. Lima
e-mail: rui.lima@cespu.pt

J. Neves · H. Vicente
Centro Algoritmi, Universidade Do Minho, Braga, Portugal
e-mail: hvicente@uevora.pt

F. Fdez-Riverola · R. Lima
Department of Computer Science, ESEI-Escuela Superior de Ingeniería Informática, CINBIO,
Universidad de Vigo, 32004 Ourense, Spain

SING Research Group, Galicia Sur Health Research Institute (IIS Galicia Sur),
SERGAS-UVIGO, Pontevedra, Spain

F. Fdez-Riverola
e-mail: riverola@uvigo.es

R. Gonçalves
Hospital da Nossa Senhora da Oliveira, Guimarães, Portugal

H. Vicente
Departamento de Química e Bioquímica, Escola de Ciências e Tecnologia, REQUIMTE/LAQV,
Universidade de Évora, Évora, Portugal

teaching individuals to recognize their emotions and those of others, and the impact these emotions have on behavior. In the realm of healthcare, affective competence is intricately linked to the delivery of care. The recognition and understanding of both self and others' emotions, coupled with the ability to apply this insight to guide actions, are fundamental to providing high-caliber care. Affective competence is a crucial aspect of patient care as it contributes to reducing patient anxiety, fostering comfort during treatment, and aiding in their understanding of their medical journey and recovery path. Achieving this level of competence is a vital objective for healthcare providers in their mission to offer exemplary care.

Keywords Affective competence * Logic programming * The laws of thermodynamics * Knowledge representation and reasoning * Entropy