



MBTI® Report for HEALTHCARE PROFESSIONALS

Increasing patients' satisfaction with their care

Using your MBTI® preferences to serve your patients better

The success of healthcare organizations depends on many factors, including skilled talent, the dedication and hard work of staff, connected and integrated care teams, state-of-the-art equipment and technology, and funding. While success can be measured in a number of ways, the quality of patient care remains a central concern for healthcare providers.

Patient satisfaction remains the key measure by which healthcare organizations assess the quality and performance of their services. It is often benchmarked against a set of local as well as national standards, and can cover a range of themes, such as provision of information, care planning, dignity and respect, communication, listening and engagement, and rights and responsibilities.

The MBTI® Report for Healthcare Professionals helps doctors, nurses, healthcare assistants and clinical staff improve all aspects of their communication. It helps you become aware of how your individual personality type preferences affect the style of care you give. This awareness gives you access to a whole range of other styles of interaction with patients—and small, deliberate changes in care style can have a profound impact on patients' perceptions of and satisfaction with the care they receive.

Learning about your *care style*

The information in this report can help you understand how to interact with your patients more effectively. It increases your self-awareness and understanding of your particular care style, based on your four personality type preferences. The report highlights what comes naturally to you, as well as areas where you need to stretch, or *flex*, your style. Included are specific recommendations for how you can flex your care style to increase patients' satisfaction, which you can do by being open to alternative ways of interacting related to your opposite preferences. Most of these recommendations will add only a few minutes to your time with patients.

The report provides additional insights into how you deliver information to and spend time with patients, as well as why misunderstandings and conflicts may sometimes arise during your care. The report also describes the impact of job stress as it affects your care style, which can alter the choices you make in your patient interactions.



Your MBTI® type description: ENFP

Key descriptors

The following key descriptors of ENFPs can help you understand the effect your care style has on your patients:

- Invested in the well-being of others
- Flexible and accommodating
- Contagiously enthusiastic
- Relationship oriented
- Wanting to please
- Wanting to feel relevant
- Positive and energetic
- Curious about others
- Warm and personable
- Intuitive
- Motivated
- Able to multitask

Examining your preferences

ENFPs express their preference for **Extraversion (E)** by reaching out to others as a way to get reenergized. They find that the time they spend with others is often rejuvenating and fun and gives them a sense of personal connection. Whether in a large group or in one-on-one situations, ENFPs want the opportunity to connect with people face-to-face.

For ENFPs the world is full of possibilities and promise, and they express their preference for **Intuition (N)** by innovating and sharing their idealism with others. When ENFP care providers are working with challenging patients, they try to devise alternatives to meet their needs and make them more comfortable. ENFPs' desire to imagine new possibilities makes them valuable and inspiring to both patients and colleagues.

Every decision that ENFPs make reflects their preference for **Feeling (F)**. Their primary consideration is always their values and how others will be affected by their decisions. Then they attempt to make as many people happy as possible to make the decision a win-win for all. When ENFP care providers consider patients' treatment, they keep the well-being of those patients top of mind.

Flexibility and variety are key elements of ENFPs' preference for **Perceiving (P)**. Other people notice that ENFPs can stay in the moment with them and "go with the flow" based on whatever is necessary. ENFP care providers' spontaneity and free-flowing nature help patients feel comfortable, and their attitude conveys that everything is going to work out just fine in the end.



Making patients feel comfortable

Patient: “Do you care about me and about making me feel comfortable?”

ENFP care providers demonstrate a desire to create relationships and connect with patients. They want to learn about their patients and instinctively care about their well-being. ENFPs are naturally warm and energetic, and they make an effort to help patients feel comfortable. Their bedside manner includes patience, flexibility, kindness, compassion and a sense of humor to help their patients get through difficult times. If it is within their power, they will do what it takes to help patients feel more comfortable—even as they are managing pain. ENFPs see patients first as people, treating them with courtesy and showing respect for their needs and concerns.

Challenges for ENFP care providers

While personal connections are important to ENFPs, developing these connections takes time—which is often in short supply in a fast-paced hospital environment. The sort of time management required may not always be one of your strengths. Spending more time with each patient could potentially lead to extra hours for you and eventually to burnout. So be sure to pay attention to your workload, tasks and schedule as you take time to connect with your patients. Of course, the overarching concern of ENFPs is treating patients respectfully, regardless of any organizational or logistical limitations.

What you can do to show patients courtesy and respect

Below are some of the attributes of your natural care style based on one of your four type preferences, along with suggestions on how you can increase your effectiveness by stretching, or *flexing*, that style.

Flexing your Feeling care style with the opposite preference: Thinking

Your natural care style: Feeling

- You show authentic caring by listening carefully to patients' concerns and perspectives
- You understand that patients often feel scared and vulnerable, and that dignity and privacy matter to them
- You give patients the benefit of the doubt when they are upset or difficult to manage
- You show genuine concern by providing the small comforts that can make a difference, such as making sure patients get extra pillows, slippers or an appropriately sized gown
- You show patience when they don't understand what you're telling them

Flex with the opposite preference: Thinking

- Appeal to patients' sense of logic by explaining the rationale for treatment decisions
- Try to suspend assumptions until you have all the facts
- Give patients the freedom to understand things as they need to



Helping patients understand the details of their care

Patient: “Can you help me understand what is happening to me?”

ENFP care providers are diligent about connecting patients with resources. When patients need information, such as details about a treatment plan, ENFPs do their best to find it—or the person best qualified to—and make sure to deliver it. They respect patients’ need to maintain their dignity even when they are feeling most vulnerable, so they work with integrity and patience as they highlight the information most needed to increase patients’ peace of mind.

Challenges for ENFP care providers

ENFPs tend to explain things in general terms and sometimes leave out details that matter to patients. When patients are scared, they sometimes want more details about their care than you have or are willing to give them; try to explain things as specifically as you can so that they have all the information they need. In addition, be sure to listen carefully to their questions and how they describe things as they understand them.

What you can do to help patients be better informed

Below are some of the attributes of your natural care style based on two of your four type preferences, along with suggestions on how you can increase your effectiveness by stretching, or *flexing*, that style.

Flexing your Extraversion care style with the opposite preference: Introversion

Your natural care style: Extraversion

- You tend to explain things directly and verbally rather than in writing
- You see educating your patients as a way to get them involved in their recovery
- You explain to patients what you are doing when performing a task or procedure, especially when making a change
- You accommodate patients’ desire to talk through things related to their care

Flex with the opposite preference: Introversion

- Provide reading materials so that patients can learn more about their condition, and then check in to see if they have concerns (educating them first and then interacting, rather than the other way around)
- After explaining a procedure or other aspect of care, ask patients whether they have understood completely; make it clear that you will give them the time they need to process the information and formulate questions

Flexing your Feeling care style with the opposite preference: Thinking

Your natural care style: Feeling

- You respond to patients who need extra attention with a desire to help
- You are invested in patients’ improvement and their role in clinical care
- You consider the emotional impact of treatment on patients

Flex with the opposite preference: Thinking

- Display your competence and knowledge to help patients feel secure
- Emphasize clarity as you explain to patients what is happening to them and what is required of them



Assuring patients that their opinions about their care matter

Patient: "How much does my opinion matter in the care and treatment I receive?"

ENFP care providers have a knack for making patients feel heard and significant; they are good at reflective listening—mirroring patients' sentiments—and help them feel at ease in areas they are unsure about. They take the time to listen to and engage in conversation with patients so they feel important. ENFPs naturally strive to meet patients' needs with creativity and flexibility, and learn most about patients' needs by listening to their concerns, especially in response to explanations of what is involved in their treatment.

Challenges for ENFP care providers

Sometimes ENFPs are so enthusiastic they can't wait to share their thoughts and ideas, causing them to interrupt patients as they are sharing their feelings or concerns. Before you jump into a discussion and provide options, first make sure you are fully hearing and understanding patients' needs. Also, you want to give patients what they want and help them feel better, but you may not have the final say in terms of protocol or sequence of care. Make sure you are not trying to appease patients only to have to later change what they have come to expect. Verify the treatment plan before sharing it with patients and explain that sometimes unexpected complications arise can cause it to change.

What you can do to show patients you are listening to them

Below are some of the attributes of your natural care style based on two of your four type preferences, along with suggestions on how you can increase your effectiveness by stretching, or *flexing*, that style.

Flexing your Extraversion care style with the opposite preference: Introversion

Your natural care style: Extraversion

- You believe that progress with patients is accomplished best through conversation and back-and-forth dialogue
- You remember to reiterate what patients say so they feel listened to and validated
- You take it upon yourself to make sure other members of the care team understand patients' concerns

Flex with the opposite preference: Introversion

- Give patients time to fully express their thoughts; be careful not to interrupt them
- Slow down when it seems that patients do not understand what you're saying
- Acknowledge patients' comments nonverbally on occasion (e.g., with head nods, eye contact, etc.)

Flexing your Intuition care style with the opposite preference: Sensing

Your natural care style: Intuition

- You understand the nuances and significance of patients' concerns
- You look for the larger meaning and import of patients' statements before responding
- You suggest ideas or alternatives for creating a plan

Flex with the opposite preference: Sensing

- Listen for both specific and general concerns to address
- Extract keywords from patients' statements to help identify issues requiring attention
- Observe patients' manner of communicating to better understand how to get more information from them



Being responsive to patients' needs

Patient: "Will you make an effort to honor my requests?"

ENFP care providers are capable of changing course quickly when necessary. Even while in the middle of performing an unrelated task, in the service of patients they feel comfortable shifting their focus to accommodate their needs. ENFPs are known for their agility and flexibility, which makes them well suited for dealing with unpredictable complications and patient concerns. Many patient ratings concerning quality of care are related to their perception of your response to their pain management requests, so it becomes very important for you to pay attention to your care style as it relates to responsiveness.

Challenges for ENFP care providers

Care providers always try to give patients what they need. ENFPs, however, can sometimes get distracted and forget to follow through on a request due to their spontaneous nature, which can manifest in their being drawn to a variety of other tasks and ideas. Make sure you return to a task and complete it as soon as possible in order to tie up any loose ends. Clearly, the nature of clinical care is not always conducive to consistent and immediate follow-through, but use your flexibility to complete tasks in the moments when that is possible. Patients value a quick response to their needs, and you may have to speed things up a bit to make sure you address their concerns adequately.

What you can do to create a supportive environment

Below are some of the attributes of your natural care style based on one of your four type preferences, along with suggestions on how you can increase your effectiveness by stretching, or *flexing*, that style.

Flexing your Extraversion care style with the opposite preference: Introversion

Your natural care style: Extraversion

- You are comfortable discussing patients' condition and treatment compassionately and openly
- You spend time with patients who seem to want someone to talk to
- You involve patients' family in advocating for them and increasing support for them

Flex with the opposite preference: Introversion

- Appreciate patients' need for a quiet space that provides solitude
- Apologize when constant interruptions (e.g., checking blood pressure and other vital signs) are necessary
- Remember that discretion can be very important—not all patients will appreciate your having frank conversations with colleagues about their condition in their presence or want to hear about other patients
- Follow a "do not disturb" policy when possible; you may not be aware that your effusiveness can seem intrusive to some patients



What you can do to help patients manage pain

Below are some of the attributes of your natural care style based on one of your four type preferences, along with suggestions on how you can increase your effectiveness by stretching, or *flexing*, that style.

Flexing your Feeling care style with the opposite preference: Thinking

Your natural care style: Feeling

- You show concern for patients' comfort
- You invest in learning about patients' attitude toward their pain
- You focus on the best aspects of patients and empathize with their struggles
- You are patient when dealing with their chronic pain issues

Flex with the opposite preference: Thinking

- Encourage patients to develop a "mind over matter" mentality
- Prepare patients for the kind of pain they can expect to experience and then move on

What you can do to help patients manage the side effects of treatment

Below are some of the attributes of your natural care style based on one of your four type preferences, along with suggestions on how you can increase your effectiveness by stretching, or *flexing*, that style.

Flexing your Feeling care style with the opposite preference: Thinking

Your natural care style: Feeling

- You aim to help minimize patients' discomfort
- You honor patients' values in making decisions about medication
- You consider the impact of side effects on patients' quality of life

Flex with the opposite preference: Thinking

- Encourage patients to weigh the positives of the treatment against its subsequent side effects
- Try to get them to consider the potential negative consequences of *not* taking their medication
- Respect patients' decision to manage their choices concerning medication



Educating patients about their condition and making healthy choices

Patient: “Can you teach me how to improve my health?”

Some people end up needing medical care due to a lack of education about making better health choices. ENFP care providers are good at educating patients about how to improve their health. They are able to consider multiple options that align with individual patients' values through conversations in which they consider their perspective. ENFPs empathize with and show compassion for patients' fears and concerns and provide motivation by teaming up with them to address the challenges they face. ENFPs are comfortable taking time with patients to make sure they know what they need to do to improve their condition.

Challenges for ENFP care providers

ENFPs don't like to give patients bad news or “tough love.” So when patients are noncompliant or not willing to make a significant change in the service of their health (e.g., quit smoking), you may not be stern enough about why the change is essential. You would rather offer support than make patients feel bad about an unhealthy behavior. Ultimately this can be a disservice as it relates to patients' care. Use your empathetic nature to provide honest feedback that will make the difference in your patients' attitudes and decisions.

What you can do to explain medical issues appropriately

Below are some of the attributes of your natural care style based on one of your four type preferences, along with suggestions on how you can increase your effectiveness by stretching, or *flexing*, that style.

Flexing your Extraversion care style with the opposite preference: Introversion

Your natural care style: Extraversion

- You build on questions by continuing the dialogue
- You ask questions to address areas of confusion or doubt
- You assume that patients can and will articulate their concerns

Flex with the opposite preference: Introversion

- Try not to overwhelm patients with too much information, and give them the time they need to process it
- Think through the ramifications of sharing pertinent information first before relaying it to patients



What you can do to facilitate patients' post-hospital transition

Below are some of the attributes of your natural care style based on two of your four type preferences, along with suggestions on how you can increase your effectiveness by stretching, or *flexing*, that style.

Flexing your Feeling care style with the opposite preference: Thinking

Your natural care style: Feeling

- You want to know who will be involved in patients' transition back home
- You offer options for quality assistance and follow-up care based on patients' relationships with their family and friends
- You try to enlist family and friends to keep patients' morale up and mood positive

Flex with the opposite preference: Thinking

- Work proactively to avoid patients' rehospitalization by providing maximum education about their care and symptoms to look out for
- Emphasize and convince patients that by complying with treatment they will improve their condition
- Follow up with patients to assess symptoms and check improvements

Flexing your Perceiving care style with the opposite preference: Judging

Your natural care style: Perceiving

- You like to share stories about people who have had related concerns or symptoms and experienced a positive outcome
- You explain to patients the need to monitor their condition and check in if things change
- You challenge patients to grow from their experience and make changes

Flex with the opposite preference: Judging

- Describe next steps and phases of recovery in the treatment plan
- Connect patients with external resources that will prepare them for managing setbacks
- Anticipate complications and instruct patients on what to do if certain symptoms persist



Some tactical recommendations

Patients judge the care they receive by the amount of time they have to wait and how much time you spend with them once you enter the room. To maximize your efforts with patients, in the first 60 seconds

- Introduce yourself
- Ask patients how they are feeling
- Ask them whether they have any questions
- Ask them whether they have everything they need
- Ask them how you can make them more comfortable
- Explain to them what happens next in their treatment

Leverage your natural talent for connecting with people to provide high-quality, productive care that leaves patients satisfied. Consider a few behaviors you want to develop and practice them in situations or with patients where they will have the most impact. Then you can achieve the results you want and ultimately help patients feel good about their care.



Managing your stress and the impact it has on patients

Most of the time ENFPs are easygoing, fun and relaxed about life—they love life and they live in the moment. However, when they experience ongoing stress that appears to have no end in sight, they can find themselves “in the grip,” a phrase that denotes a state of feeling almost paralyzed and unable to stop from making poor choices or behaving inappropriately. When that happens to you, the key is to first recognize the feeling and then engage in behaviors that will help bring you back to the version of you that operates best. Following is some information about ENFPs in the grip.

Indicators that you are “in the grip”

- Isolating yourself from others
- Not trusting your gut instincts
- Overdoing your attention to specifics
- Being obsessive about irrelevant details
- Experiencing mood swings and a loss of hope
- Thinking the current situation will not change
- Taking a harsh, critical perspective on people
- Quickly becoming irritated, with little tolerance for others

How to get yourself back

- Move your body, exercise; go outside and take a walk
- Clear your mind by engaging in meditative activities
- Ask other people for help
- Practice self-care (rest, eat healthy food, etc.)
- Do something fun and creative
- Talk to someone you trust
- Put yourself first, even if that means disappointing others

What to do in the meantime

- Do some research on attractive destinations and plan a vacation
- Flex your style by using Sensing to organize patient charts or schedules
- Stop what you are doing as soon as you notice that you are fatigued—don't wait to act
- Talk to trusted colleagues to gain some perspective
- Don't make any significant life changes or decisions until you feel more like yourself
- Say no when you need to, without guilt
- Take five minutes in the break room to compose yourself before meeting with patients
- Be kind to yourself and know that feeling in the grip will pass

