Conflict Management in Healthcare - Creating a Culture of Cooperation

A central principle of the healthcare profession is caring for others: do no harm. Yet in healthcare settings, the level of conflict among healthcare professionals and administrators is rampant. As a result, patient care suffers, and poor communication, bullying, hazing, harassment, and incivility is often widespread and tolerated in hospitals, nursing homes, rehabilitation centers, and clinics across the world. Conflict Management in Healthcare: Creating a Culture of Cooperation explains how to create an organizational culture and develop the interpersonal skills to turn everyday conflict into opportunities for enhancing interpersonal, team, and organizational relationships and patient care.

Bioethics Mediation - A Guide to Shaping Shared Solutions, Revised and Expanded Edition

Bioethics Mediation offers stories about patients, families, and health care providers enmeshed in conflict as they wrestle with decisions about life and death. It provides guidance for those charged with supporting the patient's traditional and religious commitments and personal wishes. Today's medical system, without intervention, privileges those within shared cultures of communication and disadvantages those lacking power and position, such as immigrants, the poor, and nonprofessionals. This book gives clinical ethics consultants, palliative care providers, and physicians, nurses, and other medical staff the tools they need to understand and manage conflict while respecting the values of patients and family members. Conflicts come in different guises, and the key to successful resolution is early identification and intervention. Every bioethics mediator needs to be prepared with skills to listen, "level the playing field," identify individual interests, explore options, and help craft a "principled resolution" -- a consensus that identifies a plan aligned with accepted ethical principles, legal stipulations, and moral rules and that charts a clear course of future intervention. The organization of the book makes it ideal for teaching or as a handbook for the practitioner. It includes actual cases, modified to protect the privacy of patients, providers, and institutions; detailed case analyses; tools for step-by-step mediation; techniques for the mediator; sample chart notes; and a set of actual role plays with expert mediator and bioethics commentaries. The role plays include: - discharge planning for a dying patient - an at-risk pregnancy - HIV and postsurgical complications in the ICU - treatment for a dying adolescent - dialysis and multiple systems failure Expanded by two-thirds from the 2004 edition, the new edition features two new role plays, a new chapter on how to write chart notes, and a discussion of new understandings of the role of the clinical ethics consultant.

The Exchange Strategy for Managing Conflict in Healthcare: How to Defuse Emotions and Create Solutions when the Stakes are High

The proven four-step method for improving communication and managing conflict in any healthcare setting The Exchange Strategy for Managing Conflict in Health Care delivers a wealth of strategies and techniques for structuring conversations about conflicts and issues in
groups large and small. "A fresh, clear-eyed view of how to approach conflict in the American healthcare system . . . shows how direct, immediate, tactful, and open communication will greatly improve any workplace setting." -- KATHLEEN SELLICK, President and CEO, Rady Children's Hospital "Having worked in large hospital systems for many years, I wish I had known these skills and techniques when I supervised nurses and coordinated teams." -- KIM PHILLIPS, MSN, RN, CFCN, Nurse's Touch, Inc. "During the past 12 months, over 450 managers and supervisors on my team at Sanford Health have gone through this training, and it works!" -- EVAN BURKETT, Chief Human Resources Officer, Sanford Health "The strategy and skills laid out in this book . . . are truly effective. Ignore this at your peril." -- DR. SAMUEL B. HO, Chief, Gastroenterology Section, Veterans Affairs San Diego Healthcare System, Professor of Medicine, University of California, San Diego

The Big Book of Conflict Resolution Games: Quick, Effective Activities to Improve Communication, Trust and Collaboration

Make workplace conflict resolution a game that EVERYBODY wins! Recent studies show that typical managers devote more than a quarter of their time to resolving coworker disputes. The Big Book of Conflict-Resolution Games offers a wealth of activities and exercises for groups of any size that let you manage your business (instead of managing personalities). Part of the acclaimed, bestselling Big Books series, this guide offers step-by-step directions and customizable tools that empower you to heal rifts arising from ineffective communication, cultural/personality clashes, and other specific problem areas—before they affect your organization's bottom line. Let The Big Book of Conflict-Resolution Games help you to: Build trust Foster morale Improve processes Overcome diversity issues And more Dozens of physical and verbal activities help create a safe environment for teams to explore several common forms of conflict—and their resolution. Inexpensive, easy-to-implement, and proved effective at Fortune 500 corporations and mom-and-pop businesses alike, the exercises in The Big Book of Conflict-Resolution Games delivers everything you need to make your workplace more efficient, effective, and engaged.

Conflict Management and Resolution - An Introduction

Conflict Management and Resolution provides students with an overview of the main theories of conflict management and conflict resolution, and will equip them to respond to the complex phenomena of international conflict. The book covers these four key concepts in detail: negotiation mediation facilitation reconciliation. It examines how to prevent, manage and eventually resolve various types of conflict that originate from inter-state and inter-group competition, and expands the existing scope of conflict management and resolution theories by examining emerging theories on the identity, power and structural dimensions of adversarial relationships. The volume is designed to enhance our understanding of effective response strategies to conflict in multiple social settings as well as violent struggles, and utilizes numerous case studies, both past and current. These include the Iranian and North Korean nuclear weapons programmes, the war in Lebanon, the Arab-Israeli conflict, civil wars in Africa, and ethnic conflicts in Europe and Asia. This book will be essential reading for all students of conflict management and resolution, mediation, peacekeeping, peace and conflict studies and
International Relations in general. Ho-Won Jeong is Professor of Conflict Analysis and Resolution, George Mason University, USA. He has published nine books in the field of international relations, peace and conflict studies. He is also a senior editor of the International Journal of Peace Studies.

**Conflict of Interest in Medical Research, Education, and Practice**

Collaborations of physicians and researchers with industry can provide valuable benefits to society, particularly in the translation of basic scientific discoveries to new therapies and products. Recent reports and news stories have, however, documented disturbing examples of relationships and practices that put at risk the integrity of medical research, the objectivity of professional education, the quality of patient care, the soundness of clinical practice guidelines, and the public’s trust in medicine. Conflict of Interest in Medical Research, Education, and Practice provides a comprehensive look at conflict of interest in medicine. It offers principles to inform the design of policies to identify, limit, and manage conflicts of interest without damaging constructive collaboration with industry. It calls for both short-term actions and long-term commitments by institutions and individuals, including leaders of academic medical centers, professional societies, patient advocacy groups, government agencies, and drug, device, and pharmaceutical companies. Failure of the medical community to take convincing action on conflicts of interest invites additional legislative or regulatory measures that may be overly broad or unduly burdensome. Conflict of Interest in Medical Research, Education, and Practice makes several recommendations for strengthening conflict of interest policies and curbing relationships that create risks with little benefit. The book will serve as an invaluable resource for individuals and organizations committed to high ethical standards in all realms of medicine.

**Renegotiating Health Care - Resolving Conflict to Build Collaboration**

Renegotiating Health Care Since the first edition of Renegotiating Health Care was published in 1995, new treatments, technologies, business models, reimbursement methods, and regulations have tangibly transformed the substance of health care negotiation. This thoroughly revised and updated edition of Renegotiating Health Care offers a practical guide to negotiation and conflict resolution in the health care field. It explores why unresolved conflict can hamper any organization's ability to make timely, cost-effective decisions and implement new strategies. The book focuses on the complex interactions between those who deliver, receive, administer, and oversee health care. It defines negotiation techniques and conflict resolution approaches that can improve efficiency, quality of care, and patient safety. Renegotiating Health Care outlines strategies and methods to resolve the myriad thorny issues encompassing the health care enterprise. It should be required reading for students and professionals in health services management, clinicians, leaders, policy makers, and conflict resolution experts working in the health care field. Praise for Renegotiating Health Care "An outstanding book! I learned their principles of meta-leadership while at the CDC and continue to use them at ABC News. This book is a must for anyone in leadership: practical, intuitive, and priceless." —Richard E. Besser, MD, chief health and medical editor, ABC News "This book is a must-read to assist today’s health professional navigate the ever-changing health care delivery system. Leadership will be the key to success." —Pat Ford-Roegner, RN, MSW, FAAN, senior health consultant and former
Here is a completely updated edition of the best-selling Resolving Conflicts at Work. This definitive and comprehensive work provides a handy guide for resolving conflicts, miscommunications, and misunderstandings at work and outlines the authors’ eight strategies that show how the inevitable disputes and divisions in the workplace actually provide an opportunity for greater creativity, productivity, enhanced morale, and personal growth. This new edition includes current case studies that put the focus on leadership, management, and how organizations can design systems to change a culture of avoidance into a culture of creative conflict. The result is a more practical book for today’s companies and the people who work in them.

Managing a modern public health system requires skills drawn from diverse fields including business, education, and government. Essentials of Management and Leadership in Public Health offers public health students broad exposure to the interdisciplinary skills and knowledge needed to effectively manage and lead public health organizations today. This book covers the full spectrum of essential competencies required to manage public health organizations, from communication and cultural proficiency to leadership, relationship building, ethics, and program planning.

What should happen when doctors and parents disagree about what would be best for a child? When should courts become involved? Should life support be stopped against parents’ wishes? The case of Charlie Gard, reached global attention in 2017. It led to widespread debate about the ethics of disagreements between doctors and parents, about the place of the law in such disputes, and about the variation in approach between different parts of the world. In this book, medical ethicists Dominic Wilkinson and Julian Savulescu critically examine the ethical questions at the heart of disputes about medical treatment for children. They use the Gard case as a springboard to a wider discussion about the rights of parents, the harms of treatment, and the vital issue of limited resources. They discuss other prominent UK and international cases of disagreement and conflict. From opposite sides of the debate Wilkinson and Savulescu provocatively outline the strongest arguments in favour of and against treatment. They analyse some of the distinctive and challenging features of treatment disputes in the 21st century and argue that disagreement about controversial ethical questions is both inevitable and desirable. They outline a series of lessons from the Gard case and propose a radical new ‘dissensus’ framework for future cases of disagreement. This new book critically examines the core ethical questions at the heart of disputes about medical treatment for children. The contents review prominent cases of disagreement from the UK and internationally and analyse some of the
distinctive and challenging features around treatment disputes in the 21st century. The book proposes a radical new framework for future cases of disagreement around the care of gravely ill people.
Myanmar’s military junta is blocking desperately needed humanitarian aid from reaching millions of displaced people and others at risk, Human Rights Watch said today. The United Nations, the ...