

CONFLICT MANAGEMENT AND WELL BEING IN CLINICAL FIELD

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ABSTRACT-

Conflict is a disagreement within oneself or differences among people that have potential to cause harm. It could be among any group of health care professionals or other professionals. It is among teachers, Politicians, Health care sector, Industries and everywhere.

The conflict has critical effect on competence, confidence and morale of health care profession. Consequently, it affects patients too. To prevent the conflict established Professional code of conduct not only in hospital but also in group practice, medical staff by law. Thomas and Kilmennpostulated a matrix explaining 5 distinct responses to conflict resolution or management varying along the axis of assertiveness and cooperativeness. These 5 styles are – avoiding, accommodating, compromising, competing and collaborating. The issue in conflict is not its existence rather its management.

INTRODUCTION-

It is commonly well known fact that human interaction and dealings have the potential to develop conflict. Studies have shown that most of these conflict remain inadequately solved and some are unsolved. State of condition in health care is no different. Conflicts may be among doctors and staff, between nurses and staff, between health care team, between doctors and management and doctors and patients or patient's family. Healthcare professional established practice in the form of self-practice, group practice, inter hospital practice. B.A.M.S./ B.H.M.S. practice.

Due to this there is increased competition in professionals. Many times doctors forget many ethics while running hospitals. Conflict in health care critical effect on competence, confidence and moral health care profession.

It affects patient care too. Patients are more suffered due to conflict in professionals.

To prevent conflict government focused on

1. Rules
2. Discipline
3. Proper implementation

The source of conflict could be real or dissimilar goal among individuals, improper communication. Conflicts are due to-

1. Interpersonal
2. Intrapersonal
3. Intergroup
4. Intragroup

Causes are –

1. Educational differences
2. Different career path
3. Regulatory oversight
4. Reimbursement

Conflicts are due to disparities in economical values. Economically, India is a poor country. All types of economical people live here. Poor people have conflict for doing treatment in private hospital. Many patients are neglected by doctors due their economy. So there is a high conflict in poor and middle class people for treatment of disease. There are many diseases like cancer, diabetes, B.P., thyroid need proper treatment but because of poverty, many poor people are unable to take treatment in private hospital. Government hospitals are there but are not comparatively hygienic. In USA and UK, nowadays racial differences are less.

DISCUSSION-

Conflicts are due to disparities in professional values. Professional values are the principles that influence your work and behavior.

Strong professional and personal values are important at work and to show people that you are trust worthy and genuine person. They may help you to build the working relationship with your colleagues and superiors, which may also help you to progress in your role.

Professional values, ethics and attitude includes-

1. Commitment to technical competence and professional skills.
2. Ethical behavior
3. Professional manner (due care, timeless respect responsibility)

Disparities in professional values are due to competition between professionals, member of health care team, lack of clarity, capacity to function as a team and charges.

Conflicts happen due to limited sources.

Due to less education and less intelligent nursing staff, conflicts occur between doctors and patients. Nowadays it is difficult to find trained staff. Trained staff are at big hospitals because of their high salary.

Problems occur in hospitals due to poor communication with staffs, inappropriate response, poor prioritization, personal work interfere with professional work and clock watching.

To reduce conflicts, government introduced many health care yojana.

1. Ayushman Bharat P.M.- JAY
Is largest health care scheme in the world which provides 5 lakhs per family insurance per year. Age 16 to 59 years.
2. Pradhan Mantri Surakshka Bhima Yojana
Aims to provide accidental insurance cover. It covers 2 lakhs for total disability, 1 lakh for death and 1 lakh for partial disability. Age 18 to 70 years.
3. AamAadmi Bima Yojana
For living people in upcountry and in rural areas, landless citizens and scholarship to under privileged children.
4. Central Government Health Scheme
For government officers and pensioners
5. Employment State Insurance Scheme-
It is multi-dimensional national health insurance, provide protection to all workers in India. Full medical insurance for themselves and their families.
6. Janashree Bima Yojana
It is for poor people. Age group 18 to 59 years. It includes special features like women SHG and Shiksha Sahayog Yojana.
7. Chief Minister's Comprehensive Insurance Scheme
it provides quality health care services. This scheme covers more than 1000 medical procedures. This beneficiary can select from both private and government hospital.
8. Universal Health Insurance
Helps the family which live below poverty line
9. Mahatama Jyotib aPhule (Rajiv Gandhi) Jan Arogya Yojana
10. West Bengal Health Scheme
11. Yashaswini Health insurance
12. Mukhyamantri Amrut Yojana

Many people do not know about these schemes and due to which disparities occur and economical values become less.

In 1965, the Medicare program was established to reduce financial barriers to hospitals and physician services for people aged 65 years and older.

CONCLUSION –

Everyone knows their responsibilities and role in health clinics.

Six tips defined team role and responsibilities in hospital success.

1. Understand your team strength.
2. Determine what needs to be get done.
3. Meet to discuss priorities on ongoing basis.
4. Ask employees about their long term goals.

5. Give proper training to nursing staff.
6. Let all the members/ doctors and nursing staff to know their responsibilities. To run a successful hospital.

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