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Conflict Case Study in a Healthcare Setting

Experiment 15 - Practical Notes

Name: _____ Roll no.: _____ Date: _____

Aim

To analyse a fictional medicine-record disagreement and propose a safe communication response.

Principle

Healthcare conflict can involve both interpersonal disagreement and a work-process discrepancy. The factual issue must be clarified through the authorised care process before it becomes a personal argument.

Requirements

- Fictional case: two staff members receive different handoff instructions for a medicine record.
- Case-analysis worksheet, role assignments and escalation map.

Procedure

1. Separate issues

Identify the inconsistent information and the interpersonal disagreement as related but distinct matters.

2. Protect the work process

Seek the authorised verification route before completing an uncertain action. Do not improvise a dose or change patient treatment.

3. Gather facts

List the supplied records, times and roles. Identify what is missing and who can clarify it.

4. Communicate

Use a concise factual request and active listening. Avoid attributing the discrepancy to laziness or intent.

5. Agree follow-up

Assign the verification, documentation and review actions to the appropriate responsible roles.

6. Reflect

Consider how the handoff process could prevent recurrence and which conflict approach fits the urgency.

Mental Well-Being Stress and Conflict Management

Observations and Record

Analysis element	Case response
Factual discrepancy / unknowns	_____
Immediate authorised verification	_____
Communication / shared goal	_____
Action owner / review / prevention	_____

Worked Example

The numbers below are illustrative; enter your own observations in the record.

- A suitable statement is “These two records differ; please verify the intended instruction through the responsible clinician/pharmacist.” A student should not choose one direction merely to end the disagreement.

Result

Record completion, what you noticed and one practical next step. Personal reflections remain private unless you choose to share them; these classroom activities do not establish a diagnosis.

Precautions

- Participation and sharing of personal experiences are voluntary. Use a fictional example when preferred and keep others’ information confidential.
- Stop or adapt an exercise that causes discomfort. Persistent or severe distress should be discussed with the appropriate qualified support service.
- Describe personal observations without claiming that one short exercise treats or cures a mental-health condition.

Viva Questions and Answers

1. Why separate interpersonal and factual issues?

A polite conversation alone does not correct an unsafe record discrepancy.

2. Who decides a clinical instruction?

The authorised responsible professional through the appropriate process.

3. What helps prevent recurrence?

Clear handoff responsibilities, verified records and documented follow-up.

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