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## Conflict With Administrators: Scheduling Conflicts

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# Conflict with Administrator: Scheduling Conflicts

Focus: Communication

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**Learning Community:** Yellow 46



## Professionalism Conflict with Administrator

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The hospital administration fails to effectively plan the agenda of the medical staff, leading to scheduling conflicts and appointment mismanagement.

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- Approach the administration staff with an open and supportive mind.
- Bring up the current issue and ask if there is anything that the medical staff can do or provide to help resolve the situation.
- An honest and open discussion is key so that every party involved can be coordinated and efficient. Such discussions increase understanding among one another to maintain staff morale, with the end-goal of being able to deliver the highest quality of patient-oriented care.

Wayne State University School of Medicine



# Reflection

A growth mindset has the potential to transform a conflict into an opportunity to foster understanding for others and learn more about those you coordinate with. An important factor that facilitates this transition is an open mind; coming into the discussion with tunnel vision and the inability to listen will fail to promote any type of positive development. In an administrator communication conflict, there is the need to recognize that we are not inherent opposites nor are we opponents. There is a mutual ground and the ability to adapt your goals so that the benefit of the whole can improve is a key growth factor. Open-mindedness and honesty naturally paves the way for respect and compassion for others, all of which encourages harmony among the groups involved. The white coat itself is a constant reminder of the duty we have but acts as a barrier when with patients. We must actively remember and remind ourselves that it separates us from our patient in a visible power dynamic. Such constant reflection is what will inherently improve our repertoire with patients and encourage better outcomes.

