Conflict With Administrators: Scheduling Conflicts

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Focus: Communication

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Learning Community: Yellow 46
The hospital administration fails to effectively plan the agenda of the medical staff, leading to scheduling conflicts and appointment mismanagement.

- 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.
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 a 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.