The Effect of Interprofessional Conflict Resolution on Interprofessional Collaborative Practice among Healthcare Providers in Hospitals

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Abstract

Today, client needs and complexity have increased, challenging multiple professionals to work inter-professionally within health systems to reach for better patient outcomes. Addressing this challenge requires inter-professional collaboration, which, while essential, may also breed conflict given that individuals from the various health care disciplines each bring their unique perspectives into teamwork. While some degree of disagreements can be expected, team members must resolve conflict to ensure adequate care for their patients. However, limited information is available that describes and clearly defines interprofessional conflict resolution as both a concept and an outcome.

The aim of this study is threefold. First, this study developed and will test the psychometric properties of an instrument designed to measure IP conflict resolution among IP health care teams. Secondly, developed and will evaluate the effect of an interventional education program that facilitates learning a process to resolve IP conflicts. Thirdly, carry out the testing of a theoretically-derived model linking the relationship between health professionals’ self-efficacy and their interpersonal communication and team psychological safety, leading to IP collaborative practice, and exploring how this relationship is moderated by IP conflict resolution. An explanatory sequential mixed method design will be used to test the value of preparing health professionals to use a conflict resolution process on their ability to resolve conflicts in practice and to test the hypothesized model. Psychometric properties will be tested for a newly developed scale that measures interprofessional conflict resolution.
This study used an explanatory sequential mixed method design (Creswell, 2008) to test the value of preparing health professionals to use a conflict resolution process on their ability to resolve conflicts in practice. A post-positivism paradigm was used to accommodate quantitative and qualitative data from research subjects. The study was conducted in three selected District Hospitals located in different provinces within Rwanda, using a convenience sampling of 270 registered health care providers.

Concept analysis resulted in the development of the Interprofessional Conflict Resolution Scale (IPCR), and it is a self-rated scale using a 5-point Likert scale ranging from strongly disagree (1) to strongly agree (5) and comprises 23 items within four dimensions. While the IPCRS has undergone a content validity assessment (Lynn, 1985), the establishment of evidence for its dimensional validity and internal consistency is in progress. The intervention in this study comprised a day workshop with each health care provider participant held in selected convenient rooms near the participating hospitals. The workshop purposively focused on providing the opportunity for participants to learn an interprofessional conflict resolution process. Data collection and analysis for this study are still in progress.

Keywords: Interprofessional conflict resolution, self-efficacy, interpersonal communication, psychological safety, collaborative practice