



## Decreasing Dialysis Patient-Provider Conflict A QI Approach: Examples

1. Has the **number of conflicts increased or decreased** since the last review or in the past quarter?
  - In the May QI meeting it was noted on the **Number of Conflicts Graph** that the number of conflicts had increased for both April & May.
  - The QI Committee reviewed the **Level of Conflicts Graph** for those months and found that the reported conflicts were mainly Level 1 & 2.
2. Is there any **pattern in the conflicts**?

The QI Committee looked to find commonalities by reviewing the **Conflict Log and Causes of Conflict Graph**. They found that:

- a. The same patient, who was an old patient who had returned from a lengthy hospitalization with a new AVF, had experienced several infiltrations when being put on by a fairly new staff member.
  - b. The patient's daughter, who was not usually in town, became very upset when this occurred and complained to the staff member who became quite defensive. The regular charge nurse was on maternity leave and different nurses were covering the shift. Over a period of weeks, the conflict had escalated into shouting between the staff member and the daughter and the daughter had refused to let the staff member assigned put her father on.
3. **Discuss and choose interventions** that will address any patterns.
    - a. The QI committee directed that more experienced staff stick new AVFs. The DON was assigned to implement this change.
    - b. The staff member was recommended for training in conflict management using the interactive training module in the DPC Toolbox and to be assigned to a mentor and have his cannulation skills assessed. The DON was assigned responsibility for the training and the charge for the mentoring and cannulation assessment.
    - c. A family conference was advised where the family would be informed of the actions and the daughter would be asked to voice any complaints to the charge nurse away from the treatment area. The SW was assigned the responsibility of setting up the conference.
  4. **Upon review for improvements** the next month the number of conflicts had been successfully decreased.