
ANALYSIS OF THE EMERGENCE OF CONFLICTS IN THE DOCTOR-PATIENT SYSTEM

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Key words: conflict, patient, conflict in medicine, conflict management, frequency of conflicts.

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Abstract. Medical practice confirms that in the conditions of health care reform, conflict occupies a special place in any team. This is because conflict is an integral part of life. Therefore, it is necessary to study in depth the way of formation of modern organizational conflict, the way of eliminating the conflict and the way of fighting its consequences. At the same time, the most important result of effective enterprise conflict management will be the formation of a mechanism for early warning of conflict situations and mechanisms for resolving medical conflicts.

The purpose of the study was conflicts in the field of health care in the «doctor-patient» system.

Materials and methods. The study of conflict in the team was conducted using medical and sociological methods using an anonymous questionnaire developed by us. The study involved 582 health workers, including 231 men and 351 women. The age composition of medical workers: from 18 and older.

Results and discussion. A study was conducted aimed at identifying the socio-psychological causes of conflicts and methods of their resolution in the health care organization using the example of medical personnel. The main causes, frequency of occurrence and types of conflict situations in medical teams are analyzed. Based on the conducted sociological research, it was established that the largest number of conflicts (32.1%) occurs in the «doctor-patient relatives» system, and about 25% - in the «doctor-patient» system. The behavior of medical personnel during the conflict was analyzed using practical examples. It was found that the majority (34%) of respondents do not intervene in the conflict and take a neutral position.

Conclusions. The study confirmed the hypothesis that the process of conflict management will be more effective when the situation in the organization of processes as a whole in a medical institution changes. Diagnosis and management of a medical conflict should be the key to the successful operation of a medical institution, thanks to the creation of a working atmosphere for the medical team and the patient, where everyone will feel comfortable and work for maximum results.

АНАЛІЗ ВИНИКНЕННЯ КОНФЛІКТІВ В СИСТЕМІ «ЛІКАР-ПАЦІЄНТ»

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Ключові слова: конфлікт; пацієнт; конфлікт у медицині; управління конфліктами, частота конфліктів.

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Резюме. Медична практика підтверджує, що в умовах реформування галузі охорони здоров'я конфлікт посідає особливе місце в будь-якому колективі. Це тому, що конфлікт є невід'ємною частиною життя. Тому необхідним є глибоке вивчення способу формування сучасного організаційного конфлікту, способу усунення конфлікту та способу боротьби з його наслідками. При цьому найважливішим результатом ефективного управління конфліктами підприємства буде формування механізму раннього запобігання конфліктним ситуаціям та механізмів врегулювання медичних конфліктів.

Мета дослідження – конфлікти у сфері охорони здоров'я в системі «лікар-пацієнт».

Матеріал і методи. Дослідження конфліктності в колективі проводилося медико-соціологічними методами за допомогою розробленої нами анонімної анкети. У дослідженні взяли участь 582 медпрацівники, з них 231 чоловік і 351 жінка. Віковий склад медичних працівників: від 18 років і старше.

Результати та обговорення. Проведено дослідження, спрямоване на виявлення соціально-психологічних причин конфліктів та методів їх вирішення в організації охорони здоров'я на прикладі медичного персоналу. Проаналізовано основні причини, частота виникнення та види конфліктних ситуацій у медичних колективах. Виходячи із проведеного соціологічного дослідження встановлено, що найбільша кількість конфліктів (32,1%) виникає

Оригінальні дослідження

в системі «лікар-родичі пацієнта» та близько 25% - «лікар-пацієнт». На практичних прикладах проаналізовано поведінку медичного персоналу під час конфлікту. Виявлено, що більшість (34%) респондентів не втручаються у конфлікт та займають нейтральну позицію.

Висновки. Дослідження підтвердило гіпотезу про те, що процес управління конфліктами буде більш ефективним, коли зміниться ситуація в організації процесів у цілому в медичному закладі. Діагностика та управління медичним конфліктом має бути запорукою успішної роботи медичного закладу, завдяки створенню робочої атмосфери для медичного колективу та пацієнта, де кожен відчуватиме себе комфортно та працюватиме на максимальний результат.

Introduction. The Ukrainian healthcare system has been constantly modernized and reformed in recent decades. Everyone knows that health and care for it concern everyone. The demand for medical services is high and does not change during the entire life cycle of a person. No other field is as dependent on people as health care. The attitude of the population to the quality of medical services is one of the key issues of modern public opinion [1-2].

Conflicts in the provision of medical care are not uncommon. On the surface, there is always a lack of understanding and communication between doctors and patients. However, the hidden parts of the iceberg are more important, especially when the health care system cannot ensure the proper level of working conditions of doctors or quality patient care [3]. However, the provocateur of the conflict can be both the patient's imbalance and the doctor's inadequate attitude towards him.

The **purpose of the study** is to analyze the frequency and causes of conflicts in the medical teams of the Chernivtsi region in the doctor-patient system.

Material and research methods. The study was conducted using medical and sociological methods using the developed anonymous questionnaire. The study involved 582 health workers, including 231 men and 351 women. The age composition of medical workers: from 18 and older, of which 390 people lived in the city and 192 in rural areas.

Research results. The presence of conflict situations is an integral part of social life. Conflicts can arise in teams (between leaders and subordinates between competing small groups in teams). Conflictology is very complex and multifaceted, so we will only consider the details and characteristics of interpersonal conflicts, the subject of which is medical personnel in their professional activities [4-5].

According to the results of a sociological study conducted on the topic «Diagnostics of interpersonal relations in a medical team» in 2022, we can provide the following data:

To the question «How often do conflicts arise in your team?» respondents answered the following (fig.1): 17,7% are considered very often; 54,3% – periodically; 21,3% – sometimes; 6,7% – almost never. From this we can say that conflicts in medical teams arise periodically.

«How often do conflicts arise in your team?»

Analyzing the question «What are the causes of conflicts in your team?» where respondents marked several answers, it can be seen that 36,7% consider the struggle for a position to be the cause of conflicts; 32,9% – envy of each other; 20,3% – high ambitions of some employees; 10,1% – low level of professionalism among employees. Therefore, we can

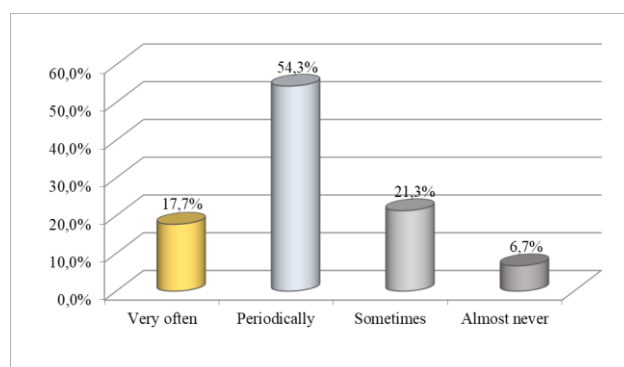


Fig. 1. Distribution of medical workers' answers to questions

conclude that the most common cause of conflicts in the team is the struggle for a position for the majority of respondents.

Answers to the question «Who do you think will be able to adequately protect your interests in case of a conflict situation?» 31,0% of respondents answered that the court; 30% – personal connections; 15,2% – management; 10,7% – trade union; 8,7% – employees of the institution; 4,4% – labor inspection. Thus, the majority of respondents believe that it is possible to protect their interests during a conflict only with the help of the court.

To the question «What conflicts in your team arise most often?» 32,1% of respondents believe that between the doctor-patient's relatives (fig.2); 24,9% – doctor-patient; 15,8% – doctor-nurses; 14,9% – doctor-doctor; 12,3% – head doctor-doctor. Analyzing the above, it can be argued that most conflicts arise between the doctor and the patient's relatives.

To the question «If the truth is on the side of a weak participant in the conflict, then how do your employees usually act?» 34,0% of respondents answered that they take a neutral position, trying not to interfere; 30,9% protect the «What conflicts in your team arise most often?»

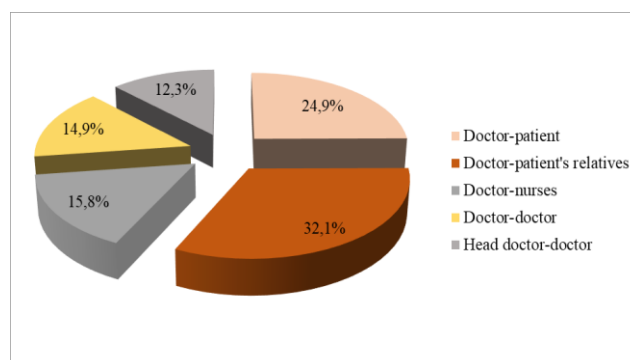


Fig. 2. Distribution of medical workers' answers to questions

weak; 14,8% defend the strong; 20,3% of respondents found it difficult to answer, everything depends on the conflict situation. This allows us to conclude that the majority of respondents do not interfere in the conflict and take a neutral position.

Equally important is the issue of conflict prevention. Preventing conflict means knowing in advance how likely it is to happen and eliminating its causes. To do this, you need to keep in mind that usually a person is in conflict in a situation that is subjectively important for him, he sees no other way out. To prevent this, try to understand why this condition is so important to your patient and why it makes you feel that way. To prevent and resolve conflicts, it is advisable to follow a certain sequence of psychologically optimal actions, taking into account the specific situation and the characteristics of human communication.

Conclusion. So, the totality of the above-mentioned problems related to conflicts in the provision of medical services clearly shows the complexity of the process of conflicts in the systems «doctor-patient» and «doctor-patient's relatives». After all, here we are dealing with responsibility for the patient's life, which in itself requires taking into account all potential conflict issues related to the resolution of disputes arising in the provision of medical care.

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