Conflict is one of the issues that takes place in any organization, where a group of individuals with varying values, opinions and beliefs are working together, and continuous interactions occurs. Conflicts arise due to competition, miscommunication and jealousy between nurses or other health care professionals.

A good example of conflict is misunderstanding of roles. When each member of the healthcare team does not function, what expected from each of them, this can create identity conflict among them. An illustration of misunderstanding of roles is during a code. Most of the time, cardiac arrest codes can be so chaotic and disorganized. This happens when there is no team leader assigned, and everybody involved in the code throws out orders. There should be a leader of the code, who will assume the position of giving the orders. Usually a doctor is the one who becomes the team leader. Physicians are considered the dominating profession in the hospital settings and are expected to handle all situations, especially being responsible to patient’s plan of care (Higazee, 2015). Another example, a physician and a nurse might have an argument when a nurse questions an order. Sometimes nurses are looked down by doctors, and are expected to be an advocate for their patients when there is a doubt in an order. The conversation between the physician and the nurse ends up with the physician accusing the nurse of challenging the skills and knowledge of the doctor.

However, there are a lot of ways to manage role identity conflicts. First, when conflicts arise, the individuals involved should identify the conflict and determine whether it will affect their professional relationship as well as the delivery of patient’s care. Second, an effective conflict management skill is to have a clear-cut and respectful communication between the two parties (Moreland & Apker, 2016). It is important that the both parties identified the disagreements. Lastly, during role identity conflicts, everyone should know their role boundaries and scope of practice, according to their titles to avoid conflict with others.

In conclusion, conflicts may seem to be inevitable in the workplace. In healthcare environment, this occurs when a nurse and other health care professionals have opposing views based on their beliefs, interests and perceptions of health and well-being. Conflict is usually viewed as a negative occurrence that disrupts the continuity of care in patients. It refrains and challenges the health care providers in providing high-quality care to patients. That is why, if conflicts are being addressed constructively and affirmatively, this will deliver positive results. It will foster a healthy and a professional working environment that will facilitate healthcare provider to become successful in catering to patients, and in return, patients get the outstanding care that they deserve.

References

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