



COLLEGE OF NURSES
OF ONTARIO

ORDRE DES INFIRMIÈRES
ET INFIRMIERS DE L'ONTARIO

THE STANDARD OF CARE.

Conflict Resolution

Collaborating within the Circle of Care

Outreach Consults

Katherine Smith, Palliative Care

Angela McNabb, Mental Health and Corrections

Copyright © College of Nurses of Ontario, 2010

Purpose:

To provide a greater understanding of the College of Nurses of Ontario supports that are available to assist nurses in managing conflict.

Objectives:

1. To increase understanding of the role of the Practice and Regulatory Policy Department at the College of Nurses and the supports they can provide.
2. To increase awareness of the online resources available on the College of Nurses website (www.cno.org).
3. To increase awareness of the College of Nurses documents that support nurses in addressing conflict.

Agenda:

1. Introduction of scenario
2. Review role of the College of Nurses of Ontario
3. Review the *Conflict Prevention and Management* Guideline
4. Application of *Conflict Prevention and Management* Guideline to scenario
5. Questions

What Today is About.....



Scenario Highlights

- Client is a widow with one adult daughter
- Dx: Parkinson's, Failure to Thrive
- In acute care in an ALC bed, waiting for LTC
- Daughter decides to take mom home to wait LTC, has been advised that CCAC would be able to provide majority of care
- Daughter was not aware of the commitment, time and energy needed to support mother at home while awaiting LTC

Vision

Excellence in nursing practice everywhere in Ontario.

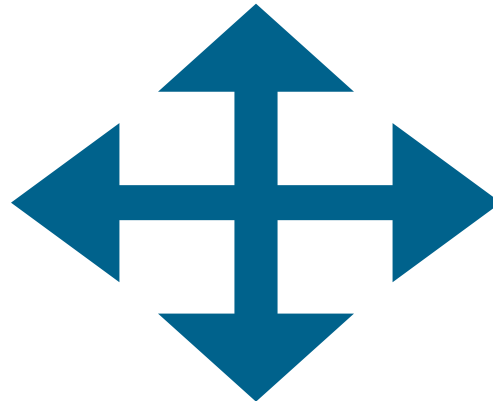
Mission

To protect the public's right to quality nursing services by providing leadership to the nursing profession in self-regulation.

CNO Protects the Public By:

Establishing Requirements for
Entry to Practice

Articulating &
Promoting
Standards



Administering a
Quality Assurance
Program

Enforcement
of Standards of Practice & Conduct

Guiding Principles of Nursing Practice

- Clients are central focus of care
- Goal of care is best possible client outcome
- The provision of client care is influenced by: client, nurse and environment

Each Nurse is:

Accountable to

- Public
- CNO
- Employer
- Colleagues
- Responsible for ensuring that practice and conduct meets legislative requirements and standards of the profession

CNO Supports Nurses in Conflict Resolution by:

STANDARDS

- Professional Standards
- Ethics
- Therapeutic Nurse Client Relationship

ONLINE LEARNING MODULES

- Therapeutic Nurse Client Relationship
- Ethics
- Professional Standards

CNO Supports Nurses in Conflict Resolution by (cont'd):

GUIDELINES

- Conflict Prevention and Management
- Refusing Assignments and Discontinuing Nursing Services
- Guiding Decisions about End of Life Care
- Consent

FACT SHEET:

- Disagreeing with the plan of care

Working in a Health Care Environment

- Employers and nurses share a common goal
- Create a healthy workplace
- Identify conflict
- Advocate for systems for preventing and managing conflict

Conflict

When two or more people view issues or situations from different perspectives.

- Positive or negative?
 - Perceived as being negative
 - Dealing with conflict can lead to positive outcomes
- *Conflict Prevention and Management* practice guideline
 - Outlines key factors associated with conflict with clients, colleagues and in the workplace, and offers strategies for preventing and managing conflict

Conflict...

1. Opportunity
2. Choices
3. Communication
4. Collaboration

Conflict Prevention and Management Guideline Overview

- Nurse-Client conflict
- Roles of nurses in formal leadership positions

Management of Conflict

- Acknowledge your style of conflict resolution
- Acknowledge the conflict
- Assessment
- Communication
- Develop a plan
- Implement the plan
- Evaluate
- Feedback

Conflict – Key Factors

Conflict can escalate if:

- Lack of clarity regarding available services/resources
- Nurses and others working under stressful conditions
- Unknown/unpredictable environment

Conflict – Prevention

- Implement strategies to provide the best care possible while respecting the client's environment.
- As long as the client is capable, appreciate the client's right to self-determination.
- Continually seek to understand the clients health care needs and perspectives – an Advance directive.

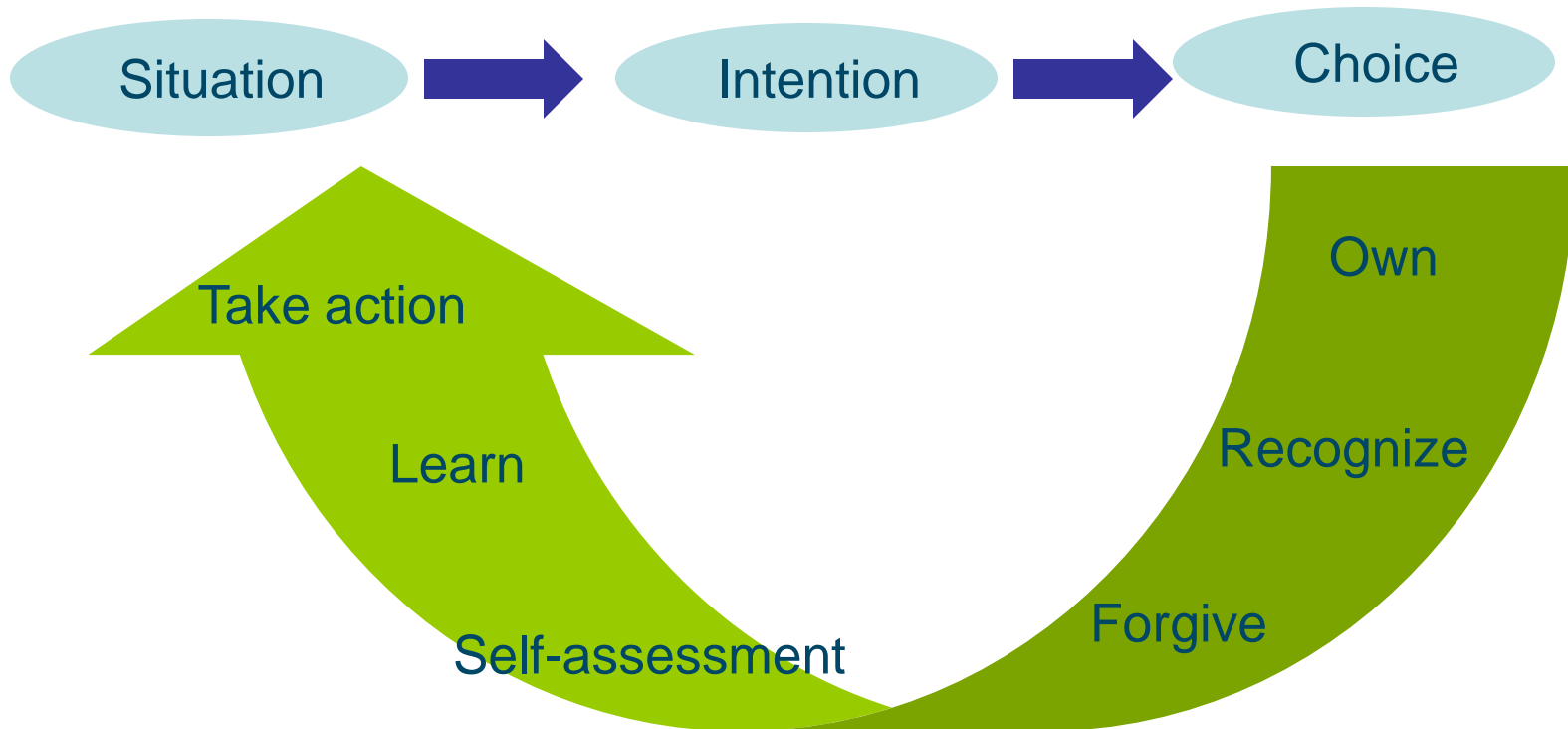
Conflict - Management

- Assess the incidence of conflict
- Document incidences of conflict
- Offer a confidential environment for reporting
- Identify underlying causes of conflict
- Ensure that appropriate follow-up procedures are in place
- Advocate for clear policies and/or supports for safe care provision

Prevention

- Promote a respectful work environment
- Self-reflection
- Acknowledge the feelings behind behavior
- Active listening
- Respect colleagues
- Reflect to understand how one's own behavior impacts relationship

Accountability Loop



Mark Samuel and Sophie Chiche (2005) The Path of Accountability: Eight Powerful Steps

Application to the Scenario

Review the case with the CCAC Case manager to discuss client/family expectations of the care requirements.

Call the CNO and talk with an Outreach Consultant.

Involve direct management line in discussions.

Ask for an inter-professional team meeting.

Discuss the appropriateness of a presentation from an Outreach Consultant on the Standards and Guidelines.

Questions & Comments



What's Available Now.....

- The Learning Centre at www.cno.org
- Learning Modules
- Teleconferences or web-based meetings
- Consultation Form
- Outreach Consultants

Contact Information

Katherine Smith

Outreach Consultant, Palliative Care Sector

ksmith@cnomail.org

416-628-6256 1-877-928-6256

Angela McNabb

Outreach Consultant, Mental Health and Correctional Services

amcnabb@cnomail.org

416-607-7164 1-866-525-0557

Online Renewal 2011

**Membership
renewal is
changing.**

How will it
affect you?



**Visit
www.cno.org**



Teleconference Feedback Form

Thank you for participating in the “*Conflict Resolution – Collaborating Within the Circle of Care*” teleconference on August 26, 2010. Please take a few minutes to complete this survey. Your feedback is appreciated and will help us improve our process!

You can also complete this form online at http://www.cno.org/prac/learn/teleconferences/conflict/conflict_20100826.htm

1. Usefulness of teleconference to your nursing practice:	<input type="checkbox"/> Very Useful	<input type="checkbox"/> Useful	<input type="checkbox"/> Not very Useful	<input type="checkbox"/> Not at all Useful
Please explain your answer:				

2. Overall satisfaction with speaker:	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied
Please explain your answer:				

3. Satisfaction with speaker's:	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Please explain your answer
a) clarity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b) understanding of the topic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
c) responses to questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4. As a result of this teleconference, do you have a better understanding of:				
	Yes	No	Unsure	Please explain your answer
a) the College's resources to assist with conflict resolution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b) other suggestions to assist when working through a conflict	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

5. Other comments: _____

6. Your nursing category:

- RN
- RPN
- NP
- Non-nursing (specify): _____

7. Your health care sector:

- Academia
- Acute Care
- Community & Public Health
- LTC & Rehabilitation
- Mental Health & Corrections
- Paediatrics
- Palliative
- Other: _____

8. Your role in your organization:

- Staff Nurse
- Nurse Practitioner
- Manager
- Administration
- Clinical Educator
- Clinical Nurse Specialist
- Other: _____

Thank you for your feedback.

Please fax the completed form to **416 928-9643** (attn: *Tania Hassan*) by September 2, 2010