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Resource Mary Roxer: Vice President Total Rewards and HR Operations  
Policy Area Human Resources  
Applicability Valley Health System - System Wide

## Staff Conflict Management, HR 528

### PURPOSE:

The purpose of this policy is to provide a process to resolve conflict between healthcare professionals in order to promote a culture of safety and quality.

### POLICY:

Conflict between staff members may occur when there is personal or professional difference of opinion that may affect safety and quality of patient care.

### PROCEDURE:

- Employees involved in a conflict shall direct any questions or concerns to one another. If questions or concerns are not answered satisfactorily, the employees will contact their direct supervisor(s).
- If the direct supervisor(s) cannot resolve the issue, the supervisor(s) must inform the Department Director(s) or Nursing Supervisor during off shifts.
- If the Department Director(s) or Nursing Supervisor cannot resolve the conflict the appropriate Vice President(s) and the Administrator on Call will be informed of any unresolved issues.
- Human Resources may be consulted by either employee or the department leader at any time during the resolution process.
- When the conflict compromises safety or patient care, a risk report will be filed by management or the Administrator on Call with Risk Management.
- All incidents will be reviewed with the appropriate members of leadership and/or committees

for resolution which supports improved communication and patient outcomes.

## RESOURCES:

- Conflict Mediation
- Employee Assistance Program
- Human Resources

There will be no retaliation to a staff member who questions patient care and reports a conflict to management.

### All Revision Dates

09/2021, 05/2015

### Approval Signatures

Step Description	Approver	Date	
	Elizabeth Savage: CHIEF HUMAN RESOURCES OFFICER	09/2021	
	Mary Roxer: Vice President Total Rewards and HR Operations	08/2021	