

OBJECTIVES

- Conflicts are a common occurrence in the medical workplace and are associated with medical errors and higher ratings of personal stress.¹
- Objective structured clinical exams (OSCE) have been utilized to assess students' interpersonal skills utilizing the standardized patient model.²
- However, utilization of a standardized professional (S-Pro) model to assess medical students' conflict management skills in the context of an interprofessional team has not been previously reported.

DESIGN

- Institutional review board approval was granted.
- Fourth-year medical students in a PM&R clerkship attended a didactic lecture regarding evidence-based conflict resolution techniques from Team STEPPS®.
- The D-E-S-C method was presented to the students:
 - Describe the specific situation
 - Express your concerns about the action
 - Suggest other alternatives
 - Consequences should be stated
- The students were presented with a conflict scenario in a short film to resolve with a S-Pro in ten minutes.
- Students completed a survey before and after the intervention regarding their perceived ability to manage a conflict.

RESULTS

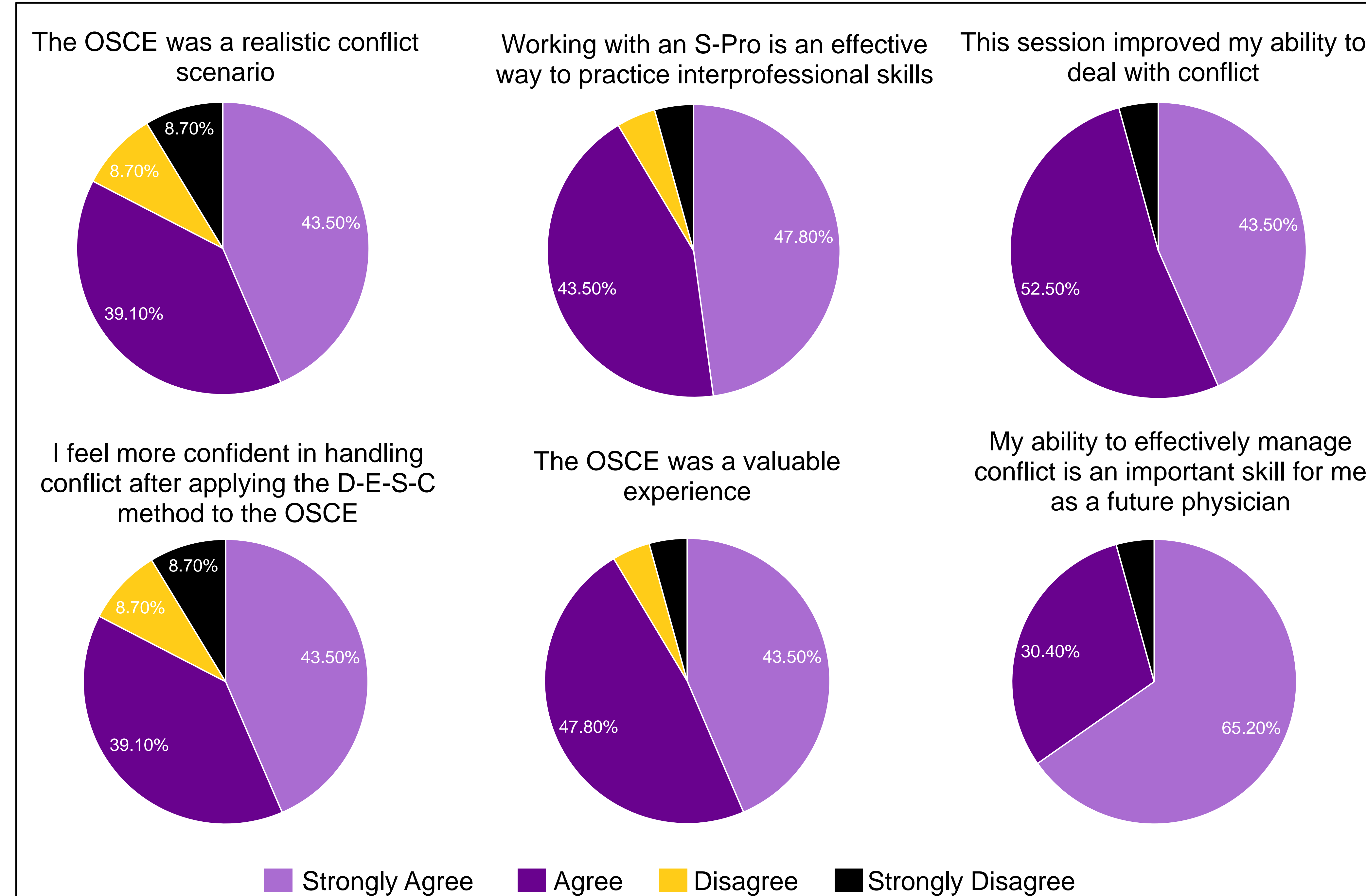


Figure 1. Survey of students taken at the beginning and end of the session. Percentage of students who agreed or strongly agreed to the following statements. Pre-clerkship, n=34, post-clerkship, n=25.

	Pre-clerkship N=34	Post-clerkship N=25
1 Ability to resolve a conflict with another medical student	81%	100%
2 Ability to resolve a conflict with a practicing non-physician provider	58%	95%
3 Ability to resolve a conflict with a resident physician	51%	96%
4 Ability to resolve a conflict with an attending physician	34%	83%
5 Ability to resolve a conflict with a patient	70%	95%



- The pre-survey and post-survey were completed by 34 and 25 students, respectively.
- 85% of students reported that they have observed conflict in the health care setting and 96% of students agreed that the ability to manage conflict is an important skill for future physicians.
- It was reported that the session improved the students' ability to deal with conflict by 96% of the students.

CONCLUSION

- Applying evidence-based conflict resolution techniques with a S-Pro can increase medical students' confidence in managing a conflict in the medical workplace.
- The OSCE script facilitates the assessment of professionalism and communication skills between medical students and other simulated professionals in the context of a required PM&R clerkship.

REFERENCES

- [1] Baldwin DC, Daugherty SR (2008) Interprofessional conflict and medical errors: Results of a national multi-specialty survey of hospital residents in the US. *Journal of Interprofessional Care*. 22(6):573-586
- [2] Lifchez SD, Redett RJ (2014) A Standardized Patient Model to Assess Professionalism and Communication Skills: The Effect of Personality Type on Performance. *Journal of Surgical Education*. 71(3)

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