




## Sources of Conflict & Conflict Resolution in Systems of Care


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## Purpose

- The purpose of this study is to explore the nature and extent of conflicts in systems of care, to determine how these conflicts are perceived by participants and how these conflicts are resolved.
- A second purpose will be to design and implement an alternate dispute resolution approach in several systems of care.


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## Background

- A study by Evans & Armstrong found that issues related to resources often fostered competition rather than collaboration among partner agencies in systems of care.
- Anecdotal evidence was obtained at a roundtable discussion conducted by Thomlinson, Boustead & Blanch that conflicts do arise in systems of care.


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## Literature Review: Sources of Conflict

- Incompatible goals & time horizons
- Scarce resources
- Communication issues
- Overlapping authority & task interdependencies
- Decision making authority
- Status inconsistencies
- Prior history
- Interpersonal relationships


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## Study Design

- Conduct a mail & web survey of key informants in systems of care regarding sources of conflict & their resolution
- Conduct concept mapping in 3-5 SOCs to explore the nature and meaning of conflict
- Review documents and interview key informants in 3-5 sites
- Develop & pilot an alternate dispute resolution technique

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## Progress to Date

- Reviewed the literature
- Developed a survey instrument for the mail & web survey
- Pilot tested the instrument
- Fielded the survey

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**USF HEALTH** **Next Steps**

- Complete the survey and analyze the data
- Select 3-5 sites where we will conduct concept mapping, examine records and interview key informants

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**USF HEALTH** **Concept Mapping**

- Is a structured, participatory process that involves qualitative data collection and quantitative analysis using a software package (The Concept System)
- It provides a way to visually organize the ideas of a group

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**USF HEALTH** **How You Can Help Us**

- Complete our survey. Go to <http://www.surveymk.com/s.asp?u=378411388535>
- Volunteer your site for the concept mapping exercise

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