

## Concept Mapping as a Tool for Understanding Conflict Management within Systems of Care

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## Conflict Facts within System of Care

Results from the needs assessment:

- Conflict within children's systems of care is a common occurrence
- Signs of conflict were apparent during governing board meetings
- Higher levels of conflict are associated with perceptions of less effective Systems of Care (SOC)
- Positive resolution of conflict was associated with more effective SOC's

## Purpose

To better understand how SOC partners handle conflict through the use of a concept mapping process

## Methods

### Concept Mapping

- a structured conceptualization process
- a pictorial or presentation that displays all of the ideas of the group's relative to the identified topic
- Process
  - Brainstorming based on focus prompt
  - Sorting and rating on unduplicated, single idea statements
  - Multidimensional scaling and hierarchical cluster analyses
- Focus Prompt:
 

"One of the things that is done at [Name of community] when we encounter a conflict or disagreement among the participants in our system of care, is . . ."
- Ratings
  - Level of importance
  - Level of effectiveness

## Site Selection and Participants

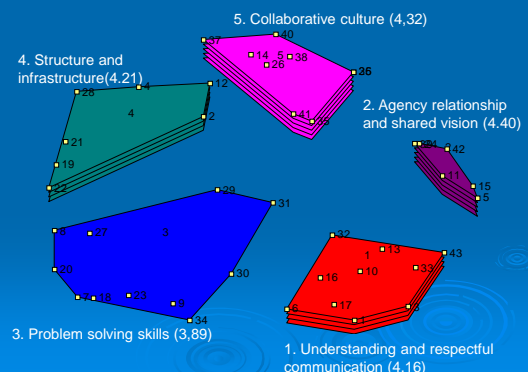
### Selection

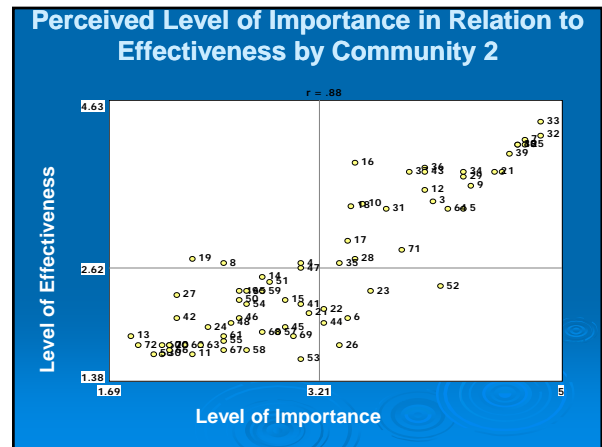
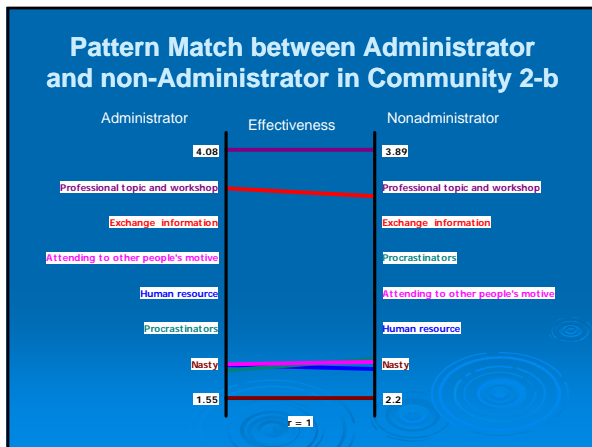
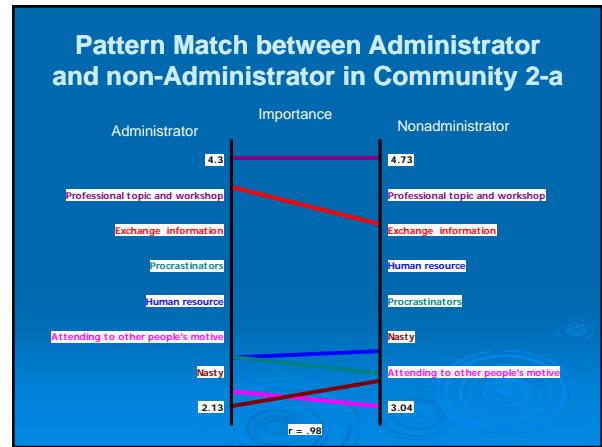
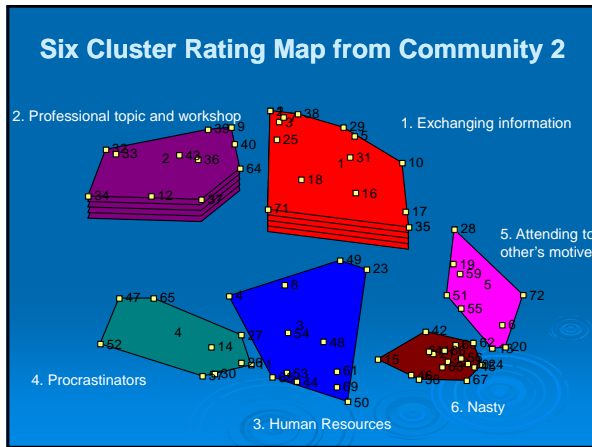
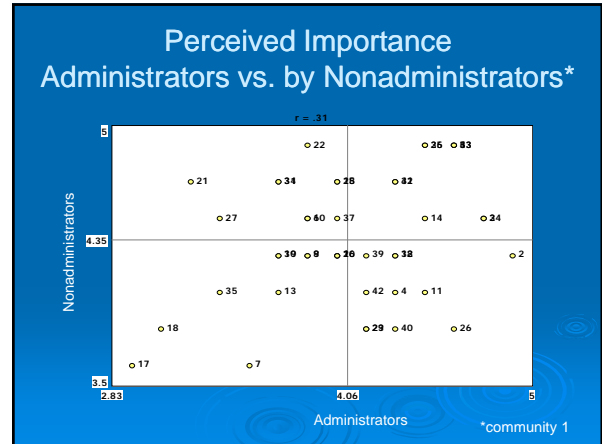
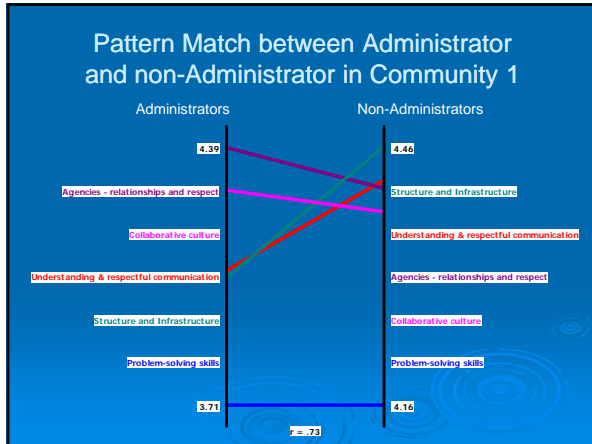
- Stages of development
- Different experiences with conflict
- Willingness of the SOC community

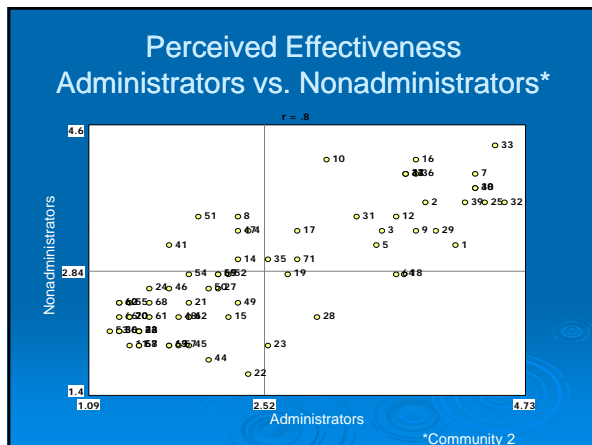
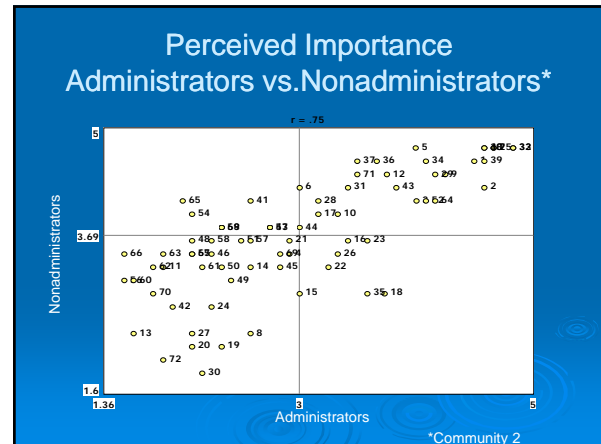
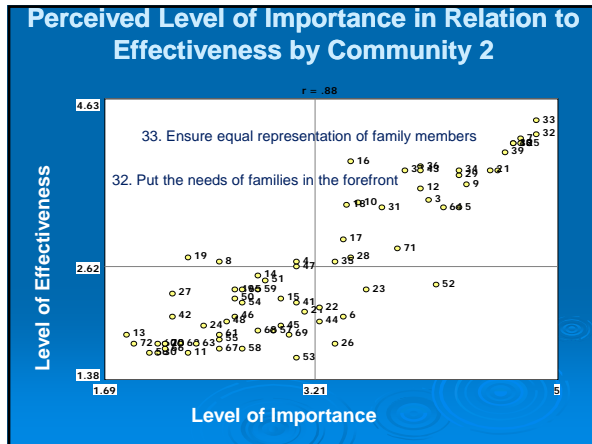
### Participants

- Two SOC communities
  - Community 1 is a graduate System of Care
  - Community 2 is a current System of Care
- Governing board members

## Five Cluster Rating Maps from Community 1







- ### Summary
- Two communities at different developmental stages have a different focus when they encounter conflict
  - The concept mapping serves as:
    - a tool to confirm the community's effort in resolving conflict
    - a tool for understanding ways of dealing conflict within the community
    - a bridge to establish a communication channel to deal with conflict when partners are not comfortable in talking about conflict

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