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

Huey J. Chen, PhD
Roger A. Boothroyd, PhD
Mary E. Evans, PhD
Robyn Boustea, MS
Andrea Blanch, PhD

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 SOCs

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
1. Understanding and respectful communication (4.16)
2. Agency relationship and shared vision (4.40)
3. Problem solving skills (3.89)
4. Structure and infrastructure (4.21)
5. Collaborative culture (4.32)
Pattern Match between Administrator and non-Administrator in Community 1

Perceived Importance Administrators vs. by Nonadministrators*

Six Cluster Rating Map from Community 2

Pattern Match between Administrator and non-Administrator in Community 2-a

Perceived Level of Importance in Relation to Effectiveness by Community 2
### Perceived Level of Importance in Relation to Effectiveness by Community 2

- Level of Importance
- Level of Effectiveness

32. Put the needs of families in the forefront
33. Ensure equal representation of family members

### Perceived Importance

Administrators vs. Nonadministrators*

### 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

### Contact Information

- Huey J. Chen, PhD
  - hchen17@gsu.edu
- Roger A. Boothroyd, PhD
  - boothroyd@fmhi.usf.edu
- Mary E. Evans, PhD
  - mevans@health.usf.edu
- Robyn Boustea, MS
  - robyn.boustead@dmh.mo.gov
- Andrea Blanch, PhD
  - Akblanch@aol.com