

Conflict Resolution in OB/Gyn Case Studies from the Clinic

For each case: Break into Triads ONLY.

Case Study #1: Conflict with Patient

Ob/Gyn clinician is verbally attacked by the patient yet has to remain professional.

Two of the three select a role to play and one person is the assigned observer.

Case Study #2: Consult with Sub-Specialist

Ob/Gyn clinician requests an infectious disease (ID) consult with a specialist for a patient with persistent, recurring urinary tract infection. The specialist physician refuses to do this consult.

Two of the three select a role to play and one person is the assigned observer.

Case Study #3. Scheduling in the Clinic

Walking down the hall, an Ob/Gyn clinician walks straight past two members of the clinic team having a heated exchange. One insists that they must have a shift covered. The other, who created the shift schedule, does not wish to change the schedule because it will require lots of extra work to find a substitute. The physician is expected to intervene and resolve, but they don't have the authority to hold either of the parties accountable for engaging in a solution.

All three play roles. Two are in the conflict as participants, one is the Ob/Gyn clinician who walks down the hall and happens upon the conflict.