Research Paper Outline

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Research Topic: Managing Conflict in a Healthcare Organization

**Outline of the Research**

**Abstract**

The abstract will be a brief summary of the entire research paper, conveying all the basic information that is contained in the research. In this context, the abstract will be more of an insight into the issue under investigation to answer central questions regarding the topic, problem statement, participants, applicable methodology, and results. As such, a look at abstract is aimed at creating an understanding of the research paper.

**Introduction**

This paper will introduce the topic that is ‘‘managing conflict in healthcare organization’’. The aim of the introduction is to hook the readers to the content and elicit interest in the elements under study. In other words, the introduction will present the problem statement, which justifies that indeed the issue under investigation is critical and needs solution by way of research. Introducing the proposed means that this section will contain information on the essence of managing conflicts to create productive work environment, without which the sector would be jeopardizing the health, safety, and wellbeing of patients. The last part of the introduction should be the thesis statement, which contains information on the core of the study.

**The Body of the Research Paper**

The body is arguably the most important part of the paper while it validates the points that the researcher is trying to convey. This section will contain several subparts that supports the arguments of the thesis statement. By the end of the body, the research should have acquired sufficient evidence that validates the claims and offers solutions to the problem statement or the identified research gap. The body will contain the following key sections:

**Literature Overview**. This section contains pieces of literature that have been used support the hypothesis and the theories. In other words, past literature are presented to prove that there is a gap in literature that warrants the current study and enable the researcher to operate the theories, terms, and available evidence. The section adds credibility, dependability, and transferability of the findings of the research, for example, to other healthcare organizations.

**Research Methods**. The methodology section presents information of the means through which data was collected from the participants. For this research, semi-structured interviews of managers and other persons within the healthcare organizations will comprise the major form of methodology used to gather information. This approach will ensure that qualitative information is collected from persons who need a conducive work environment and who are involved in day to day solving of workplace conflicts.

**Analysis**. The information contained in this section is a function of the adopted methodology. In the case of this research, the analysis will comprise qualitative evaluation that formulated a variety of thematic elements, which include sources of workplace conflicts, current methods of resolving conflicts, uniqueness of conflicts within the context of healthcare, and reasons why available resolution approaches have not been effective.

**Results**. The results section will presented the findings of the research. These findings will be a reflection of what the participants perceive to be the major causes of the available conflict resolution methods. The order of importance will be based on the frequency with which the participants view a particular point as a critical consideration. For this reason, the results sections will underpin the proposed solution that this research will recommend.

**Perspectives or Discussion**. The section puts the results into perspective, attempting to explain why conflict exist in healthcare and why they are complicated to address. Through discussion, the research will be able to discuss all the developed themes, thus enabling the reader to connect the various sections and findings to the problem statement that had been identified prior. In other words, the discussion will be a justification of the information that was presented by the participants.

**Conclusions and Recommendations**

Conclusion will not draw the readership to new information but rater provide glance into the entire study by summarizing the major taking points. Recommendations will further support the thesis while it justifies the solution that the study sought to present. This final section will also contain information on the impact for future study and practice.

**Intended Direction of the Research Paper**

While there are numerous perspectives regarding handling of organizational conflicts, this research study will seek to assess the efficacy and effectiveness of using incident reporting systems to curb negative work practices. Healthcare organization have utilized different approaches, which include workplace education and conflict handling committee to try and minimize workplace conflicts. Workplace education has focused on teaching colleagues strategies to prevent or eliminate conflicts, such as dealing with the situation that is causing misunderstandings, being thorough in thinking and reacting, involving a mediator, apologizing, and using appropriate communication strategies and skills, among others. This strategy does recognize that every individual has a duty in preventing or mitigating conflicts but does not address the numerous conflicts that go unnoticed or unreported by individuals within the healthcare organization. He current study will focus on how a healthcare organization can use incident reporting systems to address and reduce conflicts, which makes the research unique while it will leverage the advancing healthcare technology.

**Abstract and Subsequent Findings**

Conflicts are inevitable in every workplace, which means that healthcare organizations are not immune. Conflicts can have devastating effects in the workplace, which include low patient satisfaction, ineffective teams, high turnover of employees, and low quality of services. According to research, enhancing conflict resolution skills of employees can be vital in solving conflicts, this increasing productivity, enhancing team efforts, reducing turnover, and improving quality of services provided. However, it is important for healthcare organizations to increase awareness to conflicts that are occurring the organization to better formulate practical strategies of management. The current study sought to analyze the importance of incident reporting systems in identifying situations of conflicts before they become severe, thus supporting timely response and resolution. He research uses a qualitative approach based on semi structured interview to determine how organizations can use these system to realize efficiency of conflict resolution. The results indicated that there is tendency to not report situations of conflicts, which further create fragmented relationships between colleagues. Therefore, the findings underline the extent to which reporting system can aid efforts to manage conflicts within healthcare organizations.

**Scholarly Sources Contributing to the Topic**

Angelo, E. (2019). Managing interpersonal conflict. *Nursing Management (Springhouse), 50*(6), 22–28. doi: 10.1097/01.numa.0000558479.54449.ed.

This article seeks to explore the interpersonal elements and characteristics that propagate workplace conflicts. Some negative behaviors such as aggressiveness, victimization, and defensiveness have proved to be critical in causing conflicts and hindering change or resolution efforts. By integrating an understanding of these elements in conflict resolution methods, an organization is better placed to succeed in eliminating or reducing conflicts. The article, therefore, is a perfect method source for the study.

Hewitt, T., Chreim, S., & Forster, A. (2016). Incident reporting systems: a comparative study of two hospital divisions. *Archives of Public Health, 74*(1). doi: 10.1186/s13690-016-0146-8.

This comparative case provides critical overview of the use of incident reporting systems. The findings indicated differences emerging from such aspects as subcomponents of reports, investigation protocol, learning from reporting, and feedback processes. This article therefore leads to the realization that unique dynamics of the organization have to be considered during the implementation phase.

Hewitt, T., Chreim, S., & Forster, A. (2017). Sociocultural factors influencing incident reporting among physicians and nurses. *Journal of Patient Safety, 13*(3), 129–137. doi: 10.1097/pts.0000000000000130.

This article explore voluntary reporting in the context of healthcare. The researchers recognize that these systems have not been overly successful due to such aspects as fear of blame. An understanding of these personal beliefs and views can help organization implement systems that support confidentiality. There is need to ensure that practitioners are comfortable using these systems before an organization can even proceed to use them in the conflict management sphere.

Jerng, J.-S., Huang, S.-F., Liang, H.-W., Chen, L.-C., Lin, C.-K., Huang, H.-F., … Sun, J.-S. (2017). Workplace interpersonal conflicts among the healthcare workers: Retrospective exploration from the institutional incident reporting system of a university-affiliated medical center. *Plos One, 12*(2). doi: 10.1371/journal.pone.0171696.

This article proposes that that incident reporting systems, which have been used to promote safety, could be used to resolve workplace interpersonal conflicts. These systems enhance workplace communications, which means that they can be an important resource in understanding the nature of and solving workplace conflicts. The article, therefore, is directly correlated to my proposed research, and thus, will be used both as a method and exhibit source.

Mckibben, L. (2017). Conflict management: importance and implications. *British Journal of Nursing, 26*(2), 100–103. doi: 10.12968/bjon.2017.26.2.100.

This article recognizes that healthcare settings have to deal with conflicts just like all other sectors. Some of the major causes of workplace conflicts include poor leadership, response to change, and weak interpersonal relationships. This article recognizes that resolving conflicts can lead to provision of better care, thus emphasizing the importance of understanding the nature of conflicts, addressing the causes, maturing team dynamics, and applying effective leadership. As such, this journal article is an indispensable background source in this research.

References

Angelo, E. (2019). Managing interpersonal conflict. *Nursing Management (Springhouse), 50*(6), 22–28. doi: 10.1097/01.numa.0000558479.54449.ed.

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