Decreasing Dialysis Patient/Provider Conflict Tracking Tool

Number of Patient/Provider Conflicts by Month
Facility Name: St. Elsewhere

Level of Patient/Provider Conflicts by Month
Facility Name: St. Elsewhere

- Is there a pattern? What happened here? Look at Level of Conflict Graph.
- Note a big increase in Level 1 conflicts. Look for commonalities or patterns by reviewing Conflict Log and Causes of Conflict graph.

<table>
<thead>
<tr>
<th>Level</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
<th>Oct</th>
<th>Nov</th>
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Physical Environment
- Treatmen
t Related
- Staffing
- Professio
nalism/Train
ing
- Financial Nonadher
ence

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<tr>
<th>Physical Environment</th>
<th>Jan</th>
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<th>June</th>
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<th>Oct</th>
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<th>Dec</th>
</tr>
</thead>
</table>
| Treatmen
t Related | 1   | 1   | 1   | 1   | 1   | 1    | 1    | 1   | 1    | 0   | 0   | 0   |
| Staffing            | 1   | 1   | 1   | 1   | 1   | 1    | 1    | 1   | 1    | 0   | 0   | 0   |
| Professio
nalism/Train
ing | 1   | 1   | 1   | 1   | 1   | 1    | 1    | 1   | 1    | 0   | 0   | 0   |
| Financial Nonadher
ence | 1   | 1   | 1   | 1   | 1   | 1    | 1    | 1   | 1    | 0   | 0   | 0   |
Causes of Patient/Provider Conflict by Month
Facility Name: St. Elsewhere

- Physical Environment
- Treatment Related
- Staffing
- Staff Professionalism/Training
- Financial
- Nonadherence
- Scheduling/Transportation
- Disruptive Behavior
- Other

Review Conflict log for repeat staff and/or patient conflicts.
Review Conflict Documentation Forms for interventions.
Decreasing Dialysis