

**Sent:** Thursday, October 08, 2009 3:39 PM

**Subject:** Important Message from UCSF Nurse-Physician Council

**A Message from the Nurse-Physician Council**

Dear UCSF Residents and Fellows,

The Nurse-Physician Council, composed of 7 nurses and 7 resident/fellow physicians, was established to:

- Improve patient care
- Enhance collegial collaboration
- Strengthen communication

Our first goal has focused on finding a way to productively resolve nurse and physician interpersonal/ professional conflicts currently reported on the incident reporting system. These reports can be slowly processed and are often times viewed as punitive. As a new pilot program, the Conflict Facilitation Service is now offered by the Spiritual Care Services to address nurse/physician interpersonal conflict. Conflict mediation hours are now offered from 5-6 PM, Monday through Friday, for UCSF nurses and physicians at Parnassus and Mt. Zion.

In the event of a nurse and physician interpersonal/ professional conflict, please call 415-514-6400 to access the new service. Either party needing help resolving this type of interpersonal conflict can call this number and leave a brief message asking for assistance. A trained expert from Spiritual Care Services will follow up to arrange a meeting for both parties involved during scheduled hours.

It is our hope that this service will be an effective and timely system to ultimately improve communication, thereby improving patient care. Our council has tried to develop a process that will improve how nurses and physicians work through conflicts, while keeping safe patient care a priority.

Thank you,

The UCSF Nurse-Physician Council