Implementing a Conflict Management Framework (CMF) on Paediatric Wards
Dr Natasha Tisovszky, Paediatric Registrar

- **Aim:** To introduce a framework which aids staff in managing conflict with families in order to reduce time spent on conflict and severity of conflict

- **Findings:** Time spent on conflict below median for 13 weeks once CMF commenced (see below). No reduction in conflict severity or time (in days) between conflict.

![Time Spent Resolving Conflict (minutes per week)](chart)