

**Problem solving and conflict resolution during the SICU rotation:**

Any issues or concerns regarding education, call schedule, work hours, interpersonal relationships, etc. that develop during the SICU rotation should be addressed in a professional manner. The Critical Care Faculty and Fellows are committed to the education and well being of the residents and to excellence in the care of our patients. Standard, professional procedure in conflict resolution calls for:

1. a clear and concise expression of the issue at hand.
2. appropriate attempt to find a resolution to the problem.

These steps should be undertaken with the involved parties first. In almost all situations, those individuals immediately responsible for an issue should be given the opportunity to rectify the situation before others are involved. If full resolution cannot be attained, then the issue must be put forth to those in supervisory roles in a “real-time” manner. Retrospective conflict resolution is fraught with problems and is frequently inaccurate. The Critical Care Fellow within the SICU is the immediate supervisor for issues regarding call schedules, lecture schedules, etc. If you are unclear of the appropriate supervisor, please communicate directly with Dr. May.

If issues are not communicated to the appropriate persons, then they must be assumed to be of insufficient merit to address. If a full resolution of an issue is not attained to everyone’s satisfaction, then it must be communicated to Dr. May at that time. Dr. May will make every possible effort to resolve the conflict to the satisfaction of all parties. If further redress is needed, progression along established supervisory lines and/or policies delineated in the Vanderbilt Staff Handbook should be followed.

---

Student / Resident / Fellow Signature

**My signature above indicates that I have read, understand, and agree to approach conflict resolution as outlined above.**