

Understanding and Managing Conflict in Neonatal Healthcare

New E-learning course available on NHS England elfh platform



Interactive e-learning course

<https://learninghub.nhs.uk/Resource/58467/Item>



I know from my own experience how upsetting and damaging conflict can be for everyone involved and I'm really pleased to be introducing this e-learning programme about managing conflict in neonatal care.

Ngozi Edi-Osagie, National Clinical Director for neonatal care and consultant at Manchester University NHS Trust

Introduction

Every year, more than 90,000 babies- approximately one in seven babies born in the UK – are cared for in a neonatal unit. So perhaps it's not surprising that sometimes conflict can arise between family members and the teams looking after their baby. Especially when the clinical and emotional stakes can be so high.

This interactive e-learning course has been developed for NHS England in partnership with the Medical Mediation Foundation (MMF) It provides health professionals working at all levels in neonatal care with an essential toolkit for recognising, managing and de-escalating conflict between families and neonatal healthcare teams.

The content has been developed with the support and expertise of health professionals and parents / carers who have had direct experience of conflict in neonatal healthcare. It is



“You're just surrounded by this world that you didn't even know existed and you just have to get to know it because it's suddenly become your life”

Father describing his experience of being on a neonatal intensive care unit with his baby.

What the course offers

For those working in a neonatal healthcare settings with little or no experience of managing conflict, this course gives you the tools to recognise conflict early and approach it with confidence.

For those with more experience of managing conflict in neonatal care , the course provides a range of different perspectives and additional skills to help navigate these complex and challenging situations.

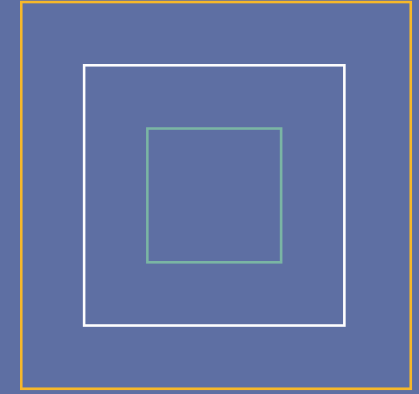
The module contains:

- Interviews with parents and health professionals
- Role play vignettes by actors
- Short conversations by facilitators highlighting key themes to support your learning.
- Exercises and quizzes to build your expertise.

An introduction to the causes and impact of conflict in neonatal healthcare

Skills and strategies for de-escalating and managing conflict in neonatal healthcare

Learning Objectives



By the end of this module you should be able to:

- Recognise and understand the causes, impact and consequences of conflict in neonatal healthcare settings
- Use strategies and skills to help you manage conflict and challenging conversations with families in neonatal healthcare
- Acknowledge conflict and engage with families and caregivers confidently and compassionately if conflict arises.

Course Content

Part 1:

Explores the causes and consequences of conflict

in neonatal care settings

Part 2: teaches key communication skills and

strategies for managing and preventing conflict in





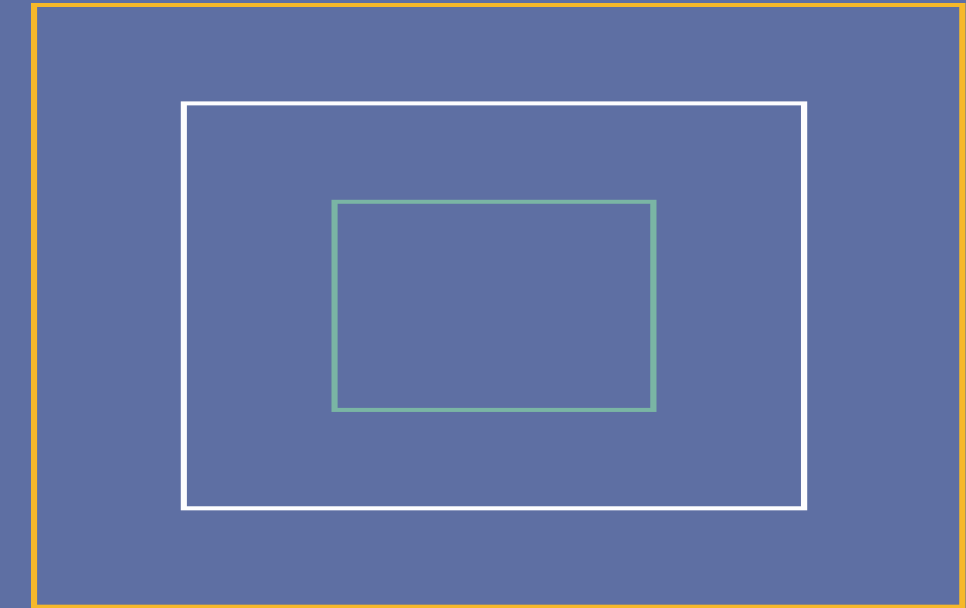
Quotes

“You have to remember that these parents are coming from a place of fear often and fear of the unknown and the fact that they're grieving for the loss of the normal, and they're in a situation that they have probably not been very well-prepared for often.”

Neonatal care co-ordinator.

“It's not what the books say. It's not what the movies say. It's not how you're taught. It's not how you've seen your friends or family members have children and leave hospital and then, yeah. So you almost feel like there's, there's a third parent, but that third parent changes with every shift. “

Mother



MMF Course Facilitators

The MMF team has a wealth of experience in conflict management from professional backgrounds including medicine, mediation, law and ethics.



Sarah Barclay

Founder & Director

Sarah founded The Medical Mediation Foundation in 2010 and is its co-director. She is an accredited mediator, specialising in mediating disagreements between parents and health professionals about the care and treatment of children. She has an MA in medical ethics and law and is a former BBC medical journalist.



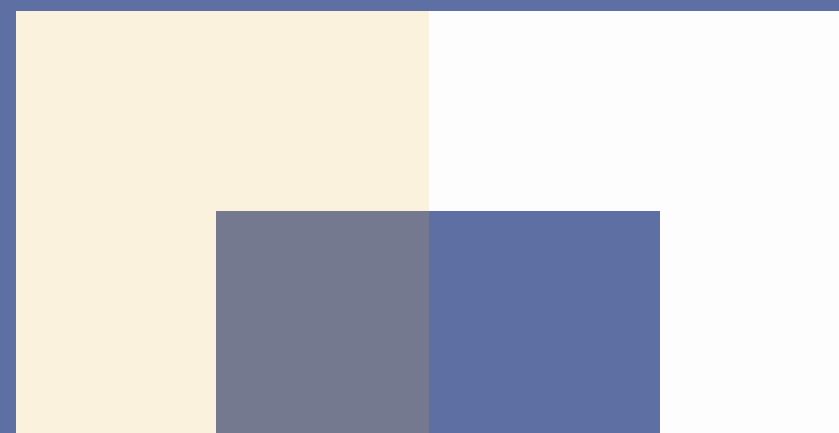
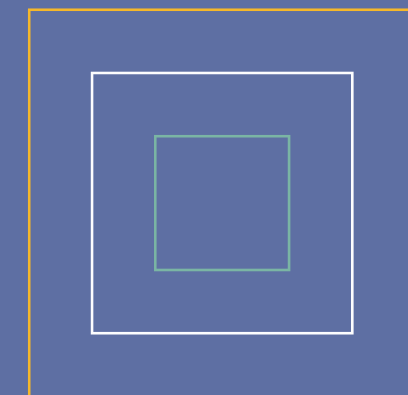
Dr Esse Menson

Mediator, Trainer and Coach

Esse became a consultant paediatrician in 2006 and an accredited mediator in 2014. In 2012, she helped develop the Evelina Resolution Project with MMF while she was a consultant at the Evelina London Children's Hospital.

How to access the neonatal e-learning module

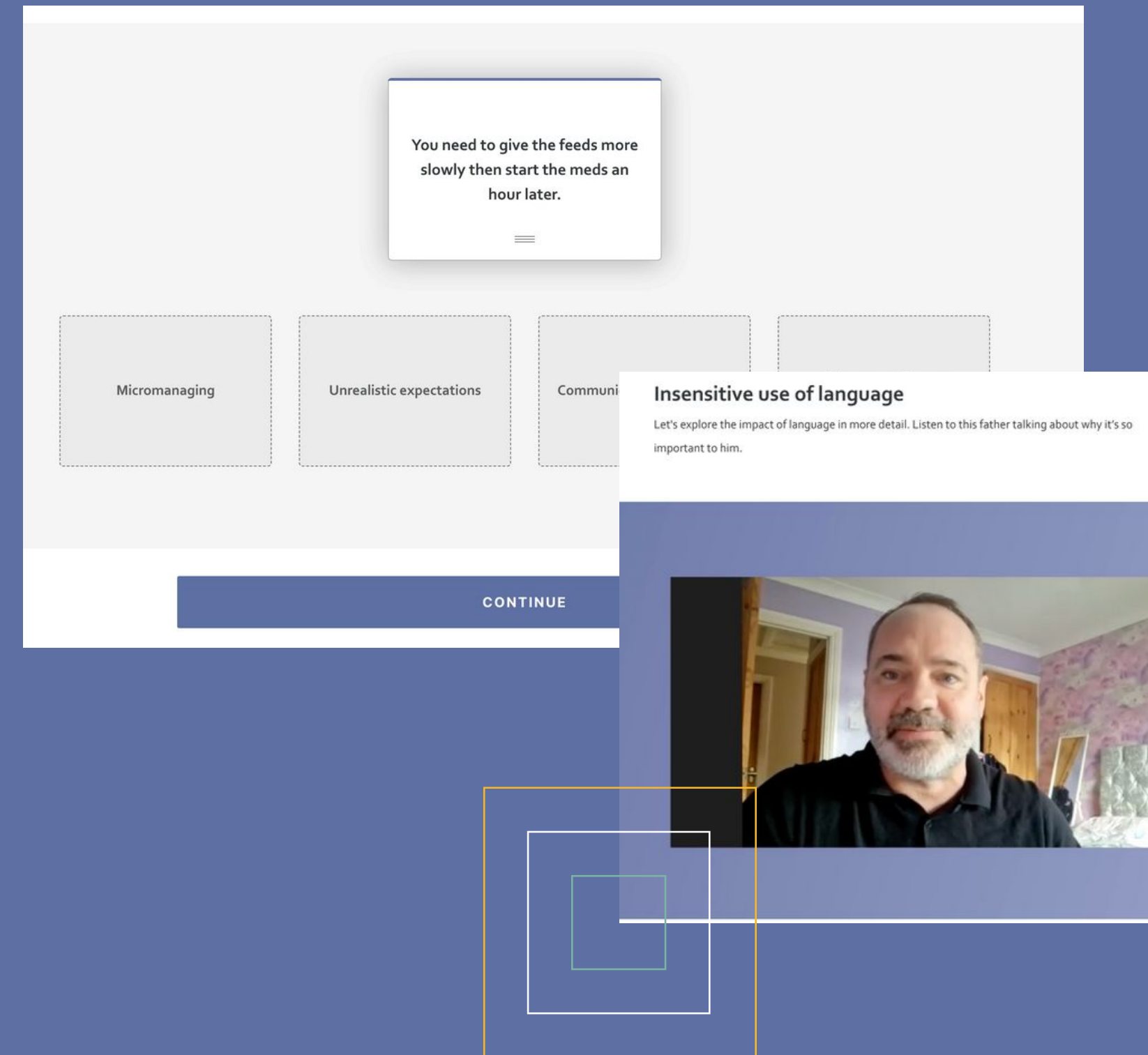
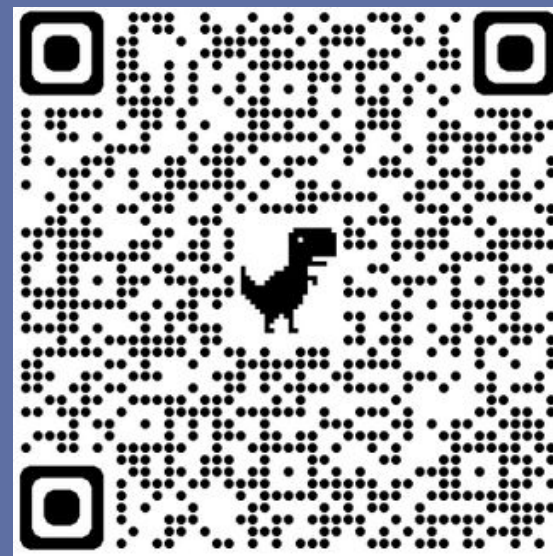
To access the course via the NHS England elfh platform, scan the QR code or visit
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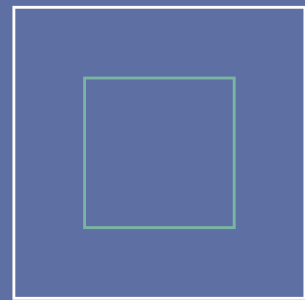


You can also access our Foundation e-learning modules on managing conflict in children's

healthcare:

via the NHS England elfh platform, scan the QR code or visit <https://tinyurl.com/onlineconflicttraining>





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