

**Standard LD.02.04.01**

The [organization] manages conflict between leadership groups to protect the quality and safety of care.

**Elements of Performance for LD.02.04.01**

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- 1 Senior managers and leaders of the organized medical staff work with the governing body to develop an ongoing process for managing conflict among leadership groups.
- 2 The governing body approves the process for managing conflict among leadership groups.
- 3 Individuals who help the hospital implement the process are skilled in conflict management.  
Note: These individuals may be from either inside or outside the hospital.
- 4 The conflict management process includes:
  - Meeting with the involved parties as early as possible to identify the conflict.
  - Gathering information regarding the conflict.
  - Working with the parties to manage and, when possible, resolve the conflict.
  - Protecting the safety and quality of care.
- 5 The hospital implements the process when a conflict arises that, if not managed, could adversely affect patient safety or quality of care.

