



Disruptive Behaviors in caregivers on technical platforms in France

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Introduction / Aim :

The production pressure in the technical areas and the operating theater in hospitals can generate tensions in medical teams. Conflicts impact the quality of care and affect the health of caregivers. Improving team cohesion could contribute to the decrease in psychosocial disorders. Team cohesion is poorly performed in French hospital. The Committee of Anesthetist's Occupational Health (SMART) of the French College Of Anesthetists and Intensivists (CFAR) conducted a study making an inventory of interprofessional conflicts on the technical areas and propositions for conflicts resolution and team cohesion.

Method and Results :

Declarative study using an online questionnaire from November 7th to December 20th 2018, available on www.cfar.org and distributed to the professional organizations of the different actors of the technical platforms.

Discussion and Conclusions :

Operating theater and technical areas where anesthetists are working with others health professionals are under pressure in French hospitals. Verbal abuse may be considered as an "everyday" condition. The caregivers do not feel to be prepared to face them.

So the SMART Committee have launched in March 2019, with more than 40 partners, a wide campaign intitled « 1 Patient 1 Team » for conflict prevention on technical platforms and development about ten tools (available on www.cfar.org/1Patient1Equipe/) such as visuals, a charter of good conduct, conflict management training, and cognitive help for conflict analysis to help teams to identify root causes and promote team cohesion.

