

**МІНІСТЕРСТВО ОХОРОНИ ЗДОРОВ'Я УКРАЇНИ
БУКОВИНСЬКИЙ ДЕРЖАВНИЙ МЕДИЧНИЙ УНІВЕРСИТЕТ»**



МАТЕРІАЛИ

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Конференція внесена до Реєстру заходів безперервного професійного розвитку,
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the Ministry of Healthcare from 2012 to 2021); information-analytical and statistical methods have been used.

Results. Attention is drawn to the fact of the significantly high prevalence of cystitis among children aged 15-17 years, especially in Chernivtsi region as during period I (8.9 ± 0.8 vs 4.4 ± 0.7 in Ukraine), so during period II (11.9 ± 1.1 and 5.8 ± 0.8 , respectively, per 1000 people). Moreover, over the years, the growth of indicators acquires intensity, while this process is more than twice as pronounced in the region. Thus, the growth rate was 65.4% in 2012–2016, 90.5% vs 27.9% and 32.9% in Ukraine in 2017-2021.

Conclusions. Against the background of a decrease in the specific weight of patients with chronic cystitis in Ukraine, in the region where the majority of girls, during 2017 – 2021, there is a significant increase in their number: among children 0-14 aged years by 60.8%, adolescents - by 47.6%. The obtained peculiarities are consistent with the nature of changes according to intensive indicators.

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ANALYSIS OF THE MANAGEMENT OF CONFLICT SITUATIONS IN MEDICAL ORGANIZATIONS

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Introduction. By the nature of their work, every medical worker is forced to communicate with both colleagues and patients. The chosen style of behavior in conflict situations depends on individual characteristics of behavior, such as temperament, communication and organizational skills, level of aggressiveness in relationships. The ability to understand the nature of conflicts, differentiate their components and carry out work on their resolution is an important component of the professional training of managers of medical organizations.

The aim of the study. To identify the socio-psychological causes of conflicts and the ways to resolve them in health care organizations.

Material and methods. 582 doctors, middle and junior medical staff participated in the study. The survey was conducted in 2021 anonymously in the form of an individual questionnaire in order to determine the relationship between conflict situations and the effective work of medical institutions. Age composition of respondents: from 18 and older. Used methods: epidemiological, medical and statistical.

Results. Analyzing the answers to the question: "How often do conflict situations arise in your team?" - 18.5% of respondents noted "very often", 54.2% - periodically, 21.2% - sometimes, and 6.1% were never involved in a conflict at the workplace. Moreover, the hypothesis that with all the negative attitude towards conflicts in the medical team conflicts most often arise between managers and subordinates, was not fully confirmed among colleagues. At the same time, considering the attitude of medical workers to ongoing conflicts, the following data was obtained: 65% have a negative attitude to conflicts, 26% - more negative than positive, 9% - positive. On the basis of the received data, an analysis of the causes of conflicts was carried out. Indicators of answers to the question: "Specify the causes of conflicts in your team?" look in the following way: the largest number of respondents (55.7%) noted the option "struggle for the position"; somewhat less (48.8%) rated the answer "envy of each other"; almost 2 times less (29.6%) was the answer "high ambitions of individual employees"; the least (15.2%) - "low level of professionalism of employees". None of the respondents mentioned other reasons.

Conclusions. An organization of any level cannot exist without facing the problem of conflict. Our research gives a clear idea that, in general, in medical institutions there is a need for changes in almost all spheres of activity: work organization, composition of management, system of remuneration.