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### **Conflict Management in Surgery: The Impact of Third Party Consultation**

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This one-year study describes the impact of a third party consultation intervention in an operating room of a major medical center. The results show statistically significant levels of improvement on all six subscales of the Group Behavior Inventory, as well as improvements in group effectiveness, honest communication, comfort discussing organizational problems, and interpersonal trust. Additional results include an increase in the availability of surgical supplies and equipment, a 95% decline in physician abuse of scheduling privileges, a decrease of verbal abuse of nurses by physicians, the reconvening of the OR Standards Committee, and a decrease of nursing turnover from 30% the previous year to zero.

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