

ABSTRACT

Research Objective: This study aims to clarify aspects of interprofessional conflicts and the required support in Japanese medical teams.

Methods: Through literature research, 34 domestic and foreign documents were selected for analysis. After summarizing the outline of the targets using NVivo software, the information gathered was integrated and organized.

Results: The conflicts between professionals include (1) *individual introspection, self-responsibility, feeling of insufficiency*; (2) *misplacement of emotions with other occupations, dissatisfaction with relationships*; (3) *lack of communication (goal sharing, situation sharing, role sharing, mutual understanding)*; and (4) *difficulty to obtain organizational support (insufficient support from line department, weak professional support from staff department)*. To cope with those conflicts, there are *avoidance and self-restraint, adapting by self-effort, collaboration to achieve team goals and compromising and considering conflicts as opportunities (recognize conflicts, seek to resolve conflicts, act, consult, and dialogue to overcome conflicts and grow the team)*. Support for interprofessional conflicts includes *educational support (effective communication skills, understanding of other occupations and enlightenment of mutual acceptance)*, *psychological support (allowing opinions to be expressed, creation of educational opportunities for professionals to learn and grow together)* and *organizational support (support by the organization and utilization of resources)*.

Discussion and conclusions: The content, response, and support of interprofessional conflicts are relevant, and have led to interactions within individuals, teams, and organizations. In order for professionals to collaborate and promote teamwork in medical teams, it is essential to ensure environmental and psychological safety to deal with conflicts. It is necessary to work on issues with problem-focused coping and goal-achievement thinking, and support and management. Since those conflicts are unlikely to become apparent, ensuring psychological safety and thinking about achieving goals, and supporting the team, including the line department and staff department, provide a place for teams to learn and grow together. As such, interprofessional conflicts are deemed an opportunity for multi-disciplinary teams and professional individuals to develop.