







شبكة المعلومـــات الجامعية التوثيق الالكتروني والميكروفيا.



جامعة عين شمس

التوثيق الالكتروني والميكروفيلم



نقسم بللله العظيم أن المادة التي تم توثيقها وتسجيلها على هذه الأفلام قد اعدت دون آية تغيرات



يجب أن

تحفظ هذه الأفلام بعيداً عن الغبار

40-20 في درجة حرارة من 15-20 منوية ورطوبة نسبية من

To be kept away from dust in dry cool place of 15 – 25c and relative humidity 20-40 %







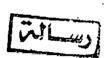


ASSESSMENT OF NURSES' S CONFLICT IN CRITICAL CARE UNITS

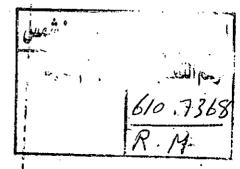
Thesis

Submitted For Partial Fulfillment of the Master Degree In Psychiatric Mental Health Nursing

By
Radwa Mahmoud Hassan
Bsc. In Nursing Science



Faculty of Mursing Ain Shams University 2011



Ć

Å.

ASSESSMENT OF NURSES'S CONFLICT IN CRITICAL CARE UNITS

Thesis

Submitted For Partial Fulfillment of the Master Degree In Psychiatric Mental Health Nursing

Under Supervision of nab doub

Prof. Dr. Zeinab Lotfi

Professor of Psychiatric Mental Health Nursing Faculty of Nursing – Ain Shams University

Dr. Mona Hassan

Lecturer of Psychiatric Mental Health Nursing Faculty of Nursing – Ain Shams University

Faculty of Nursing Ain Shams University 2011 . ŧ, 11 , •

Acknowledgement

First and foremost, I feel always indebted to ALLAH the most merciful who gave me the power to accomplish this work.

I would like to express my deepest thanks and gratitude and sincerest appreciation that are due to **Prof. Dr. Zeinab**Lofty, Professor of Psychiatric Mental Health Nursing, Faculty of Nursing, Ain Shams University, for her patience help, constructive criticism, she gave me much of her valuable time that this work has come to light.

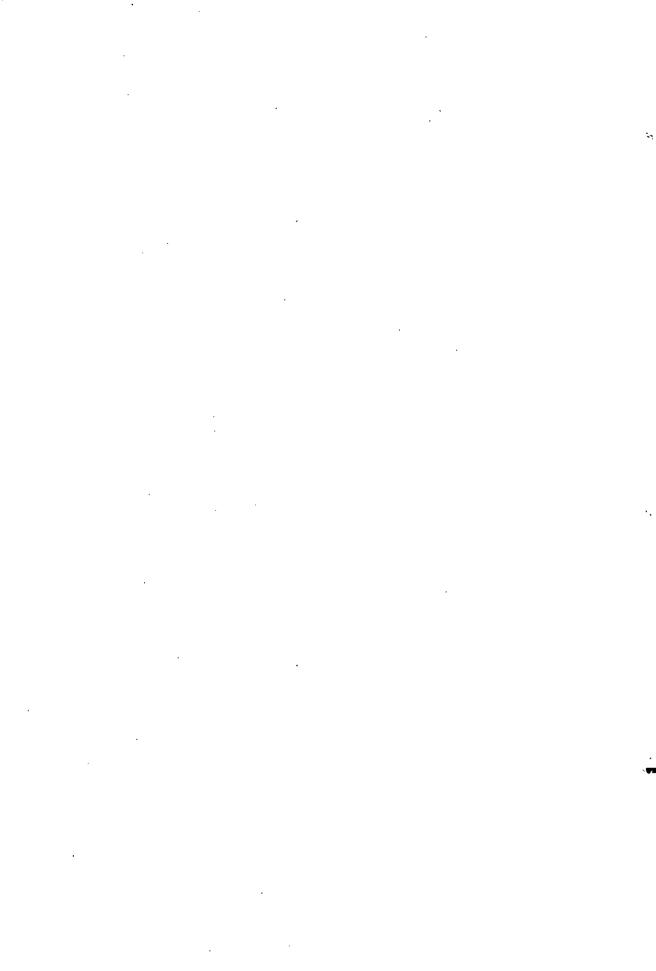
I also express my deepest thanks to **Dr. Mona**Hassan, Lecturer of Psychiatric Mental Health Nursing

Faculty of Nursing, Ain Shams University for her helpful
advice and continuous encouragement was quiet valuable,
may thanks to her experienced guidance and encouragement
in a accomplishing this work.

Many thanks and appreciation to all those who generously gave me time to fill in the forms used in this work. Without their help and cooperation, this study would have never been completed.

My deepest appreciation both to all persons who helped me during the accomplishment of this work and my friends for their continuous enthusiasm and support.

Radwa Mohamed





I would like to dedicate this thesis to soul of my (Father)

L Sunshine Mother; to her I will never find adequate words to express my gratitude.

Also my beloved family, especially my Sister for dealing so patiently, tactfully during this work.

.

LIST OF CONTENTS

Title	Page No.
Introduction 1	
Aim of the Study4	
Review of Literature5	
0	Definition of conflict5
0	Causes of conflict7
0	Impact of conflict in the work place15
0	"What is liaison psychiatry?"15
0	"What is the nature of the critical care nurse?"17
0	"How important is a supporting relationship
	of the nurse to patients and families?"19
0	"How can the liaison psychiatrist help nursing
	administration?"20
0	Sources of conflict22
0	Functional and dysfunctional conflict23
0	Conflict process24
0	Types of conflict27
0	Dealing with conflict
0	Patterns of Conflict
0	Critical care nursing38
Subjects and Methods	
Results	48
Discussion	65
Summary .	80
Conclusion	
Recommendations	
References	
Appendix .	
Arabic Summary	

