

Assignment

Applying the Prisoner's Dilemma to Conflict Resolution in Healthcare Settings

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Date

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The emergency room screenplay featuring Dr. Collins and Dr. Waxman represents a typical case of conflict in a high-stress situation, like the Prisoner's Dilemma game in game theory circles. This dilemma shows just how self-defeating individualistic decisions can be in the absence of cooperation. Such conflicts can affect inefficient patient care and create severely strained working relationships within the healthcare setting. Looking at the chaos in the ER, Dr. Collins is expecting a hard talk with Dr. Waxman about patient admissions policies. The other angel of mercy is Dr. Waxman, who must work within the constraints imposed by his situation in the Intensive Care Unit (ICU), and he frets over what he sees as ill-considered referrals from ER personnel. The essay highlights a commonly occurring problem in healthcare settings: departments tend to work in silos, which can lead to the breakdown of communication and resultant conflict when making decisions.

In the Prisoner's Dilemma, this situation can be analogous to two prisoners who choose unilaterally without trusting each other and self-deliver themselves into mutual betrayal (What Is the Prisoner's Dilemma? - Instant Egghead #9, n.d.). Likewise, if Dr. Collins and Dr. Waxman continue to work independently without regard for each other's needs or lack of understanding about the other doctor's field, quality patient care may suffer—a lose-lose situation in which everyone loses but doesn't gain anything extra on either side. The essence of resolving such conflicts is to change a competitive attitude into one of cooperation. Making this change requires open lines of communication, understanding others' problems, and putting patient care above departmental interests. Dr. Collins and Dr. Waxman can move forward in finding common ground by acknowledging each other's pressures and constraints.

Integrative bargaining attempts to create win-win outcomes through cooperation. The ER and ICU case: in this situation, it would mean joint discussions to realize each department's capabilities as well as its limitations, together developing standards for patient transfers between departments that take account of both sides' needs (William Ury: Getting to Yes, n.d.). Such cooperation can only be achieved through regular channels of communication between the ER and ICU. They could take the form of scheduled meetings to discuss problems, joint training courses for learning how each department works and what kinds of difficulties it faces, or agreement on standardized procedures in patient care. Following these steps can help create an environment of mutual respect and working together, which is so important in high-pressure areas such as healthcare.

In addition, a harmonious atmosphere depends on strong leadership. Hospital administrators need to encourage cooperation between departments and provide channels for open discussion. They should also acknowledge work that leads toward common solutions. The importance of an organizational culture that emphasizes teamwork, transparency, and group goals in order to reduce conflicts within occupations is obvious. It can also help improve overall patient care.

In this case, the scene between Dr. Collins and Dr. Waxman, when viewed through the Prisoner's

Dilemma, highlights not only bilateral damage but also illustrates how taking individual action can lead to extreme harm in healthcare decision-making. It stresses cooperation in crisis resolution and decision-making. Effective internal communication and leadership enable integrative bargaining, which turns combative exchanges into problem-solving opportunities built on close collaboration and mutual understanding. This transition is necessary to offer patients efficient and high-quality care and improve healthcare professionals' working relationships. Cooperation between departments is essential in today's fast-paced medical world. It's essential for patients' and health care's sake.

References

What Is the Prisoner's Dilemma? - Instant Egghead #9. (n.d.). Wwww.youtube.com. Retrieved December 17, 2023, from <https://youtu.be/jUTWcYXVR5w>

William Ury: Getting to Yes. (n.d.). Wwww.youtube.com. Retrieved December 17, 2023, from https://youtu.be/-c-SUdBoD6M?si=WA14mMy0ZJc-_9jC



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