

WHAT IS THE CULTURE (I.E., VALUES AND BELIEFS) OF A PEDIATRIC EMERGENCY  
DEPARTMENT (ED) IN PROVIDING CARE TO CHILDREN/YOUTH WHO ARRIVE IN THE ED  
PRIMARILY FOR CARE REGARDING A MENTAL HEALTH CONCERN?

by

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Nurses function in a complex web of relationships including other nurses, supervisors, patients, and physicians. They are guided through these challenges with the task of managing these relationships by professional standards; yet often experience role confusion, conflict, and incompatible goals (Arthur & Randle, 2007; Gardner & Chang, 2007; Nicotera, Mahon, & Zhao, 2010).

Willingness to actually confront conflict is important to end cycles of learned helplessness, as these cycles begin when an individual feels helpless to alter a typically negative course of action or consequence. Nurses experience intergroup conflict inside the nursing unit and this frustrates their goals and hinders patient care (Cox, 2003; Swearigen & Liberman, 2004). Nurses highly identified with their profession, role, and unit/floor/small group may desire to stay with these respective groups and are those most willing to counteract negative group norms and feel less of a sense of helplessness on the job (Moreland, 2012).

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Moreland (2012) notes that nurses function in multifaceted interactions with other health professionals and patients guided by professional standards; yet many often experience role confusion, conflict and difficulty. Moreland was drawing on the work of (e.g., Arthur & Randle, 2007; Baker, 1995; Cox, 2001; Gardner & Chang, 2007; Nicotera, Mahon, & Zhao, 2010; Redekopp, 1997). Moreland continues to note that one's willingness to address conflict is essential to end bouts of learned helplessness, as these bouts occur when one feels helpless to change a particular situation. Specifically, she points out

that nurses who experience inter-professional conflict in their professional environment which can impede patient care (Cox, 2003; Swearigen & Liberman, 2004).

Moreland (2012) argues that nurses highly identified with their professional role, co-workers, and work environment may wish to remain within their current placement and are those most willing to challenge conflict and feel less of a sense of helplessness in their professional environment.