

Health Care ADR: The Inside Scoop for Mediators

This interactive course is for experienced mediators interested in applying mediation and conflict management techniques in health care systems. The course will provide:

- an overview of types of conflicts in health care amenable to mediation
- factors that drive conflict in health care
- strategies for accessing health care organizations to provide dispute resolution and training
- tips for modifying traditional mediation processes to fit the unique culture of health care.

Sample Agenda

Day One - Culture, Complexity, and Competition: Overview of Conflict in the Health Care Setting

AM session

- Costs of conflict in health care- patient safety, workforce retention, quality improvement, patient satisfaction, costs of care
- Culture of health care- complexity, interdependence, regulation, impact of health policy, organizational structures, and professional training models
- Types of clinical conflicts and stakeholders- team disputes, resource allocation, treatment philosophies, communication structures
- Assessing conflict in the clinical environment

PM session

- Current conflict management processes in health care
- Integrating interest-based processes
- Bioethics consultations and mediation

Day Two - Incorporating Mediation and Conflict Management Techniques Into the Clinical Setting

AM session

- Applying conflict management to quality and patient safety
- Disclosing “medical error”- facilitating a difficult conversation
- Mediation and medical malpractice

PM session

- Training health care professionals- building capacity and building your business
- Mediating with physicians (practice issues/licensure/peer review/credentialing)
- Marketing mediation to health care organizations
- Support for growing the field of Health Care ADR