



Leading Effective Conversations and Resolving Conflict Within Healthcare: How to Mediate Challenging Disputes Among and Between Healthcare Providers and Disclose Adverse Events and Medical Errors

October 8, 2020 | 8:30 am-4:00 pm

AAA-ICDR® Dispute Resolution Center, 150 East 42nd Street, 17th Floor, New York, NY 10017

The medical profession currently needs leadership development and interpersonal skills training to address disagreements over practice culture, decision-making autonomy, and misalignment between institutional priorities and values that impede necessary progress. Additionally, the appropriate trend to disclose and discuss adverse events and medical errors continues, but the necessary training in how to do this effectively is lacking.

In this program, participants will acquire conflict mediation and resolution techniques through didactic instruction and dynamic interactive skills practice from a practicing academic physician, lawyer, and mediator and healthcare mediator and lawyer, both with extensive experience and training in the art and science of mediation and error disclosure within healthcare.

Participants will learn:

- How to evaluate and resolve conflict within healthcare using a framework that allows for non-judgmental, effective understanding of all parties involved.
- Communication skills designed to overcome impasse in mediating conflict.
- How to review and disclose adverse events and errors in appropriate and sensitive manners.

Attendees will gain insight into the benefits of using mediation and effective conversation techniques to help resolve conflicts and disclose adverse events within a healthcare system.

Who Should Attend?

Healthcare attorneys, executive leaders, medical directors, service line leaders, provider leaders, accompanying administrative leader partners from both inpatient and outpatient settings and anyone involved with healthcare system change management.

CLE Credit Information

West LegalEdcenter is procuring continuing legal education (CLE) credits on behalf of American Arbitration Association. CLE credit is offered for this program in California, Connecticut, New Jersey, New Hampshire, New York, and Texas. Credit amounts vary by attendance verification and jurisdictional rules and cannot be confirmed in advance of the program.

**To register for this program,
visit www.aaeducation.org.**

Registration Fee: \$495

Program Date/Time:

October 8, 2020
8:30 am-4:00 pm

Location:

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150 East 42nd Street, 17th Floor
New York, NY 10017

Questions?

Please contact Michelle Skipper at
704.643.8605 or SkipperM@adr.org.



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PROGRAM AGENDA

8:30 am	Welcoming Remarks, Course Overview and Agenda, Introductions
8:45 am	Building Effective Communication with Mediation Skills This session reviews the building blocks of utilizing mediation skills to resolve conflict in the healthcare setting. Through active participation and practice, participants will learn about identifying interests, positions, and issues as well as techniques to overcome difficult conflicts and facilitate effective conversations within healthcare.
10:15 am	Morning Break
10:30 am	Challenges and Instruction of Disclosing Adverse Events, Medical Error, and Unexpected Outcomes This session will review regulatory requirements, reporting structures and systems, and programmatic development involving disclosure of medical error and unexpected outcomes. Along with learning relevant research and background, participants will learn how to conduct these difficult conversations as well how to develop or improve an existing disclosure program within a healthcare system.
11:30 am	Case Simulation #1 and Debrief
12:30 pm	Lunch
1:15 pm	Healthcare Systems: Provider and Department Conflicts This session explores conflicts within a current healthcare environment of expectations of provider productivity and quality, patient safety and satisfaction, and increasing provider burnout. Through exploration of identifying interests, positions, and issues, participants begin to develop a framework for understanding healthcare disputes and how to resolve them.
2:15 pm	Case Simulation #2 and Debrief
3:15 pm	Afternoon Break
3:30 pm	Review of Basic Mediation Skills and Planning Next Steps This session will review key concepts and help participants strategize a course forward in mediating a specific conflict within their healthcare setting.
4:00 pm	Adjournment