

**The Mediation Group (TMG)** is a non-profit alternative dispute resolution (ADR) organization specializing in mediation, arbitration, facilitation, collaborative problem solving, training and organizational consulting since 1985.

TMG resolves disputes using a cross disciplinary approach, combining dispute resolution skills with legal, social work, organizational development, health care administration, business and public policy expertise.

As one of the longest standing general ADR firms in the country, TMG can be a valuable resource in providing neutrality and expertise to individuals and organizations dealing with complex conflicts and the difficult issues they may trigger.

### *When you are...*

- caught in times of rapid change
- at an impasse (frustrated and feeling stuck)
- experiencing communication breakdowns

### *TMG can help you to...*

- develop collaborative approaches to problem solving
- create proactive interventions to prevent conflict escalation
- implement effective conflict management when all else fails (or despite your best efforts)
- defuse conflicts early and avoid litigation
- address disparities in health care access
- support stressed care providers
- improve patient satisfaction



## The Mediation Group

Incorporated 1985

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## HEALTH CARE CONFLICT MANAGEMENT

### *Mediating a Spectrum of Health Care Disputes*

Mediation is a neutral and efficient process that preserves confidentiality of all parties while avoiding more costly and time consuming litigation. TMG has mediated over a hundred health care disputes in the following areas:

- *Malpractice claims*
- *Pharmacy errors*
- *Nursing home negligence claims*
- *Disability coverage issues*
- *Business disputes among providers, insurers and consumer organizations*

### *Managing Organizational Disputes*

TMG draws from a multi-disciplinary team to assist organizations to better manage disputes through customized trainings, facilitation and mediation services.

- *Trainings in communication and conflict resolution skills*
- *Facilitation of organizational change to reduce internal conflict*
- *Resolution of disputes in physician practices, hospital based units and departments, and health plans*

### *Understanding Health Care Systems*

TMG helps organizations assess current practices and processes and design new systems for more effective management of conflict.

- ***Robert Wood Johnson Foundation:*** *TMG received two grants to develop and implement a protocol to assess conflict in health care plans.*
- ***The Pew Charitable Trusts:*** *TMG co-developed and co-led a hospital based training on disclosure of medical errors.*
- ***Hospital bioethics committee:*** *TMG designed and implemented an innovative process for medical ethics decision making including consultation, training and case analysis.*

### *Navigating Regulatory Processes Related to Health Care*

TMG has facilitated processes to reach consensus on administrative regulations and legislation.

- *Nonprofit and for-profit nursing homes*
- *State Public Health Departments and stakeholders in managed care*

### *Who benefits from the neutrality and expertise brought to the table by TMG?*

- Individual patients and providers
- Employer Groups
- Patient Advocacy Groups
- Community Health Organizations
- Hospital Risk Managers
- Health Plans
- Ethics Committees
- Health Care Attorneys from the plaintiff and the defense bars
- Physician Practice Groups
- Disability Insurers
- State Health Regulators
- Nursing Units
- Nursing Homes
- Medical Schools
- Public Health Schools