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**Supreme Court Liaison**

Hon. Sharon G. Lee

**Rule 31 Continuing Mediation Education Accreditation Request Form**

**Provider Name: Tennessee Assoc. of Prof. Mediators**  
**Address: P. O. Box 150626, Nashville TN 37215**  
**Telephone/Fax: 615-383-8276 (TAPM Voice Mail)**  
**615-498-1005 (Lisa Smith, Administrator, Cell Phone)**  
**E-Mail Address: tapm@tennmediators.org**

**Course Title: Health Care Mediation**

**DATE: September 26, 2013 11:30 a.m. – Lunch Served**

**Program: 12:00 p.m. – 1:00 p.m.**

**Location(s): Lipscomb University, Ezell Center, Room 301**

**Fee for Members/Non-Members: \$25.00 – Members; \$30.00 Non Members**

**Fee for Conference Call: Members \$20.00/ Non Members \$25.00**

**Does this course have CLE Commission Approval? Approved**

Session Description	Type of Credit Requested (General Continuing Education, General Mediation Issues, Mediation Ethics, or Family Law)	Start Time	End Time	Credit Approval (Office Use Only)
<p><b>HEALTH CARE MEDIATION &amp; CONFLICT RESOLUTION</b></p> <p>The health care arena presents unique opportunities for mediation and conflict resolution. This presentation will discuss two kinds.</p> <p>First, although medical malpractice claims traditionally are fiercely litigated, many hospitals now realise that openly disclosing errors and offering appropriate compensation can be far superior. Patients are treated more fairly, the hospital can improve safety and quality by learning from mistakes, and in the</p>	1 hr. General CME	12:00 p.m.	1:00	<b>1.0 Hour General Mediation Issues</b>

process, it can considerably reduce lawsuit rates, times-to-resolution, and overall litigation costs. In these often difficult conversations, mediation skills can play a crucial role. Dr. Morreim will discuss those processes and the skills that make them work best.

Second, that same emphasis on better communication has likewise found its way into the daily delivery of care. Health care relies increasingly on complex interactions among teams of providers, and less on the traditional "captain of the ship" model. Unfortunately, the health care setting is often rife with conflict, even as the stakes can be literally life-and-death. Conflict is inevitable and health care systems are increasingly recognizing that conflict resolution processes are essential to effective, high-quality care. Mediation skills are essential here, too, but with some important twists. Dr. Morreim will discuss some major differences between mediating the conflicts that arise during health care delivery, versus mediation approaches more suitable for litigation.

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Haavi Morreim, J.D., Ph.D., is a Professor in the College of Medicine at the University of Tennessee Health Science Center. She does clinical teaching, consulting, and research, with special interests in health care's changing economics, conflict resolution, and the litigation issues surrounding clinical medical research.

Dr. Morreim is also an active Rule-31 mediator for disputes in both civil and family matters, and she additionally provides mediation services and training in conflict resolution for the health care setting. She serves as principal in the ADR Institute, Memphis and is also a licensed attorney, assisting clients pro bono in selected cases. Dr. Morreim has argued and won before the Tennessee Court of Appeals.

Dr. Morreim has authored two books and over one hundred forty articles in journals of law, medicine, and bioethics, including California Law Review, Vanderbilt Law Review, Tort and Insurance Law Journal,

<p>Journal of the American Medical Association, Seton Hall Law Review, Health Matrix, Archives of Internal Medicine, Hastings Center Report, and the Wall Street Journal. She has also presented hundreds of invited lectures nationally and internationally, to such groups as the American Bar Association, the American Health Lawyers Association, the American Medical Association, the National Academy of Elder Law Attorneys, and the Tennessee Bar Association.</p>				
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**Total Approved CME: 1.0 Hour**  
**Date Approved: May 16, 2013**