



challenging clinical ethics

Managing Patient/Caregiver Conflict through Mediation

BIOE 540 | **Thursdays, 4:30 7:00 pm** | Fall 2017

How is clinical conflict typically managed? How effectively? Is there an alternative model?

What does it look like? What skills are required?

Who should acquire and utilize these skills?

CLINICAL ETHICS TOPICS TO BE COVERED:

THE TRADITIONAL CONSULT MODEL • THE CASE FOR CHANGE • NEGOTIATION BASICS
SOURCES OF CLINICAL CONFLICT • THE MEDIATION PROCESS • MEDIATION SKILLS
CHARACTERISTICS OF CLINICAL MEDIATION • BARRIERS TO UNIVERSAL ADOPTION
SIMULATED MEDIATION ROLE-PLAYS

Instructor: **Edward J Bergman, JD**, is the founder and principal mediator of the Penn Clinical Ethics Mediation Program and an affiliated faculty member in the Department of Legal Studies and Business Ethics at Penn's Wharton School of Business where he received a Whitney Award for Excellence in Undergraduate Education. He has written extensively and lectured worldwide in the fields of negotiation, mediation, clinical ethics mediation and clinical communications.