

Conflict Resolution and Mediation

Advocacy Related terms: Patient rights, empowerment, representation. Advocacy is the act of supporting and promoting a patient's interests, ensuring their voice is heard in clinical decisions. Example: A nurse informs a physician of a patient's cultural concerns. Challenges include balancing institutional policies with individual needs.

Alternative Dispute Resolution (ADR) Related terms: Mediation, arbitration, negotiation. ADR encompasses methods for resolving conflicts without litigation, often faster and less adversarial. Example: A hospital uses mediation to settle a billing dispute. Challenges involve ensuring neutrality and maintaining confidentiality.

Arbitration Related terms: ADR, binding decision, mediator. Arbitration is a process where a neutral third party renders a decision after hearing arguments, which is typically binding. Example: Two departments agree to arbitrate a resource allocation conflict. Challenges include limited appeal options and potential bias.

Assertiveness Related terms: Communication style, self-advocacy, boundaries. Assertiveness involves expressing needs and rights clearly while respecting others. Example: A patient advocate states firm limits on medication dosage. Challenges arise when cultural norms discourage direct expression.

Bias Related terms: Prejudice, discrimination, implicit bias. Bias refers to preconceived opinions that affect impartial judgment. Example: A clinician assumes a patient's compliance based on ethnicity. Challenges include recognizing unconscious influences and mitigating their impact on mediation outcomes.

Boundaries Related terms: Professional limits, role clarity, confidentiality. Boundaries define the scope of professional interaction, protecting both parties. Example: An advocate refrains from sharing personal health information beyond consent. Challenges occur when boundaries become blurred in long-term relationships.

Case Conference Related terms: Interdisciplinary team, care plan, communication. A case conference is a structured meeting where various professionals discuss a patient's care, aiming to resolve conflicts. Example: Doctors, social workers, and advocates convene to address discharge planning. Challenges include coordinating schedules and managing differing priorities.

Collaborative Problem Solving Related terms: Joint decision-making, partnership, co-creation. This approach engages all stakeholders in identifying issues and generating mutually acceptable solutions. Example: A patient, family, and care team develop a treatment schedule that respects work commitments. Challenges involve power imbalances and time constraints.

Communication Barriers Related terms: Language differences, health literacy, cultural gaps. Barriers hinder effective exchange of information, increasing conflict risk. Example: A non-English-speaking patient misunderstands medication instructions, leading to non-adherence. Challenges include providing

appropriate translation services and simplifying terminology.

Conflict Related terms: Disagreement, tension, clash. Conflict is a perceived incompatibility of goals, values, or interests between parties. Example: A patient's desire for home care conflicts with a hospital's policy on infection control. Challenges involve emotional escalation and potential breakdown of trust.

Conflict Management Related terms: De-escalation, negotiation, mediation. Conflict management comprises strategies to limit the negative aspects of conflict while enhancing positive outcomes. Example: An advocate uses active listening to calm a frustrated family member. Challenges include recognizing early signs and selecting appropriate interventions.

Conflict Resolution Related terms: Settlement, reconciliation, mediation. Conflict resolution focuses on finding a lasting solution that satisfies all parties. Example: A mediator helps a patient and provider agree on a revised treatment plan. Challenges consist of entrenched positions and limited resources.

Cultural Competence Related terms: Cultural humility, diversity, sensitivity. Cultural competence is the ability to understand, respect, and appropriately respond to cultural differences. Example: An advocate incorporates a patient's traditional healing practices into care planning. Challenges include avoiding stereotypes and staying current with evolving demographics.

De-Escalation Related terms: Calming techniques, tension reduction, conflict management. De-escalation involves strategies to reduce emotional intensity and prevent violence. Example: An advocate uses a calm tone and open body language to soothe an angry patient. Challenges arise when underlying issues remain unaddressed.

Decision-Making Authority Related terms: Power dynamics, consent, autonomy. Authority refers to who holds the legal or ethical right to decide on care actions. Example: A surrogate decision-maker authorizes surgery when the patient lacks capacity. Challenges involve respecting autonomy while ensuring safety.

Empathy Related terms: Compassion, perspective-taking, rapport. Empathy is the ability to understand and share another's feelings, fostering trust. Example: An advocate acknowledges a patient's fear before discussing treatment options. Challenges include maintaining professional boundaries while being emotionally supportive.

Facilitation Related terms: Mediator, guide, process management. Facilitation is the act of guiding a group through discussion without imposing judgments. Example: An advocate structures a meeting to keep dialogue focused on discharge planning. Challenges involve staying neutral and managing dominant personalities.

Feedback Loop Related terms: Communication cycle, continuous improvement, evaluation. A feedback loop is a process where information about outcomes is returned to participants for adjustment. Example: After mediation, parties review the agreement's effectiveness. Challenges include collecting honest input and acting on it promptly.

Ground Rules Related terms: Meeting protocol, expectations, conduct. Ground rules establish agreed-upon

behaviors for discussions. Example: Participants agree not to interrupt during a mediation session. Challenges arise when parties violate rules or when rules are unclear.

Impartiality Related terms: Neutrality, bias avoidance, fairness. Impartiality requires a mediator to remain unbiased and treat all parties equally. Example: A mediator refrains from offering personal opinions on a medical decision. Challenges include subconscious preferences and external pressures.

Interest-Based Negotiation Related terms: Needs, underlying concerns, collaborative outcomes. This negotiation focuses on the parties' underlying interests rather than positions. Example: A patient wants fewer clinic visits; the provider's interest is monitoring health. Together they design a telehealth schedule. Challenges involve uncovering hidden motives.

Joint Statement Related terms: Agreement, consensus, public communication. A joint statement is a shared declaration summarizing the outcome of a mediation. Example: Patient and provider release a statement affirming the agreed care plan. Challenges include ensuring language reflects all perspectives accurately.

Legal Counsel Related terms: Attorney, advice, representation. Legal counsel provides professional guidance on rights and obligations. Example: A patient consults an attorney before signing a consent form. Challenges involve cost, accessibility, and potential intimidation.

Mediator Related terms: Neutral third-party, facilitator, ADR. A mediator is an impartial individual who assists parties in reaching a voluntary agreement. Example: A certified health mediator guides a dispute over medication side-effects. Challenges include maintaining confidentiality and managing power imbalances.

Negotiation Related terms: Bargaining, compromise, settlement. Negotiation is a dialogue aimed at reaching mutually acceptable terms. Example: A patient negotiates flexible appointment times with a clinic. Challenges involve unequal leverage and emotional stakes.

Non-Violent Communication (NVC) Related terms: Compassionate dialogue, observation, feeling, need. NVC is a communication framework emphasizing observation without judgment, expressing feelings, and stating needs. Example: An advocate says, "I notice the schedule is tight, and I feel concerned about your comfort." Challenges include mastering the technique under stress.

Observation Related terms: Data gathering, assessment, evidence. In mediation, observation refers to noting facts without interpretation. Example: An advocate records that the patient missed two appointments due to transportation issues. Challenges include avoiding assumptions that may bias the process.

Power Imbalance Related terms: Hierarchy, authority, equity. Power imbalance occurs when one party holds more influence, potentially skewing outcomes. Example: A senior physician's opinion may dominate a mediation with a junior nurse. Challenges involve creating a safe space for all voices.

Pre-Mediation Assessment Related terms: Readiness, screening, intake. This assessment determines whether parties are prepared for mediation and identifies potential obstacles. Example: An advocate checks if both sides are willing to engage before scheduling a session. Challenges include detecting hidden resistance.

Process Evaluation Related terms: Outcome measurement, effectiveness, quality assurance. Process evaluation examines how well the mediation procedure functions. Example: After a series of mediations, the program reviews average resolution time. Challenges involve collecting reliable data and interpreting results.

Professional Boundaries Related terms: Role definition, ethics, confidentiality. Professional boundaries delineate appropriate interactions to protect both parties. Example: An advocate does not share personal contact details without consent. Challenges arise when personal rapport blurs formal limits.

Public Health Ethics Related terms: Population welfare, justice, beneficence. Public health ethics guide decisions affecting community health, balancing individual rights with collective benefit. Example: Mediating a vaccination policy that respects personal choice while protecting herd immunity. Challenges include reconciling diverse values.

Reconciliation Related terms: Restoration, trust-building, agreement. Reconciliation seeks to restore relationships after conflict, often through acknowledgment and apology. Example: After a medication error, the provider and patient engage in a reconciliatory dialogue. Challenges include lingering resentment and systemic issues.

Reflective Listening Related terms: Active listening, paraphrasing, validation. Reflective listening involves restating the speaker's words to confirm understanding. Example: "You're concerned that the treatment plan may interfere with work." Challenges include avoiding misinterpretation and over-paraphrasing.

Resolution Agreement Related terms: Settlement, contract, terms. A resolution agreement outlines the specific actions each party commits to after mediation. Example: A written plan specifying medication adjustments and follow-up appointments. Challenges involve ensuring clarity and enforceability.

Role Clarification Related terms: Scope of practice, responsibilities, expectations. Clarifying roles reduces confusion and potential conflict. Example: An advocate explains that they will not prescribe medication but will facilitate communication. Challenges arise when duties overlap or are poorly defined.

Safety Planning Related terms: Risk assessment, crisis protocol, protection. Safety planning prepares steps to protect parties if conflict escalates. Example: Establishing a neutral space and having security personnel on standby during a heated mediation. Challenges include balancing safety with a non-threatening environment.

Self-Advocacy Related terms: Empowerment, autonomy, patient rights. Self-advocacy is the ability of individuals to speak up for their own needs. Example: A patient asks for a second opinion on a proposed surgery. Challenges include lack of confidence or health literacy.

Stakeholder Analysis Related terms: Interest mapping, influence assessment, engagement. This analysis identifies all parties affected by a conflict and their priorities. Example: Mapping the interests of patients, families, clinicians, and insurers in a discharge dispute. Challenges include hidden stakeholders and shifting interests.

Substantive Issue Related terms: Core concern, primary dispute, matter. The substantive issue is the central point of disagreement. Example: Disagreement over the necessity of a diagnostic test. Challenges include distinguishing it from peripheral concerns.

Therapeutic Relationship Related terms: Trust, alliance, collaboration. The therapeutic relationship is the bond between patient and provider that supports healing. Example: An advocate helps maintain this relationship during conflict by mediating misunderstandings. Challenges involve preserving trust when disagreements arise.

Truth-Tellings Related terms: Disclosure, honesty, transparency. Truth-tellings involve providing accurate information about diagnoses, risks, and options. Example: A clinician explains the potential side effects of a medication candidly. Challenges include managing emotional reactions and ensuring comprehension.

Trust-Building Related terms: Rapport, credibility, reliability. Trust-building activities foster confidence between parties. Example: An advocate consistently follows up on promises, reinforcing reliability. Challenges include past breaches of trust and cultural skepticism.

Underlying Needs Related terms: Interests, motivations, drivers. Underlying needs motivate expressed positions. Example: A patient's request for early discharge stems from a need for family support. Challenges involve uncovering needs that are not openly stated.

Values Clarification Related terms: Belief identification, priority setting, alignment. Values clarification helps parties articulate what matters most to them. Example: A provider clarifies that patient safety is a core value, while a patient values independence. Challenges include conflicting values that require compromise.

Victim-Offender Mediation (VOM) Related terms: Restorative justice, reconciliation, community mediation. VOM brings together individuals harmed by a wrongdoing and those responsible to discuss impact and repair. Example: A patient harmed by a medication error meets the pharmacist to discuss restitution. Challenges include emotional intensity and legal considerations.

Voluntary Participation Related terms: Consent, autonomy, choice. Voluntary participation means parties enter mediation of their own free will. Example: Both patient and provider sign a consent form to engage in mediation. Challenges arise when there is perceived coercion or power pressure.

Welfare Considerations Related terms: Social determinants, support services, holistic care. Welfare considerations address broader factors affecting health, such as housing or income. Example: A mediator includes a social worker to discuss financial barriers to treatment. Challenges involve coordinating multiple services and respecting privacy.

Workplace Conflict Related terms: Staff relations, team dynamics, organizational culture. Workplace conflict refers to disputes among health-care staff that can affect patient care. Example: Nurses and physicians disagree on staffing ratios, prompting mediation. Challenges include entrenched hierarchies and policy constraints.

Zero-Tolerance Policy Related terms: Safety standards, disciplinary action, compliance. A zero-tolerance

policy strictly prohibits certain behaviors, such as harassment. Example: A hospital enforces zero tolerance for abusive language toward staff, using mediation to address violations. Challenges include ensuring fairness while maintaining strict standards.