

Register at least 10 working days prior to class start date for \$345; after that the fee is \$375 (includes refreshments). No refunds within one week of class start date. If you withdraw at least one week prior to class start date, a \$35 administrative fee will be charged. Substitutions allowed until one day prior. Enrollment is limited. Registration is reserved for physicians, nurses, healthcare administrators, mediators, lawyers and others working in the healthcare field. Other individuals may enroll with the permission of the instructor. The number of course participants is limited. Registering online at www.crc.usf.edu with credit or debit card payment is the best way to confirm your space. If you attempt to register by mail or fax and the course is full, you will be contacted via email. A confirmation letter will be sent upon receipt of your registration and payment if space is available. No registration is confirmed until full payment is received. The Office of Continuing Professional Development (CPD) at USF Health reserves the right to cancel this activity due to unforeseen circumstances, in which the full registration fee will be refunded. USF Health is not responsible for travel expenses incurred by the participants in the unlikely event that the course is cancelled.

Negotiating and Mediating Healthcare Disputes

☐ Dr. ☐ Hon. ☐ Mr. ☐ Mrs. ☐ Ms.

Name: _____
(Last) (First) (M.I.)

Birth Date: (MM/DD) _____

Address: _____

City: _____ State: _____ Zip: _____

Daytime Phone: _____

E-mail Address: _____

Profession: ☐ Physician ☐ Psychologist ☐ LCSW/LMHC/LMFT

☐ Attorney ☐ Mediator ☐ Nurse ☐ Other _____

License #: _____

Highest Degree Earned: _____

Fee: \$345 until 5/4/15 \$375 after 5/4/15

Payment: ☐ Check ☐ Visa ☐ MC ☐ AmEx ☐ Discover

Note: Checks (U.S. dollars drawn on U.S. banks) or purchase orders payable to University of South Florida HPCC.

Credit Card #: _____

Security Code/CCV _____ Exp. Date: _____
(Amex – 4 digits on front, MC/Visa/Discover – 3 digits on back)

Cardholder Signature: _____

Date: _____ Amount \$ _____

Do you require accommodation of a disability?

☐ No ☐ Yes

Accommodation required: _____

RETURN TO:

USF HPCC

P.O. Box 628263, Orlando, Florida 32862-8263

Register online at www.crc.usf.edu or

Call (800) 852-5362 or Fax to: 813-224-7864

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The USF Conflict Resolution Collaborative
Office of Continuing Professional Development
University of South Florida
12901 Bruce B. Downs Blvd., MDC 60
Tampa, FL 33612-4799

Negotiating and Mediating
Healthcare Disputes

May 18 & 19, 2016
www.crc.usf.edu

The USF Conflict Resolution Collaborative

Presents

NEGOTIATING AND MEDIATING HEALTHCARE DISPUTES

May 18 & 19, 2016

Tampa, Florida

Provided by



Negotiating and Mediating Healthcare Disputes

The benefits of resolving healthcare complaints and disputes more effectively are enormous. This two day course trains mediators, healthcare professionals, healthcare administrators and lawyers to effectively utilize negotiation, mediation, and other conflict resolution techniques to better resolve a wide range of healthcare issues.

Target Audience

The target audience includes attorneys, psychologists, physicians, accountants and other individuals who possess a master's or doctorate (such as a Ph.D., J.D., M.D., Ed.D., LLM). Others may enroll with permission of the instructor.

Continuing Education Credits

Lawyers: This course is approved by the Florida Bar (1405106N) for 15.5 general CLE credits including 2 hours of ethics.

Physicians: USF Health is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

USF Health designates this live activity for a maximum of 13 *AMA PRA Category 1 Credit(s)*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurses: USF Health is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

A maximum of 13 contact hours may be earned by learners who successfully complete this continuing nursing education activity.

Psychologists: USF Health is approved by the American Psychological Association to sponsor continuing education for psychologists. USF Health maintains responsibility for this program and its content. This activity is approved for up to 13 CE credits. Full attendance to the course is required. Partial credit will not be awarded.

Florida Licensed Clinical Social Workers, Licensed Marriage and Family Therapists, Licensed Mental Health Counselors: USF Health is an approved provider of continuing education credits for clinical social work, marriage and family therapy, and mental health counseling. This program has been reviewed and approved for up to 15.5, 50-minute contact hours.

Mediators: Portions of this course are eligible for CME credit. Mediators are required to self-report hours applicable to their areas of certification at the time of their renewal.

Location

The course will be held on the Tampa Campus of the University of South Florida. Exact location and directions will be sent with registration confirmation. For help with directions, call 1-800-852-5362 during regular working hours.

Visit us online and register at
www.crc.usf.edu

Course Schedule

May - Wednesday 18th 9:00 am - 5:00 pm
Thursday 19th 9:00 am - 5:00 pm

Objectives

As a result of participating in this activity, learners should be able to:

- Interpret dispute resolution system concepts in healthcare.
- Implement alternative dispute resolution methods in healthcare.
- Employ interest based negotiation techniques in healthcare.
- Analyze the role of conflict resolution skills to resolve healthcare disputes.

Upcoming Programs

Appellate Mediation Certification Training

September 18, 2015

This one day course trains mediators to mediate cases on appeal and meets the training requirement for circuit civil, family and dependency mediators who wish to become Florida Supreme Court certified Appellate Mediators. Check www.crc.usf.edu for the latest course dates & details.

Family Mediation Certification Training

October 15, 16, 17, 22, 23 & 24, 2015

February 11, 12, 13, 18, 19 & 20, 2016

This 40-hour Florida Supreme Court approved program meets the training requirement for certification as a family mediator and teaches the practical skills necessary to resolve the disputes that often arise during and after divorce.

Circuit Civil Mediation Certification Training

November 6, 7, 8, 14 & 15, 2015

March 11, 12, 13, 19 & 20, 2016

Approved by the Florida Supreme Court, this 40-hour course meets the training requirement for certification as a circuit civil mediator to mediate civil cases such as contract, real estate, construction, personal injury and product liability disputes.

Parenting Coordination Training

January 14, 15 & 16, 2016

This 28-hour course is approved by the Florida Dispute Resolution Center in accordance with Florida Supreme Court Administrative Order AOSC14-64 to train mental health professionals, lawyers, and family mediators to serve as Parenting Coordinators for high conflict divorced and divorcing parents.

Primary Trainer

Gregory Firestone, Ph.D., is Director of the USF Conflict Resolution Collaborative and served on the Florida Supreme Court Alternative Dispute Resolution Rules and Policy Committee for twelve years (including seven years as Committee Vice Chair). He has been a practicing mediator for more than twenty-five years and is a practicing Florida Supreme Court certified Appellate, Circuit Court, Dependency and Family Mediator; Diplomate Member of the Florida Academy of Professional Mediators and licensed psychologist. Dr. Firestone serves on the Editorial Board of *Family Court Review* and has previously served as Mediation Consultant for the FMQAI Florida Medicare Collaborative Complaint Resolution Program and mediated Medicare beneficiary complaints against healthcare providers and facilities. He has served on the Boards of Directors of the Academy of Family Mediators and the Association of Family and Conciliation Courts and received the 2002 Association for Conflict Resolution Presidential Award, 2011 Florida Academy of Professional Mediators Award of Merit and 2012 Florida Supreme Court Sharon Press Excellence in Alternative Dispute Resolution Award. Dr. Firestone has lectured and published widely in the field of mediation and is coauthor of *Mediation Works: Make it Work for You*, a family mediation orientation video produced by the Florida Supreme Court Dispute Resolution Center.

Faculty

Melanie Marsh, MSW served as the Conflict Resolution Coordinator for the Medicare Beneficiary Customer Service Team in Florida and California. Ms. Marsh was responsible for the FMQAI/HSAG-CA Alternative Dispute Resolution Program which offered mediation, facilitated resolution, and conciliation options to resolve Medicare beneficiary complaints with Medicare providers and facilities from 2007 until 2014. Ms. Marsh also developed the Letters of Advocacy method of dispute resolution that was recognized as a national best practice by the Centers for Medicare and Medicaid Services (CMS). She currently works as an Independent Consultant providing subject matter expertise and technical writing to corporations seeking CMS contracts.

Ferdinand Richards, III, MD is currently the Chief Medical Officer for Kepro, a Medicare Quality Improvement Organization; an actively practicing Emergency Room physician; and a Clinical Associate Professor at the University of South Florida's College of Medicine. At Kepro, Dr. Richards provides medical supervision of Medicare clinical case review for the majority of the Medicare population. This includes quality, billing, utilization, appeal and EMTALA reviews as well as referrals from the Office of the Inspector General. Dr. Richards remains active in Medicare's conflict resolution, mediation, and immediate advocacy programs as they relate to these case review activities.

Equal Opportunity and ADA Statement

USF is an Equal Opportunity/Affirmative Action/Equal Access Institution. For disability accommodations, contact CPDSupport@health.usf.edu or call (813) 224-7860 five (5) days in advance.