

JAMS SOLUTIONS™ FOR HEALTH SYSTEMS



Develop an Effective, Proactive Approach to Dispute Resolution

In the face of unprecedented challenges in healthcare, it is time to revisit traditional approaches to managing conflict. JAMS assists hospital and health systems administrators in developing dispute prevention and resolution mechanisms to meet your present and future needs.

Systems Design and Decision Theory Training

HALF-DAY OR FULL-DAY OPTIONS

MORNING SESSION:

Why and how to conduct a systems design review

- Informal resolution options
- Unique considerations in the healthcare environment
- How to equip your hospital or practice with a thriving culture that promotes resolution at the earliest possible opportunity

AFTERNOON SESSION (FOR FULL DAY OPTION):

Skill-building: Translate the lessons from the morning into practical skills. Learn how to hold more productive meetings, manage hospital or practice situations, de-escalate tensions and build a positive culture.

Systems Design Review CUSTOM PROGRAM

A systems design review equips you with the tools to reimagine and implement a dispute resolution structure that works for your organization.

- JAMS reviewers will conduct a **systems design evaluation** to identify informal and formal resolution options that reflect the challenges, considerations and stakeholders of your organization
- **In managing conflicts within the healthcare setting**, JAMS will equip you to ask the right questions and involve the right people in order to better understand and enhance those resolution options

To learn more, visit jamsadr.com/HealthSystems or contact **Melody Emrich** at memrich@jamsadr.com.

Mediators, Facilitators and Dispute Resolution
Training and Systems Design for Health Systems,
Hospitals and Other Medical Organizations

