



Minnesota Hospital Association

2020 Health Care Leadership Institute

**How to approach and resolve
conflict in today's challenging
health care environment**

Martin Stillman, M.D., J.D., FACP, FCLM
Wednesday, March 4
1 – 2:30 p.m.

Sponsored by:



Martin Stillman, M.D., J.D., FACP, FCLM

Martin Stillman is a physician, lawyer, and mediator. He mediates conflict among health care professionals and teaches about mediation in health care across the country, helping everyone from front line clinicians to executive leaders learn how to successfully evaluate and address conflict within health care.

Dr. Stillman is the mediation and conflict resolution officer for Hennepin Health System in Minneapolis, Minnesota. He also teaches advanced health care mediation for the national American Arbitration Association (AAA), is a member of the AAA Healthcare Dispute Resolution Advisory Council and is an invited coach for Hamline University's general mediation training.

Dr. Stillman is a practicing internal medicine physician at Hennepin County Medical Center in Minneapolis, Minnesota where he serves as vice chief for department and faculty affairs within the Department of Medicine and assistant director in Hennepin Health System's Office of Professional Worklife. He is also an associate professor of medicine at the University of Minnesota Medical School where he teaches about medical error, medical malpractice, and risk management aspects of physician/patient relations and communication.

Dr. Stillman has been recognized as an outstanding educator, leader, and advisor. He has received the prestigious University of Minnesota Outstanding Medical School Teaching Award in 2010 and served as an invited coach and educator for the University of California, San Francisco (UCSF) year-long physician leadership training program. Along with his advisory and teaching work for the AAA, Martin serves on the Advisory Board of the Health Law Institute at Hamline University School of Law in St. Paul, Minnesota and previously on the advisory board for the Joint Degree Program in Law and Values in Health, Environment and the Life Sciences at the University of Minnesota.

Dr. Stillman has extensive knowledge of administrative, financial, and quality issues associated with medical practice, having served as senior medical director for Hennepin County Medical Center's general medicine and medicine subspecialty services.

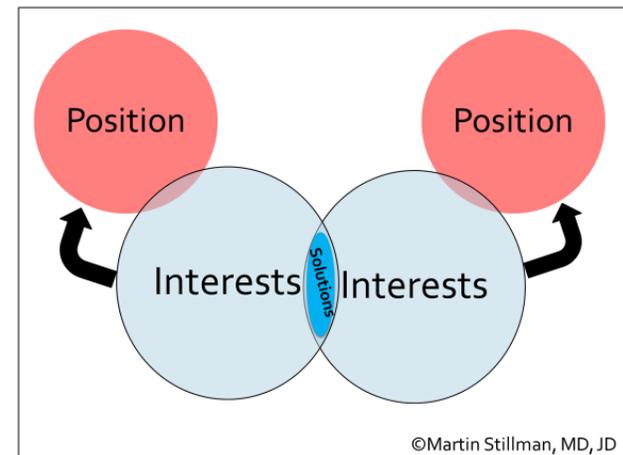
Dr. Stillman graduated from the University of Minnesota Law School in 1993 and the University of Minnesota Medical School in 1997. He completed his training in internal medicine at Hennepin County Medical Center in 2000 and then served one year as chief resident. He became a qualified mediator for the State of Minnesota in 2011.

How to Approach and Resolve Conflict in Today's Challenging Healthcare Environment

Martin Stillman, MD, JD

Key Points

- Conflict is expected, necessary and helpful...if addressed effectively.
- Prioritizing what conflicts to address involves:
 - Determining to what degree the conflict and desired outcome is clear and understandable
 - Assessing the parties' interest in resolving the conflict
- Where you meet matters
 - Find neutral location in hospital/clinic whenever possible
- How you meet matters
 - Round tables: no head/everyone equal
 - Rectangular tables: lead needed and sits at head
 - Take time to set ground rules of meetings
- Consider caucusing (private meeting with one side)
- Be aware of *your* behavior as you mediate
 - Are you providing equal opportunity for everyone to speak?
 - Maintaining a respectful atmosphere?
- When stalled, call attention to even small progress the parties have made in mediation
- Plan follow up to assess effectiveness of agreements
- When you can successfully identify interests that are behind stated positions, you can begin to generate solutions to the conflict that might not have originally been apparent.
- To resolve conflict, work to:
 - 1) Clarify positions
 - 2) Discover interests
 - 3) Propose solutions that consider and satisfy the identified interests



Additional information at Healthcaremediator.com
or contact Martin Stillman at stillman@umn.edu