Resolving Conflict in Healthcare

Name

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Course

Date

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**Introduction**

In a world that is affected by globalization, there is an increase in the level of diversity of the healthcare workforce. This diversity also means that there is an increase in cultural, professional, and social differences. This creates an environment that is prone to lots of conflicts. However, diversity also creates lots of room for healthcare organizations to increase their productivity. As such, there is a need for amicable means of dispute resolution. Alternative dispute resolution is an appropriate way of resolving conflict outside of the courtroom through various options (Sohn & Bal, 2012). As part of the healthcare administration team, one of the roles is overseeing smooth operations by ensuring conflicts are adequately resolved. We shall analyze the use of alternative dispute resolution in healthcare including Bible-based options for resolving malpractice claims.

**Sources**

Amirthalingam, K. (2017). Medical dispute resolution, patient safety, and the doctor-patient relationship. *Singapore Medical Journal*; 58(12): 681-684

This academic journal argues in support of alternative dispute resolution mechanisms by looking at various aspects of patient safety and risks. Patient autonomy is also respected in this study. Various legal cases are used to support the argument. One of the important aspects of the paper is the argument of the negative change that takes place in the doctor-patient relationship when the dispute resolution is sought for in courts. This paper will help to analyze some of the negative aspects of litigation over alternative dispute resolution as well as support the development of the research paper in support of alternative dispute resolution.

Asumadu-Sarkodie, S. (2013). The Nature of a Christian Worldview, Christianity and the Elements of Philosophy. Technical Report. DOI: 10.13140/2.1.1793.7929

This paper begins by giving warning to the people who heed to blind traditions of men without consideration of the Truth which is the word of God. The basic principles of Christ are an important part of this world which should be followed by people in all matters that they engage in. The various elements of Christianity are highlighted. These elements will help build my research paper by offering insight into the Bible-based resolution mechanisms for conflict resolution.

Balcerzak, A. G., Leonhardt, K. K. (2008). *A Prescription for Increasing Disclosure and Improving Patient Safety. Patient Safety and Quality Healthcare*. Lionheart Publishing, Inc.

The authors state the importance of patient safety to healthcare providers. The paper considers the patient outcome in cases of alternative dispute resolution and under litigation. The main problem identified for major conflicts in healthcare is poor communication channels. This is often because the physician fails to communicate in a manner that meets the patient’s needs. The use of alternative dispute resolution becomes important since it promotes open communication. The problem of disclosing errors and the adverse effects of litigation often create fear of open communication. This paper will help to highlight the factors that often hinder alternative dispute resolution as a first measure result before litigation.

Collins, S. F. (2006). *The Language of God: A Scientist Presents Evidence for Belief*. Free Press; Reprint edition. ISBN-13: 978-1416542742

This book covers a lot of topics that help to resolve the gap between science and faith. The book proves that the existence of science and faith are not competing for concepts but rather are complementary. This book offers great insight into a field that is full of conflict and helps to inspire the argument that Bible-based conflict solutions are interrelated to the scientific alternative dispute resolution mechanism. This is an argument that I will present in my research paper with aid from this text.

Esqueda, O. (2014). Biblical Worldview: The Christian Higher Education Foundation for Learning. *Christian Higher Education*: 13(2)

This paper highlights the importance of integrating faith and learning. The authors highlight the clear distinction that is placed by various scholars on the difference between faith and learning. This distinction is broken down to build a bridge between faith and learning. This paper will help to give insight into the way of resolution building by having a Christian-based view that is integrated with science.

Greer, T. E. (2009). Alternative dispute resolution in medical liability cases. *AAOS Now*. Retrieved from http://www.aaos.org/news/aaosnow/jul09/managing7.asp

This paper identifies the importance of alternative dispute resolution in healthcare systems. The cost-effectiveness, flexibility, and confidentiality of alternative dispute resolution are important aspects to consider. The paper will help uphold my argument in support of alternative dispute resolution by giving context in the form of economic perspectives and offering issues to consider to build sustainability.

Noonan, H. (2011)*.The Obama Healthcare Legislation: Fertile Ground for Alternative Dispute Resolution*. Michigan State University College of Law. Retrieved from https://digitalcommons.law.msu.edu/cgi/viewcontent.cgi?article=1029&context=king

This paper recognizes the direct proportion that exists between increasing access to healthcare and the increase in medical disputes. Consensual alternative dispute resolution mechanism is identified as a quick means of dealing with increasing disputes. Insurance and medical disputes are covered by the paper. This paper will offer great insight into the healthcare administration issues that are influenced by conflict resolution, its effects, and the advantages of using alternative dispute resolution.

Pozgar, D. G. (2019). *Legal Aspects of Health Care Administration*. Jones & Bartlett Learning; 13th edition. ISBN-13: 978-1284127171

This book provides a comprehensive look into the ethical and legal aspects that affect healthcare administration. Through various examples, the author illustrates some solutions to some of the complex issues that affect healthcare in the modern world. The book shows some of the processes of litigation and helps highlight the various issues associated with litigation. The author analyzes the use of alternative dispute mechanisms especially arbitration and mediation in the context of healthcare administration. The examples used in the text will aid in developing my research paper in support of using arbitration as an alternative dispute resolution mechanism.

Sohn, H. D., Bal, S. B. (2012). Medical Malpractice Reform: The Role of Alternative Dispute Resolution. *Clinical Orthopedics and Related Research*; 470(5): 1370-1378

This academic paper uses secondary research to analyze the role of alternative dispute resolution in healthcare. Some of the sources used include law review articles, surveys, case studies, and public policy studies. This paper offers great insight into various alternative dispute resolution mechanisms in healthcare and their effects. Through this academic paper, I will have the insight to develop my argument based on in-depth research conducted by authors that offers great validity and reliability.

Sohn, H. D. (2013). Negligence, genuine error, and litigation. *International Journal of General Medicine*; 6: 49-56

This paper recognizes that not all medical errors stem from negligence. Most of the errors are a result of system errors or the risks attached to the procedures. The paper outlines three major aspects of medical errors: adverse events, negligence, and system errors. This helps to understand the flaws of the tort system in the US. The paper is important for my research paper as it helps to identify some of the disadvantages of litigation.