

Criteria for Mediation Roster

The Dispute Resolution Service Council uses the criteria below to determine whether to include someone on the mediation roster. The Council's decisions are final; neither the Board of Directors nor any other body within AHLA can overrule the Council.

Training and Experience

- Required: 40 hours of training in mediation skills from a provider of continuing education that the Council deems reputable in the mediation industry.
- Preferred: Prior experience as a mediator or substantial experience in the health care industry.

Subject Matter Expertise

- Required: Expertise in laws specific to the health care industry, the application of general laws to health care providers or payers, the operations of health care organizations, or the delivery of health care.
- Preferred: With regard to general areas of law, the greatest need is for mediators with experience in employment and personal injury cases in the health care industry.

Some employment cases primarily require familiarity with health care organizations and the legal framework governing their operations. Others require in-depth expertise in one or more specific areas of employment law such as discrimination, harassment, or compensation and benefits.

Expertise in personal injury cases (medical malpractice or resident abuse, neglect, or mistreatment) can be gained from representing health care clients or consumers, serving as a neutral in health care cases (as a mediator, arbitrator, or judge) or working in the health care industry.

Character, Reputation, and Neutrality

An applicant's character and temperament must be in keeping with AHLA's commitments to objectivity and neutrality, collegiality, and the acceptance of people with diverse backgrounds and points of view.