



## Exclusive Roster of Mediators

### Criteria

#### ❖ **Mediation Training and Experience**

An applicant must have a minimum of 20 hours of training in mediation skills from AHLA or another provider of continuing education that the Dispute Resolution Service Council deems reputable. Prior experience as a mediator, especially in the health care industry, weighs heavily in an applicant's favor but is not required.

#### ❖ **Subject Matter Expertise**

An applicant must demonstrate expertise in laws specific to the health care industry, the application of general laws to health care providers or payers, the operation of health care organizations, or the delivery of health care. With regard to the general areas of law, the greatest need is for mediators with experience in employment and personal injury cases.

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 collegiality, objectivity, and the acceptance of people with diverse backgrounds and points of view in all of its activities. AHLA neutrals shall be of good moral character and accepting of people with diverse backgrounds and points of view.

## Review Process

To apply, a mediator must complete a neutral profile, attach a resume or curriculum vitae, and notify a member of the Dispute Resolution Service staff in writing that he or she would like to join the exclusive roster. Staff will conduct an initial review and then forward applications to the Dispute Resolution Service Council. The Council will review applications monthly, taking into account the applicant's profile and resume and any input received about them from staff, members, or non-member neutrals.

Based upon the criteria set forth above, the Council will select applicants who have a reasonable chance of being appointed as a mediator and who seem prepared to mediate in a manner that will reflect favorably on the Dispute Resolution Service. The Council believes applicants with skills training but no or little experience as a mediator have a reasonable chance of being selected only if their reputation as a subject matter expert is well-established.