

GRAND ROUNDS

Thursday, April 28, 2022

Location: Zoom (please RSVP for [link](#))

4:30pm- 6:00pm

Mediation & Ethical Case Resolution

Clare Whitney, PhD, MBE, RN

The mediation model is a highly effective approach to ethical case resolution, ethics consultation, and clinical conflict management. This model is based on principles of negotiation and applied to the clinical setting through formal and informal third-party-facilitated conversations. Three pillars of mediation – neutrality, empathy, and creativity – allow a mediator to approach clinical conflict with a toolkit that enables them to resolve issues rooted in miscommunication or ethical tensions. In this presentation, we will discuss the basics of the mediation model, including the importance of giving effective apologies, using diagnostic listening skills, and taking inventory of conflicting parties' positions and interests. We will also discuss how clinicians and patient-advocates can apply the principles, pillars, and tools of mediations, to achieve mutually acceptable resolutions to instances of clinical conflict.



Professor Whitney, Assistant Professor in the School of Nursing at Stony Brook University, mentors PhD students and teaches courses in the doctoral program. As a nurse scientist and bioethicist, her teaching interests are in providing doctoral nursing students with quality methodologic and ethical training to become scholars in their areas of interest. Her program of scholarship is focused on uncovering the moral and ethical dimensions of nursing care, especially in relation to the care of highly stigmatized or underserved communities. She believes that the ability to provide patients with excellent, compassionate, and humanistic care necessitates the understanding of clinicians' ethical and moral considerations in care. She is particularly interested in qualitative approaches to inquiry and theoretical foundations for nursing science. Professor Whitney completed her undergraduate and graduate training in nursing and ethics at the University Pennsylvania. Her dissertation research involved exploring the circumstances under which clinicians moralize substance use during pregnancy and lactation.

Please RSVP [here](#) or to bioethics@stonybrookmedicine.edu