

**Lecture Title:** Alternative Dispute Resolution

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**Program Description:** This online CME activity consists of a narrated PowerPoint presentation and a 10 question post-test. Participants will receive 1 *AMA PRA Category 1 Credit™* upon viewing the presentation in its entirety, attaining a minimum score of 80% on the post-test and completion of the course evaluation.

**Requirements for Certificate of Completion:**

Viewing the presentation in its entirety, attaining a minimum score of 80% on the post-test and completion of the course evaluation.

There is no fee for SIP participants to access this online activity or to receive approved credit.

**Media:** Internet

**Release Date:** June 30, 2017

**Expiration Date:** June 30, 2019

**Target Audience:** Physicians, Specialty Physicians, Physician Assistants, and Residents.

**Faculty disclosure:** The following speakers and planning committee members have no actual or potential conflict of interest in relation to this activity:

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**Accreditation:** The University of Florida College of Medicine is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

**Credit:** The University of Florida College of Medicine designates this enduring material for a maximum of 1 *AMA PRA Category 1 Credit™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**System Requirements:** In order to view this presentation, your computer must have a media capable PC with a current browser (i.e., Internet Explorer, Fire Fox or Chrome).

**Contact:** For questions regarding this online activity please contact Rebecca Graves at 352-273-7006.

**Course Objectives:** As a result of the participation in this activity, participants should be able to:

1. Cite the various forms of informal and formal alternative dispute resolutions used in health care setting.
2. Define the methods utilized for each type of alternative dispute resolution.
3. Apply the fundamental principles of informal dispute resolution.
4. Recognize the basics of disclosure and apology law in Florida.
5. Distinguish voluntary mediation from mandatory mediation.
6. Summarize the arbitration process.