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ASSOCIAZIONE EUROPEA DEI MEDICI OSPEDALIERI
DEN EUROPEISKE OVERLEGEFORENING
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ASOCIATIA EUROPEANA A MEDICILOR DIN SPITALE

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Mediation in Healthcare - HOPE Publication

HOPE has recently published a report entitled **Mediation in healthcare**, which presents the results of a survey aiming at comparing the scope and methodology of conflict resolution in the healthcare sector in the different EU Member States.

In case of conflicts occurring at any level of the society, mediation is becoming a quite diffused method of Alternative Dispute Resolution, both because of its effectiveness and because its efficiency. Indeed, it is proven that this method allows reaching a more satisfying agreement between the conflicting parts, saving time and money, but also in many cases reducing the factors of stress.

The specific aim of the survey was to collect information on characteristics and use of models of mediation in healthcare matters in the Member States of the European Union. Answers were received from 12 countries: Belgium, Estonia, Finland, France, Hungary, Latvia, Luxembourg, Malta, Slovenia, Spain, Sweden and the United Kingdom. After a general overview, the report is divided in three sections that, following the structure of the questionnaire, investigate the typologies of mediation services, analyse and the features of healthcare mediation services, conclude with an assessment of the future of mediation, highlighting the raising importance of mediation in healthcare.

Available on:

http://www.hope.be/05eventsandpublications/docpublications/91_mediation/91_HOPE_Publication-Mediation_December_2012.pdf