

---

# SIMI Mediation In Practice (Healthcare) Seminar

Venue : National University Health System (NUHS), Tower Block, Level 12 Seminar Rooms  
Date & Time : 3 March 2016, 2 pm – 5 pm

---

Organised by the Singapore International Mediation Institute (SIMI) and supported by NUHS and students from the National University of Singapore, Faculty of Law, the seminar sought to create a space for discussion and sharing on issues specific to mediation in the healthcare sector. This was a timely event, especially in light of the Chief Justice's comments at the opening of the legal year 2016, where he named medical cases as a specific area where mediation should be encouraged.

The seminar started with a brief introduction to mediation and SIMI, which was conducted by SIMI's Executive Director, Mr. Marcus Lim.

Dr. Manning (Vice-Chairman of NUH Medical Board (Risk Management & Medico-Legal)) followed with a personable and highly engaging sharing of two mediation case studies that highlighted the benefits of using mediation to resolve healthcare disputes. What was particularly insightful was the calculation of the number of man-hours that would have been saved, had the cases gone to mediation earlier.



***Dr. Manning shares a case study***

Mr. Aloysius Goh, head of the Mediation Unit at the MOH Holdings (MOHH) observed that NUH was a leader in mediation-use and commended them for their emphasis on open-communication and the well-being of patients and their caregivers. Pointing to the trends suggesting a more vocal and litigious demographic, he noted that there was a pressing need to increase the comfort and confidence of hospital staff in engaging mediators. As Dr Manning's examples showed, seeking mediation early and preparing for it well could lead to significant staff time-cost savings



***Role-players in action!***

The second half of the seminar started with an insightful mediation role-play by Dr. Ronald Ng, Mr. Jun Jin Sei (NUS Law) and Mr. Aloysius Goh. The audience were given a rare opportunity to observe how a mediator helped disputing parties be forward-looking instead of focusing on allegations and accusations. One of the biggest takeaways was watching Dr Ng assist the parties by asking them to suggest their own solutions rather than rely on his opinion of fairness.

To round off the seminar, a panel discussion led by Dr. Tan Ser Kiat, Dr. Ronald and Mr. Aloysius looked at the challenges that faced the practice and promotion of mediation in the healthcare sector. The panel discussion was moderated by Mr. Marcus Lim and started with an exploration of the various challenges that the panellists encountered in promoting mediation in their respective fields.



***Taking questions from the floor***

Subsequently, the panel tackled questions from the audience ranging from the effect of mediated settlements on Singapore Medical Council's investigations to confidentiality of mediation outcomes, and whether fault attribution had a place in mediation. The panel also discussed the observation that patients (or relatives) were often the ones who initiated the mediation process, and that most aggrieved parties were often looking for a more 'human' explanation instead of a purely clinical account of events.



***From L to R : Dr. Manning (NUHS), Dr. Tan Ser Kiat, Dr. Ronald Paul Ng, Mr. Aloysius Goh (MOHH) & Mr. Marcus Lim (SIMI)***

Overall, the seminar was successful in engaging audience members from diverse backgrounds, who were able to learn about the nuances of using mediation in the healthcare sector, especially given the highly emotive nature of the disputes there. The SIMI team looks forward to hosting similar seminars for other industries in the future.

The SIMI Team would like to acknowledge the support provided by :



*Report prepared by :*  
*Mr Marcus Lim (Executive Director, SIMI)*  
*Mr Dave Yeo (Undergraduate, NUS Faculty Of Law)*