

Conflict Resolution and Health Care

Course code: HHD 3070

Total contact hours: 60 hours

Pre-requisite: None

Note: May not be taken in conjunction with COMM 3070 Creative Conflict Resolution due to parallel contents.

Course Overview

Health service delivery today encounters frequent conflicts, disputes, and other difficult situations, many of them derived from more considerable changes occurring in the world's health systems. These conflicts include differences due to multiculturalism, the appropriateness, quality of care, gender issues, power disputes, providers and recipients over institutional and funding policies.

Violence, its effects, and costs will be part of this course, particularly under the World Health Organization (WHO) definition and perspectives about violence in the world in general and violence in Costa Rica in particular.

This interactive, hands-on course offers a framework to integrate professional experience with functional communication and mediation skills. Students are encouraged to explore and develop their leadership into progress on matters of public health importance.

Mandatory fieldwork sessions at an elementary school, clinic, nursing home, NGO, community, or prison enhance this challenging experience.