

## “ A Systems’ Approach to Conflict Management ”

**TEXAS PRAIRIES & LAKES REGIONAL MEETING**

*Texas Health Arlington Memorial Hospital  
Meeting Room A*

Friday, 11:30 a.m. – 1:30 p.m.

Arlington, Texas; Friday, April 17, 2009

**FREE REGISTRATION AND LUNCH**

Speaker:

**Robert R. Fielder, M.A.**

Robert A. Fielder has 30-years of experience assisting hospitals and emergency physician

practices improve operational and practitioner productivity. These objectives were achieved by identifying individual opportunities for excellence and removing organizational barriers to performance. Mr. Fielder will share his insights on the next wave of performance improvement – Conflict Management. Conflict Management in healthcare establishes new standards for patient services and satisfaction, and enhances job approval and retention among practitioners and employees. In particular, Mr. Fielder will detail the expanded role for Advocates in a Systems Approach to Conflict Management. **We are working on obtaining 1.0 CEU approval for Social Workers, Nurses and Case Managers.**



## Invite your colleagues & please RSVP

via e-mail to Seana George, [seanageorge@texashealth.org](mailto:seanageorge@texashealth.org) or by clicking [HERE](#).

**Contact us today - Seating is limited! See you there!**

### DIRECTIONS/PARKING INFORMATION:

**Complimentary Valet Parking** is available at the south entrance on Wright Street. Visitors are encouraged to valet park or self-park in the South Parking Garage..

**From Dallas:** Take I-30 West to the Lamar/Cooper exit. The exit winds from Lamar to Cooper. Take a right on Cooper and proceed south. You will see Arlington Memorial at the corner of Randol Mill and Cooper. Stay on Cooper and proceed through the light to Wright Street. Make a right turn on Wright and you will see the parking garage as well as valet parking at the South Entrance.

**From Fort Worth:** Take I-30 East to the Lamar/Cooper exit. Take a right on Cooper and proceed south. You will see Arlington Memorial at the corner of Randol Mill and Cooper. Stay on Cooper and proceed through the light to Wright Street. Make a right turn on Wright and you will see the parking garage as well as valet parking at the South Entrance.

**COMPLIMENTARY LUNCH PROVIDED BY  
CONFLICT RESOLUTION NETWORK**