

# Geoff Drucker

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## EXPERIENCE

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### **The American Health Law Association**

*Senior Director, Dispute Resolution Service, 2011–2026*

- Administered a nationwide dispute resolution service for the health care industry and served on the association's senior management team.
- Led redesign of policies and procedures for administration of arbitration claims and mediations.
- Led design and installation of paperless claim management system and online roster of neutrals.

### **George Washington University School of Law**

*Adjunct Professor of Law, 2003–present*

- Teach Negotiation, Mediation, and Alternative Dispute Resolution.

### **The McCammon Group**

*Director of Federal Projects, 2005–2011*

- Mediated employment and tort cases.
- Managed development of facilitation program for Nuclear Regulatory Commission.
- Secured General Services Administration contract for Management, Organizational, and Business Improvement Services.
- Advised Patent & Trademark Office on strategies for addressing workplace conflict.
- Secured sub-contract for improving the efficiency of the International Trade Commission's adjudicatory process for trademark disputes.

### **George Mason University, Institute for Conflict Analysis & Resolution**

*Adjunct Professor, 2007–2010*

- Taught Fundamentals of Negotiation and Conflict in Organizations.

### **U.S. Postal Service**

*Chief Counsel, Dispute Resolution & Prevention, 2001–2005*

- Assisted in development and operation of the nation's largest mediation program (REDRESS).

- Created early case assessment process for employment litigation.
- Initiated and coordinated the use of negotiated rulemaking.
- Appointed as settlement counsel for largest class action ever filed against U.S. Postal Service (26,000 class members); negotiated agreement with class counsel.
- Advised and assisted the Postal Inspection Service in creating a workplace ombudsman program.
- Led development of web-based legal training programs and a national live training program on both substantive law and skills.

*Staff Attorney, 1985–2001*

- Served as lead counsel in negotiations to develop a groundbreaking \$7 billion business alliance with Federal Express.
- Initiated and led an intra-agency task force that developed a widely used policy on community service.
- Organized the first training course on alternative dispute resolution for postal attorneys.
- Brought federal court actions and administrative complaints against companies for defrauding the public through false advertising, or defrauding the Postal Service through false claims.
- Defended the Postal Service against allegations of employment discrimination in federal court and administrative hearings.

**Ninth Circuit Court of Appeals**

*Extern for Judge Harry Pregerson, Fall 1984*

**MEDIATION AND ARBITRATION PANELS**

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- CPR Panels of Distinguished Neutrals (employment and commercial disputes), 2020–present
- Financial Industry Regulatory Authority, 2006–present (arbitration and mediation, certified as a panel chair)
- District of Columbia Court of Appeals, appointed 2017 (mediation)
- District of Columbia Office of Police Complaints, 2015–2018 (mediation)
- Federal Shared Neutrals Program, 1996–2005 (mediation)
- Superior Court of the District of Columbia, Civil Division, 1991–1995 (mediation)

## PROFESSIONAL AFFILIATIONS

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- American Bar Association, Section of Dispute Resolution (former co-chair of Health Law Committee)
- D.C. Bar Association (former chair of Alternative Dispute Resolution Committee)

## PUBLICATIONS

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### Books

Resolving 21st Century Disputes: Best Practices for a Fast-Paced World (Prospecta Press 2011)

### Articles and Book Chapters

The Postal Service's Decision to Use Transformative Mediation

*Resource Book for Managing Employment Disputes, CPR Institute for Dispute Resolution, 2004*

Peddling Towards Prevention

*American Bar Association, Labor & Employment Section Newsletter (Fall 2006)*

Alternative Dispute Resolution: Control Your Destiny

*American Bar Association, In-House Litigator Newsletter (Spring 2007)*

What it Takes to Mediate

*American Bar Association, The Young Lawyer (December 2007)*

Mediation Advocacy: The View from Across the Table

*American Bar Association, The Young Lawyer (January 2008)*

Managing Conflicts as if Your Life Depended on it

*American Bar Association, Just Resolutions E-Newsletter (December 2013)*

First Reflections: How the Dispute Resolution Service Fits in

*American Health Lawyers Association, Connections Magazine (May 2016)*

Dispute Resolution

*The Fundamentals of Health Law, 7th Ed., American Health Lawyers Association (2017)*

### Cost Efficient Healthcare Arbitration

*Dallas Bar Association Headnotes, February 2018 (co-authored with Cecilia Morgan, JAMS)*

### Dispute Resolution Provisions

*Health Care Contracts: A Clause-by-Clause Guide to Drafting and Negotiation (1st Ed.), American Health Law Association (2021)*

### Connect to Collect: An Innovative Approach to Medical Bills

*American Health Law Association, Connections Magazine (May 2022)*

### An Arbitration Administrator's Role in Promoting Justice

*Dispute Resolution Magazine, p. 18, Dispute Resolution Section, American Bar Association (April 2023)*

### Arbitration Just Became More Appealing

*Heath Law Connections (March 1, 2025)*

## **PRESENTATIONS**

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### ADR Assessment Tools

*Society of Professionals in Dispute Resolution (now Association for Conflict Resolution) (October 13, 1999)*

### Representing Clients Effectively in Court Ordered and Other Mediation

*New York City Bar (November 16, 1999)*

### Training Lawyers in Mediation Advocacy

*Dispute Resolution Section of the American Bar Association (April 8, 2000)*

### The Attorney's Role in Transformative Mediation — Panel Chair

*Annual Meeting of the Dispute Resolution Section of the American Bar Association (April 5, 2002)*

### The Next Challenge for Dispute Resolution Systems: Sustaining High Performance over Time — Panel Chair

*Dispute Resolution Section of the American Bar Association (March 21, 2003)*

### How to Design and Implement Federal Regulatory ADR Programs

*Annual Meeting of the Dispute Resolution Section of the American Bar Association (April 16, 2005)*

### Mediating Complex and Multi-Party Disputes — Moderator

*District of Columbia Bar Association (November 8, 2006)*

### **Making Difficult Conversations Easier**

*Center for Leadership Development, National Alliance on Mental Illness (March 23, 2006)*

### **Public Hearings in the United States**

*Visiting Delegation from State Council of China, Federal Mediation and Conciliation Service (November 10, 2006)*

### **Mediation of Individual Employment Disputes — Moderator**

*District of Columbia Bar Association (June 2007)*

### **Alternative Dispute Resolution: Matching the Forum to the Fuss**

*Washington College of Law ADR Society, American University (February 20, 2008)*

### **Art of Negotiation**

*CACI Learning Series (October 21, 2009)*

### **Mediation Advocacy**

*Continuing Legal Education Course, District of Columbia Bar Association (January 11, 2010)*

### **Court-Ordered Mediation**

*Panel Discussion, George Mason University Law School (March 31, 2011)*

### **Hot Button Ethics Issues for Neutrals and Advocates**

*American Health Lawyers Association Webinar (December 19, 2011)*

### **Think about it NOW: Managing Health Care Disputes**

*Annual Meeting of the American Health Lawyers Association (June 27, 2012)*

### **Keeping Healthcare Disputes out of Court and the Public Eye**

*American Health Lawyers Association Webinar (September 12, 2013)*

### **Dispute Resolution in Health Care**

*Maryland Chapter of the Association for Conflict Resolution (October 23, 2013)*

### **Making Ourselves Useful — Closing Plenary**

*Journal of Conflict Resolution Annual Symposium, Cardozo School of Law (November 18, 2013)*

### **Arbitration and Mediation in the New Health Care Universe**

*Physicians and Hospitals Law Institute, American Health Lawyers Association (February 6, 2014)*

Medical errors and medical bills: Getting your needs met without suing

*Texas Conflict Coach (February 25, 2014)*

How Alternative Dispute Resolution Can Protect Civil Rights under the Affordable Care Act — Panelist

*Washington College of Law (American University) (March 25, 2014)*

Current trends in arbitration: Takeaways for Transactional Lawyers, In-house Counsel and Litigators

*Annual Meeting of the American Health Lawyers Association (June 3, 2014)*

The New AHLA Rules for Arbitrating Disputes with Consumers

*Open Call, American Health Lawyers Association, ADR Affinity Group (July 30, 2014)*

Symposium on Court-Based Mediation

*Superior Court of Washington DC, Multi-Door Division (September 23, 2014)*

What Every Healthcare Lawyer Needs to Know about Arbitration and Mediation

*Dallas Bar Association, Health Law Section (October 15, 2014)*

Why Long Term Care Providers are Finding New Uses for ADR: Best Practices for an Evolving Landscape

*Long Term Care and the Law, New Orleans (February 24, 2015)*

Basic Skills for Mediators

*Mediating Health Care Disputes, Austin (May 6, 2015)*

Dispute Resolution in Health Care

*ABA Dispute Resolution Section, Mid-Atlantic Chapter (May 28, 2015)*

ADR: The Right Remedy for Unhealthy Conflicts?

*Health, Labor, & Employment Institute, State Bar of Wisconsin (August 20, 2015)*

Mediation in Health Care: Opportunities and Challenges

*Virginia Mediation Network, Annual Fall Conference (October 17, 2015)*

Did I Get a Good Deal? Defining Success in Negotiation

*Leadership Arlington Economic Day (November 12, 2015)*

The Strategic Advantages of ADR in Health Care Employment Disputes: Risk Avoidance, Value Proposition, and Just Good Business Sense

*AHLA Physicians and Hospitals Law Institute (February 8, 2016)*

Resolving Healthcare Disputes Through Best Practices in Mediation & Arbitration

*The Knowledge Group Webcast (September 13, 2016)*

Conflict Resolution: An Art Or a (Neuro-) Science? A Lively Debate!

*Association for Conflict Resolution, Annual Conference (September 29, 2016)*

Arbitrating Physician Practice & Hospital Disputes: Staying Focused on What Matters

*Pennsylvania Bar Health Law Institute (March 8, 2017)*

Mediation Week: Visit our Human Library of Mediation Professionals

*American Bar Association, Mid-Atlantic Regional Chapter (October 17, 2018)*

Health Care Arbitration and Mediation: Teaming for Efficiency

*AHLA Annual Meeting (June 24, 2019)*

Best Practices for In-House Counsel and Litigators in Dispute Resolution

*Pennsylvania Bar Health Law Institute (March 12, 2020)*

How Covid-19 is Reshaping the Field of ADR – Is the Era of Face-to-Face Meetings Coming to an End?

*Allegheny County Bar Association, ADR Committee (June 3, 2020)*

Arbitration of Surprise (out of network) Medical Bills

*American Bar Association, Section of Dispute Resolution (May 5, 2021)*

Opportunities in the Mediation Field

*District of Columbia Court of Appeals (October 18–19, 2021)*

ADR Update: Hot Topics from Cases, Legislation, and the Field

*AHLA Annual Meeting (June 29, 2022)*

How to Add Value as In-House Counsel in Dispute Resolution

*AHLA In-House Counsel Program (June 23, 2024)*

AHLA Dispute Resolution Service

*Health Law Week (American Health Law Association) (January 28, 2025 and 2026)*

### **Presentations on Resolving 21st Century Disputes**

*Virginia Mediation Network—Plenary Session (March 20, 2011)*

*Annual Meeting of The McCammon Group (Plenary Speaker) (June 2011)*

*Virginia Interagency Advisory Council on Alternative Dispute Resolution (June 23, 2011)*  
*George Washington University Law School—International Law Week (February 21, 2012)*  
*Northern Virginia Mediation Service—Monday Night Forum (March 26, 2012)*  
*School of Conflict Analysis and Resolution (April 5, 2012)*  
*International Ombudsman Association—Annual Conference (April 16, 2012)*  
*Annual Northwest ADR Conference (May 5, 2012)*  
*Federal Interagency ADR Working Group (October 16, 2012)*  
*MACRO ADR Practitioner Series (May 30, 2013)*  
*Conflict Specialist Program (August 20, 2013)*  
*Texas Conflict Coach (September 3, 2013)*  
*Werner Institute, Creighton University, ADRhub Series (July 9, 2014)*

## **EDUCATION**

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**Stanford University**, B.A. with distinction, 1982

**UCLA School of Law**, J.D., 1985

**George Mason University**, M.S. Conflict Analysis & Resolution, 1997

## **VOLUNTEER SERVICE**

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### **Current**

- Board of Directors, Men of Temple Rodef Shalom

### **Previous**

- Board of Directors, NVMS Conflict Resolution Center (two terms as President)
- Advisor to Uniform Law Commission on the Uniform Health Care Decisions Act (Nominated by the American Bar Association Section on Dispute Resolution)
- Virginia Alternative Dispute Resolution Council (Appointed by Governor Tim Kaine)
- Leadership Board, Leukemia and Lymphoma Society of the National Capital Area
- Co-President and Board Member, Arlington Food Assistance Center
- Homeowner Representative, Arlington County Landlord-Tenant Commission
- Regional Coordinator, RESULTS, a citizens' lobby on ending hunger and poverty