

Geoff Drucker

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EXPERIENCE

The American Health Law Association

Senior Director, Dispute Resolution Service, 2011-present

- Administer a nationwide dispute resolution service for the health care industry and serve 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

- 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

- 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

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

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)

Mediating Complex and Multi-Party Disputes

Moderator

District of Columbia Bar Association (November 8, 2006)

Public Hearings in the United States

Visiting Delegation from State Council of China (visiting delegation)

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)

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

- **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

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