



## **Diana Ward-Collins, RN, MSN**

Mediator

Distinguished career spanning 40 years in clinical, administrative, & healthcare education. Diana has dedicated the last 15 years to mediating community and workplace disputes including EEO and disability; family communications related to Trans-generational (elder) concerns, Long Term Care & End of Life Decisions. Published author of numerous articles on ethics and legal nursing concerns.

### **EDUCATION**

Master of Science Nursing Degree (MSN), George Mason University, Fairfax, VA 1981

Bachelor of Science Nursing Degree (BSN), George Mason University, Fairfax, VA (Honors) 1978

Diploma, Mercy Hospital Nursing School, Denver, CO 1962

### **CONFLICT RESOLUTION TRAINING**

Divorce & Child Custody (2003) Common Ground  
Advanced Mediation (1999) Mediation USA  
Child Dependency & Neglect (1998) Jefferson County  
Workplace Mediation Process (1998) Mediation USA  
Advanced Mediation Skills (1998) US Postal Services  
Victim Offender Mediation (1996) FACE to FACE  
Basic Mediation (EEO) (1995) CDR Associates

### **WORK EXPERIENCE**

1992- Present THE LEGAL NURSE NETWORK; LNN MEDIATION: Founder

- Medical Legal Nurse Consultant. Mediation. Education/trainer
- External Mediator: US Postal Service, Bureau of Land Management, World Bank, Colorado State Developmental Disability
- Medicare Mediation Project - State of Colorado and North Dakota

1963-2003 Clinical and Administrative Nursing positions with steadily increasing responsibility. Notably:

- DIRECTOR OF NURSING: Obici Hospital, Suffolk, VA 1985-1989
- ASSOCIATE DIRECTOR OF NURSING: Southern Maryland Hospital, Clinton MD
- DIRECTOR OF NURSING: Fairfax Surgery Center, Fairfax VA
- CHARGE NURSE Yokosuka Naval Base Hospital, Yokosuka, Japan
- ASSISTANT HEAD NURSE: Stanford Hospital (Cancer Research) Palo Alto, CA



## **SELECTED PUBLICATIONS:**

- Conflict resolution: A short description of the mediation process for health care professionals (1997) Colorado Nurse, 9 (3) 9-10
- Alternative Dispute Resolution: A short description of the mediation process for conflict resolution on healthcare issues. (1998/July). The Journal of Legal Nurse Consulting, 9,(3) 2-7
- Trans-generational Mediation: A Strategy to Empower the Elderly. (July,2001). CSA Journal. Society of Certified Senior Advisors. XI. 36-39
- Caught in the Middle?: How to Manage Conflict and solve Problems By Negotiating With Others.(4/2006)

## **SPEAKER PRESENTATIONS**

- 13th Annual EEO/AA Conference (1997) Mediation: How Can It Work For The Employer & Employee
- Colorado Civil Rights Division, Sexual Harassment Training, (1998)
- Mediation for Individuals with Developmental Disabilities. Colorado Developmental Disabilities Conference (1999)
- Loveland Police Department (2001) Restorative Justice 'Reframing'- The Long & the Short of It
- American Society on Aging (2001) Ethical Issues: Boundaries, Conflicts of Interest & Appearance of Impropriety
- Society of Certified Senior Advisors (2001) Ethics in Senior Business; Grief & Loss
- CCMO (2003). Trans-Generational Mediation: Understanding & Empowering the Elderly
- Parents Without Partners-Denver Chapter (2004) Effectively Managing Personal Conflicts

## **PROFESSIONAL ORGANIZATIONS**

- Association for Conflict Resolution (ACR) (2001- 2007)
- Society of Professionals in Dispute Resolution (SPIDR) (1998-2001)
- American Nurses Association (1978-2007)
- Colorado Nurses Association(1989-2007)

## **COMMUNITY SERVICES**

Channel 9 Health Fair: Advanced Directives 1994;  
JCMS 1995-present - Awarded Mediator of the Year 1996 & 1997  
FACE to FACE: Victim Offender Volunteer Mediator 1996-1999  
President: Columbine Knolls So II Home Owners Association