



AALBORG UNIVERSITY
DENMARK

Aalborg Universitet

Relational Coordination in the Operating Room

Tørring, Birgitte

Publication date:
2015

Document Version
Publisher's PDF, also known as Version of record

[Link to publication from Aalborg University](#)

Citation for published version (APA):
Tørring, B. (2015). *Relational Coordination in the Operating Room*. Abstract from 13th International Conference on Communication in Healthcare , New Orleans, United States.

General rights

Copyright and moral rights for the publications made accessible in the public portal are retained by the authors and/or other copyright owners and it is a condition of accessing publications that users recognise and abide by the legal requirements associated with these rights.

- Users may download and print one copy of any publication from the public portal for the purpose of private study or research.
- You may not further distribute the material or use it for any profit-making activity or commercial gain
- You may freely distribute the URL identifying the publication in the public portal -

Take down policy

If you believe that this document breaches copyright please contact us at vbn@aub.aau.dk providing details, and we will remove access to the work immediately and investigate your claim.

ICCH



New Orleans

International Conference on Communication in Healthcare

October 25-28, 2015



Presented By



In Partnership With

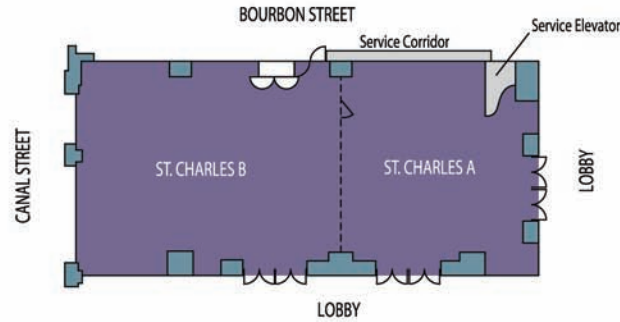


Jointly Sponsored By

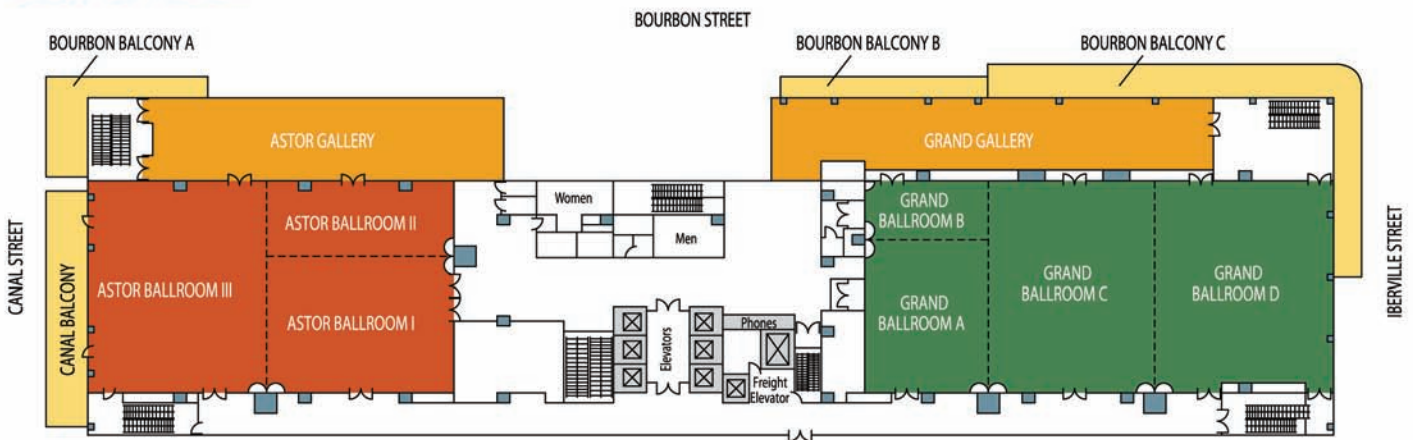


CROWNE PLAZA NEW ORLEANS FRENCH QUARTER

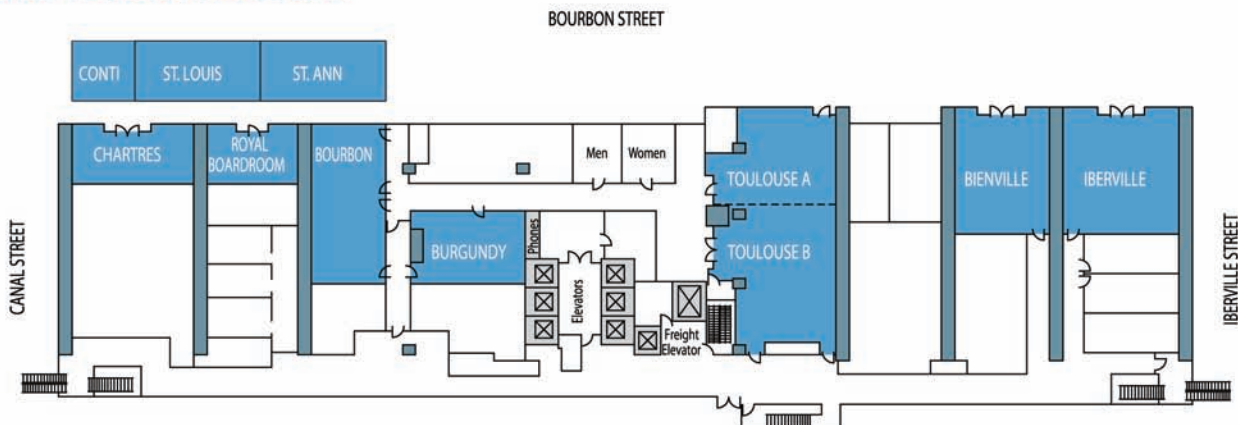
FIRST FLOOR/LOBBY



SECOND FLOOR



SECOND FLOOR MEZZANINE



Directions from Louis Armstrong New Orleans International Airport to the Crowne Plaza New Orleans French Quarter:

From airport, follow signs for I-10 East toward New Orleans. Merge onto I-10 East for 7.5 miles. Keep right and continue on I-10 East toward New Orleans/Business District for 3.5 miles. Keep right to take I-10 East toward Slidell for 0.5 miles. Take exit 234B on the left toward Superdome and continue 1.1 miles. Turn left on Camp Street and continue 0.3 miles. Turn left onto Canal St. and continue 0.1 miles and 739 Canal Street will be located on the right.

TABLE OF CONTENTS

Experience New Orleans	1	Plenary Session 3	29
Daily Schedule	3	Parallel Session 4	30
ICCH Committee Members	5	Interest Groups	32
ICCH Supporters	6	Parallel Session 5	33
Pre-Courses	7	Parallel Session 6	35
Pairing With Colleagues	12	Plenary Session 4	37
Poster Session 1	13	Parallel Session 7	38
Plenary Session 1	17	“Meet the Leader/Professor”	40
Plenary Session 2	18	Sessions	
Parallel Session 1	19	Parallel Session 8	43
Parallel Session 2	21	Continuing Medical Education	45
Parallel Session 3	23	Disclosures	46
Poster Session 2	25	AACH Board of Directors	54

Experience New Orleans



Tuesday, October 27th | 6:30-9:30pm

Dinner & Paddlewheeler Cruise: Step on board and cruise into the night with fellow ICCH attendees where the sleepless activity of America’s busiest port buzzes. The sounds of lively jazz will fill the air as you enjoy a lavish Creole buffet. The dinner and cruise will be held Tuesday evening, October 27th. Boarding will begin at 6:30 pm and the dinner and cruise will be held 7:30-9:30pm. If you did not purchase tickets in advance, you will not be able to board the boat.

Welcome to New Orleans!

Dear ICCH attendees,

Welcome to historic New Orleans, the birthplace of jazz, where fun, food and football spice up New Orleans' cultural gumbo. Prepare to be captivated by the Big Easy's ethnic blend, its music, its architecture, its joie de vivre, and its resilience.

New Orleans' spirit of resilience has never been more apparent than now during the 10th anniversary of its rebuilding from Hurricane Katrina's devastation. As you stroll through the French Quarter, savor legendary Creole and Cajun cuisine and tap your feet to "When the Saints Go Marchin' In", you are celebrating the comeback of this treasured place called New Orleans.

The uniqueness of New Orleans and its music serve also as a metaphor for our 2015 International Conference on Communication in Healthcare. ICCH, like our host city, is spirited, multicultural and resilient. This year expect compelling "front line" health communication melodies with lots of variation and improvisation in the best tradition of New Orleans jazz, all designed to create a conference with a polyphonic sound and feel.

For this year's conference, we had over 600 abstract submissions - our largest number of submissions ever! We have an outstanding lineup of keynote speakers, abstracts, workshops and symposia. We also hope that you will take advantage of our "Meet the Leader/Professor", Pairing with Colleagues, and Interest Group sessions. This year we also added several new sessions to highlight the importance of patient and stakeholder engagement. We also hope many of you will be able to join us Tuesday evening for live jazz music and a creole buffet dinner on the Creole Queen Paddlewheeler cruise on the Mississippi River.

Thank you for coming. Enjoy our conference and laissez les bons temps rouler—let the good times roll—in New Orleans.

Russell Rothman, MD, MPP
Co-Chair



Terry C. Davis, PhD
Co-chair



INTERNATIONAL CONFERENCE ON COMMUNICATION IN HEALTHCARE (ICCH)

2015 DAILY SCHEDULE

SATURDAY, OCTOBER 24

9:00am-6:00pm Pre-Course - tEACH
Bienville

SUNDAY, OCTOBER 25

2:00pm-7:00pm Registration
Second Floor Foyer

8:00am-3:00pm Pre-Course - tEACH
Bienville

10:00am-4:00pm Pre-Course -
Toulouse B Communication
Measurement

Noon - 3:00pm Mount Posters for Poster
Astor Ballroom III Session 1

1:00pm-4:00pm Pre-Course -
Bourbon Grantsmanship Workshop

1:00pm-4:00pm Preconference
Toulouse A Symposium in French

2:30pm - 4:00pm Pairing with Colleagues
Astor Ballroom I

4:00pm-5:30pm Reception and Poster
Astor Ballroom III Session 1

5:30pm - 7:00pm General Session &
Grand Ballroom Welcome to Attendees
• Plenary Session:
Gregory Makoul, PhD,
MS; Founder and
CEO, PatientWisdom;
Executive-in-
Residence, AVIA;
Founding Director,
Connecticut Institute
for Primary Care
Innovation; Professor
of Medicine, UConn
School of Medicine

MONDAY, OCTOBER 26

8:00am-4:00pm Registration
Second Floor Foyer

8:00am-9:00am Breakfast
Grand Ballroom

9:00am-10:30am General Session
Grand Ballroom
• Plenary Session:
Evelyn van Weel -
Baumgarten, MD, PhD;
EACH President Elect
& Associate Professor
at Radboud University
Medical Center

10:30am-10:45am Morning Break
Grand Ballroom Gallery

10:45am-12:15pm Parallel Session 1
*(see pages 19-20 for
presentation rooms)*

12:15pm-1:30pm Lunch
Grand Ballroom

12:15pm-1:30pm Pairing with Colleagues
Astor Ballroom I

1:30pm-3:00pm Parallel Session 2
*(see pages 21-22 for
presentation rooms)*

3:00pm-3:30pm Afternoon Break
*Grand Ballroom Foyer
Mezzanine Level Foyer*

3:00pm-3:30pm Mount Posters for Poster
Astor Ballroom III Session 2

3:30pm-5:00pm Parallel Session 3
*(see pages 23-24 for
presentation rooms)*

5:00pm-6:30pm Reception and Poster
Astor Ballroom III Session 2

TUESDAY, OCTOBER 27

7:30am-4:30pm <i>Second Floor Foyer</i>	Registration
7:30am-8:15am <i>Grand Ballroom</i>	Breakfast
8:30am-10:30am <i>Grand Ballroom</i>	General Session <ul style="list-style-type: none"> • Payer Award • News and Notes • Plenary Session: Dean Schillinger, MD; UCSF Professor of Medicine in Residence, Chief of Division of General Internal Medicine, & Director of Health Communication Program
10:00am-10:30am <i>Grand Ballroom Gallery</i>	Morning Break
10:30am-Noon	Parallel Session 4 <i>(see pages 30-31 for presentation rooms)</i>
Noon-1:30pm <i>Grand Ballroom</i>	Lunch
12:15pm-1:30pm	Interest Groups <i>(see page 32 for locations)</i>
1:45pm-3:15pm	Parallel Session 5 <i>(see pages 33-34 for presentation rooms)</i>
3:15pm-3:30pm <i>Grand Ballroom Foyer</i> <i>Mezzanine Level Foyer</i>	Afternoon Break
3:30pm-5:00pm	Parallel Session 6 <i>(see pages 35-36 for presentation rooms)</i>
5:15pm-6:00pm <i>Grand Ballroom</i>	AACH Member Meeting
6:30pm-9:30pm	Conference Dinner & Paddlewheeler Cruise <i>(Please note: Tickets for this offsite event must be purchased in advance of ICCH) Meet in hotel lobby at 6:15pm to walk to the paddlewheeler</i>

WEDNESDAY, OCTOBER 28

7:30am-1:00pm <i>Second Floor Foyer</i>	Registration
7:30am-8:15am <i>Grand Ballroom</i>	Breakfast
8:30am-10:00am <i>Grand Ballroom</i>	General Session <ul style="list-style-type: none"> • Engel Award • Plenary Session: Martha Hayward; Lead for Public and Patient Engagement at the Institute for Healthcare Improvement (IHI)
10:00am-10:30am <i>Grand Ballroom Gallery</i>	Morning Break
10:30am-Noon	Parallel Session 7 <i>(see pages 38-39 for presentation rooms)</i>
Noon-1:00pm <i>Grand Ballroom Gallery</i>	Box Lunch
Noon-1:00pm	"Meet the Leader/Professor" Sessions <i>(see pages 40-42 for locations)</i>
1:15pm-2:45pm	Parallel Session 8 <i>(see pages 43-44 for presentation rooms)</i>
3:00pm-3:30pm <i>Grand Ballroom</i>	Closing Session - What Have We Learned and Where Do We Go from Here?

PLANNING COMMITTEE:

Co-Chair: Terry Davis, PhD
Co-Chair: Russell Rothman, MD, MPP

Mary Catherine Beach, MD, MPH	Somnath Saha, MD, MPH	Ellen Smets, PhD
Myriam Deveugele, PhD	Lee Sanders, MD, MPH	Richard Street, PhD
Sara Rubinelli, PhD	Dean Schillinger, MD	Michael Wolf, MA, MPH, PhD

SCIENTIFIC COMMITTEE:

Co-Chair: Kenzie Cameron, PhD, MPH
Co-Chair: Sunil Kripalani, MD, MSc, SFHM
Workshop Chair: Marcy Rosenbaum, PhD

ABSTRACT REVIEWERS:

Stewart Alexander, PhD	Virginia Gill, PhD	Arwen Pieterse, PhD
Bob Arnold, MD	Kimberly Gudzone, MD, MPH	Kathryn Pollak, PhD
Connie Arnold, PhD	Pål Gulbrandsen, MD, PhD	Shakaib Rehman, MD
Danielle Blanch-Hartigan, PhD, MPH	Melanie Hagen, MD	Shmuel Reis, MD, MHPE
Mary Catherine Beach, MD, MPH	Janice Hanson, PhD	Daniel Richards, MD
Monica Broome, MD	Stephen Henry, MD, MSc	Elizabeth Rider, MSW, MD
Carma Byland, PhD	Krista Hirschmann, PhD	Cathy Risdon, MD, DMan
Kenzie Cameron, PhD, MPH	Robert Hulsman, PhD	Marcy Rosenbaum, PhD
Carol Capello, PhD	Jesse Jansen, PhD	Russell Rothman, MD, MPP
Calvin Chou, MD, PhD	TJ Jirasevijinda, MD	Sara Rubinelli, PhD
Marla Clayman, PhD, MPH	Kimberly Kaphingst, ScD	Doug Rupert, MPH
Ignasi Clemente	Orit Karnieli-Miller, PhD	Somnath Saha, MD, MPH
Denise Davis, MD	David Kern, MD, MPH	Dean Schillinger, MD
Terry Davis, PhD	Christopher Koenig, MA, PhD	Isabelle Scholl, PhD
Myriam Deveugele, PhD	Sunil Kripalani, MD, MSc, SFHM	Peter Schulz, PhD
Francesca Dwamena, MD, MS	Marleen Kunneman	Mitzi Scotten
Susan Eggly, PhD	Wolf Langewitz, MD, PhD	Jonathan Silverman, MD
Wolfgang Eich, MD, PhD	Jenni Levy, MD	Ellen Smets, PhD
Hilde Eide, PhD	Beth Lown, MD	Stuart Sprague, PhD
Shmuel Eidelman, MD	Marie Therese Lussier, MD, MSc	Giovanni Tagliavini, MD, PhD
Lee Ellington, PhD	William Maples, MD	Mara van Beusekom, MSc
Erik Farin, Prof. Dr.	Kathleen Mazor, PhD	Evelyn van Weel-Baumgarten, MD, PhD
Michael Farrell, MD	Felise Milan, MD	Rose Maria van Zuilten, PhD
Diane Ferreto-Paluzzi, PhD	Lorraine Noble, PhD	Adriaan Visser, PhD
Arnstein Finset, PhD	Eirik Ofstad, MD	Christa Zimmermann, PhD
Rich Frankel, PhD	Lilisbeth Perestelo-Perez, PhD	
Jennifer Gerwing, PhD	Susan Persky, PhD	
Alyce Getler, Psy.D.	Sean Phelan, PhD, MPH	

ENGEL AWARD SELECTION

COMMITTEE:

Rich Frankel, PhD
 Tom Inui, MD
 Richard Kravitz, MD, MPH
 Debra Roter, DrPH
 Dean Schillinger, MD
 Bob Smith, MD, MS
 Richard Street, PhD
 James Tulsy, MD

PAYER AWARD SELECTION

COMMITTEE:

Walter Baile, MD
 Howard Beckman, MD
 William T. Branch, Jr., MD, MACP
 Rita Charon, MD, PhD
 Ron Epstein, MD, FAAHPM
 Paul Haidet, MD, MPH
 Greg Makoul, PhD, MS
 Tony Suchman, MD

CONFERENCE SUPPORTERS



The Beryl Institute is the global community of practice dedicated to improving the patient experience through collaboration and shared knowledge. The Beryl Institute defines the patient experience as the sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care.



Created by The American Academy on Communication in Healthcare (AACH) and Drexel University College of Medicine and launched in 2005, DocCom is an online learning resource to teach communication skills for healthcare providers, residents and medical students. This interactive multi-media resource offers 42 multimedia-rich interactive modules including skills checklists, 400+ videos, evidenced-based recommendations, real-clinician video demonstrations, annotated interactive videos, assignments, assessment questions, grading matrix, resources, faculty syllabi and curriculum guides.



The Institute for Healthcare Advancement (IHA) is a not-for-profit 501 (c) 3 private operating foundation dedicated to innovating and advancing healthcare solutions for populations across the healthcare continuum. IHA's mission of "empowering people to better health" is demonstrated by providing education, training tools, outreach and social services through the book series "What To Do for Health", providing funding for a Family Resource Center, conducting research, producing the Annual Continuing Education Health Literacy Conference, and Health Literacy Rewrite and Redesign Services.



As part of the National Institutes of Health, the library offers free access to reliable databases and health information resources such as:
MedlinePlus provides information about diseases and conditions for all ages.
NIHSeniorHealth features basic health and wellness information for older adults.
Outreach Resources and Activities population specific web-based resources.



The UAMS Center for Health Literacy is a unique service-oriented organization that conducts research and integrates evidence and best practices in our service delivery to our customers in health and healthcare. We make health information simple.



At Press Ganey, our mission is to help you deliver high-quality, efficient care and improve the patient experience. We do this by capturing the voice of the patient through innovative techniques and then our advanced analytics and expert advisors implement improvements to clinical, operational, financial and experiential outcomes. We also bring together your key metrics in a single, integrated view of performance to enable alignment and accountability across your organization. This gives you the confidence to make changes, based on proven best practices, to achieve operational excellence.

PRE-COURSES

TEACH: THE 'CURRICULUM DEVELOPMENT IN COMMUNICATION SKILLS TEACHING' COURSE

Saturday, October 24, 2015; 9:00 am - 6:00 pm

Sunday, October 25, 2015; 8:00 am - 3:00 pm

Bienville, Second Floor Mezzanine

This course is directed towards teachers of health professionals (for example medical students, nurses, physiotherapists, doctors) who wish to develop a new curriculum or extend an existing curriculum. We are aware that different institutions in different countries will have varying resources in terms of available teachers, simulated patients and technology, and take this into account in helping you. Please note, this course is not about facilitation skills or learning experiential communication skills teaching. The course will be highly interactive and participant centered and will enable individual participants to formulate concrete plans for the future.

The focus is on how to develop a curriculum suitable to the healthcare setting within which the participant operates. The course looks at what to include in the curriculum and how to deliver, and evaluate the curriculum. The course combines large group interactive sessions presenting theory and concrete steps in developing curricula with small group sessions where participants work on their individual curriculum development needs.

Designation Statement:

The UAMS College of Medicine designates this live activity for a maximum of 14 *AMA PRA Category 1 Credits*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

As a result of this workshop, participants will be able to:

- apply educational theory to designing communication skills curricula
- understand how to ensure learners master an increasing range of skills and retain them over time
- select and organize the core content of the communication curriculum tailor content to their learners' needs
- select appropriate teaching methods for each component of the curriculum
- integrate communication with other clinical skills and the rest of the learners' program
- evaluate the curriculum

Course Facilitators:

Jonathan Silverman is a former Associate Clinical Dean at the School of Clinical Medicine, University of Cambridge, UK and current President of the European Association for Communication in Healthcare. He has been Director of Communication Studies for the undergraduate curriculum in Cambridge since 1999, which now involves over 700 half day small group sessions per year. He is best known as one of the authors of the Calgary-Cambridge Guides to the Medical Interview, including two companion books, "Teaching and Learning Communication Skills in Medicine" and "Skills for Communicating with Patients" which provide a framework for describing the medical interview and incorporate a comprehensive set of skills referenced to the current evidence. The guides are used in 70% of UK schools as well as around the world. He has conducted communication skills teaching seminars throughout the UK, in Europe and North America.

Marcy Rosenbaum is Professor of Family Medicine and Faculty Development Consultant in the Office of Consultation and Research in Medical Education at the University of Iowa Carver College of Medicine, US, and Chair of tEACH, the Teaching Committee of the European Association for Communication in Healthcare. She has been actively involved in research and teaching related to clinician-patient communication and medical education for over 20 years and has facilitated communication skills workshops in Europe and the U.S. She also directs several comprehensive faculty development programs at the University of Iowa and is one of the primary faculty members for the UI Masters in Medical Education Degree Program.

Evelyn van Weel-Baumgarten is Associate Professor of Primary and Community Care at the Radboud University Medical Center in Nijmegen, Netherlands and current President-Elect of the European Association for Communication in Healthcare. She has been a general practitioner for over 30 years and has combined clinical work with teaching and research in communication and in Mental Health. She became involved in developing and teaching of communication skills in 1987 and is currently the coordinator of the clinical communication skills program at the medical school. The current Nijmegen curriculum contains a longitudinal integrated program in clinical communication. She has facilitated communication skills workshops in Europe, Japan and Australia.

COMMUNICATION MEASUREMENT

Sunday, October 25, 2015; 10:00 am - 4:00 pm

Toulouse B, Second Floor Mezzanine

This short course will focus on communication measurement with emphasis on how to select the best measures for different types of research questions and hypotheses. The course will be divided into four parts - (1) overview of how one's research questions make implicit assumptions about the nature of communication and this should guide choice of measures; (2) the advantages and disadvantages of using behavioral measures of communication, with a specific application to how to code active patient participation and the types of research such a measure would be appropriate; (3) the advantages and disadvantages of using perceptual measures of communication (e.g., self-report), with attention to how to make informed choices about what self-report measure to use and who should complete them (e.g., a participant in the interaction or an observer); and (4) present a set of measures assessing patients' communicative experiences with health care that can be used for surveillance and quality improvement purposes.

Designation Statement:

The UAMS College of Medicine designates this live activity for a maximum of 4.75 *AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Course Facilitators:

Richard L. Street, Jr. PhD, is Professor of Communication at Texas A&M University, and Director, Health Communication and Decision-Making Program in the Houston Center for Quality of Care, Baylor College of Medicine. His research focuses on clinician-patient communication, pathways linking communication to improved health outcomes, and strategies for increasing patient involvement in care. He has published over 120 articles and book chapters, as well as a number of books, monographs, and special issues of various journals. In 2003, he was named Outstanding Health Communication Scholar by the International Communication Association. In 2008, he received the L. Donohew Health Communication Scholar Award from the University of Kentucky. In 2010, he was awarded Texas A&M Association of Former Students Distinguished Achievement in Research Award. In 2012, he was awarded the George L. Engel award by the American Academy on Communication in Healthcare.

Gregory Makoul, PhD, MS, is internationally recognized for research on physician-patient communication and shared decision making as well as a radical common sense, patient-centered approach to health care innovation. He is Founder and CEO of PatientWisdom (patientwisdom.com), Executive-in-Residence at AVIA Health Innovation, Founding Director of the Connecticut Institute for Primary Care Innovation, and Professor of Medicine at the UConn School of Medicine. Dr. Makoul is a widely published and productive scholar. In 2003, he received the Lynn Payer Award from the American Academy on Communication in Healthcare (AACH), and chaired the AACH Board from 2008-2011. He was recently named a Learning Health System Research Pioneer by the Association of American Medical Colleges. The tools he developed for teaching and assessing communication skills - as well as his award-winning series of patient narrative videos - are used worldwide.

Edward Krupat, PhD, is the Director of the Center for Evaluation at Harvard Medical School and Associate Professor of Psychology in the Dept. of Psychiatry at the Beth Israel Deaconess Medical Center. He holds a PhD in Social Psychology from the University of Michigan, and has taught previously at Rutgers University, Boston College, and the Massachusetts College of Pharmacy and Health Sciences (MCPHS). Dr. Krupat's interests revolve around the assessment of outcomes in medical education, and research and teaching concerning the doctor-patient relationship. He has designed and directed the evaluation of several innovative programs to improve clinical teaching and medical student learning outcomes at Harvard Medical School, and is particularly interested in the facilitation and assessment of critical thinking and diagnostic reasoning. Current projects involve identification of predictors of success at HMS, evaluation of innovations in small group learning, following the career paths of HMS graduates, and assessing (and improving) the medical school learning environment. Dr. Krupat is also involved in research and educational projects focusing on communications between physicians and patients. He has developed the Patient-Practitioner Orientation Scale, an instrument used internationally to assess the beliefs of students, practitioners, and patients about the role of information, power, and relationships in clinical care. In addition, he is one of the developers of the Four Habits Model, which describes the elements of patient-centered care, and developed the Four Habits Coding Scheme to measure patient-centeredness in the behavior of physicians.

GRANTSMANSHIP WORKSHOP: WRITING SUCCESSFUL GRANT PROPOSALS IN COMMUNICATION SCIENCE

Sunday, October 25, 2015; 1:00 pm - 4:00 pm
Bourbon, Second Floor Mezzanine

Investigators, particularly early-career scientists planning to submit a National Institutes of Health (NIH) grant proposal, are invited to participate in this interactive workshop. This hands-on mentoring opportunity is led by an experienced NIH program director and two Principal Investigators with extensive NIH funding experience.

Designation Statement:

The UAMS College of Medicine designates this live activity for a maximum of 2.75 *AMA PRA Category 1 Credits*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

This workshop will:

- Describe the NIH grant funding and review processes.
- Highlight funding mechanisms and review panels most relevant to health communication researchers.
- Share challenges and rewards in grant-writing process.

- Offer tips for successful proposal writing.
- Discuss the new NIH investigator biosketch format and implications on submission.
- Provide an overview of current scientific priorities and research portfolio in health communication at the NIH.
- Offer “mock review” opportunities for research aims/proposals under development. We will have break-out sessions to allow for peer-critiquing exercises. Workshop participants are encouraged to bring their “Specific Aims” Page to this interactive workshop.

Course Facilitators:

Lee Ellington is an Associate Professor, Huntsman Cancer Institute Investigator and a licensed clinical psychologist at the University of Utah College of Nursing. She has over 15 years of experience as a PI or Co-I on 10 NIH and ACS projects on interpersonal health communication. Her work has addressed provider-patient/family communication in a range of health care contexts and among diverse groups of health care providers, including family practice, genetic counseling, poison control, and hospice home care. Most of her recent research has been with cancer patients and their families. She has extensive experience in collecting and analyzing longitudinal, observational clinical health communication data. She is currently the Project Leader on an on a NCI Program Project Grant (PPG; PI Mooney). In this multi-site PPG, her team studies the longitudinal communication content and processes between hospice nurses and family caregivers of cancer patients. An integral part of this and her previous research is the influence of interpersonal and psychological factors on patient/caregiver presentation of health information, health care provider response and attitudes, and outcomes of wellbeing and health behaviors.

Susan Eggly received her Ph.D. in communication studies at Wayne State University. She is an Associate Professor in the Department of Oncology at Wayne State University and a Scientist in the Population Studies and Disparities Program at the Karmanos Cancer Institute. Her research focuses on clinician-patient communication and patient outcomes in a variety of medical contexts, including cancer, primary care, end-of-life, and pediatrics. She has ongoing, NIH-funded research in the areas of clinical communication and outcomes related to clinical trials, health disparities, decision-making, pain, health disparities, and parental bereavement.

Wen-Ying Sylvia Chou is a Program Director in the Health Communication and Informatics Research Branch of the National Cancer Institute (NCI). Her recent research areas include technologies and social media for health, patient-provider communication, and palliative care communication. Originally trained as a sociolinguist, she has extensive experience conducting mixed methods research on patient-provider interactions and illness narratives. Many of her publications have examined the role of the changing communication landscape in health care and public health/cancer control practice. Dr. Chou is leading a number of trans-NIH initiatives in promoting innovative behavioral science research and social media, including the use of participative online interactions as surveillance tools to aid in the understanding of health behaviors and attitudes, and developing social media-based interventions for health promotion. As a Program Director, Dr. Chou supervises a large NIH-funded portfolio on health literacy, patient-centered communication, health disparities, and Web 2.0 technologies. She completed a post-doctoral fellowship through National Cancer Institute’s Cancer Prevention Fellowship Program; she holds a MS and PhD in Linguistics from Georgetown University, and a Master of Public Health from the Interdisciplinary MPH program at UC Berkeley.

PRECONFERENCE SYMPOSIUM IN FRENCH

Sunday, October 25, 2015; 1:00 pm - 4:00 pm
Toulouse A, Second Floor Mezzanine

French speaking members of EACH/regroupement francophone de la EACH - Dear francophone or francophile ICCH 2015 in New Orleans participants/Chers collègues francophones et francophiles présents à ICCH 2015 à la Nouvelle Orléans.

A group of French speaking members of EACH is organizing a French language pre-conference symposium on Sunday, October 25, 2015 from 13:00 to 16:00. This is a unique opportunity for presenters to present their work in French to a francophone and francophile audience and to network with French speaking colleagues.

Le regroupement francophone de la EACH vous offre la possibilité de présenter votre travail en français, à un public francophone, à l'occasion du symposium pré-conférence de la EACH qu'il organise le dimanche 25 octobre 2015 de 13h00 à 16h00. Il s'agit d'une occasion unique de réseautage pour les participants francophones à la conférence ICCH.

Organizer:

Olivier Nardi, MD, MPH, PhD

France National Representative Association for Communication in Healthcare

PAIRING WITH COLLEAGUES PROGRAM

Sunday, October 25th | 2:30 pm - 4:00 pm
Monday, October 26th | 12:15 pm - 1:30 pm
Astor Ballroom I, Second Floor

The Pairing with Colleagues program allows less experienced colleagues to have an opportunity for dedicated time to discuss their teaching, research and/or career development issues with more experienced persons in the field during annual ICCH meetings. This program has been offered to conference attendees since the ICCH meeting in Charleston in 2007 and each year approximately 100 pairs have met to share their questions, expertise and insights.

Many thanks to the 2015 Pairing with Colleagues Committee:

Marcy Rosenbaum
Thanakorn Jirasevijinda
Orit Karnieli-Miller
Jonathan Silverman
Johanna Sommer

Web Support:

Daniel Johnsen

POSTER SESSION 1

Sunday, October 25th | 4:00 pm - 5:30 pm
Astor Ballroom III, Second Floor

Poster Session 1 - Sunday, October 25, 2015

Diversity and Cross-cultural Communication

1 - *Cultural differences in media usage and motivations for health information-seeking prior to the medical encounter: perspectives of Dutch and Turkish-Dutch patients* (Sanne Schinkel)

2 - *Doulas as cultural brokers: Exploring the doula's role in improving patient-provider communication for Medicaid-enrolled pregnant women* (Rachel Hardeman)

3 - *Establishing communication skills training in a post-comunistic country* (Aldona Katarzyna Jankowska)

4 - *Problematizing discourse of communication in Speech-Language Therapy* (Urisha Naidoo)

Health Literacy and Numeracy

5 - *Associations of health literacy, ethnicity, communication quality and beliefs about medicines in rheumatoid arthritis* (Jennifer Barton)

6 - *Cancer Health Literacy, Culture and Language Barriers among Immigrant Latinos in Louisiana* (Margarita Echeverri)

7 - *Examination of the integrated model of health literacy in women with breast cancer* (Gong-Hong Lin)

8 - *Factorial validity of the European Health Literacy Survey Questionnaire in women with breast cancer* (Yi-Jing Huang)

9 - *Has lay-friendliness improved? A comparative analysis of EU patient information leaflets from 2000-2012* (Karen Korning Zethsen)

10 - *Health literacy and diabetes knowledge in a French therapeutic patient education program for patients with type 2 diabetes* (Olivier Nardi)

Implementation Science and Knowledge Translation in Health Communication

11 - *Psychometric Properties of the Communication Skills Attitudes Scale (CSAS) among Portuguese undergraduate students in Allied Health Sciences* (Irene Carvalho)

Other Communication-related Topics

12 - *An evidence-based online content to inform the public on cancer risks linked to exposure to environmental factors* (Julien Carretier)

13 - *Anxiety is Related to Patient Self-Efficacy and Treatment Adherence in Type II Diabetes: A Pilot Study* (Raymond Ownby)

14 - *Central aspects of telephone advice nursing as experienced by elderly callers* (Inger Holmström)

15 - *Comparing the perceptions of attending and trainees on physician attributes and feedback in a multicultural academic medical institute in* (Amal Khidir)

16 - *Early introduction of clinical reasoning has no negative impact on medical and physician assistant student performance on communication skills* (Marcy Rosenbaum)

17 - *Is analogue patients' recall of cancer related information associated with their arousal (psychophysiological as well as emotional) as provoked by bad news?* (Ellen Smets)

18 - *Older Patients' and Providers' Perspectives on Asthma Management: A Qualitative Investigation* (Rachel O'Conor)

19 - *Patient Medical Education Training: A Pilot Test of the AGENDA Curriculum* (Christa Arnold, Melanie Hagen)

20 - *Physician liking, patient affect, patient-centeredness, and gender differences* (Pål Gulbrandsen)

21 - *Prognosis Discussion in End of Life Care: The Role of Physician Burnout, Relational Attachment and Gender* (Cezanne Elias)

22 - *Quality of support from hospital to home: role of readiness ratings by patient and nurse* (Andrea Wallace)

23 - *Recognizing Subtleties of Messages Connected to Patient Care: A Qualitative Analysis of Family Medicine Residents' Reflections about Communication* (Ashley Duggan)

24 - *Teach the teachers: An e-learning course for professionals working with pupils with NF1* (Christoffer Hals, Livø Nyhus)

25 - *What patient communications do inpatient oncology nurses perceive as cues to emotional distress?* (Kathy Johnson)

Patient Education and Health Behavior Change

26 - *Coherent and transparent patient pathway - an intervention study* (Regner Birkelund)

27 - *Evidence-based Health Education in Asthma - No short-term Effects on Health-related Quality of Life and Satisfaction with Programme but Higher Patient Perceived Trainer Skills* (Eva Bitzer)

28 - *Health Information Seeking Behavior among Adults in the United States-Does Having a Cancer Diagnosis Matter?* (Nosayaba Osazuwa-Peters)

29 - *Innovation: How to Increase Training in Mental Health Pilot and Feasibility Testing of an Integrative Chinese* (Robert Smith)

30 - *Pilot and Feasibility Testing of an Integrative Chinese Medicine/Biomedicine Diet for Chinese Americans with Type 2 Diabetes* (Evelyn Ho)

31 - *Psychological factors influencing medications' adherence in patients suffering from anxiety disorders: the role of mental health literacy, health locus of control, self-efficacy and clinical insight* (Elisa Galimberti)

Risk Communication and Medical Decision-making

32 - *Communication about late effects during routine follow-up consultations between paediatric oncologists and adolescents: A video-based, observational study* (Anneli Mellblom)

33 - *How do general practitioners conceptualise advance care planning in their practice? A qualitative study* (Koen Pardon)

34 - *Patient needs and doctor support in patient's accepting treatment risks* (Sawako Okamoto)

35 - *Tanning stories: A narrative Examination of indoor tanning* (Vicki Crooks)

36 - *Testing large-scale disclosure language and communication methods through an experimental online vignette survey* (Elizabeth Maguire)

37 - *Turning Chance into Choice: BRCA-positive Patients' Uncertain Health Experiences influence on Decision-Making in Clinical Encounters* (Marleah Dean)

38 - *"You have to be sure before someone cuts on your baby:" Parent perspectives on decision-making and communication for adenotonsillectomy in children who snore* (Emily Boss)

Shared Decision-making and Patient/Family Engagement

39 - *A data-driven critique on the future of electronic health records in the UK* (Sagar Jilka)

40 - *Can All Doctors Be Like This? Seven Stories of Communication Transformation by Physicians Rated Highest By Their Patients* (Tom Janisse)

41 - *Connecting provider communication and delivery expectations: A qualitative study of mothers' prenatal care and delivery experiences* (Christy Ledford)

42 - *Health literacy in pregnant women and their intention to use a patient decision aid in the context of prenatal screening for Trisomy 21* (Agathe Delanoe)

43 - *Language use in married couples during diabetes medical appointments* (Mary Marshall)

45 - *Patient enablement in medical consultations: an analysis of a mixed methods study through a philosophical lens* (Teresa Pawlikowska)

46 - *Patients' perspectives on antenatal group consultations: Identifying communicative strengths and weaknesses* (Antoinette Fage-Butler, Matilde Nisbeth Jensen)

Teaching and Evaluating Clinical Communication Skills

47 - *Assessing Veteran-Centered Communication Skills: Validation of a Military Focused Standardized Patient Checklist* (Monica Lypson)

48 - *Based on a True Story: An Assessment of Re-Enacted Clinical Interactions for Training Physicians to Discuss Clinical Trials with Patients and Families* (Susan Eggly)

49 - *Development and evaluation of a "Four-Habits"-based communication skills trainings for General Practitioners* (Simone Steinhausen)

50 - *Direct Observation and Coaching of Physician Communication within Patient Interactions: How Satisfied Are Providers Following the Process?* (Peggy Greco)

51 - *Evaluating Physician-Patient Communication at an Internal Medicine Outpatient Clinic* (Tejal Shelat)

52 - *Evaluation Approaches to a Newly Implemented Physician-Patient Communication Course* (Minna Saslaw)

53 - *Evaluation of medical interview training with simulated patients (SPs) by graduates of Nippon Medical School (NMS)* (Ryoko Aso)

54 - *Learner Ratings and Evaluation of the Educating Nurses about Reproductive Health Issues in Cancer Health Care (ENRICH) Curriculum* (Meghan Bowman)

55 - *Lessons learnt. Low patient power in a randomized controlled trial on the effectiveness of training medical specialists in communication with patients with unexplained symptoms* (Anne Weiland)

56 - *Online Nursing Education and SBAR Handoff Reporting: An Innovative Learning Activity* (Catie Chung)

57 - *Provider responses to patient emotional cues and SEGUE framework performance: a comparative study using VR-CoDES* (Margarida Figueiredo-Braga)

58 - *Tell Me a Story: Narrative Medicine in a General Medicine Practice* (Daniel Becker)

59 - *The communicative experience in the context of the clinical practices of medical students* (Claudia Villegas)

60 - *The Long-Term Impact of Experiential Communication and Relational Training on Radiology Fellows* (Elaine Meyer)

Team and Inter-professional Communication

61 - *Communication in healthcare: a systematic review of the literature and practical recommendations* (Peter Vermeir)

62 - *Enhancing Learner Teams and Best Practices for Interprofessional Care: The Power of Multifaceted Simulation Experiences* (EISHimaa Basha)

63 - *Escalation of Unresolved Conflict to Immobilizing Conflict Cycles in Hospital Communication: Expanding Structural Divergence Theory* (Anne Nicotera)

64 - *From Curriculum to Application to Practice: Building Evaluation Bridges in a Longitudinal Interprofessional Program*
(Kirsten Broadfoot)

65 - *GPs' participation in multidisciplinary team meetings in oncology: Interview study in Belgium* (Fien Mertens)

Technology and Social Media

66 - *A digital application that helps cancer-stricken kids to learn of and cope with their condition* (Andrea Corradini)

67 - *A path to empowerment? Patients' recording clinical encounters* (Glyn Elwyn)

68 - *Discutons Santé-Let's Discuss Health. Implementing referral to a website to help chronic disease patients and their primary care providers engage in productive interactions* (Marie-Thérèse Lussier)

69 - *Improving communication in video counseling sessions through interactive role-play* (Kari Hagen)

70 - *Online debates on pediatric vaccinations: Exploring the arguments and sources of information on Italian forums through content analysis* (Marta Fadda)

71 - *Using Mobile Technology to Address Adolescent Depression Education*
(Vinay Parekh, Anne Ruble)

Underserved Populations and Health Disparities

72 - *Communication Practices in Requests for Organ Donation: A Comparison of Hispanic's and Non-Hispanic's Experience*
(Michael Adair-Kriz)

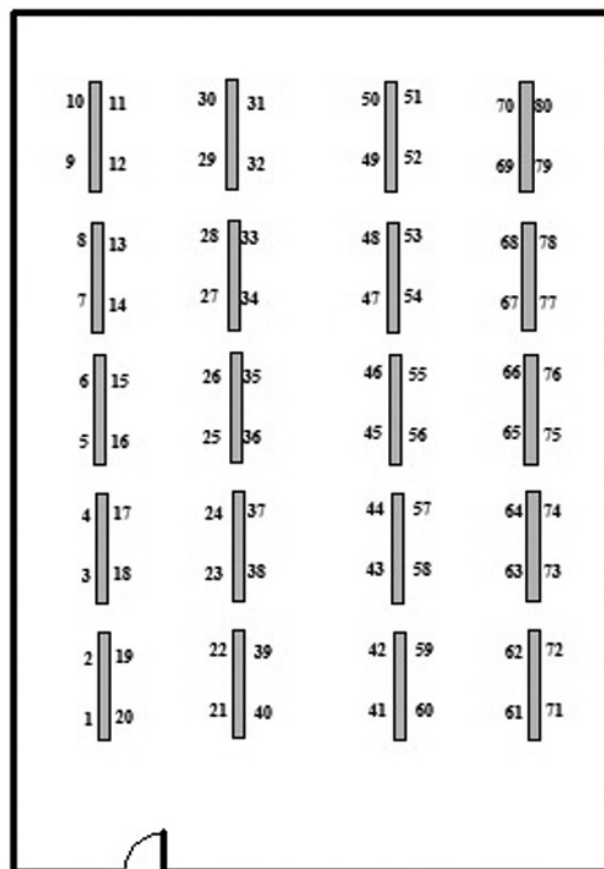
73 - *Factors Associated with Suboptimal Medication Beliefs Among Patients with Diabetes* (Natalie Coppa)

74 - *Health Literacy Workshop for Seniors: Adapting HeLP MN Seniors for South Florida*
(Ileana Herrin)

75 - *HOOTEA: Healthier Obstetrical Outcomes through Enrichment Activities*
(Beth Damitz, Sandra Olsen)

76 - *Scalable, Technology-Enabled Behavioral Health Services that Cross the Barriers of Stigma, Time and Distance, and Cost*
(Kim Norman, Christine Garcia)

Poster Session Diagram
Astor Ballroom III



**PLENARY SESSION 1:
"ILLNESS AS AN EDITOR: REVISE AND RESUBMIT"**

*Sunday, October 25th | 5:30 pm - 7:00 pm
Grand Ballroom, Second Floor*

People's sense of health and illness influence communication, medical care, public health programs, policy, training, and research. Rather than conceiving of illness as a battle, it may be more productive to think about illness as an editor. An editor might ask patients to change the style of their stories, to modify passages, or to cut entire sections. In this context, physicians and other health professionals often become co-authors. How do we know if they are adept at working with patients to understand the original vision and deal with revisions? And how can educators and researchers help develop a common vocabulary and coherent approach to understanding the impact of efforts to create meaningful stories?



Gregory Makoul, PhD, MS

Gregory Makoul is internationally recognized for research on physician-patient communication and shared decision making as well as a radical common sense, patient-centered approach to health care innovation. He is Founder and CEO of PatientWisdom (patientwisdom.com), Executive-in-Residence at AVIA Health Innovation, Founding Director of the Connecticut Institute for Primary Care Innovation, and Professor of Medicine at the UConn School of Medicine. Dr. Makoul is a widely published and productive scholar. In 2003, he received the Lynn Payer Award from the American Academy on Communication in Healthcare (AACH), and chaired the AACH

Board from 2008-2011. He was recently named a Learning Health System Research Pioneer by the Association of American Medical Colleges. The tools he developed for teaching and assessing communication skills - as well as his award-winning series of patient narrative videos - are used worldwide.

PLENARY SESSION 2:

“IS LINKING RESEARCH, TEACHING AND PRACTICE IN COMMUNICATION IN HEALTH CARE THE WAY FORWARD?”

Monday, October 26th | 9:00 am - 10:30 am

Grand Ballroom, Second Floor

Even though research shows that good, person centered communication has a positive impact on health outcomes and well-being of patients, and that it can be taught and learnt, communication in the reality of every-day practice is often not as good as it could be.

This presentation will give an overview of research and teaching of clinical communication skills as well as of transfer to clinical practice. It will offer a reflection on opportunities for collaboration and linking between the often segregated fields of research, teaching and clinical practice. Building collaborations between stakeholders involved in the context of healthcare, and co-creating of new ways of working together might be a way forward in helping to improve communication in and every-day practice.



Evelyn van Weel - Baumgarten, MD, PhD

Evelyn van Weel-Baumgarten has been a general practitioner for over 30 years and has combined clinical work with teaching and research at the Department of Primary and Community Care at the Radboud University Medical Center in Nijmegen, the Netherlands. She became involved in developing and teaching of communication skills in 1987 and is currently the coordinator of the clinical communication skills program at the medical school. The current Nijmegen curriculum contains a longitudinal integrated program in clinical communication. She started research in 1995 and defended a thesis on the long term follow-up of depression in primary care, acquiring a PhD in 2000. She has written peer reviewed papers, book chapters, training manuals and programs for various health care professionals on depression, problem solving treatment, and a variety of communication skills related topics. Her current research focuses on the improvement of communication of health care professionals as well as of patients. She is the current President-Elect of EACH. She is an active member of the teaching committee tEACH and belongs to the train the trainer group.

PARALLEL SESSION 1:

Monday, October 26th | 10:45 am - 12:15 pm

Workshops

“Express Rather than Impress”: Discussing Research, Career, and Networking Challenges in a Peer-group of Early Career Researchers (Tabor Flickinger) BOURBON, Second Floor Mezzanine

Lessons in Communication and Teamwork: Can we build a Meaningful, Longitudinal Interprofessional Experience for Health Professionals? (Mrinalini Kulkarni, Holli Sadler) ST. ANN, Second Floor Mezzanine

Minimally Invasive Pedagogy: A novel technology-based approach to teaching Shared Decision Making in Medical Schools (Dawn Carey, Glyn Elwyn, Manish Mishra, Nan Cochran) ST. LOUIS, Second Floor Mezzanine

Symposia

Transforming Customers into Patients: Research on Pharmacist-Initiated Patient Engagement from Canada and USA (Lisa Guirguis, Betty Chewning, Matthew Witry, Carol Hermansen-Kobulnicky) TOULOUSE A, Second Floor Mezzanine

An Overview of Conflicting Health Information and Its Implications for Medical Decision Making (Delesha Carpenter, Rebekah Nagler, Katri Hämeen-Anttila, Paul Han) BURGUNDY, Second Floor Mezzanine

Oral Abstract Sessions

**Session 1A - ORAL
Chronic Conditions (1)
Astor Ballroom I, Second Floor**

- 1. Addressing Food Insecurity and Dietary Modification Challenges in Underserved Populations Diagnosed with Type 2 Diabetes (Maria Thomson)*
- 2. Beyond experienced anamnesis - Review dialogues as a chance to extend perspectives in long-term-care of patients with chronic conditions (Ottomar Bahrs)*

3. Persistence of diabetes control is related to the interaction of gist understanding of risk and collaborative goal-setting (Aanand Naik)

4. Doing great! Discourse perspective of evaluative talk in chronic disease consultations (Susan Barone)

5. AIDS and Intercourse: Using Language to Understand Sexual Culture in Malawi (Yael Danovitch)

**Session 1B - ORAL
Medical Resident Education
Astor Ballroom II, Second Floor**

1. Graduate Medical Education: Most Common Feedback Themes In Internal Medicine Residency Training, Lessons From Resident Audio-recording Project (Muralidhar Papireddy, Susan Hingle)

2. Teaching Effective Communication in Family Meetings (Jaya Raj)

3. Someone needs to call the family... why (or why not) the resident? (Rachel Ombres)

4. Training Housestaff to Open Interviews with Patient-Centered Strategies: Housestaff Perception and Effects on Patient Experiences in Clinic (David Hwang)

5. Patient Education and Medicine Residents - is it a “FIT”? (Abhishek Seth)

**Session 1C - ORAL
Colorectal Cancer
Iberville, Second Floor Mezzanine**

1. Development of Colorectal Cancer Screening Patient Education Materials and Methods in Rural Community Clinics (Laurie Anne Ferguson)

2. Facilitators and Barriers to Colorectal Cancer Screening among a Racially and Ethnically Diverse Population (Crystal Doan)

3. *Health Literacy Patient Education and Outreach to Overcome Disparities in CRC Screening* (Jill Hancock)

4. *Communication strategies associated with greater spousal influence in colorectal cancer risk prevention discussions* (Maija Reblin)

5. *Identifying Sociocultural Barriers to Colorectal Cancer Screening Adherence Among Appalachian Kentuckians* (Elisia Cohen)

Session 1D - ORAL
Team and Inter-professional Communication (2)
Bienville, Second Floor Mezzanine

1. *The GO Project: An Innovative and Integrative Approach to Improving Provider Communication and Teamwork* (Peggy Greco)

2. *Communication between general practitioners and specialists: a qualitative and perceptive assessment* (Peter Vermeir)

3. *Developing an Interprofessional Education (IPE) Patient-Centered Communications Skills Checklist: The Work of an Interprofessional Faculty Development Team* (Monica Lypson)

4. *Engaging Patients in Evaluation of Provider Communication and Teamwork: A Model for Brief Interview of Patients and Their Families Immediately Following Directly Observed Medical Encounter* (Peggy Greco)

5. *Navigating Communication and Relational Challenges of Everyday Patient Care - An Innovative, Longitudinal Approach to Interprofessional Education Promoting Patient/Family Engagement and Teamwork* (Elaine Meyer)

Session 1E - ORAL
Teaching and Evaluating Communication Skills (students)
Toulouse B, Second Floor Mezzanine

1. *Authentic Communication Assessment of Student Clinicians: Patients Teaching Students* (Dieter Schönwetter)

2. *Enhancing Interpersonal Communication Skills and Humor early on in Medical School: A Mixed Method Intervention Study* (Orit Karnieli-Miller)

3. *The Effectiveness of a Communication Intervention in the Major Clinical Year* (Kirby Pruis)

4. *Adapting Patient-Provider Communication when Patients Have Communication Disorders* (Michael Burns)

5. *The Patient Support Corps: Training Medical Students in Patient-Centered Communication* (Asha Leichtman)

PARALLEL SESSION 2:

Monday, October 26th | 1:30 pm - 3:00 pm

Workshops

The language of dementia: Applying sociolinguistic methods to issues in assessing and treating cognitive impairment
(Ashley Hesson, Heike Pichler)
BOURBON, Second Floor Mezzanine

Patients as Peer Mentors: Training Patients to Tell Their Story (Jennifer St. Clair Russell)
ST. ANN, Second Floor Mezzanine

Teaching Doctors to Communicate With Patients in Emotional Distress: The Expanded Four Habits Model
(Arnstein Finset, Tonje Lundebj)

ST. LOUIS, Second Floor Mezzanine

Symposia

Acknowledging scared decision making - the elephant in the consulting room (Pål Gulbrandsen, Glyn Elwyn, Paul Han, Mary Catherine Beach, Emily Boss, Eirik Ofstad)
TOULOUSE A, Second Floor Mezzanine

Patient-Centered Communication, the Evidence Base, and Shared Decision Making in Perinatal Care (Elizabeth Soliday, Rachel Thompson, Gabrielle Stevens, Anna Strahm, Ashleigh Armanasco)
BURGUNDY, Second Floor Mezzanine

Oral Abstract Sessions

Session 2A - ORAL
Top 10 Oral Abstracts (1)
Astor Ballroom I, Second Floor

- 1. An Evaluation of Primary Care Strategies to Communicate Medication Risks* (Laura Curtis)
- 2. The impact of a stories based educational DVD on patients' intentions to change hypertension management behaviors: A randomized control trial* (Barbara Bokhour)
- 3. Participatory design of an e-health communication intervention to support young people with long-term illnesses transitioning to adult healthcare services* (Imelda Coyne)

4. Talking about the hard stuff: Short-term outcomes of a multi-center RCT of oncologist, patient, and caregiver interventions to improve communication in advanced cancer (Ronald Epstein)

5. Do Knowledge Gains Translate into Behavior Change? Pairing Physician-Directed and Point-of-Care Patient Education Strategies to Increase Colorectal Cancer Knowledge and Screening Completion (Kenzie Cameron)

Session 2B - ORAL
Medication Management (1)
Astor Ballroom II, Second Floor

- 1. Are you taking one everyday?: Using Face Theory to understand how Pharmacists and Patient talk about Talking Medications* (Lisa Guirguis)
- 2. Consumer Confusion between Prescription Drug Warnings and Side Effects* (Douglas Rupert)
- 3. Family Members' Experiences of Medication Communication in a Pediatric Hospital* (Carlye Weiner)
- 4. Medicines packages leaflets and their legibility according to patients' socio-demographics* (Afonso Cavaco)
- 5. Ophthalmologist-patient communication and glaucoma medication adherence* (Betsy Sleath)

Session 2C - ORAL
Cancer Care (1)
Iberville, Second Floor

- 1. Communicating about living with cancer in Dutch walk-in homes* (Adriaan Visser)
- 2. Considering patient values and preferences enhances patient involvement in rectal cancer treatment decision making* (Arwen Pieterse)

3. *Discussion of Complementary and Alternative Medicine (CAM) in routine cancer care visits (Debra Roter)*

4. *Multiple cancer risk reduction after BRCA1/2 genetic test disclosure: what about cigarette smoking? (Claire Julian-Reynier)*

5. *Using a Question Prompt List to Increase Patient Active Participation in Racially Discordant Cancer Interactions (Susan Eggly)*

**Session 2D - ORAL
Discourse Analysis
Bienville, Second Floor Mezzanine**

1. *Triadic interaction in the dental encounter: dynamic alliances between the dentist, the dental nurse, and the reluctant patient (Aengus Kelly)*

2. *'Moderation is key': the problems of assumed shared understandings of lay terms (Susan Barone, Adam Steffanick)*

3. *Conversational closings in the human-computer interface in doctors' consultations (Abdesalam Soudi)*

4. *Understanding Patient-Physician communication and turn-taking patterns with directional microphone arrays (Richard Street)*

**Session 2E - ORAL
Qualitative Research
Toulouse B, Second Floor Mezzanine**

1. *A Qualitative Exploration of Muslim Women's Perspectives In Access to Health Care in the United States (Kiran Choudhry)*

2. *Exploring the role of health literacy in the evaluation of the quality of online health information: Insights from a qualitative study (Nicola Diviani)*

3. *Opening the door for communication: A descriptive study of chaplain documentation in the intensive care unit (Brittany Lee)*

4. *Use and effect of digital audio recordings in four different outpatient clinics (Maiken Wolderslund)*

5. *The Racialization of Disease: a qualitative and quantitative study of race and ethnicity in bio medical research (Francine Small)*

PARALLEL SESSION 3:

Monday, October 26th | 3:30 pm - 5:00 pm

Workshops

Navigating, evaluating and remediating professionalism lapses in multicultural health care context (Amal Khidir)
BOURBON, Second Floor Mezzanine

Emotions in Standardized Patient (SP) Encounters - Opportunities and Dangers (Elizabeth Kachur, Shakaib Rehman, Felise Milan, Monica Harris, Robert Lane, Elizabete Loureiro) ST. ANN, Second Floor Mezzanine

Jazz and the Art of Medicine: Finding and Using Space in Medical Conversations (Paul Haidet) ST. LOUIS, Second Floor Mezzanine

Symposia

An interdisciplinary, interprofessional, international approach to assessing providers' communication behaviors in clinical simulations (Suzanne Campbell, Michael Pagano, Eileen R. O'Shea)
TOULOUSE A, Second Floor Mezzanine

Non-verbal communication in clinical encounters: state of the art and future directions (Marij Hillen, Paul Han, Arnstein Finset, Lauren Hamel, Rita Gorawara-Bhat)
BURGUNDY, Second Floor Mezzanine

Oral Abstract Sessions

Session 3A - ORAL RESEARCH IN PROGRESS Astor Ballroom I, Second Floor

1. *Analysis of adherence notes from a service-oriented community pharmacy (Matthew Witry)*
2. *Implementing CollaboRATE in primary care: an interim analysis (Paul Barr, Rachel Thompson, Rachel Forcino, Elissa Ozanne, Glyn Elwyn)*
3. *What's Your Status? Improving Physician and Patient Comfort with Code Status (Sarah Rhoads, Amos Charles)*

Session 3B - ORAL Vaccination Astor Ballroom II, Second Floor

1. *Assessing Seniors' Normative Beliefs and Sharing of Health Information about the Pneumococcal Vaccination (Crystal Doan)*
2. *Attitudes of parents toward their sons receiving HPV vaccine (Karishma Chatterjee)*
3. *Direct versus qualified HPV vaccine recommendations: How providers' communication style might influence their recommendation (L. Aubree Shay)*
4. *Towards the development of a psychological empowerment scale in the context of the MMR vaccination decision making. Results from a focus group study (Marta Fadda)*
5. *Active Parental Communication during Parent-Provider Discussions about HPV Vaccination (Emily Marks)*

Session 3C - ORAL Palliative and End-of-life Care (2) Iberville, Second Floor Mezzanine

1. *A comparison of the quality and content of communication in requests for adult and pediatric organ donation (Heather Traino)*
2. *Facilitating effective shared decision-making with surrogates of dying patients to manage or avoid potential conflicts (Amy Tan)*
3. *Relationships Between Personal Attitudes About Death and Communication with Dying Patients: How Do Oncologists Grapple with Mortality? (Rachel Rodenbach)*
4. *Geographic variation in the communication process and outcomes of requests for solid organ donation (Heather Traino)*

Session 3D - ORAL
Internet and Mobile Technology (2)
Bienville, Second Floor Mezzanine

1. *Getting the Questions Right: The Use of Social Media Conversations to Inform a Clinical Research Information Tool (Yulia Strekalova)*
2. *Patients' Perceptions of Electronic System Messaging With Physicians (Neil Farber)*
3. *Text Messaging Program to Improve Medical Follow Up for Patients Receiving Sexual Assault Exams (Richard Bogue, Nancy Downing)*
4. *Use of mobile phone to promote governance and equity within the health system: Experience of rural health district in Burkina Faso (Maurice Ye)*
5. *Construction and Validation of the E-SEGUE, a tool to assess communication in the computerized setting (Shmuel Reis)*

Session 3E - ORAL
Medication Management (2)
Toulouse B, Second Floor Mezzanine

1. *Optimization of Complicated Drug Regimens in Community Pharmacy Patients (Sonal Ghura)*
2. *Pathways linking health literacy, beliefs, and cognition with medication adherence among older asthmatics (Alex Federman)*
3. *Patient adoption of an Internet based diabetes medication tool to improve adherence: a pilot study (Scott Davis)*
4. *Which questions elicit accurate disclosure of non-adherence when talking to patients? (Wynne Callon)*

POSTER SESSION 2:

Monday, October 26th | 5:00 pm - 6:30 pm
Astor Ballroom III, Second Floor

Communication in Quality and Safety

1 - *Communication in healthcare: a systematic review of the literature and practical recommendations* (Peter Vermeir)

2 - *Communication of the diagnostic of bipolar disorder: patients' experiences and preferences* (Irene Carvalho)

3 - *Do providers and caregivers accurately judge patient pain? Results from two meta-analyses* (Danielle Blanch-Hartigan)

4 - *Innovation in Communication* (Gerry Finkelston, Marie Decker)

5 - *Innovative Teaching Strategies to Optimize Safety in Healthcare Delivery by the Novice Nurse* (M'Lyn Spinks)

6 - *Storytelling with Everyday-stories - to work with culture and values for better patient experience* (Anna Stromblad)

7 - *Strengthen the hand over process* (Ambreen Memon)

8 - *The more the merrier? - Is there a relationship between the frequency of communication and relational coordination in intensive care units?* (Sandra Klingenhaeger)

Community-based Research

9 - *A Design-Thinking Approach to Developing An Educational Sickle Cell Trait Website* (Lisa Shook)

Diversity and Cross-cultural Communication

11 - *Patient's Perceptions Regarding Communication Skills of their Physicians and Influence on Trust, Satisfaction, and Adherence: A Comparison of IMG and USMG Physicians* (Parul Jain)

12 - *The role of concordance and patient participation on communication outcomes in intercultural GP settings* (Sanne Schinkel)

Health Literacy and Numeracy

13 - *Providing a framework for basic health information online* (Rachel Berg)

Humanities, Ethics, and Professionalism

14 - *A Guiding Framework to Maximize the Power of the Arts in Health Sciences Education: A Systematic Review and Synthesis of the Literature* (Paul Haidet)

15 - *Attention without Intention: Implications for Communication from Family Medicine Residents' Implicit Reflections* (Ashley Duggan)

16 - *Developing and Evaluating a Dynamic Clinical Ethics Curriculum for Medical Providers in Training* (Kathryn MacMillan, Raphael Lizcano)

17 - *Enhance client satisfaction and trust by implementation of service excellence in employees* (Imran Mawani)

18 - *Speaking truth to power in medicine: Negotiating empathy, advocacy, and agency in professional hierarchies* (Kristen Broadfoot)

19 - *Running an introductory experiential course on mindfulness in a UK medical school: lessons learned* (Amy Spatz)

20 - *Putting the Charter to Work: Enhancing Healthcare Relationships Through Core Values* (Elizabeth Rider, William T. Branch, H. Esterbrook Longmaid, Suzanne Kurtz)

21 - *What Encourages or Imposes Barriers to Humanism in Young Faculty Members* (Mary Ann Gilligan, William T. Branch, Elizabeth Rider)

Implementation Science and Knowledge Translation in Health Communication

22 - *The International Research Centre for Communication in Healthcare (IRCCH): a multicultural approach to communicate for compassionate healthcare, and mobilize values to practices* (Elizabeth Rider)

23 - *Interprofessional Global Collaboration for Compassionate Healthcare: Mobilizing Values to Action* (Elizabeth Rider)

24 - *Effective Use of Technology to Manage Patient Nutrition - The Six Sigma Approach* (Irfan Valliani)

25 - *Effects of Fear and Perceived Message Sensation Value of Visual Warnings on Cigarette Packages on Smoking* (Minhao Dai)

26 - *Translating new lung cancer screening guidelines into practice: The experience of one community hospital* (Christy JW Ledford)

Other Communication-related Topics

27 - *Can a Communication Skills Training Reduce the Burnout Level of Hospital Office Staff?* (Özlem Sürel)

28 - *Empathy in Physiotherapists - the role of gender and sociodemographic factors* (Margarida Figueiredo-Braga)

29 - *Feasibility of implementing and studying an intervention to improve communication and decision making in the PICU* (Tricia Fragen)

30 - *Healthcare provider (HCP) independent information services: How users of the Cancer Information Service (CIS) of the German Cancer Research Center appraise and process the information provided* (Andrea Gaisser)

31 - *Recognition and Management of Geriatric Depression: Online, interactive modules for medical students* (Patrick Hemming)

Patient Education and Health Behavior Change

32 - *Don't Tell People Smoking is Bad, Show Them: Persuasive Message Features in the Tips From Former Smokers Campaign* (Christine Skubisz)

33 - *Empowering Latino cancer patients on the reality of cancer pain and debunking cultural myths via an interactive pain education program* (Lina Mayorga)

34 - *Lexical and Content Analysis of Outpatient After Visit Summaries* (Alex Federman)

35 - *Measuring medications' adherence in anxiety disorders: patients' vs. psychiatrists' perspective* (Elisa Galimberti)

36 - *Patient-Provider Breastfeeding Discussions in Pregnancy: Is it Happening?* (Jill Demirci)

37 - *Self-management of complex chronic diseases. A systematic and critical review in the field of spinal cord injury* (Sara Rubinelli)

38 - *Standardized Communication in the role of Post-Discharge Outreach* (Ahmed Mohiuddin)

Research Methodology

39 - *A novel coding system to characterize patient-clinician negotiation about opioids and chronic pain* (Stephen Henry)

40 - *Patient Engagement in the Development of Measures to Assess Patient-Centered Communication in Cancer Care* (Katherine Treiman)

41 - *Patient Satisfaction with a Patient-Centered Interaction - An Efficient Questionnaire* (Robert Smith)

Risk Communication and Medical Decision-making

42 - *Communicating Risk about Hereditary Breast and Ovarian Cancer: A Conceptual Model for Understanding BRCA-positive Patients' Health Experiences* (Marleah Dean)

43 - *eCWs Care Coordination Medical Record and Addressing Care Opportunities* (Nicholas Bernard)

Shared Decision-making and Patient/Family Engagement

44 - *Adapting a French language decision aid in PSA screening: a transcultural study in France and Switzerland* (Julien Carretier)

45 - *Lack of an association between patient recall of treatment decisions, and patient activation and self-report of communication quality* (M. Barton Laws)

46 - *'Nothing about me without me': an interpretative review of Patient Accessible Electronic Health Records* (Sagar Jilka)

47 - *Proposal to participate in a drug trial and involvement in decision-making* (Julien Mancini)

48 - *Supporting shared decision making using an Option Grid for osteoarthritis of the knee: a stepped wedge trial* (Glyn Elwyn)

49 - *The Challenge of Shared Decision Making in Pediatric Visits: Speaking Practices* (Charlene Pope)

50 - *The role of health values in decisions about cancer screening* (Jennifer Arney)

51 - *Using Option Grids: steps towards shared decision making for neonatal circumcision* (Glyn Elwyn)

Teaching and Evaluating Clinical Communication Skills

52 - *A multisite randomized comparison of interactive virtual human simulation (MPathic-VR) and standard multimedia for teaching advanced communication skills among second-year medical students* (Daniel Becker, Frederick Kron)

53 - *An Iberoamerican, Spain and Portugal consensus on learning objectives for a Core Communication Curriculum in undergraduate medical education* (Roger Ruiz-Moral)

54 - *Behaviorally Anchored Communication Skills Checklist for Medical Student OSCE Demonstrates Reliability Utilizing Generalizability Theory Analysis* (Felise Milan)

55 - *Better communication can lead to better perceptions of providers: Evidence from VA primary care* (P. Adam Kelly)

56 - *Examining Patient-Centeredness in Electronic Communication: An Analysis of Provider-Patient Secure Messages* (Timothy Hogan)

57 - *Faculty Development for Active Communication Skills Facilitators through Booster Courses* (Carma Bylund)

58 - *How communication skills are modeled and reinforced during early clinical experiences: Analysis of Medical and PA Student reflections* (Anthony Brenneman)

59 - *Partnering with patients and families to develop and evaluate a simulation-based program for training residents on 'information sharing' and 'caring' aspects of patient-centered communication* (Hanan Aboumatar)

60 - *Persona non grata? A mixed-method study of medical students' responses and reactions to patient emotion* (Knut Ørnes)

61 - *Student factors that contribute to changes in patient-centered attitudes over 4 years of medical school* (Rachel Hardeman)

62 - *Talking about Chemsex - a collaboration between medical school and hospital* (Jo Brown)

63 - *The relationship between clinical experience, communication skills improvement and communication self-efficacy among practicing oncology nurses* (Carma Bylund, Smita Banerjee)

64 - *The use of narrative writing to teach breaking bad news skills and protocol* (Orit Karnieli-Miller)

65 - *Using Examinees' Observable Behaviors versus Raters' Subjective Evaluations to Assess Communication Skills* (Anne Kochersberger)

Team and Inter-professional Communication

66 - *Improvement of Inter-professional Communication and Team-based Care With Implementation of Huddles: A Quality Improvement Study* (Kimberly Grueneisen)

67 - *Perspectives of Effective Pediatric Discharge Communication* (Victoria Wilkins)

68 - *Standardized Patient Simulation to promote interprofessional collaborative practice in evaluating older adults with dementia* (Nancy Morris)

Technology and Social Media

69 - *Improving Google's health searches with medical illustrations* (Isobel Solaqua)

70 - *Integrating Health-related Consumer Data into Engagement Metrics Designed for Health Communication Targeting and Tailoring* (Melissa Maravic)

71 - *Smartphone-facilitated N-of-1 Trials to Increase Patient Engagement and Shared Decision-Making in Chronic Pain* (Maria Marois)

Underserved Populations and Health Disparities

72 - *Language concordance, interpreter use, and communication quality for Latino diabetes patients during primary care encounters* (Richard White)

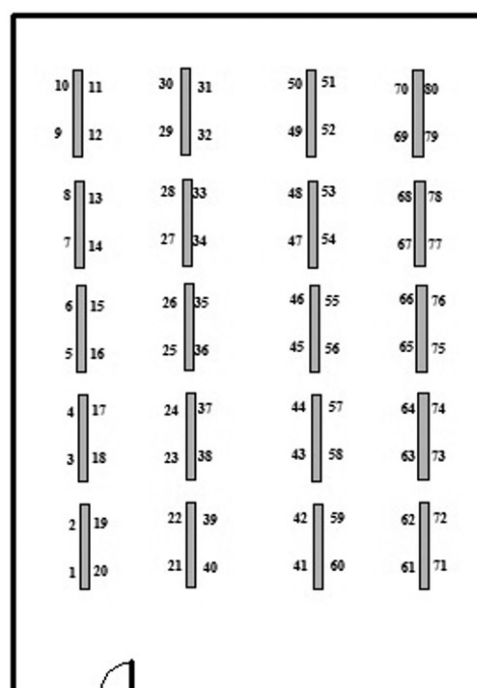
73 - *LGBTQ emerging adults' current and past experiences with healthcare providers regarding sexuality communication: A qualitative interview study* (Lindsay Fuzzell)

74 - *Mental health in focus: A one-on-one precepting approach to teaching mental/behavioral health assessment in primary care* (Patrick Hemming)

75 - *Silence is not golden: Avoidance of speaking, not stuttering severity, among adults who stutter is associated with decreased patient-centeredness during medical visits* (Hector Perez)

76 - *Wordless intervention for epilepsy in learning disabilities (WIELD): A randomized controlled feasibility trial* (Marie-Anne Durand)

Poster Session Diagram
Astor Ballroom III



**PLENARY SESSION 3:
HARNESSING YOUTH VOICES TO CHANGE THE DIABETES CONVERSATION
THE BIGGER PICTURE: A PUBLIC HEALTH LITERACY COUNTER-MARKETING
CAMPAIGN**

*Tuesday, October 27th | 8:30 am - 10:00 am
Grand Ballroom, Second Floor*

Type 2 Diabetes is spiking in teens and young adults who come from minority or low-income backgrounds. This presentation will provide a concrete example of a counter-marketing communication campaign to prevent Type 2 Diabetes in young people of color. Featuring the authentic voices of young poets, The Bigger Picture campaign uses spoken word to enhance the public *health literacy of youth*, activate them to confront the unhealthy social and environmental conditions they faced on a daily basis, and motivate efforts to change social norms. The Bigger Picture has received numerous public health awards from organizations such as APHA and the Latino Coalition for a Healthy California; has won film awards for short film categories; and was featured in the recent Michael Pollan film, *In Defense of Food*. Dr. Schillinger will review the rationale for the campaign, describe program elements, present a handful of video PSA poems, and describe preliminary evaluation results, as well as dissemination and policy impacts. The audience will have an opportunity to describe their visceral and intellectual responses to the PSAs.



Dean Schillinger, MD

Dean Schillinger, M.D. is Professor of Medicine in Residence at the University of California San Francisco, and Chief of the UCSF Division of General Internal Medicine at San Francisco General Hospital (SFGH). He is a practicing primary care physician at SFGH, an urban public hospital, where he sees patients, teaches in the primary care residency program, and conducts research. Dr. Schillinger served as Chief of the Diabetes Prevention and Control Program for the California Department of Public Health from 2008-2013. Dr. Schillinger carries out research related to healthcare for vulnerable populations, and is an internationally

recognized expert in health communication science. His work focuses on literacy, health communication, and chronic disease prevention and management. He has been honored with the 2003 Institute for Healthcare Advancement Research Award; the 2008 Research Award in Safety and Quality from the National Patient Safety Foundation; the 2009 Engel Award in Health Communication Research; the 2010 Outstanding Bay Area Clinical Research Mentor; and authored a 2012 commissioned IOM paper on the attributes of Health Literate Healthcare Organizations. Dr. Schillinger is the founding director of the UCSF Center for Vulnerable Populations, whose mission is to carry out innovative research to prevent and treat chronic disease in populations for whom social conditions often conspire to both promote chronic disease and make its management more challenging. Dr. Schillinger currently directs the CVP Health Communications Program. He is the co-founder of TheBiggerPicture.org, a social marketing diabetes prevention campaign to empower minority youth to change the conversation about diabetes and become agents of positive social change. In 2013 he received the Everett M Rogers Award from the American Public Health Association in recognition of his lifelong contributions to advancing the study and practice of public health communication.

PARALLEL SESSION 4:

Tuesday, October 27th | 10:30 am - 12:00 pm

Workshops

Engaging Adult, Youth, and Professional Stakeholders in Patient-Centered Outcomes Research: An Iterative Process (Betty Chewing, Nicky Britten, Katie Glass, Gwen Jacobsohn, Kathryn Murphy, Gay Thomas, Betty Kaiser) **BOURBON, Second Floor Mezzanine**

Writing the Clinician's Tale: Sharing Stories and Publishing Your Narratives (Elizabeth Rider, William Branch, Shmuel Reis) **ST. ANN, Second Floor Mezzanine**

Strategies to Make Informed Consent Truly Informed (Connie Arnold, Terry Davis) **ST. LOUIS, Second Floor Mezzanine**

Symposia

Advanced Cancer Caregivers: Implications of Communication (Lee Ellington, Hoda Badr, Cleveland Shields, Michael Hoerger, Richard Kravitz, Ronald Epstein, Alexandra Terrill) **TOULOUSE A, Second Floor Mezzanine**

Caring for patients with overweight and obesity: weight bias and consequences for communication (Katie Washington Cole, Sean Phelan, Kimberly Gudzone, Debra Roter) **BURGUNDY, Second Floor Mezzanine**

Oral Abstract Sessions

**Session 4A- ORAL
RESEARCH IN PROGRESS
Astor Ballroom I, Second Floor**

1. *Young Parents' Use of Online Review Information* (Fabia Rothenfluh)

2. *Patients' Perceptions of Challenges in Patient-Centered Care* (Lidia Little)

3. *Determining an optimal format of engaging women of low socioeconomic status diagnosed with early stage breast cancer in decision making* (Shama Alam)

**Session 4B- ORAL
Potpourri (2)
Astor Ballroom II, Second Floor**

1. *Advice From Pregnant Women Who Use Substances on Strategies to Increase Patient Comfort during First Obstetric Visits* (Treston Clark LaRue)

2. *Experience and Feasibility of Using an App in an Ecological Momentary Assessment of Early Breastfeeding* (Jill Demirci)

3. *Exploring Relationship of Cognitive Complexity, Person-Centeredness, and Satisfaction in Patient-Provider Communication through EMR Systems Using Structural Equation Modeling* (Minhao Dai)

4. *"It's not pain there, it's inside there": Physicians' and patients' use of body-oriented gestures in primary care consultations* (Jennifer Gerwing)

5. *More attention, less imitation?* (Marie Postma-Nilsenova)

**Session 4C- ORAL
Nursing
Iberville, Second Floor Mezzanine**

1. *Exploring Close Nurse Friendship Communication: An Analysis of Artifacts and Storytelling* (Jennifer Ptacek)

2. *It's fundamental: Teaching communication skills foundational to nursing practice* (Anita Thompson Heisterman)

3. *On Being Present, Not Perfect: Facilitating Undergraduate Nursing Student Learning From a TEDTalk with Reflective Writing* (Elaine Meyer)

4. *Perceptions of relevance and sufficiency of information: a qualitative multiple-case study of information exchange between inpatients and nurses in acute general ward settings.* (Vivianne Crispin)

5. *Existential issues and concerns of elderly during home care visits*
(Inger Holmström, Annelie Sundler)

Session 4D- ORAL
Medical Student Education
Bienville, Second Floor Mezzanine

1. *An innovative integrated communications curriculum, and assessment and remediation framework for medical students* (Amy Tan)
2. *Creative Art and Medical Student Development* (Anne Kittendorf)
3. *Patterns of emotional interaction between medical students and simulated patients in OSCE consultations* (Gerry Humphris)
4. *Using a standardized communication model: Characteristics of effective medical interviews identified by senior medical students before and after a change in interviewing curriculum.* (Heather Schopper)
5. *What Can We Learn About the Hidden Curriculum by Examining Comics Produced by 4th-Year Medical Students?* (Michael Green)

Session 4E- ORAL
Patient-centered Communication
Toulouse B, Second Floor Mezzanine

1. *A Content Analysis of Patient Voice in Patient-Centered Communication* (Simone Brennan)
2. *A Criterion Standard Research Rating Method for a Patient-Centered Interaction* (Robert Smith)
3. *Moving from Patient-Centered Care to Patient-Partnered Innovation with Pain Management* (Mary Kay Wisniewski)
4. *Promising Practices for Achieving Patient-centered Hospital Care: A National Study of High Performing United States Hospitals* (Hanan Aboumatar)
5. *Striking the Balance: A Case Study in Exemplary Patient-Centered Communication* (Gemmae Fix)

INTEREST GROUPS

Tuesday, October 27th | 12:15 pm - 1:30 pm

*Fear knot: exploring the complexities of using scare tactics in clinical encounters (Matthew Wynia)
Iberville, Second Floor Mezzanine*

*Pain Speed Networking (Mollie Ruben)
Toulouse B, Second Floor Mezzanine*

*Proposing a Special Interest Group on Medically Unexplained Physical Symptoms (MUPS) (Anne Weiland)
Bienville, Second Floor Mezzanine*

*Communication Training for Patients (Melanie Hagen)
Bourbon, Second Floor Mezzanine*

*The Future of Health Literacy? (Andrew Pleasant)
Toulouse A, Second Floor Mezzanine*

*Communication Assessment Tool: International CAT Study (Gregory Makoul)
Astor Ballroom I, Second Floor*

*Communication Skill Teaching and Assessment in Surgery and Other Procedure-Based Specialties
(Kathleen Kieran)
Astor Ballroom II, Second Floor*

*How do DocCom Online Resources Improve Communication Skills Learning for Students and
Residents to Enhance the Patient Experience? (Bill Clark, Barbara Lewis)
Astor Ballroom III, Second Floor*

PARALLEL SESSION 5:

Tuesday, October 27th | 1:45 pm- 3:15 pm

Workshops

Speaking in Plain Language (Phyllis Mancini)
ST. ANN, Second Floor Mezzanine

The Introduction of the Electronic Health Record (EHR) into the Consultation: Implications for Healthcare Education (Sally Quilligan, Mandy Williams)
ST. LOUIS, Second Floor Mezzanine

Plain Talk: Distilled Practices for Challenging Moments in Inter-Professional Teams (Nicole A. Steckler) Astor Ballroom III, Second Floor

Symposia

International advances in communication about complementary and integrative medicine in patient care (Christopher Koenig, Sonya Pritzker, Ellen de Regt, Mayke op 't Hoog, Adriaan Visser, Daniel Dohan, Evelyn Ho)
BURGUNDY, Second Floor Mezzanine

Empathy in healthcare update: How we lose empathy and how can we relearn to connect? (Felise Milan, Shmuel Reis, Kathryn Pollack, Nancy McNaughton) BOURBON, Second Floor Mezzanine

Oral Abstract Sessions

Session 5A - ORAL
Top 10 Oral Abstracts (2)
Astor Ballroom I, Second Floor

1. *Eloquent silence: a musical analysis when words fail* (Josef Bartels)
2. *It's Not Monopoly Money Anymore* (Karen Shaffer-Platt)
3. *Patient and Oncologist Discussions of Cancer Treatment Costs During Clinic Visits* (Lauren Hamel)
4. *The devil is in the details: Interpreting "I don't know" in Mini Mental Status Exams* (Ashley Hesson, Heike Pichler)

5. *The Power of Patient Questions: a Secret Shopper Study* (Karishma Desai, Joanne Peters)

Session 5B - ORAL
Provider-patient Communication
Astor Ballroom II, Second Floor

1. *Communication Barriers in LGBTQI Patient-Provider Experiences* (Gwendolyn Quinn)
2. *Promoting the communicative health literacy of people with intellectual disabilities: a review* (Deborah Chinn)
3. *Improving YNH hospitalist communication with patients* (Olukemi Akande)
4. *The effects of providers' empathy and expectations on patients' post-operative pain; an RCT performed in daily clinical care* (Liesbeth van Vliet)
5. *When do patients conceal information from their physician?* (Antoinette Schoenthaler)

Session 5C - ORAL
Potpourri (1)
Iberville, Second Floor Mezzanine

1. *"I don't care about marijuana" - Obstetric Providers' Responses to Pregnant Patient Disclosures of Marijuana Use* (Cynthia Holland)
2. *The Taming of the Shrew? A systematic review of debiasing interventions in the context of medical and health-related judgment and decision-making* (Ramona Ludolph)
3. *Translating CollaboRATE: a Spanish version for use in the United States* (Rachel Forcino)
4. *Obstetric Providers' Attitudes and Counseling Strategies Regarding Perinatal Marijuana Use* (Michelle Nkumsah)
5. *The availability, quality, and impact of decision aids for medical versus surgical methods of early abortion: A systematic review and environmental scan* (Kyla Donnelly)

Parallel Session 5 - Tuesday, October 27, 2015

Session 5D - ORAL

**Teaching and Evaluating Communication Skills
Bienville, Second Floor Mezzanine**

1. *A faculty development program on Clinical Communication in a Portuguese Medical School: impact on teaching and clinical practice*
(Maria Amelia Ferreira, Elizabete Loureiro)
2. *Communication training that works- a large scale communication intervention for all staff members* (Jette Ammentorp)
3. *Teaching Healthcare Professionals about Health Literacy: Convergence of Three Curriculum Studies* (Cliff Coleman)
4. *Addressing family non-disclosure and conflict using family meetings* (Carma Bylund)
5. *Communication of complex information and risk in Genomic Medicine: A post-graduate teaching innovation* (Katherine Joekes)

Session 5E - ORAL

**Pediatric and Adolescent Medicine
Toulouse B, Second Floor Mezzanine**

1. *Child/teen attitudes about ADHD communication with their providers and medication adherence* (Betsy Sleath)
2. *Health information seeking, provider communication and health literacy for adolescents* (Jill Hancock)
3. *Stop, Look, Listen: Fostering Intra- and Interprofessional Collaboration in Child Abuse Recognition and Reporting* (Lucy Bruell)

4. *Talking About Weight: How Perceptions of Provider-Parent Communication and Relationships Predict Child Weight-Related Outcomes* (Gwen Costa Jacobsohn)

5. *Developing a framework for involving adolescents in shared treatment decision-making in healthcare* (Imelda Coyne)

Session 5F - ORAL

**Decision Aids and Decision Making
Toulouse A, Second Floor Mezzanine**

1. *On a learning curve: Interviews with clinicians using the knee osteoarthritis Option Grid to support shared decision making* (Glyn Elwyn)

2. *Decision Aids Support Patient Participation and Shared Decision Making in Clinical Care – first results from the mPOWR Study (Moving Patient Outcomes toward Wellness and Recovery)* (Alya Reeve)

3. *Designing a Toolkit to Support the Implementation of Information Sharing Technologies in Primary Care Settings* (Timothy Hogan)

4. *Primary Care Physicians' Perceptions of Shared Decision Making for Cancer Screening* (Jennifer Elston-Lafata)

5. *Patient Participation In Treatment Decision-Making For Localized Prostate Cancer: results from a randomized clinical trial* (Lixin Song)

PARALLEL SESSION 6:

Tuesday, October 27th | 3:30 pm- 5:00 pm

Workshops

The Neuroscience of Anger and the Angry Patient Encounter (Monica Broome, Shakib Rehman, Rob Lane, Elizabete Loureiro) BOURBON, Second Floor Mezzanine

Medical Improvisation: A dynamic method for teaching clinical communication skills (Belinda Fu, Amy Windover) ST. ANN, Second Floor Mezzanine

The Listening Awareness Clinic: Skills to Strengthen the Physician/Patient Relationship (Joan Lowery) ST. LOUIS, Second Floor Mezzanine

Caring conversations to promote relationship centred practice (Belinda Dewar) Astor Ballroom III, Second Floor

Symposia

Using interdisciplinary research to inform interpreter-mediated consultation training (Shuangyu Li, Jennfer Gerwing, Phillippe Humble, Antoon Cox, Peter Pype, Demi Krystallidou, Angela Rowlands) BURGUNDY, Second Floor Mezzanine

Oral Abstract Sessions

**Session 6A - ORAL
Health Literacy
Astor Ballroom I, Second Floor**

1. Functional Health Literacy in Immigrants - A Comparative Analysis of three Immigrant Groups in Switzerland (Sarah Mantwill)

2. Patient characteristics associated with electronic health literacy (e-health literacy) (Kathryn Goggins)

3. The Role of Health Literacy in Explaining Health Disparities - A Systematic Review (Sarah Mantwill)

4. Developing a collaborative partnership between researchers, community organizations, and persons with low health literacy to improve relationship-centered care (Christine Loignon)

5. Health education in traumatic spinal cord injury: challenges of building health literacy overnight (Claudia Zanini)

**Session 6B - ORAL
Simulation and Technology
Astor Ballroom II, Second Floor**

1. Taming unstructured data: Analyzing empathy skills in virtual clinical training (Janice Krieger)

2. Learners' Preference for Simulation Location in Program to Enhance Communication and Relational Skills (PERCS) Workshops (Elaine Meyer)

3. Nonverbal Communication in Virtual, Clinical Weight Management Discussions; Influences of Racial Concordance, Incidental Emotion and Causal Attributions (Susan Persky)

4. A Two-Way Path Toward Effective Clinical Communication in the Pediatric Intensive Care Unit: A Simulation-Based Bootcamp (Timothy Cornell)

5. Re-aiming in Midstream: How RE-AIM framework can redirect health tailoring technology intervention for success with skilled nursing facility (SNF) patients (Natalie Hampton)

**Session 6C - ORAL
Mental Health
Iberville, Second Floor Mezzanine**

1. Asking for Help: Factors Influencing Disclosure of Depression Symptoms among Women (Elizabeth Jacobs)

2. Communication dilemmas parents face in talking about depression with Chinese international students (Lan Jin)

3. *Competing priorities in depression care: a US national survey* (Paul Barr)
4. *Health Literacy Mediates the Relation between Health Conditions, Depression, and Quality of Life via Control Beliefs* (Raymond Ownby)
5. *Helping mothers expect the unexpected in childbirth: How prenatal communication can improve treatment of postpartum depression* (Christy J.W. Ledford)

Session 6D - ORAL
Patient Education and Health Behavior
Bienville, Second Floor Mezzanine

1. *Increasing Utilization of Self Management Support Groups in the PCMH* (Theresa Lengerich)
2. *Adherence to screening and diagnostic tests - a systematic review of the role of health professional 's communication* (Margarida Figueredo-Braga)
3. *Consistent Patient Education: Meeting the Challenge of Integration within a Large Academic Medical Center* (Connie Feiler)
4. *Measuring Behavioral Signs of Physician Professionalism: The Professionalism Assessment Tool* (Wendy Miller, Gregory Makoul)
5. *Using Value Scores as an Incentive and Means to Finding Patients Lost to Follow-up* (Ahmed Mohiuddin)

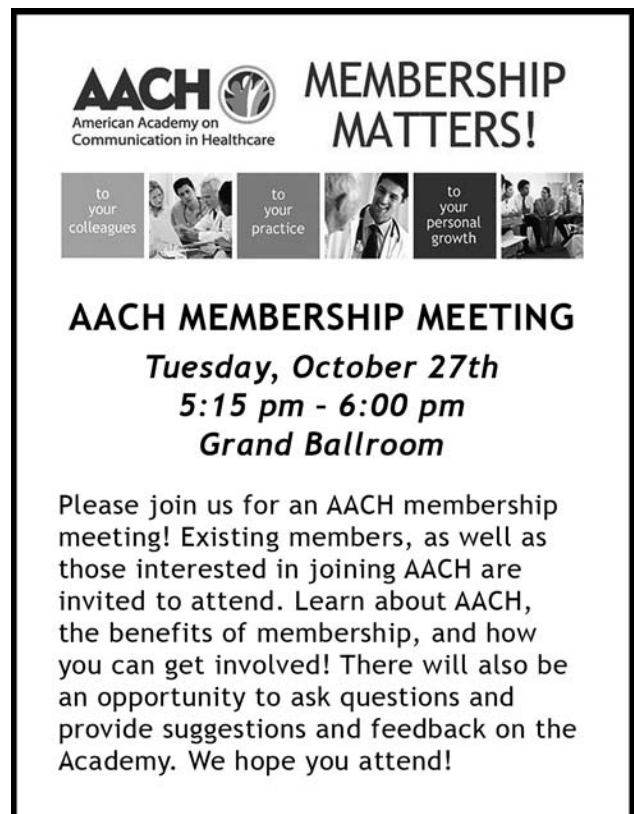
Session 6E - ORAL
Internet and Mobile Technology (1)
Toulouse B, Second Floor Mezzanine

1. *A Smartphone-based Online Support Group for People Living with HIV* (Tabor Flickinger)
2. *Content of Patient-Provider Secure Messages at Two Veterans Affairs Medical Centers* (Stephanie Shimada)
3. *Evaluating the effectiveness of plain language integration in a cancer clinical trials website/app* (Paula Schultz)

4. *Does This Mean It Works?: Learning about Skin Cancer Research on Social Media* (Yulia A. Strekalova)
5. *Can we stop people's flying blind on the web? Investigating the role of cognitive biases during consumers' online health information search via a general search engine* (Ramona Ludolph)

Session 6F - ORAL
Cross-cultural Communication
Toulouse A, Second Floor Mezzanine

1. *It is all about the language? -communication barriers in collaboration between international doctors and colleagues* (Erik Skjeggstad)
2. *Accountability and trust in intercultural and Swedish medical consultations* (Nataliya Berbyuk Lindstrom)
3. *Peer Language Navigators (PLNs): Bridging Gaps in Understanding and Services in Multicultural Anchorage Alaska* (Rhonda Johnson)



AACH American Academy on Communication in Healthcare

MEMBERSHIP MATTERS!

to your colleagues | to your practice | to your personal growth

AACH MEMBERSHIP MEETING
Tuesday, October 27th
5:15 pm - 6:00 pm
Grand Ballroom

Please join us for an AACH membership meeting! Existing members, as well as those interested in joining AACH are invited to attend. Learn about AACH, the benefits of membership, and how you can get involved! There will also be an opportunity to ask questions and provide suggestions and feedback on the Academy. We hope you attend!

PLENARY SESSION 4: "WHAT WE'VE GOT HERE IS FAILURE TO COMMUNICATE!" (COOL HAND LUKE)

Wednesday, October 28th | 8:30 am - 10:00 am
Grand Ballroom, Second Floor

The number one reaction we hear from providers when talking about better communication is, "it takes too much time". From patients and families we hear, "Why can't they just speak to me in a language I can understand?"

In our work with health systems around the world we know that communication is a key to better outcomes, efficiency, patient engagement and joy in work. As systems address issues of health equity it is becoming increasingly more vital to focus on patient experience and patient centeredness.

In this session Martha will share some innovative ways she and her colleagues at the Institute for Healthcare are making a difference in the way people are communicating with patients and families.



Martha Hayward

Martha Donovan Hayward joined the Institute for Healthcare Improvement (IHI) in March 2011 as the Lead for Public and Patient Engagement. The focus of her work at IHI is to bring patients and families into the design of all work at IHI to accelerate improvement of health care delivery. A cancer survivor herself, she is a founding board member of the nonprofit Women's Health Exchange and served on the Patient and Family Advisory Council of Dana-Farber Cancer Institute in Boston. Prior to joining the health care world Martha enjoyed a 20 year career of communications, marketing and fundraising in the areas of health, politics, and education.

In her role at IHI, she speaks and teaches programs including Patient Safety Officer Training, Executive Development, Strategic Partners and Patient Experience Seminars. Martha has offered keynote addresses on the subjects of Patient and Family Centered Care, Patient Engagement, and End of Life Care to local, regional and national audiences.

PARALLEL SESSION 7:

Wednesday, October 28th | 10:30 am- 12:00 pm

Workshops

The Missing Voice in Healthcare: Effective Communication with the Teenage Patient (Caralyn Perlee, Erin Lauinger) **BALLROOM A, Second Floor Mezzanine**

Using Vulnerability to Become a More Effective Leader (Timothy Gilligan, Calvin Chou, Kara Myers) **ST. ANN, Second Floor Mezzanine**

Managing evidence on communication in healthcare: An introduction to Realist Reviews (Fien Mertens, Peter Pype, Myriam Deveugele, Elizabete Loureiro) **BALLROOM B, Second Floor Mezzanine**

Symposia

Translation and Cultural Adaptation of the Communication Assessment Tool: Experience in 4 Countries (Gregory Makoul, Enrica Menditto, Daniela Scala, Afonso Cavaco, Irene Carvalho, Michael Schriver, Vincent Cubaka) **BURGUNDY, Second Floor Mezzanine**

Oral Abstract Sessions

**Session 7A - ORAL
Patient Safety
Astor Ballroom I, Second Floor**

1. *A conceptual model for engaging parents in patient safety within the Neonatal Intensive Care Unit* (Madelene Ottosen)

2. *Improving Patient Safety: Changing Culture Through Disclosure Communication Training* (Carey Candrian, Erica Liesmaki, Shelly Dierking)

3. *Communication to care* (Belinda Dewar)

4. *Paediatric Early Warning Systems - a common language, open communication and situational awareness - a systematic review to support development of National Clinical Guideline* (Veronica Lambert)

5. *Parent Medication Dosing Errors: Role of Medication Beliefs* (Lee Sanders)

**Session 7B - ORAL
Emergency Medicine
Astor Ballroom II, Second Floor**

1. *A multidisciplinary exploration of misunderstanding in ad hoc interpreter mediated Emergency Department consultations* (Antoon Cox, Shuangyu Li)

2. *A Responsibility to Reach Everyone: The Impact of Language Barriers on Emergency Medical Services* (Noah Cooperstein, Kelly Meehan-Coussee)

3. *Associations between health literacy/ numeracy and mortality in emergency department patients* (Candace McNaughton)

4. *Implementation of an Interprofessional Simulation Training & Experiential Program (InSTEP) and its Impact on Sepsis Management in the Pediatric Emergency Department* (Julie Albright Gottfried)

5. *When Electronic Medical Records (EMRs) Go Bad: Lessons Learned from a Botched EMR Installation in a For-Profit Community Hospital's Emergency Department* (Barbara Cook Overton)

**Session 7C - ORAL
Patient and Family Engagement
Iberville, Second Floor Mezzanine**

1. *Developing a Roadmap for Patient and Family Engagement in Healthcare Practice and Research* (Pam Dardess, Ushma Patel)

2. *Measuring organizational readiness for patient engagement (MORE): an international online Delphi consensus study* (Marie-Anne Durand)

3. *The lived stigma experiences of families living with epilepsy: Implications for familial engagement in dialogue surrounding the condition* (Ailbhe Benson)

4. *The (side) effects of patient empowerment on medication adherence: a systematic review (Lilla Nafradi)*

5. *Communicative processes in medical decision making and patient recall in specialty care: physician centered communication predominates (M. Barton Laws)*

Session 7D - ORAL
Palliative and End-of-life Care (1)
Bienville, Second Floor Mezzanine

1. *What are the barriers for medical oncologists to initiate a palliative care discussion to their incurable patients? A qualitative interview study in Flanders, Belgium. (Melissa Horlait)*

2. *Relationship between computer-associated conversational silences and expression of emotion in end-of-life oncology discussions between the doctor, patient, and computer (Josef Bartels)*

3. *Can We Improve the Function of Advance Care Planning Documents Through Technology? What the Literature of Ethics, Law, and Communication Tells Us (Jennifer Freytag)*

4. *The Incorporation of a Real Life Inter-Professional, Palliative Care-Ethics Experience into a Required Critical Care Acting Internship (Gino Farina)*

5. *Goal Communication in Palliative Care Decision-Making Consultations (Robert Gramling)*

Session 7E - ORAL
Cancer Care (2)
Toulouse B, Second Floor Mezzanine

1. *Perspectives of patients and physicians on communication during adjuvant hormonal therapy (Douglas Post)*

2. *Communication Training with Oncology Trainees: Results of a 4-year study (Carma Bylund)*

3. *The influence of patient treatment goal and oncologist patient communication on patient decision conflict (Mary Step)*

4. *Are late effects following childhood cancer treatment reflected in emotional concerns expressed during follow-up consultations with adolescent survivors and pediatric oncologists? A video-based observational study (Anneli Mellblom)*

5. *Confirming Oncologist Communication Predicts Patient Participation in Early Stage Advanced Cancer Encounters (Mary Step)*

Session 7F - ORAL
Emotional Expression and Support
Toulouse A, Second Floor Mezzanine

1. *Emotional Experiences among Siblings of Children with rare Disorders (Francine Haukeland)*

2. *Do multimorbidity and deprivation influence patients' emotional expressions and doctors' responses in primary care consultations? - An exploratory study using multilevel analysis (Yuefang Zhou)*

3. *Interprofessional Clinicians' Strategies for Managing Emotions during Difficult Healthcare Conversations (Elaine Meyer)*

4. *Do support groups act supportive? Emotional dialogue in support groups for siblings of children with rare disorders (Torun Marie Vatne)*

5. *Two Approaches to the Analysis of Health Providers' Response to Patients' Emotional Concerns (Emine Kale)*

MEET THE LEADER/PROFESSOR

Wednesday, October 28, 2015 | 12:00 pm - 1:00 pm

The “Meet the Leader/Professor” program showcases leaders in the field within AACH and EACH. This lunch session gives meeting attendees small-group time with these experts to promote dialogue on high-priority topics, hear their vision for the future, ask questions and learn from their experience. It’s a great opportunity to grab your lunch and spend an hour going in-depth on topics of interest in healthcare communication.

Sessions will take place on Wednesday, October 28, during the lunch hour of Noon - 1 pm. Grab a lunch and pick the room of your choice to “Meet the Leader/Professor”.

Below are our “Meet the Leader/Professor” presenters and their topic of interest:

PCORI FUNDING & HEALTH DISPARITIES RESEARCH

Astor Ballroom I, Second Floor



Romana Hasnain-Wynia, MS, PHD

Dr. Hasnain-Wynia is the Director of the Addressing Disparities Program at the Patient-Centered Outcomes Research Institute (PCORI). PCORI is a nonprofit, nongovernmental organization located in Washington, DC, which was authorized by Congress in the Patient Protection and Affordable Care Act of 2010 to lead the nation as its comparative effectiveness research institute. In this role, she provides leadership and sets strategic direction for funding comparative effectiveness research focused on reducing disparities and advancing equity in health and healthcare. Prior to joining PCORI, Dr. Hasnain-Wynia was the director, Center for Healthcare Equity and Associate Professor at Northwestern University, Feinberg School of Medicine. She also held an appointment as an Associate Professor at Northwestern’s School of Education and Social Policy and served as the associate director of Northwestern’s AHRQ Funded T-32 post-doctoral training program in health services and outcomes research. She has been the principal investigator for a number of national studies focusing on advancing equity for underserved populations. Her work has been published in leading journals such as the New England Journal of Medicine, Health Affairs, and Health Services Research. She has served on expert panels and committees for organizations such as the Joint Commission, the Brookings Institution, the National Quality Forum, the Agency for Healthcare Research and Quality and the Institute of Medicine. She is on the editorial boards of Health Affairs and Health Services Research.

PUBLISHING IN PEC *Astor Ballroom III, Second Floor*



Arnstein Finset, PhD

Dr Finset is Professor of Medical Psychology and head of the Communication in Healthcare Research Group at the Department of Behavioral Science in Medicine, University of Oslo, Norway. Dr. Finset is a clinical psychologist by training. Since the mid-1990-ies his primary area of research has been clinical communication research, and he has together with his collaborators published extensively in the field. He has long teaching experience in communication skills training for medical students, physicians and other health personnel. He is a former President of EACH and currently Editor-in-Chief of Patient Education and Counseling.

WHAT DOES IT MEAN TO AUTHENTICALLY ENGAGE WITH PATIENTS AND FAMILIES?

Astor Ballroom II, Second Floor



Martha Hayward

Martha Donovan Hayward joined the Institute for Healthcare Improvement (IHI) in March 2011 as the Lead for Public and Patient Engagement. The focus of her work at IHI is to bring patients and families into the design of all work at IHI to accelerate improvement of health care delivery. A cancer survivor herself, she is a founding board member of the nonprofit Women's Health Exchange and served on the Patient and Family Advisory Council of Dana-Farber Cancer Institute in Boston. Prior to joining the health care world Martha enjoyed a 20 year career communications, marketing and fundraising in the areas of health, politics, and education. In her role at IHI, she speaks and teaches programs including Patient Safety Officer Training, Executive Development, Strategic Partners and Patient Experience Seminars. Martha has offered keynote addresses on the subjects of Patient and Family Centered Care, Patient Engagement, and End of Life Care to local, regional and national audiences.



Barbara Lewis, MBA

Barbara Lewis began her career as a journalist writing for many national publications from The Wall Street Journal to Physicians Management. Recently, she's written for Modern Healthcare and the BMJ. She segued into a marketing and communications career for over two decades before founding Joan's Family Bill of Rights, based on her experience with healthcare providers in an ICU with her grievously ill sister. Since 2013, Barbara has been researching the activities and effectiveness of Patient & Family Advisory Councils and building the business case for why organizations should listen to the patient. Barbara is the co-chair of The Beryl Institute's Global Patient & Family Advisory Council and a member of Kaiser Permanente's Regional Member Advisory Council. She was the lay representative on the IRB at Orthopaedic Hospital for seven years before it merged with UCLA Health. Barbara received her MBA from UCLA Anderson where

she has taught communication courses and currently lectures on primary research. In 2014, Barbara was named the Managing Editor of DocCom, succeeding Bill Clark MD, the first Managing Editor at DocCom, which was founded by AACH and Drexel University College of Medicine in 2005.

HEALTH LITERACY

Ballroom B, Second Floor Mezzanine



Lee Sanders, MD, MPH

Dr. Lee Sanders is a general pediatrician and Associate Professor of Pediatrics at the Stanford University, where he is Chief of the Division of General Pediatrics. He holds a joint appointment in the Center for Health Policy, where he is a co-director of the Center for Policy, Outcomes and Prevention (CPOP). An author of numerous peer-reviewed articles addressing child health disparities, Dr. Sanders is a nationally recognized scholar in the fields of health literacy and child chronic-illness care.

Dr. Sanders was named a Robert Wood Johnson Foundation Generalist Physician Faculty Scholar for his leadership on the role of maternal health literacy and English-language proficiency in addressing child health disparities. Aiming to make the US health system more navigable for the one in 4 families with limited health literacy, he has served as an advisor to the Institute of Medicine, the Centers for Disease Control and Prevention, the Food and Drug Administration, the American Academy of Pediatrics, the Academic Pediatric Association, and the American Cancer Society. Dr. Sanders leads a multi-disciplinary CPOP research team that provides analytic guidance to national and state policies affecting children with complex chronic illness - with a focus on the special health-system requirements that arise from the unique epidemiology, care-use patterns, and health-care costs for this population. He leads another CPOP/PCOR-based research team that applies family-centered approaches to new technologies that aim to improve care coordination for children with medical complexity. Dr. Sanders is also principal investigator on two NIH-funded studies that address health literacy in the pediatric context: one aims to assess the efficacy of a low-literacy, early-childhood intervention designed to prevent early childhood obesity; the other aims to provide the FDA with guidance on improved labeling of pediatric liquid medication. Research settings for this work include state and regional health departments, primary-care and subspecialty-care clinics, community-health centers, WIC offices, federally subsidized child-care centers, and family advocacy centers. Dr. Sanders received a BA in History and Science from Harvard University, an MD from Stanford University, and a MPH from the University of California, Berkeley. Between 2006 and 2011, Dr. Sanders served as Medical Director of Children's Medical Services South Florida, a Florida state agency that coordinates care for more than 10,000 low-income children with special health care needs. He was also Medical Director for Reach Out and Read Florida, a pediatric-clinic-based program that provides books and early-literacy promotion to more than 200,000 underserved children. At the University of Miami, Dr. Sanders directed the Jay Weiss Center for Social Medicine and Health Equity, which fosters a scholarly community committed to addressing global health inequities through community-based participatory research. At Stanford University, Dr. Sanders served as co-medical director of the Family Advocacy Program, which provides free legal assistance to help address social determinants of child health. Fluent in Spanish, Dr. Sanders is co-director of the Complex Primary Care Clinic at Stanford Children's Health, which provides multi-disciplinary team care for children with complex chronic conditions. Dr. Sanders is also the father of two daughters, aged 11 and 14 years, who make sure he practices talking less and listening more.

PARALLEL SESSION 8:

Wednesday, October 28th | 1:15 pm- 2:45 pm

Workshops

Teaching and using an evidence-based method for patient-centered interviewing (Auguste Fortin, Robert Smith, Brenda Lepisto, Ashley Hesson, Francesca Dwamena)
BALLROOM A, Second Floor Mezzanine

Health Literacy: Enabling effective interprofessional communication with patients and families for safe, quality care (Farrah Schwartz) **ST. ANN, Second Floor Mezzanine**

Physical examination - a communication skill needing new emphasis (Elizabeth Loureiro, Monica Broome, Shakaib Rehman, Rob Lane, Elizabeth Kachur)
BALLROOM B, Second Floor Mezzanine

Symposia

Medical visit communication with patients who have cognitive impairment: challenges, communication patterns and effective interventions (Debra Roter, Orit Karnieli-Miller, Yue Guan, Lori Erby, Jennifer Wolff)
TOULOUSE A, Second Floor Mezzanine

Taking Quality and Safety to New Heights: Crew Resource Management, Just Culture and the Sim Lab (Anne Pederson, Nellann Nipper, Joanne Sorensen) **BURGUNDY, Second Floor Mezzanine**

Oral Abstract Sessions

**Session 8A - ORAL
 Limited English Proficiency
 Astor Ballroom I, Second Floor**

1. *Patient-centredness in interpreter mediated consultations—an interdisciplinary investigation of responsibility distribution (Demi Krystallidou, Shuangyu Li)*

2. *Lack of medical interpreters during clinical interactions: Privacy and disclosure dilemmas (Shirley Acquah)*

3. *Standardizing the Way Clinicians Report their Non-English Language Proficiency Levels (Lisa Diamond)*

4. *Training interpreter-minded doctors and doctor-minded interpreters: (Peter Pype, Demi Krystallidou)*

5. *Association of Health Literacy and English Proficiency with Medication Beliefs (Lee Sanders)*

**Session 8B - ORAL
 Breast Cancer
 Astor Ballroom II, Second Floor**

1. *A community-based participatory approach to developing a Picture Option Grid for women of low socioeconomic status diagnosed with early stage breast cancer (Shama Alam)*

2. *What factors affect interest in receiving genome sequencing results among young breast cancer patients? (Kimberly Kaphingst)*

3. *Information needs and preferences regarding the dissemination method for care-relevant information from breast cancer patients in the course of the disease. What role does the patients' health literacy play? (Sarah Halbach)*

4. *Impact of family member presence on decision discussions in metastatic breast cancer oncology visits. (Andrea Russell)*

5. *The Perceived Persuasiveness of Arguments Supporting the Age-Thresholds for Breast Cancer Screening: Studying the Impact of Micro-Cultural Differences among Young Swiss Women (Nanon Labrie)*

**Session 8C - ORAL
 Professionalism and Humanism
 Iberville, Second Floor Mezzanine**

1. *A randomized trial of online expressive writing for stress management in post-radiation cancer survivors using psychoneuroimmunology based outcome measures (Richard Brown)*

2. *Breathing New Life Into an Old Tradition: Teaching professionalism at the bedside* (Peter Lichstein)

3. *Transforming Learning Environments: A Faculty Education Fellowship in Medical Humanism and Professionalism* (William T. Branch, Elizabeth Rider)

4. *How do Swedish and foreign doctors show empathy to their patients?* (Nataliya Berbyuk Lindstrom)

**Session 8D - ORAL
Chronic Conditions (2)
Bienville, Second Floor Mezzanine**

1. *Innovative Program to Identify and Address Barriers to Self-management Among Older Adults with Asthma* (Alex Federman)

2. *Reconstructing normality following the diagnosis of a childhood chronic disease: Does "rare" make a difference?* (Eva Germeni)

3. *Engaging Patients and Families in the Development of a Transitional Care Intervention to Facilitate Coping with Chronic Obstructive Pulmonary Disease* (Hanan Aboumatar, Thomas Lynch)

4. *Using a Virtual Environment and Video Conferencing to Promote Inter-professional Practice for Care of Elders with Chronic Conditions* (Deborah O'Rourke)

5. *Feeling Under-Informed: Parental Challenges when Communicating about Epilepsy* (Stephanie O'Toole)

**Session 8E - ORAL
Team and Inter-professional
Communication (1)
Toulouse B, Second Floor Mezzanine**

1. *Improving Learning Outcomes with Collaborative Team Based Learning* (Rebecca Bouteried)

2. *Pedagogy in Practice: A "How to" Guide to Interprofessional Relational and Communication Training.* (Elaine Meyer)

3. *Relational Coordination in the Operating Room - Different ways of communication and coordination in the interdisciplinary teamwork.* (Birgitte Tørring)

4. *Conflict Management by Physician and Nurse Practitioner Trainees* (Calvin Chou)

CONTINUING MEDICAL EDUCATION

Course Objectives:

Upon completion of this activity, participants will be able to:

- Discuss innovative concepts and strategies for teaching and evaluating clinical communication skills
- Identify and demonstrate key communication skills that lead to effective patient-centered care
- Discuss the latest research and research methods around improving and evaluating healthcare communication

Accreditation Statement:

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the University of Arkansas for Medical Sciences (UAMS) College of Medicine and the American Academy on Communication in Healthcare. The UAMS College of Medicine is accredited by the ACCME to provide continuing medical education for physicians.

Designation Statement:

The UAMS College of Medicine designates this live activity for a maximum of 20.50 *AMA PRA Category 1 Credits*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Disclosure Policy:

It is the policy of the University of Arkansas for Medical Sciences (UAMS) College of Medicine to ensure balance, independence, objectivity, and scientific rigor in all sponsored or jointly sponsored educational activities. All individuals who are in a position to control the content of the educational activity (course/activity directors, planning committee members, staff, teachers, or authors of CME) must disclose all relevant financial relationships they have with any commercial interest(s) as well as the nature of the relationship. Financial relationships of the individual's spouse or partner must also be disclosed, if the nature of the relationship could influence the objectivity of the individual in a position to control the content of the CME. The ACCME describes relevant financial relationships as those in any amount occurring within the past 12 months that create a conflict of interest. Individuals who refuse to disclose will be disqualified from participation in the development, management, presentation, or evaluation of the CME activity.

DISCLOSURES

The following planners, speakers, moderators, and/or panelists of this CME activity have financial relationships with commercial interests to disclose:

Danica Aniciete: PCORI:
 Lillian Au: Homecare & Surgical: Employee
 Mary Catherine Beach: Merck and Company:
 Speakers Bureau
 Lee Belfore: Medical Cyberworlds Inc.: Grant
 Rachel Berg: Google: Employee
 Kenzie Cameron: Medical Error Reduction and
 Certification Inc.
 Kimberlie Cerrone: Tiatros Inc.: Founders'
 equity participation
 Gerardo Colon-Otero: Vartis
 Imelda Coyne: Pfzier: Grant
 Paul Darden: Merck Inc: Grant
 Terry Davis: Johnson & Johnson: Consultant:
 Abbott Laboratories: Consultant: AbbVie:
 Consultant
 Michael Deninger: Towncrest Pharmacy Corp.:
 Co-Owner
 Dana Dunne: Pfizer: Consultant
 François Eisinger: ROCHE SA: Grant
 Glyn Elwyn: Emmi Solutions: Grant
 Sabiha Essack: Reckitt Benckiser: Grant
 Neil J Farber: Merck: Grant
 Diane Ferreto-Paluzzi: Gold Foundation:
 Grant/Research Support: Patient Speak
 Consulting: Consultant
 Michael Fetters: MCI: Consultant
 Stephen Henry: ER/LA Opioid REMS Program
 companiesCompanies
 Laurence Kohn: GSL biological: Employee
 Aaron Kotranza: Shadow Health Inc.: Employee
 Sunil Kripalani: Bioscape Digital: Grant/
 Consultant
 Maxwell Laurans: Medtronic: Grant: Stryker:
 Grant: VHA NPC: Grant

Gregory Makoul: WiserCare: Consultant:
 LiveCircle: Advisor/Consultant
 William Maples: Professional Research
 Consultants
 Randal McDough: Towncrest Pharmacy: Co-
 owner
 Kelly Michelson: Astrazeneca: Committee
 Member
 Supriya Mohile: Seattle Genetics: Grant
 Chandra Osborn: Legacy Health: Stocks
 Kapil Parakh: Google: Employee
 Ralph Perfetto: Eliza Corporation: Employee
 Veronica Pinchin: Google: Employee
 Prem Ramaswami: Google: Consultant/
 Employee
 George Reynolds: Health Decision Techlogies
 LLC
 Brian Riley: Merck: Stocks
 Russell Rothman: edlogics: Grant
 Somnath Saha: Vartis: Stocks: N-Product Talks
 on Health Care Disparities
 Nick Sevdalis: London Safety & Training
 Solutions Ltd: Grant: NIHR Funding: Grant:
 Safi Pasteur: Grant
 Isobel Solaqua: Google: Employee
 Arik Steinberger: Magi Foundation
 Susan Vadaparampil: GSK: Stocks
 Saul Weiner: Accolade: Grant: Institute
 for Practice and Provider Performance
 Improvement: Co-Principal
 Juan Wisnivesky: EHE: BMS Quintiles Quorum:
 Research Board Member/Grant: Safi-Aventis
 BMS

The following planners, speakers, moderators, and/or panelists of this CME activity have no financial relationships with commercial interests to disclose:

Hanan Aboumatar	Shiri Asiss-Hassid	Mario Bianchetti	Lucy Bruell
Amarilis Acevedo	Inger Askehave	Barbara Biesecker	Maria Paola Brugnoli
Lalatendu Acharya	Elise Athans	Regner Birkelund	Stacie Buckler
Shirley Acquah	Jim Atkins	Wendy Birmingham	Carol Bugge
Michael Adair-Kriz	Hal Atkinson	Sofica Bistriceanu	Paige Bukowski
Nancy Adams	Corinne Audet	Eva Bitzer	Ketan Bulsara
Eric Adjei Boakye	Joan Austin	Ann Black	Tracy Bumsted
Zia Agha	Hoda Badr	Francis Blackwell	Ann Lee Burch
Olukemi Akande	Cristiana Baffone	Susan Blalock	Cynthia Burns
Saba Akber	Cheik Bagagnan	Danielle Blanch-	Michael Burns
Heather Aker	Ottomar Bahrs	Hartigan	Cate Burton
Jad Al Danaf	Jinbing Bai	April Blankenship	Nitzzy Bustamante
Shama Alam	Kaycee Bailey	Nettie Blankenstein	Carma Bylund
Shannon Albert	Donald "Chip" Bailey	Rachel Blitzer	Jessica Byrne
Jeffrey Albert	Austin Baldwin	Debra Bogen	Fernando Caballero
Terrance Albrecht	Smita Banerjee	Richard Bogue	Jennifer Cabe
Julie Albright Gottfried	Anna Barker	Nicole Bohr	Valerie Caird
Francesca Alby	Susan Barone	Barbara Bokhour	Robert Caldwell
Adrian Alday	Colin Barr	Rendelle Bolton	Wynne Callon
Stewart Alexander	Paul Barr	Raeanna Bonetti	Glen Cameron
Philip Alexander	Josef Bartels	Jeanette Boohene	Laura Campbell
Ahmed Alhammadi	Garry Barton	Narelle Borrott	Suzanne Campbell
Abdul-Latif Alkhal	Jennifer Barton	Emily Boss	Heather Canary
Ahmed Allam	Elshimaa Basha	Jolene Bostwick	Carey Candrian
Heather Allen	Thomas Bauer	Anne-Déborah Bouhnik	Mollie Rose Canzona
Lucas Allen	Geri Baumblatt	Élie Boustani	Dawn Carey
Khalid Almutairi	Erin Baylor	Rebecca Bouterie	Regina Carlisle
Gerard Alolod	Carolyn Baylor	Kira Bowers	Heather Carmack
Khalid Alyafei	Bethany Beaulieu	Meghan Bowman	Cheryl N Carmin
Jette Ammentorp	Daniel Becker	Leigh Ann Bradley	Delesha Carpenter
Jacqueline Amoozegar	Dawn Becker	Kate Brain	Julien Carretier
Amber Amspoker	Ursula Becker	William B. Branch	Rose Carrion
LaKesha N. Anderson	Kim Beernaert	Catharina Brand	Irene Carvalho
Troels Præst Andersen	Carolina Bejarano	Chris Branin	Afonso Cavaco
Steven Angus	JeanLuc Belche	Simone Brennan	Kenneth Chambaere
Emily Ansusinha	Jeff Belkora	Anthony Brenneman	Donald Chan
Sarah Apgar	Mary Ann Bell	Justin Briggs	Engle Angela Chan
Julie Apker	Robert Bell	Nicky Britten	Bickey Chang
Lidia Arends	Lynda Benhadj	Kirsten Broadfoot	Judy Chang
Ashleigh Armanasco	Katherine Egan Bennett	Megan Brockel	Robert Chapman
Jennifer Arney	Michael Bennick	Elizabeth Bromley	Amos Charles
Bob Arnold	Ailbhe Benson	Monica Broome	Karishma Chatterjee
Christa Arnold	Nataliya Berbyuk	Jo Brown	Chesley Cheatham
Connie Arnold	Lindstrom	Lori Brown	Meng Chen
Robert Arnold	Susan Berg	Richard Brown	Anne Chevalier
Marte Årva	A. Renee Bergstrom	Stephen Brown	McKechnie
Steven Asch	Nicholas Bernard	Tiffany Brown	Betty Chewing
Billy Ash	Carrie Bernat	Tina Brown	Han-Lin Chi
Shazia Ashfaq	Philip Bialer	David Browning	Deborah Chinn

Philip Choi	Minhao Dai	Dana Dunne	Stefanie Ferreri
Calvin Chou	Tina D'Alessandro	Linda Dunseath	Béatrice Fervers
Wen-ying Sylvia Chou	Beth Damitz	Roger Dunston	Margarida Figueredo-
Kiran Choudhry	Yael Danovitch	Sophie Dupéré	Braga
Joyce Chu	Pam Dardess	Marie-Anne Durand	Gerry Finkelston
Catie Chung	Ara Darzi	Janet Durfee	Arnstein Finset
Sophia Chung	Nicolas Dauby	Francesca Dwamena	Federico Fioretto
Suna Chung	Lindy Davidson	Linda Eastham	Jill Firth
Jessica Churchill	Scott Davis	Margarita Echeverri	Kevin Fiscella
Katherine Ciesinski	Denise Davis	Franz Eder	James Fitzgerald
Ayse Basak Cinar	Patrick Davis	Milton "Mickey" Eder	Mark Fitzgerald
Jody Ciolino	Boyd Davis	Adrian Edwards	John Fitzsimons
Susan Ciurzynski	Nancy Day	Susan Eggly	Gemmae Fix
William Clark	Hanneke de Haes	Wolfgang Eich	Krister W. Fjermestad
Treston Clark LaRue	Ana De La Serna	Hilde Eide	Tabor Flickinger
Andrew Clarke	Ellen de Regt	Shmuel Eidelman	John Fontanesi
Elizabeth Clarke	Aline De Vleminck	Hanne-Lise Eikeland	Rachel Forcino
Marla Clayman	Marleah Dean	Cezanne Elias	Alice Fornari
James Cleary	Claire DeBolt	Anita Elias	Dennis Fortenberry
Paul Cleary	Marie Decker	Lee Ellington	Auguste Fortin
Ignasi Clemente	Cecilia DeGraffinreid	Hashem El-Serag	Martin Fortin
Nan Cochran	Agathe Delanoe	Jennifer Elston-Lafata	Tanina Foster
Elisia Cohen	Kathryn DeLaughter	Sathyanarayanan	Joel Frader
Jonathan Cohn	Luc Deliens	Elumalai	Tricia Fragen
Wendy Cohn	Jill Demirci	A. Rani Elwy	Richard Frankel
Cliff Coleman	Rosella den Hollander	Abdel-Naser Elzouki	Ellen Franklin
Tom Collins	Karishma Desai	Joan Engelbretson	Melissa Franks
Alex Collinson	Robert DeVellis	Ronald Epstein	Suzanne Franks
SEMPAC Community	Holly Dever	Lori Erby	Jennifer Freytag
Advisors	Myriam Deveugele	Iva Esparza	Karin Friedli
Jed Constantz	Belinda Dewar	Jason Etchegaray	Amber Fromer
Noah Cooperstein	Navjot Dhammi	Bruce Ettinger	Belinda Fu
Natalie Coppa	Fatoumata Diallo	Marta Fadda	John Fudyma
Justin Coran	Lisa Diamond	Antoinette Fage-Butler	Sobha Fuller
Melissa Corbally	Daniel DiCapua	Nicole Falette	Lindsay Fuzzell
Timothy Cornell	Rebecca Dillingham	Erik Farin	Lisa Fynn
Andrea Corradini	Muhammad Bilal	Gino Farina	Anne-Valérie Gainet
Gwen Costa Jacobsohn	Dilnawaz	Michael Farrell	Andrea Gaisser
Antoon Cox	Nicola Diviani	Mary Fay	William Galanter
Noel Cranswick	Crystal T. Doan	Alex Federman	Elisa Galimberti
Vivianne Crispin	Kartheek Dobbala	Heather Fedesco	Pamela Gallagher
Vicki Crooks	Daniel Dohan	Janine Feicke	Thomas Gallagher
Richard Crosby	James Dolan	Connie Feiler	Deepa Ganachari
Marilou Croteau	Nancy Dolan	Gretchen Ferber	Francesca Gany
Marta Csabai	Kyla Donnelly	Laurie Anne Ferguson	Christine Garcia
Vincent Kalumire	Nicole Donnelly	Warren Ferguson	Cristina Garcia de
Cubaka	Artemisa Dores	Jacqueline Ferguson	Leonardo
Martha Culver	Nancy Downing	Serena Fernandes	Roger Garvin
Doyle Cummings	Katherine Doyon	Cara Fernandez	Bob Gates
Farr Curlin	Naihua Duan	Maria Amélia Ferreira	Gail Geller
Laura Curtis	Christiane Duchesnes	M. Rosario Ferreira	Christian Geneus
Meitar Dafna	Ashley Duggan	Rebecca A Ferrer	Margaux Genoff

Evi Germeni	Sarah Halbach	Jenny Hodges	Safdar Kagazwala
Jennifer Gerwing	Judith A. Hall	Peter Hodgkinson	Moubassira Kagone
Alyce Getler	Christoffer Hals	Michael Hoerger	Betty Kaiser
Allen Gifford	Miki Hamada	Timothy Hogan	Emine Kale
Anik Giguere	Musleehat Hamadu	Susan Holland	Namratha Kandula
Stephanie Gil	Katri Hämeen-Anttila	Elisabeth Holme	Peter Kanetsky
Virginia Gill	Lauren Hamel	Inger K Holmström	Rita Kang
Mary Ann Gilligan	Joshua Hammonds	René Holst	Joseph Kannry
Timothy Gilligan	Paul Han	Erik Holt	Kimberly Kaphingst
Gayle Gilva	Heeyoung Han	Karyn Holt	Steven Kaplan
Jamellah Gimenez	Jill Hancock	Ruth Hoppe	Özlem Sürel Karabilgin
Jody Hoffer Gittell	Eileen Hanlon	Melissa Horlait	Andre Karger
Katie Glass	Janice Hanson	Pegah Hosseini-Carroll	Orit Karnieli-Miller
Kathryn Goggins	Rachel Hardeman	Wen-Hsuan Hou	Andrew Katz
Berna Gökengin	Timothy Harlan	Dirk Houttekier	Marian Katz
Jill Golde	Rebecca Harmon	Elaine Hsieh	Patricia Katz
Shira N. Goldman	Monica Harris	Siyuan Huang	Simran Kaur
Melody Goodman	Kristen Harrison	Yi-Jing Huang	Reddy Kavya
Rita Gorawara-Bhat	Emily Hartung	Catherine Hudon	Stephen Kearing
Howard Gordon	Romana Hasnain-Wynia	Philippe Humblé	Abiola Keller
Mark Grabowski	Yngvild B. Haukeland	Gerry Humphris	Aengus Kelly
Robert Gramling	Bonnie Haupt	David Hwang	P Adam Kelly
Stuart Grande	Deidra Haygood	Tomoaki Imamura	Rebecca Kennedy
Anna Granta	Ron Hays	Inger Imset	David Kern
Lars Toke Graugaard	Martha Hayward	Karen Ingersoll	Fatmagül Kerpiclik
Janiece Gray	Tsipi Heart	Marita Inglehart	Amal Khidir
Larry Gray	Elisabeth Heath	Jennifer Ivanovich	Babar Khokar
Katelyn Grayson-Sneed	Susanne Heim	Elizabeth Jacobs	Alidino Khowaja
Peggy Greco	Donald Helme	Parul Jain	Kathleen Kieran
B. Lee Green	Patrick Hemming	Janey James	Mara Kieser
Michael Green	Michael Henninger	Tom Janisse	Claudia Kiessling
Mark J. Greenwood	Karl-Heinz Henze	Aldona Katarzyna	Ann King
Frances Griffiths	Carol Hermansen-	Jankowska	Angela Kinnell
Jennifer Griggs	Kobulnicky	Jesse Jansen	Sharon Kinney
Ana Grilo	Ileana herrin	Jodi Jarecke	Katharine Kinsey
Joseph Grochowalski	Ashley Hesson	Sagar Jilka	David Kissane
Hans Gruber	Lena Heyn	Lan Jin	Anne Kittendorf
Jan Grue	Stefan Heytens	Katherine Joeques	William MP Klein
Kimberly Grueneisen	Jennifer N. Hill	Sharon Johnson	A. J. Kleinheksel
Yue Guan	Marij Hillen	Kathy Johnson	Sandra Klingenhaeger
Gregory Gudleski	Maureen Hillier	LaShaune Johnson	Evelyn Kludt
Kimberly Gudzone	Tracey Hillier	Rhonda Johnson	Katherine Knowlton
Lisa Guirguis	Robin Hills	Barbara Jones	Amy Kobus
Raheel Gujrati	Susan Hingle	Deborah Jones	Anne Kochersberger
Pål Gulbrandsen	Erin Hinton	Elizabeth Jones	Christopher Koenig
Christina Haag	Krista Hirschmann	Kori Jones	Poul-Erik Kofoed
Christensen	Liis Hisberg	Randy Jones	Wendy Kohlmann
Janet Hafler	Adam Hittelman	Gitte Jorgensen	Karen Korning Zethsen
Melanie Hagen	Evelyn Ho	Gloria Juarez	Live Korsvold
Kari Hagen	Ming-Jung Ho	Claire Julian-Reynier	P. Todd Korthuis
Adil Haider	Jeannette Hodge	Katrin Julia Kaal	David Kosak
Paul Haidet	Joshua A. Hodge	Elizabeth Kachur	Timothy Koschmann

Christoph Kowalski
 Katy Kozhimannil
 Kevin Kraemer
 Richard Kravitz
 Janice Krieger
 Frederick Kron
 James Kruer
 Demi Krystallidou
 Mrinalini Kulkarni
 Arno Kumagai
 Sant Kumar
 Ashok Kumbamu
 Marleen Kunneman
 Karl Kurtz
 Suzanne Kurtz
 Ashwin Kutty
 Michel Labrecque
 Nanon Labrie
 Susan Ladwig
 Hollis Lai
 Anita Laidlaw
 Marvin Lam
 Veronica Lambert
 Cynthia Lamberth
 Giulia Lamiani
 Robert Lane
 Michael Langenbach
 Thorsten Langer
 Wolf Langewitz
 Danielle Laraque
 Christine Lasset
 Erin Lauinger, LCSW
 Maxwell Laurans
 Colleen Laurence
 LaVay Lauter
 M. Barton Laws
 Christy J.W. Ledford
 Brian Lee
 Charles Lee
 Brittany Lee
 Jacqueline Lee
 Simon Lee
 Yoojin Lee
 France Légaré
 Susan Lehmann
 Asha Leichtman
 Maria-Esther Leiva-Portocarrero
 Theresa Lengerich
 Johanie Lépine
 Brenda Lepisto
 Aaron Leppin
 Genevieve Leung
 Verena Leve
 Isabelle Levesque
 Tomer Levin
 Jenni Levy
 Barbara Lewis
 Yuelin Li
 Shuangyu Li
 Peter Lichstein
 Hanne Lie
 Christine Liebertz
 Erica Liesmaki
 Andrew Liguori
 Gong-Hong Lin
 Jenny Lin
 Jonas Christoffer Lindstrøm
 Anne Links
 Luanne Linnard-Palmer
 Dean Lising
 Lidia Little
 Deb Litzelman
 Dachao Liu
 Margaret Liu
 Yiyang Liu
 Raphael Lizcano
 Amy Lloyd
 Karen Lobb-Rossini
 Jon Håvard Loge
 Christine Loignon
 H. Esterbrook Longmaid III
 Elizabete Loureiro
 Franziska Löwenstein
 Joan Lowery
 Beth Lown
 Ramona Ludolph
 Donna Luff
 Tana Luger
 John Luk
 Tonje Lundeby
 Jenna-Marie Lundy
 Marie-Thérèse Lussier
 Maryam Lustberg
 Thomas Lynch
 Sarah Lyons
 Monica Lyson
 Rachel MacDonell
 Kathryn Dee MacMillan
 Andréia Magalhães
 Elizabeth Maguire
 Gautam Mahtani
 Kinsuk Maitra
 Leslie Malloy-Weir
 Donna Manca
 Julien Mancini
 Phyllis Mancini
 Jennifer Manganello
 Rajesh Mangrulkar
 Elizabeth Manias
 Ruth Manna
 Sonal Ghura Mansukhani
 Sarah Mantwill
 Melissa Maravic
 Evie Marcolini
 An Mariman
 Barbara Mark
 Charla Markham Shaw
 Emily Marks
 Maria Marois
 Katy Marrin
 Mary Marshall
 Jill Marsteller
 Christa Martens
 Elliott Martin
 Richard Martinello
 Helena Martins
 Melissa Martynenko
 Anne Matthews
 Marianne Matthias
 Christian M.I.M. Matthiessen
 Natalie May
 Erik Mayer
 Lina Mayorga
 Kathleen Mazor
 Natalia Mazzola
 Nancy McCain
 Lauren McCormack
 Randal McDonough
 D. Keith McInnes
 Andrew McLean
 Thomas McNalley
 Nancy McNaughton
 Candace McNaughton
 Kelly Meehan-Coussee
 Mary E. (Mollie) Meek
 Joana Meireles
 Susan Melin
 Anneli Mellblom
 Enrica Menditto
 Silvana Mengoni
 Corine Meppelink
 Stewart Mercer
 Zina Meriden
 Julie Merrell Rish
 Fien Mertens
 Elaine Meyer
 Keren Michael
 Lisa Mikesell
 Felise Milan
 Nicole Milan
 Kathrin Milbury
 Yvette Miller
 Wendy Miller
 Alice Miller
 Gregory Miller
 Ourohire Millogo
 Kelsey Mills
 Phoenix Ming
 Manish Mishra
 Maryam Mobini
 Jeremy Moeller
 Kahee Agid Mohammed
 Ahmed Mohiuddin
 Anthony Molisani
 Silvia Monestel
 Diana Monge
 Daphne Monie
 Lauren Montemorano
 Melissa Moore
 Richard D. Moore
 James Morris
 Nancy Morris
 Victor Morris
 Svein Mossige
 Rui Mota-Cardoso
 Rebecca Moultrie
 Nora Moumjid
 Emmanuelle Mouret-Fourme
 Nora Mueller
 Kelly Muir
 Mohammed Imran Mujawar
 Brent Mulgrew
 Rebecca Mullen
 Muna Murad
 Carol Anne Murdoch-Kinch
 Kathryn Murphy
 David Murray
 Kathy Murray
 Gurkan MUTLU
 Kara Myers

Lilla Nafradi	Dónal O'Mathúna	Yelena Perkhounkova	Sowmya Rao
Neeraja Nagarajan	Rachel Ombres	Caralyn Perlee	Bodil Steen Rasmussen
Rebekah Nagler	Dirk Ommeslag	Donna Persaud	Scott Ratliff
Urisha Naidoo	Özen Önen Sertöz	Stephen D. Persell	Divy Ravindranath
Aanand D. Naik	Linda Oostendorp	Susan Persky	Pershing Rebekah
Kent Nakamoto	Mayke op 't Hoog	Deborah Pesanka	Maija Reblin
Ruth Namuyinga	Michelle Orner	Joanne Peters	Alya Reeve
John Nance	Knut Ørnes	Sylvia Peterson-Perry	Bryce Reeves
Mohammad Naqibuddin	Deborah O'Rourke	Beth Ann Petrakis	Shakaib Rehman
Olivier NARDI	Nosayaba Osazuwa-	Margaret Pews-Ogan	Shmuel Reis
sidrah nausheen	Peters	Sarah Peyre	Jan Reniers
Anita Navarro	Eileen R. O'Shea	Paul Pfeiffer	Noémie Resseguier
Dr. Huma Naz	Marie T O'Shea	Sean Phelan	Auer Reto
Kim Nazi	Lars Osterberg	Thierry Philip	Dominique Rey
Jordan Neil	Stephanie O'Toole	Farya Phillips	Iris Reychav
Alicen Nelson	Madelene Ottosen	Heike Pichler	Sarah Rhoads
Edmund, Prof. Dr.	Barbara Overton	Tim Pickles	Daniel Ricci
Neugebauer	Raymond Ownby	Arwen H. Pieterse	Claude Richard
Fiona Newall	Elissa Ozanne	Mershen Pillay	Daniel Richards
Robert Newcombe	Mustafa Ozkaynak	Carla Pires	Lorilei Richardson
Eunice Ngiam	Samuel Packer	Paul Pitel	Steven Rick
Anne Nicotera	Michael Pagano	Richard Pittman	Elizabeth Rider
Karina Nielsen	Vanessa Pais	Laura Planas	Howard Ring
Nellann Nipper	Mark Pakianathan	Andrew Pleasant	Rebeca Rios
Matilde Nisbeth Jensen	Mary Val Palumbo	Erin Plews-Ogan	Cathy Risdon
Michelle Nkumsah	Janet Panoch	Margaret Plews-Ogan	James Roberts
Lorraine Noble	Muralidhar Papireddy	Joseph Pliskin	Alan Robin
Tatsuya Noda	Koen Pardon	Kathryn Pollak	Hubert Robitaille
Catherine Noguès	Vinay Parekh	Charlene Pope	Mary Rocheleau
Kim Norman	Sharon Parish	Douglas Post	Lisa Rodebaugh
Sally Norton	Rachel Park	Marie Postma-Nilsenova	Kyle Rodenbach
Julie Novak	Patricia A. Parker	Sonya Pritzker	Rachel Rodenbach
June Nunn	Georgina Parkes	Geraldine Prizeman	Keri Rodriguez
Filsan Nur	Rachel Parry	Peter Pronovost	Eleanor Rodriguez-Rassi
Alan Nye	Electra Paskett	Kirby Pruis	William Rogers
Livø Nyhus	Deesha A. Patel	Jennifer Ptacek	Jeni Rogers
Stephanie O' Toole	Ushma Patel	Jack Pun Kwok Hung	Mary Rojas
Shannon Oates	Ela Pathak-Sen	Joel Purkiss	Therasia Roland
Naoya Obana	Stefan Patrascu	Peter Pype	Anna Roman
Bridget O'Brien	Tracy Paulenko	Dale Quest	Deborah Rooney
Elizabeth O'Brien	Teresa Pawlikowska	Sally Quilligan	Javier Rosado
Caroline O'Connor	R. Ellen Pearlman	Charles Quinn	Dennis Rosen
Rachel O'Conor	Loretta Pechionni	Gwendolyn Quinn	Marcy Rosenbaum
Amie O'Donoghue	Anne Pedersen	Christine M. Rachwal	Alexandra Rosenberg
Eirik Ofstad	Reidar Pedersen	Alfred Rademaker	Ellie Rosenfeld
Melissa O'Grady	Cassandra Pehrson	Jonathan Radosta	Elizabeth Ross
Sawako Okamoto	Renaat Peleman	Amal Rahhal	Paula Ross
Oladoyin Oladeru	Louis Penner	Sydur Rahman	Lisa Rossignol
Michael Oleksyk	Sanja Percac-Lima	Jaya Raj	Debra Roter
Erika Oleson	Lilisbeth Perestelo-	Prem Ramaswami	Fabia Rothenfluh
Murrey Olmsted	Perez	Ravishankar Ramaswamy	Christianne Roumie
Sandra Olsen	Hector Perez	Vanessa Ramirez-	Angela Rowlands
		Zohfeld	

Qian Nan Ruan	Peter Schulz	Frederick Smith	Rachel Swigris
Mollie Ruben	Farrah Schwartz	Pauline Smith	Giovanni Tagliavini
Sara Rubinelli	Rebecca Schwei	Robert Smith	Patrick Tan
Doris Rubio	Jennifer Scott	Katie Snape	Amy Tan
Anne Ruble	Mitzi Scotten	Richard Snyder	Daniel Tancredi
Roger Ruiz-Moral	Dean A. Seehusen	Arjumand Sohaila	Derjung Tarn
Douglas Rupert	Oz Segal	Elizabeth Soliday	Jill A. Tarr
Allison Russell	Ivana Sehovic MPH	Jeffery Solomon	Ramsey Tate
Andrea Russell	Kevin Selby	Arya Soman	Kate Tatton-Brown
Karen Rychlik	Hilary K. Seligman	Lixin Song	Tatiana Taubin
Leonora Sacbibit	Eileen Serpiello	Joanne Sorensen	Alex Taylor
Bhavaya Sachdeva	Neysa Serra-Valentin	Erik Elgaard Sørensen	Thomas Taylor
Holli Sadler	Abhishek Seth	Abdesalam Soudi	Cayla Teal
Marie Safar Postma	Jordan Sgro	Jeannette South-Paul	Mohamedtaki Tejani
Nilsenova	Mohammad Shaear	Amy Spatz	Lisa Tensuan
João Saganha	Karen Shaffer-Platt	Erica Spears-Lanoix	Alexandra Terrill
Adam Sage	Amre Shahwan	Miryam Sperka	Pamela Terrill
Hadi Sagin	Brian Shames	Jude Spiers	Katheen Thomas
Ana Salgado	Daniel Shapiro	M'Lyn Spinks	Gay Thomas
Christopher Salmon	Anshuman Sharma	Ulrike Spoerhase	Rachel Thompson
Michael Samuel	Edna Shattuck	Stuart Sprague	Anita Thompson
Julian Sanchez	Allen Shaughnessy	Jennifer St. Clair	Heisterman
Robert Sanchez	L. Aubree Shay	Russell	Maria Thomson
Lee Sanders	Aisling Sheehan	Anthony Staines	Kim Thurman
Mechelle Sanders	Tejal Shelat	Angela Starkweather	Jon Tilburt
Adrian Sandler	Linda Shepard	Cynthia Stauber	Gayle Timmerman
Steve Sandstrom	Gina Shetty	Nicole A. Steckler	Connie Timmermann
Sima Sarvari	Amal Shibli-Rahhal	Adam Steffanick	Jeffrey Tingen
Minna Saslaw	Cleveland Shields	Shara Steiner	Jasmin Tiro
Mathieu Savaria-Houde	Stephanie Shimada	Simone Steinhausen	Els Tobback
Ronald Saxton	Lisa Shook	Aslak Steinsbekk	Betelihem Tobo
Robyn Sayner	Catherine Shubkin	Mary Step	Marieke Tollenaar
Daniela Scala	Ali Sie	Sheila Stevens	Birgitte Tørring
JoAnne Scalise	Sanjay Sikka	Gabrielle Stevens	Heather Traino
William Scarlett	Jonathan Silverman	Christina Stevenson	Bethany P. Trainor
Mark Scerbo	Ida Sim	Anne M. Stiggelbout	Katherine Treiman
Matthew Schabath	Laura Siminoff	Kathleen Stoddart	Laura Trupin
Katelyn Schifano	Vani Simmons	Lynn Stoller	Chun-Chia Tseng
Dean Schillinger	Steven Simon	Anna Strahm	Bengisu Tulu
Sanne Schinkel	Birgitte Simonsen	Richard L. Street	Elizabeth Turcotte
Lauren Schleicher	Sereena Singh	Yulia Strekalova	Marilyn Turkovich
Christopher Schmid	Erik Skjeggestad	Anna Stromblad	Margot Turner
Anna Schmidt	Kristin Skjeldestad	Heather Stuckey	Monique Vahedi
Stephen Schoenbaum	Pernille Skovby	Utkarsh Subnis	Nikbakht-van de
Antoinette	Christine Skubisz	Anthony Suchman	Sande
Schoenthaler	Diana Slade	Shahida Sulaiman	Mark Valenti
Dieter Schönwetter	Betsy Sleath	Helen Sullivan	Irfan Valliani
Heather Schopper	Catherine Slota	Abdul-Salam Saleh	Isabella Vallini
Carrin Schottler-Thal	Francine Small	Sultan	Simon Van Belle
Barbara Schouten	Ellen Smets	Annelie J Sundler	Jan van Dalen
Michael Schriver	Bridget Smith	Krista Suojanen	Marc Van De Putte
Paula Schultz	Elizabeth Smith	Steven Sutton	Bas van den Putte

Henk Van der Molen	Magda Wagdy	Tessa West	Randall Wong
Heleen Van der Stege	Todd Wagner	Alison While	Fiona Wood
Rozanne van Diggelen	Karin Yde Waidtløw	Casey White	Marie Wood
Sandra Van Dulmen	Drenna Waldrop-	Richard White	Susan Woods
Michelle van Ryn	Valverde	Laurie Whitman	Robyn Woodward-Kron
liesbeth van vliet	Ingrid Walker-Descartes	Jeffrey Whittle	Thomas Workman
Evelyn van Weel-	Andrea Wallace	Victoria Wilkins	Ryan Wynia
Baumgarten	Irene Walsh	Allison Williams	Matthew Wynia
Julia C.M. van Weert	Len Walsh	Mandy Williams	Guibo Xing
Rose Maria van Zuilen	Thom Walsh	Anna Willieme	Lei Yang
Rain VanDenBerg	Catherine Walshe	Stefan Wilm	Maurice Ye
Robert Vander Stichele	Ding Wang	Barth Wilsey	Mark Yeazel
Torun Marie Vatne	Guoyu Wang	Ira Wilson	Ed Yelin
Ramon Velez	Deborah Ward	Brenda Wilson	H. Shonna Yin
Peter Vermeir	Nathaniel Warshay	Maureen Wilson-	Kathryn Yorkston
René Vernhout	Katie Washington Cole	Genderson	Kathleen Yost
Jennifer Vichich	Lisa Wastila	Amy Windover	Erica Zahl
Andrea Vicini	Frances Weaver	Tracey Winning	Claudia Zanini
Dale Vidal	Susanne Weg-Remers	Lorinette Wirth	Shibei Zhao
Marina Vigário	Nadir Weibel	Mary Kay Wisniewski	Zhen Zhao
Claudia Villegas	Amy Weil	Erin Wispelwey	Yuefang Zhou
Adriaan Visser	Henry Weil	Lydia Witman	Asif Zia
Leonie Visser	Anne Weiland	Matthew Witry	Christa Zimmermann
Frank Vitinius	Carlye Weiner	Holly Witteman	C. Eric Zinnerstrom
Dirk Vogelaers	Joseph Weiner	Maiken Wolderslund	Maryan Zirkle
Carrie Vogelsang	Sabine Weißbach	Michael Wolf	Stephen Zitelli
Julie Volkman	David Wellsted	Daniel Wolpaw	
France Vrijens	Simone Wesselmann	Jasmyne J. Womack	

2015 AACH BOARD OF DIRECTORS

David E. Kern, MD, MPH, MACP
President (2:15-16)
 Emeritus Professor of Medicine
 Johns Hopkins University
 Mason F. Lord Building
 Suite 2300
 5200 Eastern Avenue
 Baltimore, MD 21287
 Phone: 410.550.1828
 dkern1@jhmi.edu

Auguste H. Fortin VI, MD, MPH,
FAACH (2:15-16)
President-Elect
 Associate Professor of Medicine
 Yale University School of Medicine
 ESH-D 315
 367 Cedar St.
 New Haven, CT 06510-3221
 Phone: 203 573-6574
 auguste.fortin@yale.edu

Francesca C. Dwamena, MD, MS,
FACP, FAACH (2:15-16)
Treasurer
 Chair, Department of Medicine
 Michigan State University
 Department of Medicine
 788 Service Road, B427 Clinical
 Center
 East Lansing, MI 48824
 Phone: 517.432.9124
 Francesca.Dwamena@ht.msu.edu

Nan Cochran, MD, FAACH (2:15-16)
Past President
 Director on Doctoring
 Dartmouth Medical School
 Remsen 304
 Hanover, NH 03755
 Phone: 802.299.8378
 Alt. Phone: 802-742-0401
 nan.cochran@dartmouth.edu

Jenni Levy, MD, FAACH (3:15-16)
Vice President, Internal Education
 Medical Director
 St. Luke's Hospice
 2455 Black River Road
 Bethlehem, PA 18015
 Phone: 610.997.7120
 Jayell1727@gmail.com

Russell L. Rothman, MD, MPP
(1:14-15)
Vice President, Research
 Director, Vanderbilt Center for
 Health Services Research
 Suite 6000 MCE
 Vanderbilt University Medical
 Center
 Nashville, TN 37232
 Phone: 615.936.2149
 russell.rothman@vanderbilt.edu

Elizabeth Ross, DPT, MMSc (2:15-16)
Vice President, Membership
 Assistant Consulting Professor
 Duke University Medical Center
 Box 104002
 Durham, NC 27710
 Phone: 919.668.5537
 Elizabeth.ross@duke.edu

Calvin Chou, MD, PhD, FAACH
(3:15-16)
Vice President, External Education
 VA Medical Center/UCSF
 4150 Clement Street (111)
 San Francisco, CA 94121
 Phone: 415.221.4810 x2740
 calvin.chou@ucsf.edu

Mary Catherine Beach, MD, MPH
(3:15)
 Johns Hopkins University
 2024 East Monument Street
 Suite 2-500
 Baltimore, MD 21287
 Phone: 410.614.1134
 mcbeach@jhmi.edu

Raymond Howard Curry, MD,
FACP (1:15-16)
 Senior Associate Dean,
 Educational Affairs
 University of Illinois College of
 Medicine
 1853 W Polk Street (MC 784)
 Chicago, IL 60612-7333
 Phone: 312.996.1200
 curryrh@uic.edu

Denise L. Davis, MD (2:14-15)
 4000 Lyman Road
 San Francisco VA Medical Center
 4150 Clement St.
 Medical Practice Clinic
 San Francisco, CA 94121
 Phone: 510.883.1046
 denise.davis@ucsf.edu

Michael Farrell, MD (1:15-16)
 Associate Research Director
 Aurora University of Wisconsin
 Medical Group
 Center for Urban Population
 Health
 1020 North 12th Street
 Milwaukee, WI 53233-1305
 Phone: 414-219-3517
 Dr.Mike.Farrell@Aurora.org

Orit Karnieli-Miller, PhD (1:14-15)
 Tel Aviv University
 Haemek 18 a
 Kiriat Tivon, Israel 36082
 Phone: +972-502060619
 oritkm@gmail.com

Somnath Saha, MD, MPH (2:14-15)
 Professor of Medicine
 Portland VA Medical Center
 3710 SW U.S. Veterans Hospital
 Rd. (P3HSRD)
 Portland, OR 97239
 Phone: 503.975.3288
 sahas@ohsu.edu

Peter F. Weissmann, MD, FACP
(1:15-16)
 Minneapolis VA Medical Center
 One Veterans Drive
 General Internal Medicine 111-0
 Minneapolis, MN 55417
 Phone: (612) 467-2158
 weiss017@umn.edu

Myriam Deveugele, PhD
 Past President of EACH
 Professor, Communication in
 Healthcare, Dept. of Family
 Medicine and Primary Health Care
 Faculty of Medicine Ghent
 University
 UZ-6K3 De Pintelaan 185 9000
 Ghent - Belgium
 00 32 9 3322182
 myriam.deveugele@ugent.be



MEDICAL ENCOUNTER

A Publication of the American Academy on Communication in Healthcare

BUILDING COMMUNITY, PROVIDING VOICE, SUPPORTING INNOVATION

ADVERTISE IN MEDICAL ENCOUNTER!

If you're looking to reach a target audience of more than 2,000 professionals interested in communication in healthcare, look no further. Purchase a display ad in Medical Encounter.

Medical Encounter is an academic journal published by the American Academy on Communication in Healthcare that shares works relating to relationships in healthcare. This all-digital journal is published quarterly and includes hyperlinks to your website with each ad.

The ad rates for 2015 are:

¼ page = \$75/issue; \$250 for 4 issues

½ page = \$125/issue; \$425 for 4 issues

Full page = \$200/issue; \$700 for 4 issues

Medical Encounter is published Quarterly.

Email Laura Singler at lsingler@amrms.com for more information on ad deadlines or to purchase your ad space. Space is limited and will be filled on a first come, first served basis.

Act now to get your message out to this highly targeted audience!



BETTER COMMUNICATION. BETTER RELATIONSHIPS. BETTER CARE.

201 E. Main Street, Suite 1405, Lexington, KY 40507 | (859) 514-9211 | AACHonline.org

EACH is an interdisciplinary non-profit organisation which brings together researchers and trainers in the field of communication in healthcare. Please visit our website at www.each.eu for more information about our association and our activities and how to join our association.



Presented by EACH and in partnership with AACH the

14th ICCH

International Conference on Communication in Healthcare

will take place in

Heidelberg, Germany

University Conference Centre

September 7th – 10th, 2016

The following distinguished speakers have already accepted to present a plenary during this conference:

- Sandra van Dulmen, NIVEL/Radboud University, NL
- Gerd Gigerenzer, MPI-Berlin, DE
- Iona Heath, immediate past-president of the Royal College of GPs, UK
- Marcy Rosenbaum, University of Iowa, USA.

The planning committee under the leadership of Wolfgang Eich and Christiane Bieber is working hard to make this into an inspiring conference. Have a wonderful conference dinner at the world famous Heidelberg Castle.

On the website www.each2016.de you can find more information about the conference.

The website will be updated regularly.

Here some dates for your agenda:

- call for abstracts and abstract submission will open on November 1st, 2015
- deadline for abstract submission: January 18th, 2016

ICCH  New Orleans
International Conference on Communication in Healthcare
October 25-28, 2015



BETTER COMMUNICATION. BETTER RELATIONSHIPS. BETTER CARE.

201 E. Main Street, Suite 1405, Lexington, KY 40507 | (859) 514-9211 | AACHonline.org