



ICCH

Montréal

International Conference on Communication in Healthcare
September 29 - October 2, 2013



Organized By



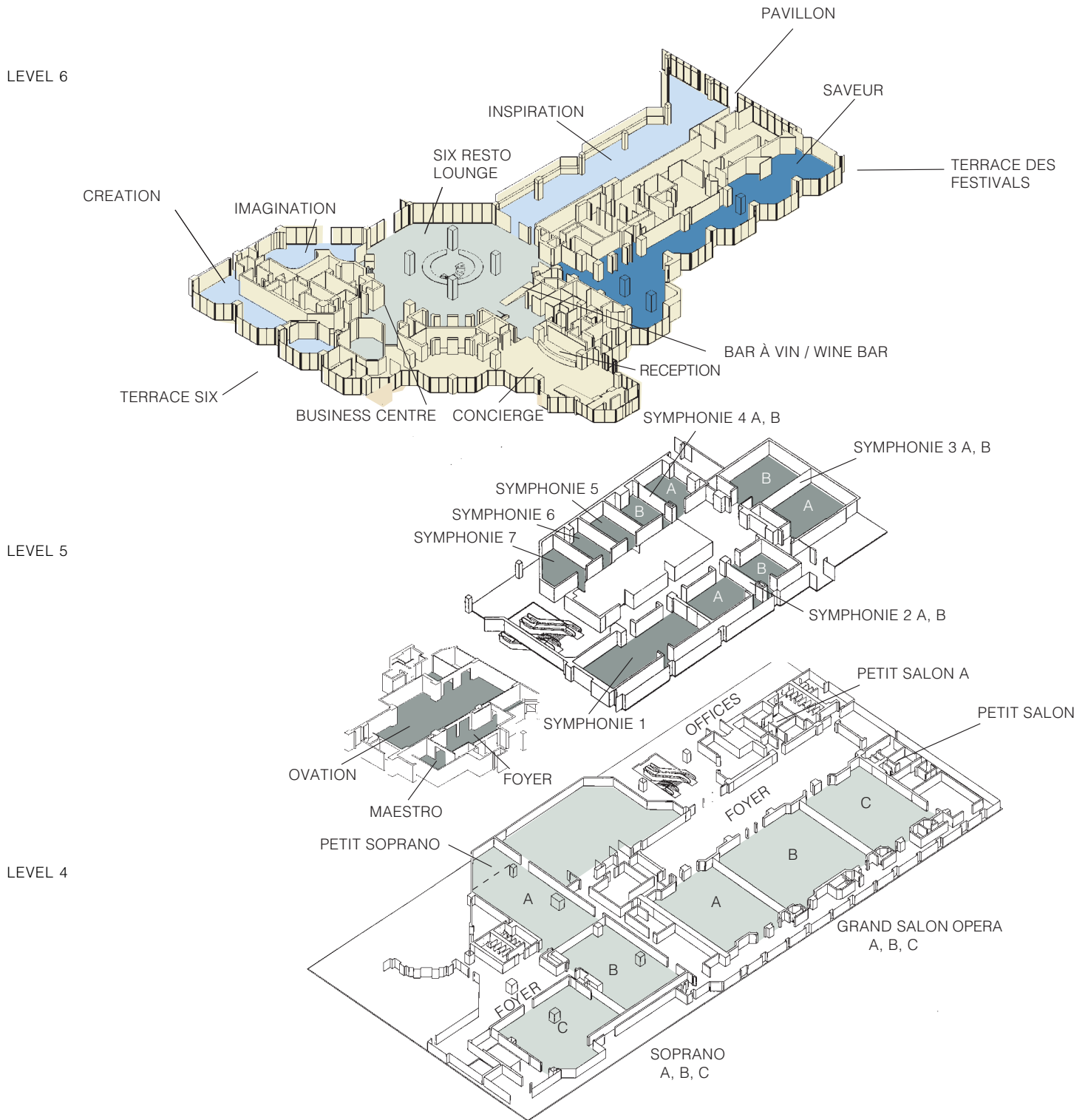
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ICCH 2013 Conference - Hotel Map



Hyatt Regency Montréal Directions

From Montréal-Trudeau Airport, follow signs for Highway 20 East for Montréal Downtown / Centre-Ville. Follow signs for Highway 720 East and keep to the right. Exit Berri / St-Laurent direction St-Laurent and turn left on René-Lévesque. Turn right on Jeanne-Mance. The hotel is located on the right hand side, between René-Lévesque and Ste-Catherine streets.

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Experience Old Montréal

Tuesday, October 1 | 7 - 10 P.M.



ICCH 2013 attendees will enjoy a reception, some smooth jazz, and a gourmet meal at the Auberge St. Gabriel – the oldest inn in North America dating back to 1754. Located in Old Montréal, Auberge Saint-Gabriel opens its doors to a new gastronomic adventure based on creativity, the conviviality, the generosity and passion of talented Chef Eric Gonzalez. In this architectural gem, Eric revisits a classic kitchen so that every meal becomes an unforgettable experience.

Attendees must have purchased a ticket in advance for this special event; tickets will not be sold on-site. For those registered, tickets have been inserted into your ICCH name badge.

Getting There: The restaurant is located at 426 St-Gabriel in Old Montréal, about a 20 minute walk (one mile) from the hotel. Attendees will gather in the lobby of the Hyatt Regency Montreal at 6:30 pm for the walk to the restaurant. Additionally, cabs are available in front of the hotel for those who don't wish to walk.

Saturday, September 28

9 a.m. - 6 p.m. Pre-Course - TEACH - *Symphonie 6 and 7*

Sunday, September 29

8 a.m. - 3 p.m. Pre-Course - TEACH - *Symphonie 6 and 7*

10 a.m. - 4 p.m. Pre-Course VR-CODES -*Symphonie 4*

Noon - 3 p.m. Mount Posters for Poster Session 1 -*Grand Salon Opera A*

2 - 7 p.m. Registration - *Vestiaire Grand Salon Opera*

2:30 - 4 p.m. Pairing with Colleagues - *Symphonie 3*

4 - 5:30 p.m. Reception and Poster Session 1 - *Grand Salon Opera A and Opera Foyer*

5:30 - 7 p.m. General Session - *Grand Salon Opera BC*

- Welcome to attendees
- Plenary Session: Dr. Danielle Ofri - "How Emotions Affect the Practice of Medicine"

Monday, September 30

7:30 a.m. - 4 p.m. Registration - *Vestiaire Grand Salon Opera*

7:30 - 8:30 a.m. Breakfast - *Grand Salon Opera BC*

7:30 - 8:30 a.m. Pairing with Colleagues - *Soprano B*

8:45 - 10 a.m. General Session - *Grand Salon Opera BC*

- Plenary Session - Dr. Tom Delbanco - "Medical Records Shared by One and All"

10 - 10:30 a.m. Morning Break - *Opera Foyer and Level 5 Hallway*

10:30 a.m. - Noon Parallel Session 1

Noon - 1:30 p.m. Lunch - *Grand Salon Opera BC*

Noon - 1:30 p.m.

12:15 - 1:15 p.m.

1:30 - 3 p.m.

3 - 3:30 p.m.

3 - 3:30 p.m.

3:30 - 5 p.m.

5 - 6:30 p.m.

Tuesday, October 1

7:30 a.m. - 4:30 p.m. Registration - *Vestiaire Grand Salon Opera*

7:30 - 8:15 a.m. Breakfast - *Grand Salon Opera BC*

8:30 - 10 a.m. General Session - *Grand Salon Opera BC*

- Payer Award
- Plenary Session: Dr. Myriam Deveugele - "Communication Training Skills and Beyond"

10 - 10:30 a.m. Morning Break - *Opera Foyer and Level 5 Hallway*

10:30 a.m. - Noon Parallel Session 4

Noon - 1:30 p.m. Lunch - *Grand Salon Opera BC and Level 5 Hallway*

12:15 - 1:30 p.m. Interest Groups

1:45 - 3:15 p.m. Parallel Session 5

3:15 - 3:30 p.m. Afternoon Break - *Opera Foyer and Level 5 Hallway*

3:30 - 5 p.m. Parallel Session 6

5:15 - 6 p.m. AACH Member Meeting - *Soprano B*

7 - 10 p.m. Conference Dinner (Tickets Required - Meet in Hotel Lobby at 6:30 p.m.)

Pairing with Colleagues - *Soprano B*

Funding Organization Panel: Understanding External Funding Sources - *Soprano C*

Parallel Session 2

Afternoon Break - *Opera Foyer and Level 5 Hallway*

Mount Posters for Poster Session 2 - *Grand Salon Opera A*

Parallel Session 3

Reception and Poster Session 2 - *Grand Opera Salon A and Opera Foyer*

Wednesday, October 2

- 7:30 a.m. - 1 p.m. Registration - *Vestiaire Grand Salon Opera*
- 7:30 - 8:15 a.m. Breakfast - *Grand Salon Opera BC*
- 8:30 - 10 a.m. General Session - *Grand Salon Opera BC*
- Engel Award
 - Plenary Session: Dr. France Légaré - “Shared Decision Making: Bridging Well-Being of Individuals with Successful Societies”
- 10 - 10:30 a.m. Morning Break - *Opera Foyer and Level 5 Hallway*
- 10:30 a.m. - Noon Parallel Session 7
- Noon - 1 p.m. Box Lunch - *Level 5 Foyer*
- 12:15 - 1 p.m. ”Meet the Professor” Sessions
- Communication Analysis and Research
*Debra Roter, DrPH
Symphonie 3A*
 - Communication Skills Training
*Jonathan Silverman, BM, BCh, FRCGP
Marcy Rosenbaum, PhD
Symphonie 3B*
 - Shared Decision Making
*Glyn Elwyn, MD
Symphonie 2A*
 - Health Literacy
*Russell Rothman, MD
Symphonie 2B*
 - Publishing in PEC
*Arnstein Finset, PhD
Symphonie 1*
- 1:15 - 2:45 p.m. Parallel Session 8
- 3 - 3:30 p.m. Closing Session and Poster Award Presentation - *Grand Salon Opera BC*

Planning Committee:

Co-chair: Mary Catherine Beach, MD, MPH

Co-chair: Som Saha, MD, MPH

Rufus Barfield, PhD
 Marla Clayman, PhD, MPH
 Lori Erby, PhD, ScM, CGC
 Pål Gulbrandsen, MD, PhD

Gerald Humphris, PhD
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 MSc, FCMFC
 Greg Makoul, PhD

Elaine Meyer, PhD
 Claude Richard, PhD
 Marcy Rosenbaum, PhD
 Sandra Van Dulmen, PhD

Scientific Committee:

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Co-chair: Pål Gulbrandsen, MD, PhD

Workshop Chair: Marcy Rosenbaum, PhD

Abstract Reviewers:

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 Robert Arnold, MD
 Neeraj Arora, PhD
 Cadja Bachmann, MD
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 Ellen Smets, PhD
 Johanna Sommer, MD
 James Tulskey, MD
 Sandra Van Dulmen, PhD
 Evelyn van Weel-Baumgarten, MD,
 PhD
 Julia van Weert, PhD
 Adriaan Visser, MD
 Christa Zimmermann, PhD

Engel Award Selection Committee:

Ronald Epstein, MD, FAACH
 Richard Frankel, PhD, FAACH
 Thomas Inui, MD
 Debra Roter, DrPH, MPH, FAACH
 Robert Smith, MD, ScM
 Richard Street, Jr., PhD

Payer Award Selection Committee:

Howard Beckman, MD, FAACH
 Rita Charon, MD, PhD, FAACH
 Paul Haidet, MD, MPH, FAACH
 Adina Kalet, MD
 Greg Makoul, PhD
 Dennis Novack, MD



The Beryl Institute is the global community of practice and premier thought leader on improving the patient experience. The Institute serves as a reliable resource for shared information and proven practices, a dynamic incubator of leading research and new ideas and an interactive connector of leaders and practitioners. The Institute is uniquely positioned to develop and publicize cutting-edge concepts focused on improving the patient experience, touching thousands of healthcare executives and patients. 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.



DocCom is an interactive learning resources for healthcare communication that operates on the premise that communication and relationship skills are teachable - and are essential to developing the physician-patient relationship, improving patient outcomes and managing risk. This unique curriculum resource is designed to improve competencies considered essential by the Institute of Medicine (IOM), the Accreditation Council for Graduate Medical Education (ACGME), the Association of American Medical Colleges (AAMC) and the Liaison Committee on Medical Education (LCME).



Bridge the gap ... between the classroom and working with real people. Practice communication strategies in a safe environment before starting work. **The Learning Branch** specializes in online language and communication skills training.

Our modules are designed for a variety of roles such as Nurses, Nursing Unit Clerks, Nursing Assistants, Therapists and other health care professionals. We use the latest concepts in e-learning, language learning, and cross-cultural training to create an intensive practice experience.



HCOM offers a two year 100% online Master of Science in Health Communication degree tailored to meet the academic and professional needs of students interested in a comprehensive, interdisciplinary approach to understanding the relationship between communication processes and health outcomes. Students gain theoretical and practical knowledge of interpersonal, organizational and mass communication in healthcare environments and the capacity to critically evaluate face-to-face and mediated health information. Courses are paced and customized for the lifestyle of the working professional and taught by award-winning, top-ten nationally ranked faculty in the Department of Communication. For more information, please visit www.hcom.illinois.edu.



PLANETREE

Planetree has a 35-year history of partnering with health care organizations across the continuum of care to transform organizational cultures by inspiring and empowering caregivers to provide compassionate care that is putting the needs of individuals first. As advocates and solution providers Planetree sets the standard for patient-centered care across the globe. For more information about Planetree, go to www.planetree.org or connect with us on Facebook, Twitter or LinkedIn.

Pairing with Colleagues Program

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 2013 Pairing with Colleagues Committee:

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

Web support:

Daniel Johnsen

Poster Session #1

4 - 5:30 p.m.

Grand Salon Opera A

Communication - Descriptive Analysis

- 1 - *Doctor-Patient Communication on a Hospitalist Service: Types of Conflict* (Zachary Berger)
- 2 - *Parent-Initiated Dialogue about Medications during Family Centered Rounds* (Elizabeth Cox)
- 3 - *Examining Patient Resistance as Active Participation during Clinical Interactions* (Janella Hudson)

Communication Outside of Primary Care

- 4 - *How Structured are Pharmaceutical Interviews? Illustrating Variance in Diabetes Care* (Alfonso Cavaco)
- 5 - *Interactions between Speech-Language Therapists and Significant Others of Aphasic Stroke Survivors in the Context of Rehabilitation* (Marie-Christine Halle)
- 6 - *Use of Thematic Analysis to Explore Team Effectiveness in Veterinary Practice* (Irene Moore)
- 7 - *Patient-Pharmacist Interactions: Assessment and Education for New Prescriptions at the Independent Pharmacy Counter* (Muna Murad)
- 8 - *Intake of New Patients in Private Second-line Periodontal Care* (Eric Thevissen)
- 9 - *Communication between Patients and Pharmacy Staff about Product Information Leaflets (PILs)* (Ad van Dooren)

Health Literacy

- 10 - *Health Literacy and Health Empowerment in the Field of Emergency Department Use* (Evdokia Germeni)
- 11 - *Patient Provider Communication and Patient Satisfaction: The Impact of a Health Literacy Intervention* (Kathy Gunkel)
- 12 - *Use of Health Education Videos for Spanish-Speaking Hispanic Patients of Low Socioeconomic Status* (Ara Jamasbi)

- 13 - *German Adaptation of a Short Instrument for Assessing Health Literacy in Surveys* (Christoph Kowalski)
- 14 - *Despite my Doctor's Advice, I Stopped my Asthma Medicine Because I Don't Have Symptoms Anymore: Patients' Judgment Skills a Critical Dimension of Health Literacy* (Ana Marie Moreno Londono)
- 15 - *Patients Communicating with their Primary Care Physician about Chronic Disease Treatment in Regional Australia: Is Health Literacy Important?* (Judy Mullan)
- 16 - *Can Poor Health Literacy Contribute to Potential Side Effects Associated with Buying Over-the-Counter Non-Steroidal Anti-inflammatory Drugs?* (Judy Mullan)

Health Systems and Interprofessional Communication

- 17 - *Becoming Preceptor, Becoming Student: Private Practitioner-Medical Student Relationships in Medical Education* (Meredith L. Clements)
- 18 - *Transforming Communication using Appreciative Practices* (Rebecca Harmon)
- 19 - *Using Continuous Improvement to Improve Patient Satisfaction: A Consultative Approach* (Mary Hays)
- 20 - *Student Attitudes Toward Interdisciplinary Team-Based Care: Can an Embedded Interprofessional Education Activity Make a Change?* (Carol Hermansen-Kobulnicky)
- 21 - *Relational Team Based Care: Improving Teamwork in Patient-centered Medical Homes* (Shoba Pais)
- 22 - *Returning Values and Compassion to Healthcare in an Interprofessional World: An International Charter* (Elizabeth Rider, William Branch Jr., Ming-Jung Ho, Diana Slade, Jade Pun Kwok Hung, H. Esterbrook Longmad III, Suzanne Kurtz)

Poster Session #1 (Cont.)

4 - 5:30 p.m.

Grand Salon Opera A

Professionalism

- 23 - *Teaching Professionalism to Future Speech-Language Pathologists in Saudi Arabia* (Areej Alasseri)
- 24 - *Professional Communications that Go Astray: Defining our Relationships, Why Things Go Wrong, and Prevention* (Kathleen Franco)
- 25 - *Attitude and Confidence in Communicating with Patients among Resident Physicians: A Pilot Study at a University Hospital in Japan* (Hirono Ishikawa)
- 26 - *Communicational Behaviour and Attitudes of 4th Year Medical Students* (Andre Karger)
- 27 - *Assessing Professional Comprehension and Communication* (Tram Nguyen)
- 28 - *Barriers to Speaking Up for Patient Safety* (Madelene Ottosen)
- 29 - *Growing Together with Professionalism* (Amritpal Pannu)

Language and Cultural Differences

- 30 - *Teaching Multicultural Competence of Physical Therapy Students Across the Nation* (Ann Lee Burch)
- 31 - *With Gestures, Like Deaf-mute, Once Understands Each Other, Isn't it? The Use of Cultural-linguistic Mediation Facilities in the Tuscan ASL: System Fragility and Failed Opportunities* (Guilia Capitani)
- 32 - *Working with Medical Interpreters in Pediatric Hematology/Oncology (PHO): Shared Difficulties by Interpreters and Fellows* (Wilson File)
- 33 - *The Health for All Network: An Institutional Response to a Multicultural Urban Population* (Patricia Hudelson)
- 34 - *Breaking Down Linguistic Barriers for Access to Health Care for Deaf Persons in the English Speaking Community of Quebec* (James MacDougall)

- 35 - *Medical Interpreting: Crossing Languages in Diverse Institutional Contexts* (Michael Nathan)
- 36 - *Challenges in Multicultural Physical Therapy Practices through the Eyes of the Professional: A Qualitative Study* (Marlies Welbie)
- 37 - *Measuring Discordant-Language Health-Communication Anxiety: The DLHC-Scale* (Yue Zhao)

Minority Health and Healthcare Disparities

- 38 - *Socioeconomic Inequality in Life Expectancy of Anglophones in Montréal* (Norman Segalowitz)
- 39 - *Care Pathways of Non-western Immigrant Cancer Patients in Belgium. Having Cancer in a Foreign Country* (Karolien Aelbrecht)
- 40 - *Double Jeopardy: Latino Women, Information, Health and the Gender Divide* (Mugur Geana)
- 41 - *The Impact of Implicit Bias on Quality of Communication in Health Care Encounters* (Michelle van Ryn)

Patient-centeredness

- 42 - *Factors that Influence Doctor-Patient Communication Skills: Focusing on the Hidden Curricula* (Irene Carvalho)
- 43 - *Reciprocity and Impact of Nonverbal Behavior in Patient-Centered and Clinician-Centered Interactions* (Mollie Ruben)
- 44 - *Influence of Patient-Centered Communication (PCC) on Perceptions of Illness, Self-efficacy for Coping Behaviors and Psychological Distress in Breast Cancer Women* (Julie G. Trudel)

Teaching and Evaluation

- 45 - *Examining Patient Communication Behaviors in the Medical Interview: Towards Creating Enhanced Patient Medical Communication Skills Training* (Christa Arnold)

Poster Session #1 (Cont.)

4 - 5:30 p.m.

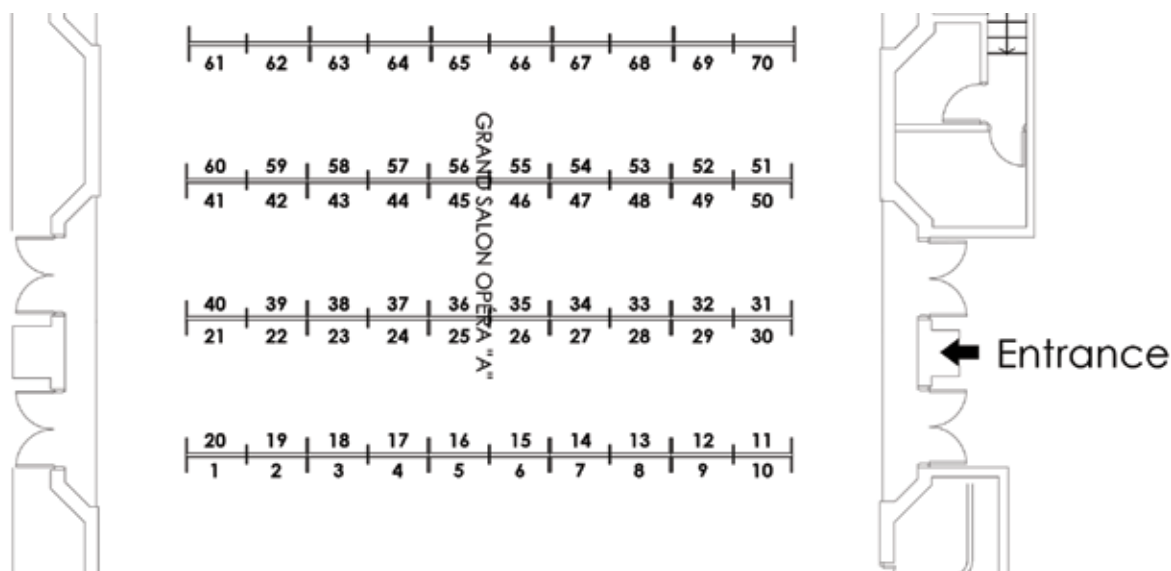
Grand Salon Opera A

- 46 - *Integration of Communication Skills in High-fidelity Simulation (Jean-Pascal Costa)*
- 47 - *The CURE for Annie: An Innovative Women's Health Curriculum for Family Medicine Residents (Beth Damitz)*
- 48 - *After-hours Telephone Medicine: Often Used, Rarely Taught (Laura Freilich)*
- 49 - *Faculty Training in Behavioral Health (Kate Grayson-Sneed)*
- 50 - *An Online Self-assessment Tool for Nurses Learning ESL in Québec (Michel Laurier)*
- 51 - *Novice to Expert Communication Skills Using the Electronic Health Record during History Taking (Mary Val Palumbo, Marie Sandoval)*
- 52 - *Drug and Alcohol Addiction in the Medical Community: Prevention Using the Communication and Clinical Skills Education Simulation Activity (Jean Victor Patenaude)*
- 53 - *Impact of Family Conferencing Skills Workshop on Hospital Clinicians and Patients/Families (Helen Sigua)*
- 54 - *Individually Tailored Coaching: A Promising Approach for Remedial Teaching of Communication Skills? (Marc van Nuland)*

- 55 - *Motivational Interviewing: Teaching Medical Undergraduates Key Skills to Facilitate Health Behaviour Change (Katherine Joekes)*

Technology and Social Media

- 56 - *Virtual Training Program Offered by Healthcare Professionals to Family Caregivers of Vulnerable Elderly (Veronique Dube)*
- 57 - *The Effects of Medical-Institution Websites on Consumer Attitudes – Consumer: Log Data Analysis of an Experimental Website (Chihiro Morito)*
- 58 - *Weighing In: A Comparison of Communication Strategies Used in Pro-anorexia and Weight Loss Online Discussion Boards (Maggie Siebert)*



How Emotions Affect the Practice of Medicine

Sunday, September 29 | 5:30 - 7 pm

Grand Salon Opera BC

Danielle Ofri, MD, PhD



Danielle Ofri, MD, PhD is an Associate Professor of Medicine at New York University School of Medicine but her clinical home is at Bellevue Hospital, the oldest public hospital in the country. She is co-founder and Editor-in-Chief of the Bellevue Literary Review. Dr. Ofri is the author of four books about life in medicine:

- What Doctors Feel: How Emotions Affect the Practice of Medicine
- Medicine in Translation: Journeys with my Patients
- Incidental Findings: Lessons from my Patients in the Art of Medicine
- Singular Intimacies: Becoming a Doctor at Bellevue

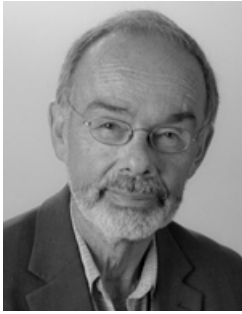
She was also editor of a medical textbook—The Bellevue Guide to Outpatient Medicine—which won a Best Medical Textbook award. Daneille writes regularly for the New York Times about medicine and the doctor-patient relationship. Her essays, which have been selected for Best American Essays (twice) and Best American Science Writing, also appear in the Los Angeles Times, the Washington Post, the San Francisco Chronicle, the New England Journal of Medicine, the Lancet, and on CNN.com and National Public Radio. She is the recipient of the John P. McGovern Award from the American Medical Writers Association for “preeminent contributions to medical communication.” Several unfinished novels in various states of disrepair gather prime New-York-City dust under her bed.

Danielle lives with her husband, three children, loyal lab-mutt, and the forever challenges of the cello in a singularly intimate Manhattan-sized apartment.

Medical Records Shared by One and All

Monday, September 30 | 8:45 - 10 a.m.

Grand Salon Opera BC



Tom Delbanco, MD, MACP

“Medical Records Shared by One and All”

Tom Delbanco, MD, MACP, is the Richard and Florence Koplow - James Tullis Professor of General Medicine and Primary Care, Harvard Medical School. Until 2002, he was Chief of the Division of General Medicine and Primary Care at Beth Israel Deaconess Medical Center, a unit he created and led for more than 30 years.

Educated at Harvard College and the Columbia College of Physicians and Surgeons, Dr Delbanco trained in internal medicine at Bellevue, Harlem, and Presbyterian Hospitals in New York. In 1971, he came to Beth Israel Hospital in Boston and created one of the first primary care practice and teaching programs at an academic health center. Today, Healthcare Associates provides for more than 100,000 patient visits annually and serves 400 patients with HIV infection. In 1974, Dr Delbanco developed one of the first residency training programs in general internal medicine and primary care, and in 1979 he created and led the Harvard Medical School Faculty Development and Fellowship Program that has now trained more than 250 general internists for academic careers. In 1978, he spent a year in Congress as a Robert Wood Johnson Health Policy Fellow.

Dr. Delbanco has directed three Salzburg Seminars, the first on alcoholism, the second on AIDS, and the third, ‘Through the Patient’s Eyes,’ developing a health system that focuses on the patient perspective. One of 5 founders of the Society of General Internal Medicine, an organization of 3,000 physicians and social scientists in academic general internal medicine, he served as its President in 1986. He has been a Council member of the American Public Health Association, served on the Program Committee of the Institute of Medicine, and was a director of the National Public Health and Hospitals Institute. He was the founding Chair of the Picker Institutes in the USA and Europe, organizations that document patient experiences with care and work with patients to improve health services. An internist who practiced at the BIDMC for 40 years, Dr Delbanco is the author of numerous scholarly papers and has co-edited three books: *Alcoholism: A Guide for the Primary Care Physicians*; *Manual of Clinical Evaluation: Strategies for Cost-Effective Care*; and, *Through the Patients’ Eyes*. Writer and Director of an award-winning film and educational DVD, “When Things Go Wrong: Voices of Patients and Families,” he was featured in Bill Moyers’ television series and book, *Healing and the Mind*, and is senior editor of a monthly case study series, “Clinical Crossroads,” published in the *Journal of the American Medical Association (JAMA)*. In 1998, Dr. Delbanco was named a Master of the American College of Physicians, and in 2003, he received the Robert J. Glaser Award, the highest honor awarded by the Society of General Internal Medicine. In 2006, Harvard Medical School gave him the William Silen Lifetime Achievement in Mentoring Award.

Currently, Dr Delbanco and his colleague, Jan Walker, are leading “OpenNotes,” a national effort to promote and examine the impact of increasing transparency in care by inviting patients to read and contribute to their medical records. Dr Delbanco’s interests extend also into music. An avid violinist since age 9, he has long studied the history of the violin and is an occasional concert reviewer for the *Boston Music Intelligencer*.

Parallel Session #1

10:30 a.m. - Noon

Workshops

Communicating Using Plain Language (Jennifer St. Clair Russell) - **Symphonie 3B**

Brief Action Planning for Patient Centered Goal Setting (Damara Gutnick, Connie Davis, Kathy Reims) - **Symphonie 1**

Can We Learn in the Sandbox Together? Interprofessional Case Conferences as Facilitation Tools (Elizabeth Ross, Anne Derouin) - **Symphonie 2**

Reaching Your Communications Milestones Using Simulation (Alan Rubin, Cate Nichols, Richard Hovey, Richard Pinckney, Tim Gilligan) - **Symphonie 2B**

Symposium

Conversation Analysis as an Approach to Studying the Medical Consultation: Illustrating Basic Principles and Applications (Arnstein Finset, Christopher Koenig, Shuangyu Li, Anne Marie Landmark-Dalby, Leah Wingard) - **Symphonie 3A**

Oral Abstract Sessions

Session 1A
Shared Decision Making
Soprano A

Developing CollaboRATE - a Fast and Frugal Patient-reported Measure of the Shared Decision Making Process in the Clinical Encounter (Stuart Grande)

Assessing the Psychometric Properties of CollaboRATE: A Three Item Patient Reported Measure of Shared Decision Making Process (Rachel Thompson)

Providing Information Equals Shared Decision Making: the Professionals' View on Treatment Choice in Early Parkinson's Disease (Wieteke van Dijk)

Confusion In and About Shared Decision-making (Pål Gulbrandsen)

Including Shared Decision-Making in the Delivery of Clinical Preventive Services: Benefits and Challenges (Kristin Mikolowsky)

Session 1B
Patient Participation
Symphonie 4

Higher Quality Communication and Relationships are Associated with Improved Patient Engagement in HIV Care (Tabor Flickinger)

The Development of a Rheumatoid Arthritis Medication Summary Guide and Decision Aid for Vulnerable Populations (Jennifer Barton)

Testing Expert Recommendations in CPR Discussions (Jenica Cimino)

The Financial Burden of Cancer Care: What are Patients' Attitudes Toward Their Costs? (Fumiko Chino)

The Negative Effect of Premature Reassurance in Encouraging Children to Receive a Preventive Health Care Measure (Gerald Humphris)

Session 1C
Trust
Soprano C

Perception of Provider Communication Among Patients with Diabetes: Potential Influences of Medical Mistrust and Depression in a Public Health Setting (Richard White)

Previous Negative Health Care Experiences and Institutional Trust in Three Racial/Ethnic Groups in the US (Elizabeth Jacobs)

An Examination of Patients' Trust in Physician Before and After Two Outpatient Visits in a Prospective Cohort of Heart Failure Patients (Howard Gordon)

Attachment Style and Locus of Control Determine Patients' Trust in Their Oncologist (Marij Hillen)

Parallel Session #1 (Cont.)

10:30 a.m. - Noon

Session 1D Health Literacy Soprano B

Information Seeking and Avoidance Throughout the Cancer Patient Journey: A Meta-ethnography of Qualitative Evidence (Evi Germeni)

Effective Communication for People with Limited Health Literacy (Corine Meppelink)

Health Literacy Listening Skill and Functions of Patient Questions Following Cancer Risk Reduction Counseling (Kathy Mazor)

Patient Activation, Not Health Literacy, Determines Bowel Preparation Quality for Colonoscopy (Marina Serper)

Amelioration of Oral Literacy Deficits in Prenatal Care: Results from a Randomized Trial (Debra Roter)

Using the Health Literacy Pathway Model to develop the 'EMPOWER-MS' Self-management Programme for People with Advanced Multiple Sclerosis: Theoretical Review and Mapping, Qualitative Needs Analysis with Stakeholders and Intervention Modelling (Francesca Deibel)

Session 1E Cancer Communication Ovation

Patient Self-Report of Colorectal Cancer Screening Discussions with Primary Care Physicians: What Screening Options are Being Discussed? (Kenzie Cameron)

How Chemotherapy Patients and Non-patients Perceive the Side Effects of Chemotherapy: A Comparative Study (Sifra Bolle)

Perspectives on Family Building Among Straight and Sexual Minority Patients After Cancer (Marla Clayman)

The Development, Implementation and Evaluation of a Communication Skills Training Program for Practicing Oncology Nurses (Stacey Penn)

The logo for Learning Branch features the word "learning" in a lowercase, sans-serif font with a small green leaf icon above the letter "i". Below "learning" is the word "branch" in a larger, lowercase, serif font.

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Understanding External Funding

Monday, Sept 30 | 12:15 p.m. - 1:15 p.m.

Soprano C

Participants are encouraged to bring their lunch to this special session featuring representatives from several funding organizations with interests that intersect the work of our members. Panelists will discuss their organization's funding programs including how proposals are reviewed and selected. Healthcare topics to be covered include communication, interprofessionalism, team work, compassionate care and more.

Panel Moderator:

Cheryl Tupper, Senior Program Director for Religion and Health Care, The Arthur Vining Davis Foundations.

Panel Representatives:

Stephen C. Schoenbaum, The Josiah Macy Jr. Foundation

Beth Lown, The Schwartz Center for Compassionate Healthcare

Tanya Horsley, PhD, Principal Scientist, Health Policy and Communications Royal College of Physicians and Surgeons of Canada

Parallel Session #2

1:30 - 3 p.m.

Workshops

Improving Shared Decision-Making (Nan Cochran, Calvin Chou) - **Symphonie 3B**

Team and Interprofessional Communication: The Importance of Role Models (Rebecca Riddell) - **Symphonie 1**

Using Virtual Reality Simulations and Other Technology to Enhance Clinical Skills in Motivational Interviewing, Brief Behavioral Interventions, and Improving Treatment Adherence (Paul Grossberg) - **Symphonie 2A**

Symposium

MEDICODE A Comprehensive Coding Method to Describe Content and Dialogue in Medication Discussions in Healthcare Provider-Patient Encounters: Perspectives from Medicine, Nursing and Pharmacy (Marie Thérèse Lussier, Claude Richard, Lisa Guirguis, Roberta Goldman, Austyn Snowden, Sue Later, Andrew Sibley) - **Symphonie 2B**

Oral Abstract Sessions

Session 2A
Professional
Health
Symphonie 3A

The Problem with "Other Doctors"; Bormannian Fantasy Theme Analysis of Seated Physician Rounds (Lisa Rossignol)

Caring for Patients in Critical Incidents: Impact on Paramedics' Professional and Personal Life Experiences (Nira Avraham, Hadass Goldblatt)

Promoting Professionalism Through Reflective Practice and Identity Formation (Paul Haidet)

Physician Personal-Life Satisfaction System as a Predictor of Physician Stress (Rufus Barfield)

Does It Come Around When It Goes Around? An Exploratory Examination of the Likely Effects on Physicians of Depersonalizing Attitudes Toward Patients (Richard Bogue, Ted Hamilton)

Session 2B
Communication
Outside of Primary
Care
Soprano A

Identifying Illness Uncertainty in Veterinary Clients Accessing Tertiary Oncology Care (Debbie Stoewen)

Communication Between Nurses and Older Patients in Emergency Department Pain Management: A Qualitative Study (Rita Gorawara-Bhat)

Discharge Communication in Patients Presenting to the Emergency Department with Chest Pain - Defining the Optimal Content (Selina Ackermann)

The Impact of Team Effectiveness on Job Satisfaction and Burnout in Companion Animal Veterinary Practice (Irene Moore)

Memorable Conversations in Neonatal Intensive Care: Interprofessional Provider Perspectives (Elaine Meyer)

Session 2C
Teaching –
Evaluation
Symphonie 4

Improving Communication in General Practice When Mental Health Problems Appear, Piloting a Novel Communication Skills Training Course (Tonje Lauritzen Stensrud)

Training Communication Skills to Deal with Difficult Emotions - Desirable but Hard to Achieve (Andre Karger)

Communicating Reasons, Risks, and Regimen in Prescription Medication Discussions: An Intervention to Teach the Practice of Prescribing (Christy Ledford)
Communication Skills Deficiencies Among Hospitalists (Micah Mann, Terry Sommer)

Parallel Session #2 (Cont.)

1:30 - 3 p.m.

What Are Internal Medicine Residents Missing? A communication needs assessment of outpatient clinical encounters (Kristina Lundberg)

Session 2D Provider Perspectives Soprano C

Predictors of Attitudes Toward Empathic and Patient-Centered Care Among 4600 First Year Medical Students (Michelle van Ryn)

The Influence of Attitude, Motivation and Confidence on Patient-Provider Communications: Learnings from Behavioral Studies (Sophie Peloquin, Sean Hayes)

Comparing Clinicians' Perceptions and Barriers of Perinatal Palliative Care (Martha Dudek)

'No need to worry': A Qualitative Study of Best Practices in Reassurance According to Primary Care Physicians (Esther Giroldi)

Session 2E Social Media Soprano B

What Role Should Healthcare Professionals Play in Patient and Caregiver Use of Online Health Communities? Results from a Qualitative Study (Douglas Rupert)

Usability Testing of a Web-based Question Prompt Sheet for the Initial Follow-up Consultation after Surgery for Esophageal Cancer (Ellen Smets)

Using Facebook Communities for Health Activation: A Survey Study (Aimee Roundtree)

"I Can Do All Things Through Jesus": Daily Inspirational Text Messages for African-American Women with Diabetes (Natalie May)

Cáncer de Seno en Twitter: A Network and Content Analysis of Social Support Spanish Language Breast Cancer Twitter Talk (Everett Long)

Integrating Type 2 Diabetes Nutrition and Chinese Medicine's Xiaoke Food Recommendations to Create Innovative Diabetes Dietary Health Education (Evelyn Y Ho)

The "Good Interpreter" in Medical Consultations: the "Do's and Don'ts" of a Supposedly Neutral Agent (Thomas Michaud-Labonte)

What Do Physicians Depict in Gestures to Non-native Speakers? Partial Understandings can Become Mixed Blessings (Jennifer Gerwing)

An Innovative IPE Program to Target Culturally Competent Communication for Students in Nursing and Pharmacy (Rhonda Comrie)

Encounters with Difference: Language Labs for Second Year Medical Students (Rob Lane)

Session 2F Language and Cultural Differences Ovation

Integrating Type 2 Diabetes Nutrition and Chinese Medicine's Xiaoke Food Recommendations to Create Innovative Diabetes Dietary Health Education (Evelyn Y Ho)

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Parallel Session #3

3:30 - 5 p.m.

Workshops

Professionalism in the Connected Age: Teaching Medical Students About Social Media (Felise Milan, Daniel Myers, Patrick Herron) - **Symphonie 3B**

Strengthening Relationships and Communication among Primary Care Clinicians, Specialists and Staff Across Sites of Care (Beth Lown) - **Symphonie 3A**

Symposia

Teaching and Evaluating Risk Communication as an Advanced Clinical Communication Skill (Paul Han, Katherine Joekes, Kathleen Mazor, Glyn Elwyn, Adrian Edwards) - **Symphonie 2A**

The Interplay between Patients' Emotional Cues and Concerns and Provider Responses - Four Studies Applying VR-CoDES (Lidia Del Piccolo, Karolien Aelbrecht, Gerald Humphris, Anneli Mellblom, Arnstein Finset) - **Symphonie 2B**

Oral Abstract Sessions

Session 3A Adherence Symphonie 1

Considering the Effective Elements of Health Communication Interventions to Improve Chronic Disease Management: What Does the Evidence Indicate for Adherence? (Caroline McKay)

Tailored Health Information and its Role in Improving Diabetes Management for Older Adults (Mugur Geana)

Hearing Stories: Identifying Key Strategies for Successful Blood Pressure Control Within the Context of Individuals' Daily Lives (Barbara Bokhour)

Effect of a Patient-Centered Drug Label to Promote Patient Understanding and Adherence to Complex Drug Regimens (Michael Wolf)

Medication Misunderstanding and Non-Adherence in Kidney and Liver Transplant Recipients: The Role of Health Literacy (Marina Serper)

Session 3B Team and Interpersonal Communication Soprano A

A Review of Instruments to Measure Communication in Team-Based Care (Sarah J. Shoemaker)

Empirical Analysis of Group Communication Processes among Multidisciplinary Bone Marrow Transplant Teams' in Cancer Center Team Meetings (Rufus Barfield)

The Importance of Communication Styles in Interdisciplinary Cooperation in Community-based Oncologic Care – a Mixed-Method Study (Christine Holmberg)

Internal Communication in Wards with High and Low Patient Satisfaction (Helle Petersen)

'I Beg Your Pardon?' - Nurses' Experiences in Facilitating Doctors' Learning Process. (Peter Pype)

Session 3C Risk Communication and Genetic Counseling Symphonie 4

Disclosure Dynamics with a Diagnosis of Hypertrophic Cardiomyopathy (Janella Nicole Hudson)

Investigating the Effectiveness of Patient Summary Letters in Clinical Genetics (Jennifer Roggenbauk)

Emotional Cue Recognition in Genetic Counseling (Marie Postma Nilsenova)

Risk Communication Using Absolute Risk Reduction or Prolongation of Life Format: Cluster-randomized Trial Shows Differences for Primary Preventive Cholesterol-lowering Medication Acceptance (Adrian Edwards)

Parallel Session #3 (Cont.)

3:30 - 5 p.m.

Communication of Genomic Information in a virtual Weight Counseling Encounter (Susan Persky)

Session 3D Patient Centeredness Soprano C

Obstetrical Patient Centered Medical Home Project: Addressing Infant Morbidity & Mortality in Milwaukee (Beth Damitz)

Religion and Spirituality in the Clinical Interaction: Clinician Communication Differences in the Patient-Centered Approach (Christy Ledford)

Are Physicians and Patients Really Trained Listeners? Demonstrating and Discussing Listening Skills Training for Medical Encounters (Christa Arnold, Justin Coran)

Professional and Lay Navigators Achieve Same Results by Different Means (Claudia Parvanta)

“Digame, ¿Por qué viene?” Patient Orientation in Physician-Patient Communication in Primary Healthcare Centers in Nicaragua (Elena Vargas)

Session 3E Communication through Technology Soprano B

Computer Use in Safety Net Primary and Specialty Encounters: Seeing It From Both Sides (Neda Ratawangsa)

Physician EMR Use and its Effects on Patient-Centered Communication (Richard Street)

Providing audiotaped clinical encounters to Patients - What do we Know? A scoping review (Glyn Elwyn)

Communication Training of Cancer Patients via Smartphones (Douglas Post)

Use of Mobile and Internet Technology Among Older Adults (Elizabeth Bojarski)

Session 3F Mother/Child Well-Being Ovation

“I was Actually Going to Tell Her I Have Been Smoking Weed”: Pregnant Patients’ Perspectives on Marijuana Use Disclosure to Their Obstetric Care Provider (Judy Chang)

“Asthma, Depression, Problems with Your Heart or Lungs?”: How Obstetric Providers are Screening for Mental Health Issues in Prenatal Visits (Amy Molitoris)

Assessing Interpersonal Communication Through an Ambulatory FOSCE in an OBGYN Residency Program (Michele Manting)

Factors Influencing Acceptance of MMR Vaccination: a Survey Among Parents of Adolescents in Italian-Speaking Switzerland (Nicola Diviani)

“Breast or Bottle?”: Characteristics of Patient-Provider Breastfeeding Discussions at the Initial Prenatal Visit (Jill Demerci)

Poster Session #2

5- 6:30 p.m.

Grand Salon Opera A

Behavior and Adherence

- 1- *Attitudes Toward ARV Adherence in Resource Limited Settings – Limitations of Strict Adherence Policies in Dominican Republic* (Katie Brooks)
- 2 - *Patients' Compliance in the Execution of the Exercises Stress Test – the Role of Communication Skills* (Margarid Figueiredo-Braga)
- 3 - *Compliance and Adherence in Pediatric Oncohaematology in Poland* (Aldona Katarzyna Jankowska)
- 4 - *Ladies on the Go! 10,000 Steps a Day* (Natalie May)
- 5 - *Learning from Patients: Identifying Blood Pressure Control Strategies used by Patients with Successfully Controlled BP* (Julie Volkman)

Cancer Communication

- 6 - *The Role of Age in Cancer Patients' Information and Communication Needs, Information Source Usage and Knowledge of Chemotherapy* (Sifra Bolle)
- 7 - *The Oncologists' View on the Importance of Patient-Physician Relationship for Treatment Outcomes* (Nicole Ernstmann)
- 8 - *Determinants and Consequences of Interruptions in the Oncology Encounter* (Nicole Ernstmann)
- 9 - *Job Stressors and Resources for Communication with Cancer Patients – the Oncologist's View* (Sophie Elisabeth Gross)
- 10 - *Exploring Shared Decision Making for Cancer Patients* (Ikuko Noro)
- 11 - *Ways to Improve Cancer Information and Support through Collaboration – an International Perspective* (Monika Preszly)

Communication and Emotion

- 12 - *Lots of Doctors Have Lost their Sense of Caring - They Would Rather do What they Want for You and Be Done: Caucasian and Hispanic/Latina Women's Communication Style Preferences with Physicians* (Marleah Dean)
- 13 - *Patient and Loved Ones' Emotional Expressions in Palliative Care Decision-making Consultations: A Direct Observation Study* (Stewart Alexander)
- 14 - *Physicians' Intense Emotions in the Presence of Patients* (Irene P. Carvalho)
- 15 - *An 8-week Compassion Training Program for Health Professionals* (Richard Pinckney)

Decision-making

- 16 - *Does Video Recording Clinical Encounters Affect the Efficacy of Decision Aids: An Encounter-level Meta-analysis* (Megan Branda)
- 17 - *Can Shared-Decision Making Improve Neonatal Intensive Care unit (NICU) Decisions?* (Elaine Chang, Alice Andrews)
- 18 - *Equal Options – A Shared Decision: Development of a Decision Aid for Treatment Choice in Advanced Parkinson's Disease* (Frouke A.P. Nijhuis)
- 19 - *Do Patients Have a Choice? Shared Decision Making in Advanced Parkinson's Disease* (Frouke A.P. Nijhuis)
- 20 - *It's the God Complex: Negotiation of Women's Bodily Ownership and Expertise in Patient-Provider Interactions* (Leandra Hernandez)

Diabetes and Other Chronic Conditions

- 21 - *Barriers to Care and Personal Strategies: Patient Narratives of Managing their Diabetes* (Melissa Dominice Dao)

Poster Session #2 (Cont.)

5 - 6:30 p.m.

Grand Salon Opera A

- 22 - *Linguistic Evaluation of Type 2 Diabetes Patients' Voices to Develop Adherence – Promoting Communication Strategies* (Ulla Connor, Jennifer Wright)
- 23 - *Empowering People with Type 2 Diabetes: Responses of Patients and Clinicians to an Intervention to Support Self-management* (Lorraine Noble)
- 24 - *Patients' Perspectives about Diabetes* (Ana-Cristina Paiva)
- 25 - *Difficulties Referred by People with Type 2 Diabetes* (Ana Cristina Paiva)
- 26 - *When Later Means Never: The Challenges of Psychiatrist Regarding Diagnostic Disclosure of Schizophrenia* (Orit Karnieli-Miller)
- 33 - *Teaching Team Communication in Interprofessional and Monoprofessional Groups: Does it Make a Difference?* (Sarah Berger)
- 34 - *The International Centre for Communication in Healthcare: Creating Safe and Compassionate Healthcare Systems Around the World* (Diana Slade, Christian M.I.M. Matthiessen Elizabeth Rider, Jack Pun Kwok Hung)
- 35 - *Creating Constancy of Purpose in Healthcare: A New Direction for Healthcare Team-Patient Interaction at the Clinical Level* (Jennifer Wenger, Kris Bykerk)
- 36 - *Rationing Human Resources in Mental Health Care: Does Patient Gender Affect Care and Communication in Multidisciplinary Teams?* (Brittin Wagner)

Humanities

- 27 - *Enhancing Humanism in Medical Education: A Multidisciplinary Analysis of a Medical Case using Behavioral and Social Sciences* (Orit Karnieli-Miller)
- 28 - *Can Physical Examination be Learned in an Art Museum?* (Paulette Hahn)
- 29 - *Integrating Narrative, Film and Medical Readers Theater into Doctor of Physical Therapy and Medical School Curriculums* (Elizabeth Ross)
- 30 - *Improvisation and Communication in Community Learning Sessions* (Mauriane Reade, Shelagh McRae, Johanna Berti)

Health Systems and Interprofessional Communication

- 31 - *ARTful Wilderness Medicine and the Impact on Interprofessional Communication* (Maurianne Reade, Nicholas Jeeves, Johanna Berti)
- 32 - *Taking an Anticipatory Approach to Handling Health and Biological Crises: Health Application of the Anticipatory Model of Crisis Management* (Juliann Scholl)

Health Literacy

- 37 - *Hands-on Care: How Team Makeup May Affect Patient Situational Awareness in Simulation Training Environments* (Laurel Riek)
- 38 - *Does Anyone Know What We Are Talking About?: A Comparative Analysis of ED Verbal Communication and Patient Knowledge* (Danielle McCarthy)
- 39 - *Medicine Package Inserts Abbreviations and Acronyms In Portuguese: Exploring How Difficult They Are For Educated People* (Afonso Cavaco)
- 40 - *Patient Empowerment in Patient-Provider Consultations* (Esther du Pon)
- 41 - *Chronic Disease Management, Health Literacy and Doctor-Patient Communication: A Pilot Study* (Marie-Thérèse Lussier)
- 42 - *A Health Literacy Assessment of Caregivers of Children with Sickle Cell Disease and Adolescents/Young Adults with Sickle Cell Disease* (Lisa Shook)
- 43 - *Transforming Care: Using Health Literacy to Embrace Authentic Partnerships with Families* (Lorraine Thomas)

Poster Session #2 (Cont.)

5 - 6:30 p.m.

Grand Salon Opera A

44 - *How to Design Health Information for Low Literate Professionals* (Nienke Van Norel)

Patient Education

45 - *Nurses' Perceptions about Therapeutic Patient Education* (Ana-Cristina Paiva)

46 - *Can Life Coaching Improve Health Outcomes?* (Jette Ammentorp)

47 - *Perceived Difficulty Differences in Print and Online Patient Education Materials* (Michael Farnsworth)

48 - *Assessment of Coping Strategies Specific to Asthma: A French Tool* (Jerome Foucaud)

49 - *The Use of Journaling in an Undergraduate Health Communication Course* (Juliann Scholl)

Instrument Development

50 - *Development of a Communication Assessment Checklist in Health (CATCH) to Assess the Quality of Communication of Evidence-based Educational Resources for Clinicians* (Juliana Genova)

51 - *Evaluation of Treatment Perceptions using a French Version of the BMQ Questionnaire in a Population of Patients with Severe Cardiovascular Disorder. A Monocentric Study* (Oliver Nardi)

52 - *Development and Application of a Measure of Communication Involvement for Clinician-Patient Interaction* (Mary Step)

Patient Perspectives

53 - *Smallest Worthwhile Effect of Cholesterol-lowering Strategies* (Bruce Barrett)

54 - *In Sickness and in Health: Seeking Information about Spousal End-of-Life Preferences* (Katherine Becker, Emily Cramer)

55 - *Understanding African-American Patients' Refusal of Pneumococcal Vaccination* (Kenzie Cameron)

56 - *An Analysis of Patients' Perspective in the Field of Chronic Pain* (Sara Rubinelli)

Teaching and Evaluation

57 - *Revisiting Patient Communication Training: Introducing the AGENDA Model and Curriculum* (Christa Arnold)

58 - *Humanizing the Soul of Science in Graduate Medical Education through an Innovative Mindfulness in Medicine Curriculum* (Mukta Panda)

59 - *Integration of Communications Skill Development and Other Behavioral Competencies with Simulation Training: An Innovative Curriculum from Undergraduate Years 1 to 4 at the Faculty of Medicine of the University of Montréal* (Jean Victor Patenaude)

60 - *Long-term Effects of Empathy Training in Surgery Residents: A One Year Follow-up Study* (Margot Phillips, Aine Lorie)

61 - *Resuscitating CARE in Nursing Education* (Anita Thompson Heisterman)

Poster Session #2 (Cont.)

5 - 6:30 p.m.

Grand Salon Opera A

Technology and Social Media

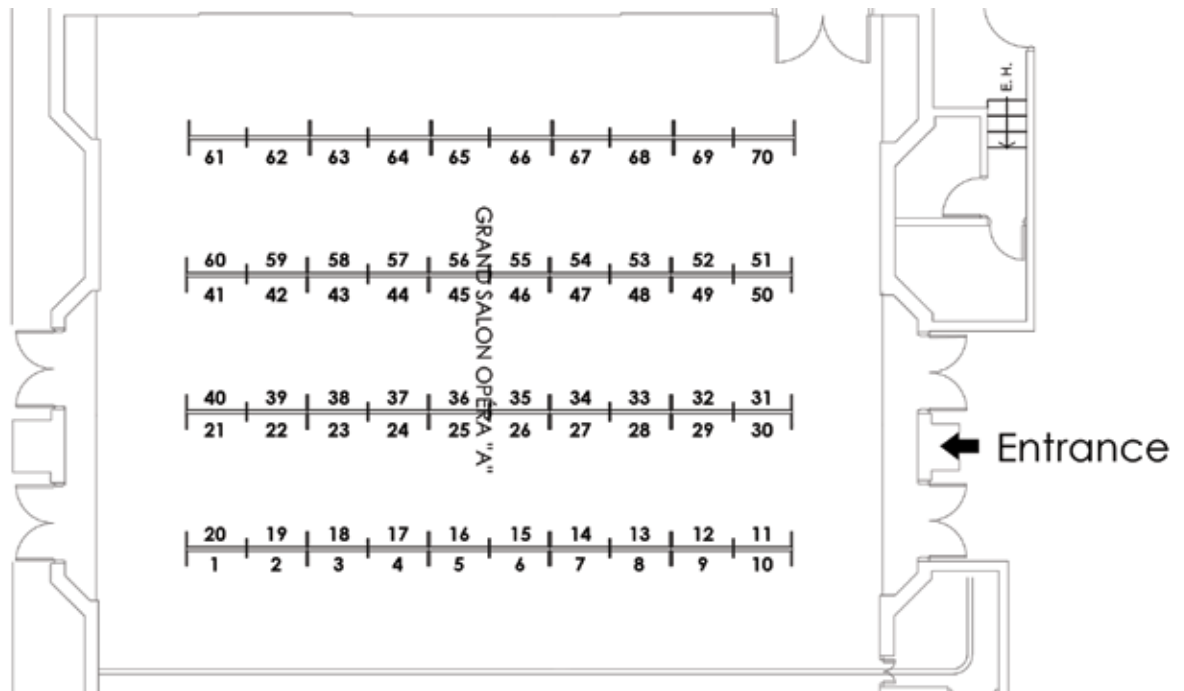
62 - *Shaping Healthcare for Future Generations: Media Involvement in Health Management* (Sheri Bias)

63 - *What Patients with Multiple Sclerosis Expect from a Telecommunication System Supporting their Self-Care* (Joseph Finkelstein)

64 - *Utilization of Internet Breast Cancer Information in Germany 2007 to 2012* (Christoph Kowalski)

65 - *Involving Patient Representatives in a Health Technology Assessment (HTA) Working Group on Alternative Measures to Seclusion and Restraint* (Mylene Tantchou)

66 - *What do Service Users and their Family Members Think about Alternatives to Seclusion and Restraint in Psychiatry and in Long-term Care Facilities for the Elderly? A Qualitative Study of Patient Consultation in Health Technology Assessment* (Mylene Tantchou Dipankui)



Communication Training Skills and Beyond

Tuesday, October 1 | 8:30 - 10 a.m.

Grand Salon Opera BC



Myriam Deveugele, PhD

Myriam Deveugele is Professor 'Communication in Health Care' at the department of Family Practice and Primary Health Care, Medical Faculty of Ghent University. After finishing studies in psychology and the postgraduate cycle in behavior therapy, she received the degree of Doctor in Medical Sciences, with an observational study of doctor-patient communication in six European countries.

She is the coordinator of the research unit on medical communication focusing on different aspects of the medical encounter. Current research projects are: non-Western immigrants with a life-threatening illness: qualitative and quantitative analysis of care pathways; end of life decisions, a prospective study with palliative patients, their family and caregivers; postgraduate education in palliative care for general practitioners, a randomized controlled trial; GULiVER - travelling into the heart of good doctor-patient communication from a patient perspective, an international multi-center study on lay persons' perception of doctor-patient encounters; Motivational communication for patients in dentistry; Shared decision making in physiotherapy, challenges and possibilities.

She developed the communication curriculum for the medical school at Ghent University. It is a compulsory trajectory with theory and exercises in every year of medical education. Together with her staff she teaches communication skills (and beyond) in the medical school, school of dentistry, physiotherapy and speech therapy.

She is president of EACH (European Association for Communication in Healthcare).

Parallel Session #4

10:30 a.m. - Noon

Workshops

Using the Communication Assessment Tool (CAT) in Multiple Countries: An International Project to Gauge Patient Perceptions of Physician Communication (Gregory Makoul) - Symphonie 3B

Continuity of Care: What are we Doing to Improve It? (Suzanne Kurtz, Tony Suchman) - Symphonie 3A

Express Rather than Impress - Discussing Individual Research Challenges among a Group of Early Career Researchers (Marij Hillen, Isabelle Scholl, Valentina Martinelli, Kimberly Gudzone, Peter Pype) - Symphonie 2A

Symposium

Communication and End-of-Life Issues in Pediatric Hematology/Oncology (PHO) (Smita Banerjee, Robin Kanarek, Julia Kearney, Eileen O'Shea, Wilson File) - Symphonie 2B

Oral Abstract Sessions

Session 4A
Shared
Decision-Making
Symphonie 1

The Call for Rationality in Shared-Decision Making (Sara Rubinelli)

Shared Decision Making in Daily Life Care: The Development of a Digital Care Plan for Long Term Care (Kim Kuipers)

Shared Decision-Making Among Latinos with Diabetes (Monica Peek)

Patient Perceptions of Shared Decision-Making: Process or Outcome? (L. Aubree Shay)

An Observation-Based Measure of Shared Decision Making: Observer OPTION 5 Item (Stuart Grande)

Session 4B
Patient
Participation
Soprano A

Sex Talk During Adolescent Health Maintenance Visits (Stewart Alexander)

Unraveling Speaking Practices that Exclude or Marginalize Adolescents in Office Visits with Clinicians and Parents (Charlene Pope)

Engaging Patients to Improve Depression Care Quality in Diverse Primary Care Settings: RCT of Computer-based Targeted and Tailored Messaging (Ronald Epstein)

Literacy and Patient and Caregiver Question-Asking During Glaucoma Visits (Betsy Sleath)

Session 4C
Teaching –
Evaluation
Symphonie 4

The “Value-Added” of Actor-based Simulation to Teach Communication and Relational Skills: Perspectives of Interprofessional Learners and Faculty (Elaine Meyer)

Video Fragment Rating: Web-based Review of Clinical Behaviour: Analysis of Written Self-evaluations and Peer-feedback. (Robert Hulsman)

Spiritual Generalist Training for Interprofessional Healthcare Practitioners (Elaine Meyer)

Empathy and Gathering Information Improve During Medical Course: A Cohort Study (Margarida Figueiredo- Braga)

Post-graduate Communication Skills Training for Medical Specialists Focused on Patients with Medically Unexplained Physical Symptoms (MUPS) (Anne Weiland)

Parallel Session #4 (Cont.)

10:30 a.m. - Noon

Session 4D Health Literacy Soprano C

Patients' Judgment Skills in the Concept of Health Literacy: First Study Results in 87 Patients
(Arthur Dubowicz)

A New Computer-Administered Measure of Health Literacy: Validity and Relation to Quality of Life in Spanish and English Speakers (Raymond Ownby)

The Role of Abilities, Skills, and Knowledge in Health Literacy: The ASK Model (Raymond Ownby)

The Reliability and Validity of the Patient Education Materials Assessment Tool (PEMAT) to Assess the Understandability and Actionability of Print and Audiovisual Materials (Sarah J. Shoemaker)

Validation of a Brief Diabetes Numeracy Test and Relationship to Diabetes Measures (Russell Rothman)

Session 4E Communication through Technology Soprano B

PatientTIME: A Computer Tailored Communication Training for Patients with Malignant Lymphoma
(Inge Renske van Bruinessen)

Patient and Physician Satisfaction With an Electronic Medical Record (EMR): Correlations With Computer Activity (Neil J. Farber)

Patient Engagement for Chronic Disease Management via Online Visits (Ronald Dixon)

Designing mHealth Communication Tools for Cancer Care: What Patients Need, What Clinicians Need, and What's the Difference? (Laurel Riek)

Web Based Personalized Feedback Based on Acceptance and Commitment Therapy to Support Patients with Chronic Disease: The Development of an ACT Coding Scheme (Andrea Nes)

Session 4F Cancer Communication Ovation

Communicating Chemotherapy-induced Side Effects in Medical Oncology: Do Patients Mention Side Effects to Their Providers and How Accurately is Communication About Side Effects Recalled by Patients? (Javiera Pumarino)

Communicating with Prostate Cancer Patients on Participation in Psychosocial Care (Adriaan Visser)

Feasibility of a Team Approach for Discussing Prognosis and Treatment Goals (T-PAT) During Advanced Breast Cancer (Mary Step)

A 3 Part Flow Model of Patient-Centered Communication for Addressing Cancer Patients' Emotional Distress (Marleah Dean)



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Interest Groups

12:15 - 1:30 p.m.

Facilitating Patient Engagement Within the Context of Multiple Chronic Illnesses: Developing a Research Agenda (Neeraj Arora, Ron Epstein) - Soprano A

Gender and Medicine (Judith Hall, Debra Roter) - Symphonie 1

Improving the Communication Skills of Procedure-Based Specialists (Kathleen Kieran) - Soprano C

Cancer Screening, Control, and Treatment: Communication Between Patient and Provider (Zackary Berger) - Soprano B

Empathy: One Thing or Many? (Helen Reiss, Shmuel Reis) - Ovation

Parallel Session #5

1:45 - 3:15 p.m.

Workshops

Diabetes, High Blood Pressure, and Stuff Like That: Applying Quantitative Sociolinguistics to Provider-Patient Talk (Ashley Hesson) - Symphonie 3B

Candid Conversations: Methods for Teaching Female Sexual History Taking (Shakaib Rehman, Monica Broome, Miranda Lane, Rob Lane) - Symphonie 3A

Improving the Family Meeting: An Interdisciplinary Communication Skills Training Collaboration for the ICU Setting (Matthew Russell) - Symphonie 2A

Symposium

Patient's Goals for Care: The Foundation of Shared Decision-Making (Howard Beckman, Melissa Wendlan, Alice Beckman, Eva Cohen) - Symphonie 2B

Oral Abstract Sessions

Session 5A Communication – Emotion Symphonie 1

The Therapeutic Effects of Physicians' Affective and Instrumental Communication on Patients' Affect and Outcomes Expectancies: An Experimental Study Using Analogue Patients (Mara van Osch)

Emotional Storm Tracking: Toward the Development of a Method for Measuring Paralinguistic Expression of Emotions (Stewart Alexander)

Healing Relationships Skills and Attributes Survey: An Instrument Development Study (Bonnie Sakallaris)

Room for Patients' Worries: Patients Expressing Concerns and GPs' Responses During General Practice Consultations About Psychosocial Problems Between 1977 and 2008 (Ligaya Butalid)

Empathy in the Doctor-Patient Communication: A Study Conducted at the Primary Care Level (Paula Repetto)

Session 5B Health System and Interprofessional Communication Soprano A

The Organizational Context of Patient-Physician Interaction: Hospital Structures and Working Conditions (Lena Ansmann)

The Patients' Insights and Views Observing Teams (PIVOT) Survey Can Engage Patients in Team Assessment (Beverly Henry)

Evaluating Patient-Centered Care Cultural Transformation and Innovations in the US Department of Veterans Affairs (Barbara Bokhaur)

Collaborative Care: A New Model of Care for Children with Undiagnosed Complex Conditions (Savithri Nageswaran)

Competency in Integrated Care Across Professional Disciplines (Aslak Steinsbekk)

Session 5C Healthcare Professionals Symphonie 4

Do We Like What We See in the Mirror? Reflections by 4th year Medical Students about Unresolved Patient Experiences (Elizabeth Ross)

Communicating Empathy and Sympathy: Similarities and Differences between Anglophone and Francophone Nurses (Stephanie Lapointe)

The Physician Role and Empathy - A Qualitative Study of Third Year Medical Students (Hannae -Lise Eikeland)

A Quantum Leap: Mental Health Training for Residents (Robert Smith)

Internist's Views of Productive Interactions with chronic ill patients (Nicolien Kromme)

Parallel Session #5 (Cont.)

1:45 - 3:15 p.m.

Session 5D Patient Centeredness Soprano C

Listening to Patients' Voices: Patient-centric Diabetes Management (Ulla Connor)

Patient-centered Communication Strategies for Patients with Aphasia: Discrepancies Between What Physicians Know and Use and What Patients Want (Megan Morris)

Weight Bias in Medical Students and Implications for Patient-centered Communication (Sean Phelan)

Dimensions of Patient-centeredness – A Systematic Review (Isabelle Scholl)

Modeling Patient-centered Communication: Oncologist Empathic Communication and Patient Involvement in Breast and Colon Cancer Treatment Decision-making (Wolfgang Eich)

Session 5E Ethical Issues Soprano B

Medical Ethics and Health Communication: Global Lessons from Ethical Codes (Lisa Bradford, Michael McCauley)

Too Posh to Push? The Construction of "Caesarean Delivery on Maternal Request" in Medical Journal Editorials (Sarah Munro)

Development of Medical Students' Judgement in Clinical Ethical Decisions (Thorsten Langer)

Complex Decisions in End of Life : Many Communication Roles for the Ethicist (Claire Faucher)

Spirituality in Home Hospice Care: Process and Themes in Nurse-family Conversations (Lee Ellington)

Session 5F Communication – Descriptive Analysis Ovation

Communication About Prescription Versus Over-the-Counter Analgesics in the Emergency Department (Danielle McCarthy)

Communication about ADHD and its Treatment during Pediatric Asthma Visits (Betsy Sleath)

Interaction Process and Topic Domains in Clinical Encounters (M. Barton Laws)

Content and Outcome of Cue-responding in pharmacist-Patient Encounters (Sandra van Dulmen)

Using Thin Slices to Code Motivational Interviewing Counseling Sessions (April Carcone)

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Parallel Session #6

3:30 - 5 p.m.

Workshops

Improving Clinical Communication: How to Achieve and Measure Shared Decision-Making in Clinical Encounters (Glyn Elwyn, Stuart Grande, Thomas Walsh) - Symphonie 3B

Jazz and the Art of Medicine: Developing Ones Voice (Paul Haidet) - Symphonie 3A

What we Aren't Seeing: Observation and Feedback in the Clinical Setting (Jonathan Silverman, Marcy Rosenbaum) - Symphonie 2A

Symposium

Diverse Approaches to Overcoming Language Barriers in Medical Care (Lisa Diamond, Elizabeth Jacobs, Yvan Leanza, Gwerfyl Wyn Roberts, Ellen Rosenberg) - Symphonie 2B

Oral Abstract Sessions

Session 6A Behavior Change Symphonie 1

Weight's up? Predictors of Weight-related Communication in Primary Care Visits with Overweight Adolescents (Kathryn Pollak)

Exploring Lifestyle Counseling in Routine Primary Care Consultations: the Professionals' Role (Janneke Noordman)

Needing More Than a Pat on the Back: When Pregnant Women Want to Quit Smoking (Molly Winiecki)

Evaluation of a Curriculum in Motivational Interviewing: The Positive Effects on Patient Outcomes in Tobacco Cessation (David Richard, Peter Lewis, Samuel Faber, Alan Adelman)

Training Members of Veterans Affairs Medical Home Healthcare Teams to Use Motivational Interviewing for Tobacco Cessation (Craig Roth)

Session 6B Minority Health and Racial Disparities Soprano A

The Impact of Physician Race, Gender and Communication Style on Analogue Patient Receptivity to Depression Care (Debra Roter)

Patches, Pills, and Pronouns: Exploring an Association Between Linguistic Style and Patient Race in Contraceptive Recommendations (Jonathan Hesson, Ashley Hesson)

Call2Health: Harnessing the Positive Power of African-American Social Support in Diabetes Self-Care (Mohan Nadkarni)

Feasibility and Acceptability of a Question Prompt List to Improve Communication and Reduce Racial Disparities in Cancer Treatment (Susan Eggly)

A Web-Based Intervention to Improve Primary Care Providers' Communication Skills and Reduce Racial Disparities in Blood pressure Control among Patients with Hypertension (Hannah Aboumatar)

Session 6C Teaching – Evaluation Symphonie 4

Faculty Development Simulation-based Workshop: Effective Communication with Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) Patients (Jeff Rabatin, Joseph Gallego)

The Reliability of a Modified Kalamazo Consensus Checklist for Assessing the Communication Skills of Clinicians in the Simulated Environment (Eleanor Peterson, Elizabeth Rider, Aaron Calhoun)

Videotaped Interactions: An Effective Communication Skills Training Tool (Caroline Porr)

Parallel Session #6 (Cont.)

3:30 - 5 p.m.

Assessing Third-year Medical Students' Ability to Address a Patient's Spiritual Distress Using an OSCE Case (Felise Milan)

Session 6D Health Literacy Soprano C

A Randomized Trial Testing Enhanced Labeling to Increase Awareness of Concomitant Use of Acetaminophen (Michael Wolf)

Advancing Patient-Centered Drug Labeling: A Focus on Challenging Medication Instructions (Stacy Bailey)

Development of the Dutch/Turkish Talking Touch Screen Questionnaire (Marlies Welbie)

Usability and Validity of the Dutch Talking Touch Screen Questionnaire: A Qualitative Study (Marlies Welbie)

Patient and Regimen Characteristics Predict Medication Errors After Hospital Discharge (Sunil Kripalani)

Session 6E Social Issues Soprano B

Project IMPACT: A Network Perspective on Community Leadership, Health Disparities and Public Opinion Change (Michael McCauley)

Physicians' and Patients' Perceptions Concerning Socially Responsive Healthcare Communication in a Context of Poverty (Christine Loignon)

What Effect Does Policy Implementation Have on Practitioner-client Engagement? A Qualitative Exploration into Homelessness (Ruth Freeman)

Improving the Primary Care Experience of People Living in Poverty and Suffering from Multimorbidity: The Role of Socioaffective Communication (Cristina Grabovschi)

Session 6F Patient Preferences Ovation

Exploration of Patient Preference Statements (Maria Venetis)

Identifying Values, Needs, and Preferences for Cognitive Rehabilitation in Patients with Multiple Sclerosis (Joseph Finkelstein)

At Ease and Dis-ease: Patient Requests for Reassurance (Carter Neugarten)

Conversational Elements Impeding Transplant Candidates' Discussion of Live Donor Kidney Transplantation (Heather Traino)

**T H E B E R Y L
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Shared Decision Making: Bridging Well-Being of Individuals with Successful Societies

Wednesday, October 2 | 8:30 - 10 a.m.

Grand Salon Opera BC



France Légaré, MD

A family physician in Quebec City since 1990, Dr Légaré is full professor with the Department of Family Medicine and Emergency Medicine at Laval University. She holds a first degree in architecture after which she trained for a career in doctor-patients shared decision making. First, she obtained a master's degree in community health assessing decision making in both women and physicians regarding hormone replacement therapy. Then, in 2005, she obtained a PhD in population health from the University of Ottawa where she trained under the supervision of Professor Annette O'Connor, Canada Research Chair in Patients' Decision Support. Dr Légaré's doctoral thesis addressed a relatively innovative subject at the time: how to incite health professionals in sharing decisions with their patients. Since June 1st 2006, she holds a Tier 2 Canada Research Chair in Implementation of Shared Decision Making in Primary Care. She leads the Canadian Cochrane Network Site of Laval University since 1999. She also leads the Laval University site for the Knowledge Translation Canada research network. Her research program aims at providing healthcare professionals and patients with the needed tools to optimize decision-making in the context of primary care.

Parallel Session #7

10:30 a.m. - Noon

Workshops

Emotional Cue Workshop (Marie Postma Nilsenova) -
Symphonie 3A

Please bring your laptop to this workshop

Pase, Por Favor - A Workshop in Spanish: How to Handle a Consultation with Spanish-speaking Patients (Lucia Peralta-Munguia, Cipriano Lamas-Meilan, Rosario Dago-Elorza, Ana Carvajal-dela Torre) - Symphonie 2A

Plan B, When Things Didn't Go the Way We Were Hoping They Would (Monica Broome, Shakaib Rehman, Rob Lane) - Symphonie 2B

Using the Relational Coordination Survey to Improve Workplace Culture (Anthony Suchman) - Symphonie 1

Symposia

The Human Dimensions of Care: Enhancing Communication and Compassion in Healthcare (Elizabeth Rider, Diana Slade, Suzanne Kurtz, William Branch Jr., Jack Pun Kwok Hung, Suzanne Eggins) - Soprano A

Minding the Gap: Interprofessional Communication During Transitions in Patient Care (Mitzi Scotten, LaVerne Manos) - Symphonie 4

Oral Abstract Sessions

Session 7A Communication – Interventions Soprano C

Preoperative Anxiety - Effectiveness of a Nursing Educational Intervention (Margarida Figueiredo-Braga)

Interventions to Enhance Informed Consent in Healthcare: Systematic Review (Adrian Edwards)

Engaging Youth Through a Spoken Word Type 2 Diabetes Prevention Social Marketing Campaign (Mireille Boutry)

Sustainability of a Pediatric Resident Communication Skills Intervention on Teach-back Skills (Carol Pfeiffer)

Impact of an Electronic Health Record on Medical Students' Behavioral Counseling Skills (Carol Pfeiffer)

Session 7B Teaching – Evaluation Soprano B

Teaching End-of-Life Communication (Michael Pagano)

Communication Intervention for Oncology Fellows: Interim Results of an Institutional Program (Smita Banerjee)

Evaluation of an Intervention to Increase use of a Teachable Moment Communication Process for Smoking Cessation Counseling (Susan Flocke)

A Communication Skills Curriculum for Pediatric Residents: Update on Progress (Eleanor Peterson)

Session 7C Decision - Making Ovation

The Discourse Initiating the Decision-Making Process in Palliative Care (Emmanuelle Belanger)

The Implications of the sequential organization of Patient-Physician Communication for Informed Decision Making in Discussions about Early Stage Prostate Cancer (Stephen Henry)

Decision-Making Behaviors & Sequential Analysis: The Medical Interaction Decision-Making (MIDM) (Cezanne Elias, Cleveland Shields)

Meeting Breast Cancer Patients' Preferences for Information in Oncology Consultations: Impact on Decision Related Outcomes (Richard Brown)

The Implementation of Patient Decision Support Interventions into Routine Clinical Practice: a Systematic Review (Isabelle Scholl)

A new initiative for ICCH, the “Meet the 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 2**, during the lunch hour of **12:15 - 1 pm**. Grab a lunch and pick the room of your choice to “Meet the Professor”.*

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

Publishing in PEC Symphonie 1



Arnstein Finset, PhD

Arnstein Finset is a Professor of Medical Psychology at the University of Oslo. A clinical psychologist, with clinical specialty in rehabilitation psychology and neuropsychology, Finset and produced research publications covering clinical communication and medical psychology, with an emphasis on emotional communication and communication skills training. He has extensive teaching experience in communication skills training for medical students, physicians and other health personnel and is the former President of EACH and current Editor-in-Chief of Patient Education and Counseling.

Shared Decision Making *Symphonie 2A*



Glyn Elwyn, MD

Professor Glyn Elwyn is a primary care clinician-researcher, and works at The Dartmouth Center for Health Care Delivery Science, USA. He leads a research group on shared decision making, user-centred design of decision support tools and the integration of these into routine health care. His current focus is on Option Grids and measurement of their impact on practice. He also holds the following positions: Distinguished Research Chair at Cardiff University, Permanent Visiting Chair at the Scientific Institute for Quality of Healthcare, Radboud University Nijmegen Medical Centre, Netherlands.

He has developed the Observer OPTION and CollaboRATE tools to measure shared decision making, and the International Family Practice Maturity Matrix: a measure of organisational development in primary care. He is the co-editor of ‘Shared decision making: Evidence Based Patient Choice’ (Oxford University Press, 2nd edition 2009).

Health Literacy *Symphonie 2B*



Russell Rothman, MD, MPP

Dr. Rothman is an Associate Professor of Internal Medicine and Pediatrics at Vanderbilt, and serves as the Director of the Vanderbilt Center for Health Services Research. Dr. Rothman received his bachelor's degree from Duke University in 1992, and his MD from Duke in 1996. During this time he also completed a master's in Public Policy (M.P.P) at the Sanford Institute of Public Policy at Duke.

After this, Dr. Rothman remained at Duke where he completed a combined Internal Medicine and Pediatrics residency in 2000. From 2000 to 2002, he served as a Robert Wood Johnson Clinical Scholar at the University of North Carolina in Chapel Hill. In 2002, he joined the faculty at Vanderbilt. Dr. Rothman's current research focuses on improving care for adult and pediatric patients with diabetes, obesity and other chronic diseases. He has been funded by the NIH, American Diabetes Association, the Pfizer Clear Health Communication Initiative, and other sources to examine the role of literacy and numeracy in patients with diabetes and obesity. He is currently the Principal Investigator on several studies addressing literacy and health communication in obesity prevention and diabetes. He has served as a reviewer on the NIH Special Emphasis Panel on Health Literacy and the Pfizer Health Literacy Fellowship Awards. Dr. Rothman has been a Pfizer Visiting Professor in Health Literacy at the University of Pittsburgh and the University of Alabama at Birmingham. Dr. Rothman also currently serves as Chief of the Vanderbilt Med/Peds Section, Co-Director of the Vanderbilt Community Engaged Research Core of the Vanderbilt Institute of Clinical and Translational Research (VICTR), and the Associate Director of the Vanderbilt Center for Diabetes Translational Research.

Communication Analysis and Research *Symphonie 3A*



Debra Roter, DrPH

Debra Roter is a Johns Hopkins University Distinguished Professor with appointments in the Department of Health, Behavior and Society at the Bloomberg School of Public Health, as well as the Schools of Medicine and Nursing.

For the past three decades, Debra’s research has focused on the study of patient-clinician communication and her coding method for analysis of medical dialogue, the Roter Interaction Analysis System (RIAS), has become the international standard by which medical dialogue is assessed. Her coding manual has been translated into 12 languages and there have been hundreds of studies conducted worldwide using her system.

Debra has been awarded the Society for Public Health Education’s Beryl Roberts Award in recognition of outstanding contribution to Health Education Research and the American Academy on Physician and Patient Award for Outstanding Research Contributing to the Theory, Practice and Teaching of Effective Health Care Communication. She is also the recipient of the Johns Hopkins Golden Apple Award and the Advising, Mentoring and Teaching Recognition Award for outstanding contributions to the School of Public Health teaching program.

Communication Skills Training *Symphonie 3B*



Jonathan Silverman, BM, BCh, FRCGP

Jonathan Silverman is Associate Clinical Dean at the School of Clinical Medicine, University of Cambridge, and a retired general practitioner. He has been actively involved in teaching communication skills since 1988 and in 1993, undertook a sabbatical with Professor Suzanne Kurtz, teaching and researching communication skills at the Faculty of Medicine, University of Calgary.

In 1999 he became Director of Communication Studies for the undergraduate curriculum in Cambridge, which now involves over 650 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, 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. He has also co-authored two companion books with Suzanne Kurtz and Julie Draper, “Teaching and Learning Communication Skills in Medicine” (Radcliffe Publishing Second Edition 2005) and “Skills for Communicating with Patients” (Radcliffe Publishing Third Edition 2013). He has conducted communication skills teaching seminars throughout the UK, in Europe and N. America. In 2005, he founded the UK Council for Communication Skills Teaching in Undergraduate Medical Education for all 33 UK medical school, is immediate past chair of the teaching committee and now President-elect of the European Association of Communication in Healthcare.



Marcy Rosenbaum, PhD

Dr. 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. She teaches, conducts research and publishes in the areas of clinician-patient communication and medical education in the US and in Europe and is Chair of the Teaching Committee for the European Association for Communication in Healthcare. 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.

Parallel Session #8

1:00 p.m. - 2:45 p.m.

Workshops

Teaching and Using an Evidence-Based Model for Patient-Centered Interviewing (Auguste Fortin, Robert Smith, Laura Freilich) - Ovation

The Physician as Pre-occupied Listener: How Well-intentioned Conversational Moves Become Major Blunders (Jennifer Gerwing, Karen Shklanka) - Symphonie 3A

Writing the Clinician's Tale: Sharing Stories and Publishing Your Narratives (Elizabeth Rider, David Hatem, Shumel Reis, William Branch, Jr.) - Symphonie 2A

Symposia

Patient Participation in Medicine Consultations: Patient Expectations, Style Preference and Self-efficacy – Research from Canada and USA (Betty Chewning, Lisa Guirguis, Beth Martin, Suzan Kucukarslan) - Symphonie 2B

Methodological Innovations in Coding Clinical Communication: Improving Specificity and Sensitivity for Appropriate Analysis of Particular Communication Functions (M. Barton Laws, Mary Catherine Beach, Ira Wilson) - Symphonie 1

Patient Education: Practice and Research in French-speaking Countries - Where do We Stand? (Oliver Nardi, Marie-Thérèse Lussier, Claude Richard, Jerome Foucaud, Myriam Deveugele, Lode Verreyen, Marc Van Nuland, Adriaan Visser, Suzanne Kurtz) - Soprano A

Oral Abstract Sessions

Session 8A
Third Party
Communication
Symphonie 4

Supporting Self-management for People with Advanced Multiple Sclerosis: Qualitative Study of Patients', Carers' and Clinicians' Experiences and Requirements (Freneesca Deibel)

"Speaking-for" and "Speaking-as": Pseudo-surrogacy in Physician-Patient-Companion Medical Encounters About Advanced Cancer (Benjamin Mazer)

Missed Opportunity? Caregiver Participation in the Clinical Encounter (Annie LeBlanc)

Developing a Medication Management Information Guide for Ethnic Minority Family Caregivers of People Living with Dementia (Judy Mullan)

Session 8B
Health System and
Interprofessional
Communication
Soprano C

Qualitative Assessment of Referral Letters of Patients with Chronic Fatigue and a Psychiatric Disorder (Sophie Degroote)

Factors Associated with Primary Care Physicians' Use of Patient-centered Communication (Jennier Elston Lafata)

Communicating About the Research Activities Developed in a Hospital Might Increase Patient Satisfaction, and Hospital's Attractiveness (Julien Mancini)

Workplace Learning in Primary Palliative Care – a baseline measurement (Peter Pype)

Parallel Session #8 (Cont.)

1:00 p.m. - 2:30 p.m.

Session 8C
Healthcare
Professionals
Soprano B

Medical resident sources of and reactions to uncertainty: A mixed-methods analysis (Christy Ledford)

OpenNotes: How Do Shared Visit Notes Affect Trust and Transparency in the Patient-Doctor Relationship? (Sigall Bell)

Residents' Likelihood of Speaking Up About Traditional and Professionalism-Related Patient Safety Threats (Sigall Bell)

Comparison of Physicians' Responses to Medical Error (Natalie May)

Save the Date

**American Academy on Communication in Healthcare
Research and Teaching Forum
October 18-20, 2014 | Orlando, Florida**

The 2014 AACH Research and Teaching Forum will be held at the Rosen Plaza in beautiful Orlando, Florida, October 18-20. The 2014 Forum will feature research on communication in healthcare, scholarly presentations on teaching communication in healthcare, workshops on research or teaching methods, and special interest group discussion on topics in healthcare communication and relationship-centered care.

Mark your calendars now to attend this exceptional learning opportunity!



Continuing 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
- Explain how the use of shared decision making can lead to increased quality of patient care and improved societal outcomes

Accreditation Statement:

This activity has been planned and implemented in accordance with the Essential Areas and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint sponsorship 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 21.50 *AMA PRA Category 1 Credits*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

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Continuing Education (Cont.)

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