2017 Conference Program
5:45pm-6:30pm: Access to Aquarium
6:30pm-9:30pm: ICCH & HARC Private Dinner

Conference Dinner & Entertainment: Your ticket (advanced purchase only) includes complimentary access to all four floors of the Blue Wonders building (with the public) from 5:45pm-6:30pm. At 6:30pm a private buffet dinner will be served in the Pier 4 Marine Mammal Pavilion. You will have views of the dolphins in the under-water viewing area, and access to the Jellies Exhibit during dinner. Live musical entertainment will be provided along with a presentation by the Baltimore Youth Poet Laureate. A cash bar will be available for drink purchases. The National Aquarium is a short walk along the pier/Inner Harbor from the hotel.
Welcome to 2017 ICCH & HARC!

In Baltimore we celebrate our native sons and daughters from Francis Scott Key and Harriet Tubman to Edgar Allan Poe and Billie Holiday – Gertrude Stein and Johns Hopkins to John Waters and Frank Zappa. We are the home of our national anthem, the Star Spangled Banner, and Baltimoreans take special pleasure in singing it out with gusto at Orioles games while looking over the Baltimore Harbor and enjoying the best crab cakes ever – anywhere!

We are proud to host the combined meeting of the International Conference on Communication in Healthcare – ICCH and the Health Literacy Annual Research Conference -- HARC. We have assembled an outstanding line-up of keynote speakers for our conference, bringing unique perspectives on our common commitment to quality communication and health equity in the delivery of effective and responsive care. We have also planned a fantastic schedule of oral and poster presentations, workshops and symposia, as well as “Meet the Leader/Professor,” “Pairing with Colleagues,” and Special Interest Group sessions.

We hope many of you will be able to join us at the National Aquarium Dinner on Tuesday night. This is a top rated fantastic facility: we will have access to the entire aquarium before dinner and then it’s our private party in the Marine Mammal Pavilion – us, the dolphins and the jellyfish! And, as Baltimore is home to a vibrant art, poetry and music scene, we are very pleased to have Mohamed Tall, Baltimore’s current Youth Poet Laureate, perform for us.

We are extremely happy that you have joined us. There are deep connections between health communications, health literacy, and social justice. We can advance these agendas here together at ICCH & HARC 2017.

Enjoy our conference and welcome to Baltimore!

Michael Paasche-Orlow, MD, MA, MPH & Debra Roter, DrPH
INTERNATIONAL CONFERENCE ON COMMUNICATION IN HEALTHCARE (ICCH) & HEALTH LITERACY ANNUAL RESEARCH CONFERENCE (HARC)

2017 DAILY SCHEDULE

SUNDAY, OCTOBER 8

2:00pm – 7:00pm
Grand Ballroom
Registration

8:00am – 3:00pm
Kent A, Level 4
Laurel A & B, Level 4

9:00am – 2:00pm
Kent B, Level 4

9:00am – 3:00pm
Kent C, Level 4

1:30pm – 3:00pm
Dover A-C, Level 3

2:00pm – 3:00pm
Kent B, Level 4

2:30pm – 3:30pm
Grand Ballroom I-IV & Grand Foyer West, Level 3

3:00pm – 3:45pm
Grand Ballroom VII-VIII, Level 3

4:00pm – 5:30pm
Grand Ballroom I-IV & Grand Foyer West, Level 3

5:45pm – 7:15pm
Grand Ballroom V-VI, Level 3

Welcome & General Session
- Welcome: Jenni Levy, MD, FACH, ACH President & Evelyn van Weel-Baumgarten, MD, PhD, EACH President
- News and Notes
- Plenary Speaker: Pål Gulbrandsen, MD, PhD, HØKH, Research Centre, Akershus University Hospital

MONDAY, OCTOBER 9

8:00am – 4:00pm
Grand Ballroom
Registration

8:00am – 4:00pm
Falkland, Level 4

8:00am – 9:00am
Grand Ballroom V-VI, Level 3

9:00am – 10:30am
Grand Ballroom V-VI, Level 3

10:30am – 10:45am
Level 3-4

10:30am – 4:30pm
Grand I-IV & Grand Foyer West, Level 3

12:15pm – 1:30pm
Grand Ballroom V-VI, Level 3

3:00pm – 3:30pm
Level 3-4

5:00pm – 6:30pm
Grand Ballroom I-IV & Grand Foyer West, Level 3

Reception and Poster Session II
### TUESDAY, OCTOBER 10

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Venue</th>
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</thead>
<tbody>
<tr>
<td>7:30am – 4:30pm</td>
<td>Registration</td>
<td>Grand Ballroom</td>
</tr>
<tr>
<td>7:30am – 8:30am</td>
<td>Breakfast</td>
<td>Grand Ballroom V-VI, Level 3</td>
</tr>
<tr>
<td>8:30am – 10:00am</td>
<td>General Session:</td>
<td>Grand Ballroom V-VI, Level 3</td>
</tr>
<tr>
<td></td>
<td>- Presentation of ACH Payer Award</td>
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<td></td>
<td>- News and Notes</td>
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<td></td>
<td>- Plenary Speaker: Marianne Schmid Mast,</td>
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<td></td>
<td>PhD, Professor of Organizational Behavior,</td>
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<tr>
<td></td>
<td>University of Lausanne</td>
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<tr>
<td>10:00am – 10:30am</td>
<td>Break</td>
<td>Level 3-4</td>
</tr>
<tr>
<td>10:30am – Noon</td>
<td>Parallel Session 4</td>
<td>Rooms: See pg. 31-32</td>
</tr>
<tr>
<td>Noon – 1:30pm</td>
<td>Lunch</td>
<td>Grand Ballroom V-VI, Level 3</td>
</tr>
<tr>
<td>12:30pm – 1:30pm</td>
<td>Interest Groups</td>
<td>Rooms: See pg. 33</td>
</tr>
<tr>
<td>1:45pm – 3:15pm</td>
<td>Parallel Session 5</td>
<td>Rooms: See pg. 34-35</td>
</tr>
<tr>
<td>3:15pm – 3:30pm</td>
<td>Break</td>
<td>Level 3-4</td>
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<tr>
<td>3:30pm – 5:00pm</td>
<td>Parallel Session 6</td>
<td>Rooms: See pg. 36-37</td>
</tr>
<tr>
<td>5:45pm – 6:30pm</td>
<td>Access to National Aquarium</td>
<td>National Aquarium 501 E. Pratt St., Pier 4- Blue Wonders Bldg.</td>
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<tr>
<td>6:30pm – 9:30pm</td>
<td>ICCH &amp; HARC Conference Dinner</td>
<td>National Aquarium 501 E. Pratt St., Pier 4- Marine Mammal Pavilion</td>
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### WEDNESDAY, OCTOBER 11

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Venue</th>
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</thead>
<tbody>
<tr>
<td>7:30am – 1:00pm</td>
<td>Registration</td>
<td>Grand Ballroom Foyer West</td>
</tr>
<tr>
<td>7:30am – 8:30am</td>
<td>Breakfast</td>
<td>Grand Ballroom V-VI, Level 3</td>
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<tr>
<td>8:30am – 10:15am</td>
<td>General Session:</td>
<td>Grand Ballroom V, Level 3</td>
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<tr>
<td></td>
<td>- Presentation of ACH Healthcare Communication Teaching Excellence Award</td>
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<td>- Presentation of Sabra Wooley Best Oral Abstract in Health Literacy Award</td>
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<td></td>
<td>- Presentation of ICCH &amp; HARC Oral Abstract/Poster Awards</td>
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<td></td>
<td>- News and Notes</td>
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<tr>
<td></td>
<td>- Plenary Speaker: Lisa Cooper, MD, MPH,</td>
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<tr>
<td></td>
<td>Johns Hopkins University, Welch Center</td>
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<tr>
<td></td>
<td>for Prevention, Epidemiology, &amp; Clinical Research</td>
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<tr>
<td>10:15am – 10:30am</td>
<td>Break</td>
<td>Level 3-4</td>
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<tr>
<td>10:30am – Noon</td>
<td>Parallel Session 7</td>
<td>Rooms: See pg. 39-40</td>
</tr>
<tr>
<td>Noon – 1:15pm</td>
<td>Box Lunch</td>
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<tr>
<td>Noon – 1:15pm</td>
<td>Meet the Leader/Professor Sessions</td>
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<tr>
<td>1:30pm – 3:00pm</td>
<td>Parallel Session 8</td>
<td>Rooms: See pg. 42-43</td>
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**General Session:**
- Presentation of ACH Payer Award
- News and Notes
- Plenary Speaker: Marianne Schmid Mast, PhD, Professor of Organizational Behavior, University of Lausanne

**Parallel Sessions:**
- Parallel Session 4
- Parallel Session 5
- Parallel Session 6
- Parallel Session 7
- Parallel Session 8
- Parallel Session 9

**Breaks:**
- 10:00am – 10:30am
- 10:30am – Noon
- Lunch
- 1:30pm – 3:00pm

**Access to National Aquarium:**
Access is available with advanced off-site dinner ticket purchase.

**ICCH & HARC Conference Dinner:**
Tickets for this dinner event must be purchased in advance of the conference. No on-site ticket sales available.
NAVIGATING ICCH & HARC 2017
JUST GOT EASIER!

Mira Mobile is the interactive conference app that gives you instant access to everything you need to know about ICCH & HARC 2017. The app is available for free for iOS and Android. After downloading the app import the 2017 ICCH HARC conference.

Create personalized schedules

Access all abstracts

Post & follow the conference Twitter feed

View the conference attendee list

Access the conference evaluation

View posters in an electronic format

Easily search the program for target authors or topics

Use conference maps to navigate the poster sessions and breakout rooms

CME CERTIFICATES

If you wish to claim Continuing Medical Education credits for attendance at ICCH & HARC 2017, you can do so by completing the online conference evaluation that will be emailed to you at the conclusion of the conference. The evaluation has two parts - the first pertains to the conference, and the second is where you claim your CME credit. Upon completion of the second part, you should be directed to a webpage where you can fill in and print off a copy of your CME certificate.
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Jonathan Silverman, FACadMEd, MRCP, FRCGP, DRCOG
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TEACHING EXCELLENCE
AWARD SELECTION
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Jenni Levy, MD, FACH
Kathy McGrail, MD, FACH
Craig Roth, MD, FACP
The Beryl Institute is the global community of practice dedicated to improving the patient experience through collaboration and shared knowledge. We define patient experience as the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.

Cleveland Clinic is a nonprofit multispecialty academic medical center that integrates clinical and hospital care with research and education.

DocCom, a joint project of the Academy of Communication in Healthcare and Drexel University College of Medicine, is an online communication learning resource comprised of 42 modules with over 400 videos, including interactive annotated videos, assessment and evaluation tools, plus facilitator guides to enhance the learning experience.

The Institute for Healthcare Advancement (IHA) is a not-for-profit dedicated to innovating and advancing healthcare practices and 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”, a Family Resource Center, conducting research, producing the Annual Continuing Education Health Literacy Conference, funding an academic journal entitled Health Literacy Research and Practice and Health Literacy Rewrite and Redesign Services.

LanguageLine Solutions® is the global leader in innovative language access solutions. We provide the highest quality phone, video, and onsite interpreting, translation and localization, as well as bilingual staff and interpreter testing and training. Trusted by more than 25,000 clients, we deliver the industry’s fastest and most dependable access to highly trained and professional linguists in more than 240 languages 24/7/365. LanguageLine Solutions facilitates more than 32 million interactions a year; that’s a new connection every second.

Optum works with providers along with health care organizations to measure and better understand health outcomes. Is the patient’s health improving or declining? Is the treatment, medicine or intervention working? Is the provider or program making a measurable difference? Is a population’s health status above or below the norm? The SF™ Health Surveys, and other patient-reported outcome (PRO) tools, provide scientifically valid assessments of physical and mental health. Put simply, they measure health and well-being from the patient’s point of view.

UnitedHealth Group is a distinctively diversified health and well-being company headquartered in the United States, and a leader worldwide in helping people live healthier lives and helping make the health system work better for everyone. We are committed to introducing innovative approaches, products and services that can improve personal health and promote healthier populations in local communities. Our core capabilities in clinical expertise, advanced technology and data and health information uniquely enable us to meet the evolving needs of a changing health care environment.

The Horowitz Center for Health Literacy conducts research and evaluations, leads education and training, and applies evidence-based findings to improve health literacy and public health.

PCORI GRANT FUNDING

This work was supported through a Patient-Centered Outcomes Research Institute (PCORI) Eugene Washington Engagement Award #6025.
PRE-COURSES

RIAS 101: AN INTRODUCTION TO RIAS BASICS

SUNDAY, OCTOBER 8, 2017; 8:00AM - 3:00PM

KENT A, LEVEL 4

The objective of the workshop is to provide participants with a basic understanding of the RIAS – what it is designed to do and why and how it works, its operational definitions and coding mechanics and, and methodological issues related to reliability, validity and analysis. By the end of the workshop, participants will have sufficient knowledge of the system to complete a simple coding exercise and appreciate the richness and complexity of the coding data that is generated, how it fits within and outside of other coding approaches, and how it is used for research, training, and evaluation of clinical practice. The workshop will be divided into three parts:

1. What is the RIAS designed to do – and how and why it works (most of the time).
   Historical and theoretical foundations of the RIAS, an overview of the large RIAS-based body of published work and a discussion of what the RIAS does and does not do. This orientation is designed to be a conversation with critical analysis and input from attendees and reference to their research questions and programmatic applications they would like to address with the system.

2. Nuts and Bolts of Coding
   Basics 1: Participants will be introduced to the RIAS coding manual and become familiar with the operational definitions of the system’s basic coding elements. Working in small groups, participants will undertake a coding exercise using transcripts and audio recordings to gain experience and confidence in breaking up speech into units of analysis to which the RIAS codes are applied. Participants will work through the coding exercise individually and in small groups.
   Basics 2: Participants will be given an opportunity to upload the RIAS software (compatible only with PCs --- sorry MAC users) and a sample of digital visit recordings for a coding practice exercise. Participants will work through the coding exercise individually and in small groups.

3. Methodological Issues
   Discussion of coding reliability (intra and inter-coder), use of hybrid approaches to enrich quantitative coding with qualitative tags and narrative notes, discussion of statistical strategies to address the quantitative data and mixed methods approaches to integrate quantitative and qualitative data. If time allows, discussion of novel research designs and anticipated future modifications of the software.

COURSE FACILITATOR:

Debra Roter, DrPH – Dr. Roter’s primary research focus is patient-provider communication. She is the author of the Roter Interaction Analysis System (RIAS) developed as method of process analysis applied to audio or video recordings of medical encounters which has been widely adopted by researchers, both nationally and internationally.
GRANT WRITING WORKSHOP: PREPARING STRONG APPLICATIONS IN HEALTH COMMUNICATION RESEARCH

SUNDAY, OCTOBER 8, 2017; 8:00AM - 3:00PM
LAUREL A & B, LEVEL 4

Early-career scientists planning to submit grant proposals to the National Institutes of Health (NIH) or other funding agencies are invited to participate in this interactive workshop. This hands-on mentoring opportunity is led by an experienced NCI Program Director and two Principal Investigators with NIH funding experience. This workshop will:

• Describe the NIH grant funding and review processes
• Highlight relevant funding mechanisms and review panels in health communication research
• Share challenges and rewards in conducting NIH funded research
• Offer tips for successful proposal writing, including crafting bio sketch and Specific Aims page
• Provide an overview of current scientific priorities and research portfolio in health communication at the NIH.
• Offer “mock review” sessions for research aims/proposals under development. (Workshop participants are encouraged to bring their “Specific Aims” Page to the workshop.)

COURSE FACILITATORS

Susan Eggly received her Ph.D. in communication studies at Wayne State University. She is a Professor in the Population Studies and Disparities Program, Department of Oncology, Wayne State University/Karmanos Cancer Institute. Her research focuses on how patient-clinician communication affects patient outcomes in a variety of medical contexts, including cancer, primary care, end-of-life, and pediatrics. She has conducted several communication interventions, and has ongoing, NIH-funded research focused on clinical communication and outcomes related to clinical trials, health disparities, decision-making, pain, 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 current research areas include social media for health, health literacy, and clinical communication about cancer prognosis and palliative care. Originally trained as a sociolinguist, she has extensive experience conducting mixed methods research on patient-provider interactions and narratives. Many of her publications examined the role of the changing communication landscape in health care and public health practice. Dr. Chou is leading a number of trans-NCI initiatives in promoting innovative behavioral science research and is an experienced Program Director who mentors many early-stage investigators. She currently supervises a large NIH-funded portfolio on health literacy, health disparities, and technology-mediated communication.

Maija Reblin is an Assistant Member in the Department of Health Outcomes & Behavior at Moffitt Cancer Center and an Assistant Professor in the Department of Oncologic Sciences at the University of South Florida in Tampa. Dr. Reblin’s research focuses on how the social context impacts the psychological and physical health of advanced cancer family caregivers. Specific areas of focus include relationship quality, social support, and interpersonal communication. She has completed and ongoing funding as PI and co-I from the American Cancer Society, the National Cancer Institute, and the National Institute of Nursing Research.
The main objective of the workshop is:

To help participants sharpen their skills as professional development educators/lecturers and trainers by exploring best practices for teaching health literacy, cultural humility and health equity. During the pre-course, we will:

- Be introduced to each other as a basis for exchange during the workshop, for networking and continued contact during the conference week and beyond.
- Participate together in an introductory presentation on training formats and innovative experience in preparing professionals on health literacy and cultural competency and humility in health systems and other settings. Special emphasis will be made on diversity in methods of teaching (i.e. dialogue, narrative, self-reflection, role play, digital) and evaluation (i.e. self-efficacy check lists, Inventory of Assessing Health Professionals Cultural Competency - IAPCC-R).
- Learn of practical and applied experience through case-studies and demonstrations, from a panel of international experts, focusing on challenges and successes.
- Share mutual experience in small groups, focusing on curricula that support and promote interactive and innovative teaching and training approaches, and modes of evaluation. Participants are encouraged to bring their own cultural competency curriculum, questions and contributions to the discussion.
- Summarize through large group discussion the small group outcomes and conclusions, synthesizing and integrating practical recommendations.

Following the pre-course, we will:

- Comprise a compendium of resources and experiences shared during the workshop.
- Provide a list of participants for continued networking and possible future collaboration.

COURSE FACILITATORS:

Sabrina Kurtz-Rossi, Med – Assistant Professor of Public Health and Community Medicine, Tufts University School of Medicine; Director, Health Literacy Leadership Institute; Secretary General, International Health Literacy Association. She received the 2016 Health Literacy Teaching Award from the Association for Prevention Teaching and Research for her work developing health literacy curricula for health professions students. She recently received a Tufts Innovations in Diversity Education Award to examine student learning gains in cultural competence and implicit bias using online asynchronous and synchronous dialogue.

Diane Levin-Zamir, PhD, MPH, MCHES, EuHP – Associate Professor of Public Health, University of Haifa, Israel; National Director Department of Health Education and Promotion, Clalit Health Services, Israel; Global Working Group on Health Literacy co-convener of the International Union of Health Education and Promotion. She has vast experience in practice, policy and research in health literacy, cultural competence, and health promotion, and has led national surveys and intervention studies on health literacy and health literacy.
PAIRING WITH COLLEAGUES PROGRAM

SUNDAY, OCTOBER 8TH | 1:30PM - 3:00PM | DOVER A-C, LEVEL 3
MONDAY, OCTOBER 9TH | 12:15PM - 1:30PM LUNCH SESSION* | DOVER A-C, LEVEL 3

The Pairing with Colleagues program allows less experienced colleagues to have an opportunity for dedicated time to discuss their teaching and/or research issues with more experienced persons in the field during the meeting. 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 2017 PAIRING WITH COLLEAGUES COMMITTEE:

Marcy Rosenbaum, PhD
Thanakorn Jirasevijinda, MD
Orit Karnieli-Miller, PhD
Jonathan Silverman, FAcadMEd, MRCGP, FRCGP, DRCOG
Johanna Sommer, MD

WEB SUPPORT:
Daniel Johnsen

*NOTE: For the Monday, October 9th session, there will be a separate buffet in Dover A-C for Pairing with Colleagues participants.

ACH MEMBERSHIP ASSEMBLY

SUNDAY, OCTOBER 8TH; 3:00PM - 3:45PM
GRAND BALLROOM VII-VIII, LEVEL 3

Please join us for an ACH membership assembly! Existing members, as well as those interested in joining ACH are invited to attend. Learn about ACH, 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 organization.

We hope to see you there!
POSTER SESSION I
SUNDAY, OCTOBER 8TH  |  4:00PM - 5:30PM
GRAND BALLROOM I - IV & GRAND FOYER WEST

SELECTIONS FROM TOP 10 POSTERS

1- Patient Activation through Health Counseling and Exercise in Acute Leukemia (PACE-AL) A qualitative exploration of patients’ perspectives on communication, relations and trust-building (Mary Jarden)

2- Remediating Medical Students’ Communication Skills - a Multimodal Approach (Laurie Whitman)

3- The development of a new classification tool for communication related patients’ complaints (Karin Waidtløw, Anne-Mette Honoré Grauslund)

4- Do End of Life Treatment Preferences Drive Prognosis Discussions in Palliative Care? (Morgan Kramer)

5- The influence of age, information amount, and subject on outpatients' information recall: a mixed methods study (Maiken Wolderslund)

HEALTH LITERACY AND NUMERACY

6- Cross cultural adaptation Health Literacy Questionnaire (HLQ) for Brazilian Portuguese (Katarinne Moraes)

7- Experiences of the Health Examination for Asylum Seeker - Focus Group Discussions with Arabic and Somali Speaking Refugees in Sweden (Josefin Wangdahl)

8- Health literacy and refugees’ experiences of the health examination for asylum seekers – a Swedish cross-sectional study (Josefin Wangdahl)

9- Addressing the local and the global in health literacy research (Anne Marie Liebel)

10- Health literacy and illness cognitions in Irish community pharmacy patients taking oral anti-coagulants (Candida Halton)

11- Health Literacy, Health Care Settings and Health Outcomes: Characteristics of PLWDHI 50 years and older with multimorbidity living in NYS (excluding NYC) (Doris O. Maduka, Jennifer Manganello)

12- Quality in Health Professionals’ Health Literacy Preparation: A Systematic Literature Review (Lenna Dawkins-Moultin)

13- Addressing the challenge of health literacy in a South African indigenous language (Marianne Reid)

14- Association between health literacy and the willingness to participate in decisions concerning medications - population survey in Finland and in Malta (Maria Cordina)

15- Health literacy as a multidimensional asset for the verbal exchange: Expanding the Harrington and Valerio Verbal Exchange Health Literacy model (Danielle Muscat)

16- A pragmatic typology to discern patient understanding of medication instructions during primary care visits (Christopher Koenig)

17- Plain Language and Health Literacy for the Oncology Family Caregiver: Examining a Bilingual mHealth Resource (Joy Goldsmith)

18- Assessment of health literacy as part of a pharmacist-led medication therapy management program for patients with chronic conditions (Jason Range)

19- Implementation fidelity of a health-literacy based opioid safe prescribing intervention (Danielle McCarthy)

PATIENT PARTICIPATION AND EMPOWERMENT

20- Moving the needle on improving informed consent for research: final results (Christopher Trudeau, Kristie Hadden)

21- Co-creation in healthcare. Healthcare providers’ views on involving patients in designing healthcare services and products (Sara Rubinelli)

22- Don’t Forget about the Men: Participation of Males in Family Communication About Health (Ashley Elrick)

23- Health Net Clear Communication Program (CCP): Fostering Clear Communication between Providers and Patients (Alicia Alvarado)

24- Do different types of evidence influence the treatment decision making of older people? (Arlene McCurtin)
25- Community-Based Participatory Research in Prince Georges County Health Enterprise Zone (HEZ): Creation of Health Literacy Resource Guide Mobile App (Neha Trivedi)

26- Improving Patient Communications: Streamlining Content, Design and Operations (Ikshita Kemparaj, MaKaya Saulsberry)

27- Designing Patient-Centred Epilepsy Care through Participatory Action Research - The Epilepsy Partnership in Care [EPiC] Project (Jarlath Varley)

28- Gathering a compendium of evidence to support treatment decision making (Arlene McCurtin)

29- Developing CoopeRATE - patient-reported measures of goal setting (Michelle Dannenberg)

30- Participation preferences, experiences and perceived barriers in cancer patients. A survey of users of the German Cancer Information Service (CIS) (Andrea Gaisser)

31- What do underrepresented, pregnant women know about healthy eating to control weight?: Developing empowerment strategies (Summer Shelton, Matthew Cretul)

32- Caregivers' Perceptions of Barriers and Needs in Caring for Home-dwelling Elders (Rita Gorawara-Bhat)

33- Improving low health literacy and patient engagement: A social ecological approach (Veronica Thomas)

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UNSERVED POPULATIONS AND HEALTH DISPARITIES

34- Facilitating Communication about Acupuncture Treatment and Patients' Health Outcomes (Christy Ledford)

35- How patients’ disease stage and genetic predisposition influences their personal model of diabetes (Christy Ledford)

36- Center for Supporting Community Development Initiatives (SCDI) Activity Report: Workshop on Sexual Health for MSMTG Community Leaders in Hanoi, Vietnam (Eric Ardman)

37- Patient-Provider Communication Dynamics among African American Men Newly Diagnosed with Prostate Cancer in two Public Hospitals (Nynikka Palmer)

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38- Functional Health Status, Medication Adherence, & Frequent Emergency Department Encounters: Is there Potential for Community Health Worker Outreach? (Erica Shelton)

39- Proportion of patients who disclose their sexual orientation to healthcare providers and its relationship to patient outcomes: A meta-analysis and review (Mollie Ruben)

40- Can patient navigation be used to increase uptake of colorectal cancer screening in a socioeconomically deprived area of the UK? (Christian von Wagner)

41- Evaluating the impact of Special Olympics fitness programs on athletes with intellectual disabilities (ID) (Molly Sadowsky)

42- Association between health literacy and healthcare quality among New York State Medicaid members (Meng Wu)

43- Building Inclusive and Health Literate Health Care Environments (Stanton Hudson, Ioana Staiculescu)

44- Smartphone mHealth Technology: A Tool to Reduce Global Health Disparities (Swateja Nimkar, Erin Gilles)

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PATIENT PERSPECTIVES

45- "Severe Pain, Please Help!": Online Social Support Among Women with Endometriosis (Erin Gilles)

46- Patient Requests of Physicians for Deception (Neil J. Farber)

47- From Person to patient: Fluctuations of Trust from the Patients’ Perspective (Jung Hui Becky Yeh)

48- Patient-centered communication in cancer care settings: Findings from a survey of colorectal cancer patients (Katherine Treiman)

49- Social Media Survey to Assess Perceptions and Utilization of Patient Information Leaflets (PILs) (Judith Thompson)

50- Inviting Patients to Read Their Doctors’ Notes in a Pain Clinic: Physicians’ Experiences (Ashish Bhandari)

51- Case Studies in Cancer: The Doctor and Communication Professor Tell Their Stories (Heather Smith)
COMMUNICATION TECHNOLOGY, E-LEARNING, SERIOUS GAMING, AND SOCIAL MEDIA

52- E-cigarettes on Social Media: Smokescreen or Substance? How people talk about ecigarette smoking on Pinterest (Jeanine Guidry)
53- Data-guided health-coaching via mobile and wearable devices in chronic care management. A pilot study. (Louise Øbro)
54- Use of Virtual Communities of Practice in a National Health Service Network (Patricia Alonso Galbán)
55- Health care providers’ requirements for a digital intervention to promote awareness of patients’ own strengths - a qualitative study (Ólaf Kristjánssdóttir)
56- #NotOkay: stories about abuse on Instagram and Twitter (Jeanine Guidry)
57- A Pilot Text Messaging Program to Improve Patient Retention and Treatment Outcomes in an Urban Primary Care Based Hepatitis C Treatment Program (Farah Riazi)
58- Development, Acceptability and Usability of the VidaTalk™ Electronic Tablet Application (Mary Beth Happ)
59- Navigating communication and technology challenges when leading major curricular changes (Ben Williams)
60- Is healthy the new sexy? A content analysis of the “Healthy Self” Campaign on Twitter (Sara Rubinelli)

HEALTH BEHAVIOR CHANGE

61- Information and pleasure. Developing a health communication strategy for safe listening (Sara Rubinelli)
62- Mediation Effects of Motivation in College Students’ Nutrition Label Use (Xiaofei Song)
63- Virtual Teach-To-Goal™ is effective for teaching respiratory inhaler skills regardless of health literacy level (Valerie Press)
64- Innovation Abstract. Making money talk. Should incentives for enhancing communication in oncology only be financial? (Melissa Horlait)
65- Using and Assessing SBIRT (Screening, Brief Intervention, and Referral to Treatment) and MI (Motivational Interviewing) to Enhance Communication in Healthcare & Health Literacy in the Family Medicine Accelerated Track (FMAT) (Betsy Jones, Zoie Walker, Shyla Arismendez, Dominique Gagnon)
66- Stick and Poke Tattoos: Understanding the Behavior and Reducing the Risks (Christine Skubisz)

BASIC AND APPLIED COMMUNICATION RESEARCH IN HEALTHCARE

67- Healthcare Queeries: Exploring Interdisciplinary Approaches to Providing Quality Healthcare for LGBTQ Patients (Pooja Dushyant Utamsingh, Carlos Parra, Aman Pandey, Caleb Pate)
68- Development of a National curriculum "Communicative Competences in Nursing" for the three-year nursing education in Germany (Sebastian Partsch)
69- Exploring knowledge, attitude and developing health communication models of genomic medicine for new parents (Shio Jean Lin)
70- Towards measuring inefficiency in medical encounters: a framework for identifying and classifying inefficient physician communication in hospital encounters (Eirik Ofstad)
71- Determinants of good doctor-patient communication for patients with acute conditions (Mélanie Sustersic)
72- Methods for analyzing diagnostic communication in ambulatory care (M. Barton Laws)
73- Teach-Back: Opening the Black Box (Heeyoung Han)

ASSESSING CLINICAL COMMUNICATION SKILLS

74- Analyzing expert criteria for authentic resident communication skills (Heeyoung Han)
75- Communication skills in the training of psychiatrists: A systematic review of current approaches (Philippa Ditton-Phare)
76- Perceptions in Medical Comprehension: The Agreement Between Patient Health Literacy and Physician Perception of Health Literacy (Kimberly Burcher)

77- Provider Communication Regarding Adherence Assessment in Pediatric Kidney Transplant Recipients (Cozumel Pruette)

78- Measuring Patient Perspectives of Clinicians Communication Skills Before and After Communication Skills Training, Using the Communication Assessment Tool (CAT) (Else Iversen)
PLENARY SESSION I

"VULNERABILITY - THE MOST IMPORTANT WORD IN MEDICINE"

SUNDAY, OCTOBER 8, 2017 | 5:45PM - 7:15PM

GRAND BALLROOM V-VI, LEVEL 3

The object of this keynote session is to raise the audience's awareness of how Western fundamentalism permeates medical practice, with serious implications for the doctor-patient relationship, including disappointingly slow uptake of shared decision-making and confusion about trust, power, agency, and responsibility in encounters. Gulbrandsen calls for teaching and supervision which emphasize and foster bilateral vulnerability as a core prerequisite for increased autonomous capacity of patients and sustainable global medicine.

PÅL GULBRANDSEN, MD, PHD

PROFESSOR OF HEALTH SERVICES RESEARCH INSTITUTE OF CLINICAL MEDICINE
UNIVERSITY OF OSLO, NORWAY

About Dr. Gulbrandsen: Pål Gulbrandsen is professor of health services research at the Institute of Clinical Medicine, University of Oslo, Norway. He worked as a general practitioner for 14 years, specialized in public health, then made his PhD on social context in general practice. After a 4-year spell as deputy editor of the Journal of the Norwegian Medical Association, he has headed research units and led cross-disciplinary communication skills research for 15 years, particularly focused on physician performance, information exchange, and shared decision-making. He has edited one book on shame in medicine and authored a textbook of clinical communication for physicians and medical students (with Arnstein Finset), both in Norwegian.

NOTES
MISSION IN A MINUTE
MONDAY, OCTOBER 9, 2017 | 8:00AM - 4:00PM
FALKLAND, LEVEL 4
(SIGN-UPS AND RECORDING SESSIONS)

WHAT IS MISSION IN A MINUTE?
This is an opportunity for you to express your vision and the mission that underlies your work in health communication, health literacy, patient empowerment, and patient centered care. What motivates you? You should come prepared to answer at least one of the following questions:

1) What is the relationship between your work in health literacy / health communication and social justice?
2) What is the relationship between your work in health literacy / health communication and patient empowerment and patient-centered care?
3) Why do you do what you do?

The goal is to have a final edited video statement for each person that will be about 1 minute in duration. All participants will be allowed to approve the final edited version of their video prior to use.

HOW DO YOU SIGN UP?
All day Monday, October 9th the Falkland Room on the 4th floor will be dedicated for recording these videos. Stop by to schedule a 10-minutes recording time slot, or see a staff member at the registration desk.

MI-5 TALK
(MISSION IN FIVE)
MONDAY, OCTOBER 9, 2017 | 12:15 PM-1:30 PM
GRAND BALLROOM V-VI, LEVEL 4
We believe our work reflects our values and that sharing ideas can have a profound influence. Hear a series of 5-minute presentations from thought leaders presenting their vision:

- Health Literacy Stands for Social Justice
  Michael Paasche-Orlow, MD, MA, MPH
- The Microethics of Interpersonal Accuracy and Implicit Bias
  Debra Roter, DrPH
- The Soul of Health Literacy
  Dean Schillinger, MD

... AND MORE!
PLENARY SESSION II

"FACTORS IN COMMUNICATING WITH DIVERSE PATIENTS"

MONDAY, OCTOBER 9, 2017  |  9:00AM - 10:30AM
GRAND BALLROOM V-VI, LEVEL 3

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

• Describe the components of effective patient-clinician communication
• Define the social and demographic determinants that affect the quality of patient-clinician communication
• Access appropriate use of professional interpreters in visits with limited English proficient patients

ELISEO J. PÉREZ-STABLE, MD
DIRECTOR OF THE NATIONAL INSTITUTE ON MINORITY HEALTH & HEALTH DISPARITIES, NATIONAL INSTITUTES OF HEALTH

About Dr. Pérez-Stable: Eliseo J. Pérez-Stable, MD is Director of the National Institutes of Health’s National Institute on Minority Health and Health Disparities, which seeks to advance the science of minority health and health disparities research through research, training, research capacity development, public education, and information dissemination. His research interests include improving the health of racial and ethnic minorities and underserved populations, advancing patient-centered care, improving cross-cultural communication skills among clinicians, and promoting diversity in the biomedical research workforce. For more than 30 years, Dr. Pérez-Stable led research on Latino smoking cessation and tobacco control policy in the United States and Latin America, addressing clinical and prevention issues in cancer screening, and mentoring over 70 minority investigators.

NOTES
PARALLEL SESSION 1
MONDAY, OCTOBER 9, 2017 | 10:45AM - 12:15PM

WORKSHOPS

Coaching for Professionalism Remediation: Tools for establishing trust, diagnosing learners and creating remediation plans
(Felise Milan, Todd Cassese, Calvin Chou)
Laurel A, Level 4

Effective Habits of Clinically Excellent EHR Use: Sharing Success
(Margaret Chisolm, Leah Wolfe, Fuad Bohsali)
Laurel B, Level 4

Discussing Goals of Care for Patients with Serious Illness
(Lynn O’Neill, Rob Cohen, Keith Mansel, Stephanie Harman, Matt Russell, Denise Mohess)
Laurel C, Level 4

SYMPOSIA

Shared decision making as standard of care: moving towards widespread SDM implementation
(Marla Clayman, Pål Gulbrandsen, France Legare, Lauren McCormack)
Laurel D, Level 4

Creating a Palliative Care Curriculum: From Pain to Promise
(Eileen R. O’Shea, Michael Pagano, Robin Bennett Kanarek, Laura Dempsey, Christina McElroy)
Kent A, Level 4

ORALS- SESSION 1A
HEALTH LITERACY, BEHAVIORS AND HEALTH OUTCOMES
Kent B, Level 4
Moderator: Connie Arnold

1. Revisiting the association between low health literacy and mortality risk: the explanatory role of cognitive abilities, socioeconomic and health status for long-term survival (Laura Curtis)
2. Health Literacy as An Independent Predictor of Hospitalization (Laura Cartwright)
3. Effects of community-level health literacy on Initiation of oral hypoglycemic agents and use of preventive care among older adults with hypertension and newly diagnosed diabetes (Gang Fang)

ORALS- SESSION 1B
HEALTH LITERACY, UNDERSERVED POPULATIONS & HEALTH DISPARITIES (1)
Kent C, Level 4
Moderator: Richard White

1. Adaptation and evaluation of a written invitation about preconception counseling for women with low health literacy (Mirjam Fransen)
2. Health Literacy for Rural Women to Navigate the Healthcare System and Social Barriers and Arrive at Appropriate Facilities for Intrapartum Care (Yasin Civelek, Musharraf R. Cyan)
3. Health insurance literacy and awareness of the Affordable Care Act in vulnerable Latino populations (Suad Ghaddar)
4. Associations of Health Literacy with Acculturation among Latino Adults (Ashley Housten)
5. Pediatric Provider and Staff Estimation and Measurement of Health Literacy- Does Language Make a Difference? (Michael Townsend Cooper, Jr., Marny Dunlap)

ORALS- SESSION 1C
ASSESSING CLINICAL COMMUNICATION SKILLS
Heron, Level 4
Moderator: Jenni Levy

1. Psychometric and Edumetric Properties of Assessment Instruments for the Medical Consultation for Undergraduates (Teresa Pawlikowska)
2. Development of a process for evaluating provider use of Whole Health communication in clinical encounters (Barbara Bokhour)
3. A Research Coding Method to Evaluate Medical Clinicians Conduct of Behavioral Health Care (Robert Smith)
4. Factors associated with residents’ and fellows’ successful uptake of communication skills (Carma Bylund)
5. Logistics of humor in medicine: Analysis of humor in recorded clinical encounters (Kari Phillips)

ORALS- SESSION 1D
TEAM AND INTERPROFESSIONAL COMMUNICATION (1)
Grand Ballroom VII, Level 3
Moderator: Evelyn Ho

1. Simulated versus non-simulated interprofessional education activities involving pharmacy and physician assistant students (Olga Hilas)
2. Compassionate Communication: Improving Patient Care through Nurse-Doctor Collaboration (Kristin Andreen)
3. FDA’s Internal Message Testing Network: An Innovative Approach (Fien Mertens)
4. Take-Home Lessons of Spiritual Generalist Workshops for Interprofessional Clinicians (Elaine Meyer)
5. Effective Communication Between Nurses and Physicians as the Development of Shared Understanding: A Scoping Literature Review (Elizabeth Umberfield)

ORALS- SESSION 1E
TOP 10 (SESSION 1)
Grand Ballroom VIII, Level 3
Moderator: Jennifer Barton

1. Working Together: Interprofessional Conversations on Cultural Diversity, Patient Safety and Quality Care (Kathleen Gambino)
2. Communicating with providers about racial healthcare disparities: The role of providers' prior beliefs on their receptivity to different narrative frames (Diana Burgess)
3. Increasing ESRD Patients’ Discussion and Pursuit of Living Donor Kidney Transplantation through Communication Skills Training (Chidera Agu)

ORALS- SESSION 1F
DECISION AIDS AND DECISION MAKING (1)
Grand Ballroom IX, Level 3
Moderator: Elizabeth Kachur

1. How the degree of equipoise together with physician and patient preference influence attempts of shared decision-making in hospital encounters (Eirik Ofstad)
2. Development and evaluation of decision support for couples with hereditary cancer and child wish (Kelly Reumkens)
3. Shared decision-making and medication adherence—does length of the patient-provider relationship matter? (Antoinette Schoenthaler)
4. Conversational Inquiry: A Deweyan Approach to Shared Decision Making (Ian Hargraves)
5. Clinical decisions and shared decision making in optometric practice: A cross-sectional analysis using the Decision Identification and Classification Taxonomy for Use in Medicine (DICTUM) and grading of patient involvement (Vibeke Sundling)

ORALS- SESSION 1G
TECHNOLOGY AND COMMUNICATION (1)
Grand Ballroom X, Level 3
Moderator: Hilde Eide

1. Patient-physician communication and (in) eHealth and mHealth (Margarida Figueiredo-Braga)
2. We have HIV. It doesn’t have us: Addressing stigma through a virtual community for people living with HIV (Alison Kosmacki)
3. Primary Palliative Care Process eLearning Module (Cory Ingram)
4. What health professionals and parents saying about the HPV vaccine on Twitter (Philip Massey)
WORKSHOPS

An Effective Use of One Hour: a novel teaching technique to optimize the practice of communication skills when residents are asked emotionally charged questions (Rushad Patell, Alejandra Gutierrez, Natalie Lee, Kathleen Neuendorf)
Laurel A, Level 4

Multitasking and Mindful Practice in Electronic Health Record Use - Minimizing Missed Clues and Maximizing Engagement Opportunities (Margaret Chisolm, Neda Ratanawongsa, Fuad Bohsali)
Laurel B, Level 4

Managing evidence on communication in healthcare: An introduction to Realist Reviews (Fien Mertens, Peter Pype, Myriam Deveugele)
Laurel C, Level 4

Engaging Patients Through Listenability (Don Rubin, Tarah Knaresboro, Geri Lynn Baumblatt)
Laurel D, Level 4

SYMPOSIUM

Rethinking prognosis discussions in serious illness (Jenny Mack, Rachel Rodenbach, Ronald M. Epstein)
Kent A, Level 4

RESEARCH IN PROGRESS

SHARED DECISION-MAKING

Grand Ballroom VIII, Level 3
Moderators: Lee Sanders & Eirik Ofstad

1. "The Choice is yours" (or should be): Patient Perspectives on Reconstruction After Breast Cancer Surgery (Student authored research in progress) (Heather Smith, Liza Igenye)

2. A randomized controlled trial to improve oral information giving in shared decision-making: measurement challenges (Jenny Nordfalk)

3. Engaging Decision Partners in Cancer Patient Decisions about Clinical Trial Participation (Tamryn Gray, Marla Clayman)

4. Decision-making in the treatment of men with advanced prostate cancer - communication and organization (Mette Løwe Netsey-Afedo)

ORALS - SESSION 2A

PATIENT AND FAMILY ENGAGEMENT

Kent B, Level 4
Moderator: Susan Eggly

1. Impact of a Patient and Family- centered Transitional Care Program for Patients with Chronic Obstructive Lung Disease on Healthcare Utilization and Quality of Life: Results of the BREATHE Study (Hanan Aboumatar)

2. Patient Empowerment: Using Information Resources to Improve Health Communication (Kara Burke)

3. Engaging patients, families and professionals at the bedside using whiteboards (Rosetta Antonacci, Elaine Doucette)

4. Developmental Considerations for Patient-Provider Communication in Nephrology Care for Adolescents and Young Adults (Shayna Coburn)

5. Stoplight method: A qualitative approach for health literacy research (Kristie Hadden)

ORALS - SESSION 2B

NURSING

Kent C, Level 4
Moderator: Lee Ellington

1. StudentSPEACS (Study of Patient-Nurse Effectiveness with Assisted Communication Strategies) (Judith Tate)

2. School Nurses’ Experiences Communicating with Students about Opioid Medications (Delesha Carpenter)

3. Direct-to-Consumer Advertising Effects on Nurse-Patient Relationship, Authority, and Prescribing Appropriateness (Anna A. Filipova)

4. Nurse Socio-Relational Wellbeing and Depersonalization of Patients: Extracting Statistical and Qualitative Evidence to Shape Recommendations for Nurse Communication Training (Richard Bogue, Kimberly Carter)

5. Bedside shift report enhances patient satisfaction and improves the content of nurse-to-nurse communication (Helena Verheyen)
ORALS- SESSION 2C
HEALTH LITERACY & PROVIDER-PATIENT COMMUNICATION
Heron, Level 4
Moderator: Shonna Yin

1. Health Literacy, Medical Mistrust and Renal Patients’ Communication about Kidney Transplantation (Heather Traino, Sumaiya Nusrath)
2. Role of Discharge Plan Complexity and Parent Health Literacy in Parent Understanding and Execution of Discharge Instructions (Alexander Glick)
3. The effect of oral literacy demand on satisfaction with communication about Alzheimer’s Disease risk (Lori Erby)
4. Physicians frustrations: Juggling patient load, low-literate patients, and time constraints (Shirley Acquah)
5. Talk to Me So I Can Understand: A Residency Health Literacy Education and Quality Improvement Project (Peggy Nepps)

ORALS- SESSION 2D
INTERNET AND MOBILE TECHNOLOGY
Grand Ballroom VII, Level 3
Moderator: Carma Bylund

1. The Use of a Mobile Application to Increase Access to Interpreters for Cancer Patients with Limited English Proficiency (Lisa Diamond)
2. All About the Apps: A Theory-based Content and Design Analysis of Mobile Addiction Apps (Sojung Kim)
3. First Impressions Matter: Opportunities to Enhance the Quality of Internet Searches on Bedwetting (Kathleen Kieran)
4. Take Charge, Get Cured: The development and user testing of a culturally tailored mHealth decision tool on HCV treatment initiation for methadone patients (Sarah Bass)
5. mHealth Tool for Patient-Centered Informed Consent Communication (Fuad Abujarad)

ORALS- SESSION 2E
CRITICAL CARE & EMERGENCY MEDICINE
Grand Ballroom X, Level 3
Moderator: Sara Rubinelli

1. Preparing Families of Critically Ill Adults to Communicate with Clinicians: A Phase I Study (Alison Turnbull)
2. From Dissatisfaction to Conflicts in an Emergency Room: Analyzing Medical Complaints (Jung Hui Becky Yeh)
3. Teaching an Approach to Goals of Care Meetings in the Intensive Care Unit: Impact on Documentation (Eric Weaver)
4. Preferred use of Life Support as Reported by Proxy Decision-Makers of Critically Ill Adult Patients (Alison Turnbull)
5. Structure vs. Empathy Skills Training in Discharge Communication in the Emergency Department (Victoria Siegrist)

ORALS- SESSION 2F
PEDIATRIC CARE & PARENTAL COMMUNICATION
Grand Ballroom IX, Level 3
Moderator: Orit Karnieli-Miller

1. Disclosure of prognosis in paediatric oncology - parents’ perspectives (Aldona Katarzyna Jankowska, Maria Libura)
2. Parent-Centered Communication at Time of Pediatric Cancer Diagnosis: A Systematic Review (Cristiana Hentea)
3. Physician and Parent Discourses on Risks of Overweight and Obesity: Implications for Communication (Janice Hanson)
4. Effects of the Informed Health Choices podcast on the ability of parents of primary school children in Uganda to assess claims about treatment effects: a randomised trial (Daniel Semakula)
5. Parents’ Experiences of Communicating with their Adolescent Children about Type 1 Diabetes Self-Management Responsibilities (Caroline Rawdon)
PARALLEL SESSION 3
MONDAY, OCTOBER 9, 2017 | 3:30PM - 5:00PM

WORKSHOPS

Bedside Education in the Art of Medicine: Shining a light on what it means to be human
(Margaret Chisolm, Susan Lehmann)
Laurel A, Level 4

The Challenge of Shared Decision Making for Chronic Conditions: Lessons Learned from the ICAN Discussion Aid (Kasey Boehmer, Ian Hargraves)
Laurel B, Level 4

SYMPOSIA

Health Literacy Awareness for Healthy Europe
(Secil Ozkan, Nur Baran Aksakal, Asiye Ugras Dikmen, H. Ahmet Pekel, Mustafa Altunsoy)
Laurel D, Level 4

Nursing Research: Patient Care and Nursing Education
(Carol Howe, Danielle Walker, Joy Deupree, Jennifer Innis, Catherine Cormier)
Kent A, Level 4

RESEARCH IN PROGRESS

HEALTH LITERACY

Heron, Level 4
Moderators: Russell Rothman & Terry Davis

1. Religious Leaders as Health Literacy Stakeholders in Underserved Communities (Samantha Stanley)
2. A conceptualization of Health Literacy (HL) to guide instrument development in the Context of Asthma and COPD management (Jessica Shum)
3. Communication surrounding diagnosis of pediatric celiac disease: Opportunities to facilitate adherence to the gluten-free diet (Shayna Coburn)
4. Health Literacy in Adolescents with Sickle Cell Disease: The Influence of Caregiver Health Literacy (Elizabeth Perry Caldwell)
5. Development of a health literacy measure for limited literacy patients: the South African Health Literacy Test (SAHLT) (Chipiwa Marimwe)

ORALS- SESSION 3A
UNDERSERVED POPULATIONS AND HEALTH DISPARITIES (1)

Kent B, Level 4
Moderator: Sean Phelan

1. Contributing to a social justice framework for health literacy research and practice (Anne Marie Liebel)
2. The Implementation of a CWH-driven Communication Tool to Improve Chronic Disease Self-Management in the PCMH (Adriana Matiz)
3. Health Insurance Literacy in Connecticut: Measuring Practical Understanding Among Diverse Consumers with Private Insurance in the Access Health CT Marketplace (Denise Octavia Smith)
4. Development of a Patient Communication Intervention to Improve Clinical Trial Enrollment among Black and White Men with Prostate Cancer (Lauren Hamel)
5. Development of a bilingual clinician language proficiency testing program in an academic medical center (Leah Karliner)

ORALS- SESSION 3B
TEACHING CLINICAL COMMUNICATION SKILLS (1)

Kent C, Level 4
Moderator: Jonathan Silverman

1. Development of a Health Literacy and Women’s Health Guidelines Teaching Activity (Ellen Daley)
2. Medical Education for Shared Decision Making Embedded in the Undergraduate Curriculum: A Scoping Review (Paul Barr)
3. Using online standardized patients to develop professions: lessons learned (Manish K. Mishra)
4. What are the barriers to effective communication about therapeutic treatment for schizophrenia? (Carmel Loughland)
5. Anesthesiologists’ ethical dilemma: How and when to treat the pain and complete the informed consent? (Mollie Ruben, Danielle Blanch-Hartigan)
ORALS - SESSION 3C
HEALTH LITERACY AND TECHNOLOGY
Grand Ballroom VII, Level 3
Moderator: Lee Sanders

1. E-Health for women: a web tool designed to inform women of individualized health recommendations (Keren Greenberg)
2. Integrating Health Literacy into the Show-Me ECHO Project (Stanton Hudson, Ioana Staiculescu)
3. Hashtag #healthliteracy: A study of health literacy tweets on Twitter (Jennifer Manganello)
4. Level of health literacy not a barrier to use of technology for health learning (Hanna Vollbrecht)
5. Perceived and Performed e-Health Literacy: Survey and Simulated Performance Test (Orna Baron-Epel)

ORALS - SESSION 3D
GENETICS/GENOMICS
Grand Ballroom VIII, Level 3
Moderator: Christy Ledford

1. Breaking the news of genetic disorder. The experience of Polish parents and carers (Aldona Katarzyna Jankowska, Maria Libura)
2. Involving stakeholder groups in discussions about personalized medicine and genomic testing: A patient and family forum approach (Yulia Strekalova)
3. Preferences of patients tested for Lynch syndrome and their family members for interventions to improve family communication of genetic information (Kimberly Kaphingst)
4. Healthcare communication meets precision medicine: Considering patient race in genomics-oriented interactions (Susan Persky)
5. Frequency, Context and Correlates of Complementary and Alternative Medicine Discussions in Oncology Practice: A Multi-Center Study (Jon Tilburt)

ORALS - SESSION 3E
PALLIATIVE CARE AND END OF LIFE ISSUES
Grand Ballroom IX, Level 3
Moderator: Jenni Levy

1. Through Our Own Looking-Glass: A Framework and Decision Aid for Teaching Families to Articulate How They Make Decisions and How They Build Consensus in End-of-Life Caregiving (Jennifer Freytag)
2. The Prevalence and Determinants of Feeling Completely Heard and Understood Before and After Palliative Care Consultations (Luke Ingersoll)
3. Communication problems in palliative care: removing futile therapies (Peter Pype)
4. Finding Concordance in End-of-Life Care Decisions: Lessons from Hospice Admission Nurses (Carey Candrian)
5. Types of Prognosis Talk in Palliative Care Consultations and Associated Changes in Quality of Life (Luke Ingersoll)

ORALS - SESSION 3F
SURGERY
Grand Ballroom X, Level 3
Moderator: Rick Street

1. Patient-initiated additional concerns in general surgery visits (Anne White)
2. A Qualitative Exploration of Disruption in the Presurgical Consent Visit for Patients Undergoing Major Surgery for Advanced Cancer (Sarina Isenberg)
3. Communication and shared decision-making for surgical treatment of snoring in children: A qualitative content analysis (Emily Boss)
4. Attitudes and Habits of High Humanistic Surgeons (Robert A. Swendiman, Carol M. Chou)
5. Aligning Expectations: A Workshop to Improve Communication During Surgical Informed Consent (Adena Cohen-Bearak)
## POSTER SESSION II

**MONDAY, OCTOBER 9TH | 5:00PM - 6:30PM**

GRAND BALLROOM I-IV & GRAND FOYER WEST, LEVEL 3

### SELECTIONS FROM TOP 10 POSTERS (2)

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<td>Mothers Improve a Pediatric Maternal Depression Care Intervention</td>
<td>Erik Fernandez y Garcia</td>
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<td>Do End of Life Treatment Preferences Drive Goal Communication in Palliative Care?</td>
<td>William P. Schrock</td>
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<td>Communications about Complimentary and Alternative Medicine (CAM) in US cancer visits conducted in English, Spanish and with interpreters</td>
<td>Debra Roter</td>
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<td>An Assessment of Health Literacy and Pap Testing among U.S. Women</td>
<td>Erika Thompson</td>
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<td>Transforming Healthcare: A Framework for Implementation though Attention to Values</td>
<td>Elizabeth A. Rider, Suzanne Kurtz, William T. Branch, Jr., H. Esterbrook Longmaid, III</td>
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<td>6</td>
<td>Nurturing Safe, Caring Organizational Cultures: A Faculty Fellowship for Leaders in Collaborative and Humanistic Interprofessional Education</td>
<td>Elizabeth A. Rider, William T. Branch, Jr.</td>
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<td>Verbal handover practice using SBAR modility among Pediatric residents in ACGME-I program : how we can make it better?</td>
<td>Manasik Hassan</td>
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<td>Measuring the adequacy of Residents written Handover in ACGME-I pediatric residency program</td>
<td>Hamad medical corporation, Qatar (Manasik Hassan)</td>
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<td>Interprofessional educational activity for health care students during a surgical intensive care experiential rotation</td>
<td>Candace J. Smith</td>
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<td>10</td>
<td>Failure to communicate: Effects on an organizational cultural change effort</td>
<td>Emily Morrison</td>
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### HEALTH LITERACY AND NUMERACY

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<td>The development and psychometric testing of the Health Literacy Knowledge, Application and Confidence Scale (HLKACS)</td>
<td>Marguerite DeBello</td>
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<td>The relations of subjective social status, physical activity, and subjective social status to health-related quality of life</td>
<td>Annabeth Johnson, Mary Goodyear</td>
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<td>Evaluation of alternate short forms of the Rapid Estimate of Adult Literacy in Medicine (REALM)</td>
<td>Hye Jeong Han</td>
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<td>Curricula to teach evidence based medicine: a scoping review</td>
<td>Anke Steckelberg</td>
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<td>Bridging the Gap to Deliver Culturally Competent, Health Literate Care</td>
<td>Stephanie Burke, Lyndsey Clark, Sofia Gondal</td>
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<td>Health Literacy and Everyday Life Information Seeking: Do Patients with Low Health Literacy Encounter Less Health Content in their Daily Lives?</td>
<td>Sara Champlin</td>
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<td>The impact of health literacy, diabetes knowledge, self-efficacy and family support on self-management of diabetes</td>
<td>Eva Yuen</td>
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<td>Multidisciplinary comparison of mental health literacy among health professional student</td>
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<td>Health Literacy Concerns among Individuals with Disabilities: A HINTS Analysis</td>
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<td>Research: development and validation of the breast and cervical cancer literacy measure for egyptian females</td>
<td>Asmaa Abdelnaby</td>
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<td>Recognizing the Impact of Unconscious Bias on Health Literacy &amp; Transforming Person-Centered Care</td>
<td>GeNita Finley, Veronica Andrews, Kim Bullock</td>
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<td>22</td>
<td>Health Literacy Awareness for Healthy Europe (HEAL EU)</td>
<td>Mustafa Altunsoy, Hansa Aktas</td>
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23. Health Literacy in Portugal: the role of Clinical Communication in a network intervention (Margarida Figueiredo-Braga)

24. Effective Cancer Risk Communication to Prevent Disparities in the Era of Precision Medicine (Galen Joseph)

25. Patient Health Literacy Screening: An Informatics Approach (Kristie Hadden, Latrina Prince)

UNDERSERVED POPULATIONS AND HEALTH DISPARITIES

26. Health literacy intervention to improve diabetes outcomes among rural primary care patients (Kristie Hadden, Latrina Prince)

27. Effect of Early Pediatric Disability Exposure in Medical Education (Jennifer Mendez)

28. Communicating with patients about diabetes health disparities: Perspectives from primary care residents (Marion Davis)

29. Demographic and Psychosocial Factors Associated with Health Literacy in a Community-Based Sample of Older Blacks (Stacy Davis)

30. Health Literacy, Depression, and Diabetes Self-Care Activities Among Low-Income Patients with Type 2 Diabetes in a Community Clinic Setting (Miyong Kim)

31. Attitudes, Beliefs, and Barriers in ACP: A Preliminary Look at the Views of African American Parishioners (Danetta Sloan, Darriel Harris, Tamryn Gray)

32. Improving health literacy using information technology (Sivan Saraswathy)

33. The State of Communication in Healthcare for Limited English Proficient Populations (Suzanne duMont-Perez)


35. Bridging the Gap between Diagnosis and Intervention in Children of Color with Autism and Special Needs: Exposing Challenges Black Male Caregivers Face to Provide Adequate Health Services (Nazifa Rahman, He Zhou, Beau Hunsinger, Gais Taret, Kim Bullock)

36. Interpreter Service Utilization: A Needs Assessment (Ayla Pelleg)

37. Barriers in healthcare communication among international students studying in USA (Ramy Shaaban)

TEACHING CLINICAL COMMUNICATION SKILLS

38. Teaching Relationship-Centered Care: A Qualitative Analysis of What is Most Important (Elizabeth A. Rider, Elaine C. Meyer)

39. Documenting Alcohol Use: It’s Time to Update Your Questioning (Bridget Calhoun)

40. Breaking Bad News: Equipping Our Future Physicians with Compassionate and Empathic Communication Skills (Kelly McKnight)

41. 6 month review of experiential learning of Complex Clinical Communication (Deborah Critoph)

42. Teaching communication skills in an undergraduate interprofessional workshop (Mirjam Körner)

43. Training physicians to use an encounter decision aid in routine gynecology: Impact on knowledge, attitudes, and intentions (Tina Foster)

44. Communication of Pediatric Cancer Diagnoses: The Experiences of Caregivers, Patients, and Providers (Wynne Callon)

45. Integrating Patients in Patient-Centered Communication Training for Surgical Residents: A Simulation-Based Curriculum (Anna Newcomb, Denise Mohess)

46. Communication and team building using the book "Zoom" among future health care providers (Emily Ambizas)

47. Perceptions, attitudes, and beliefs of health care providers about opioids CE training (Ogochukwu Agajelu)

48. Teaching Communication Skills in Urology Residency Programs: A Missed Opportunity for Improvement? (Kathleen Kieran)

49. Teaching Palliative Communication: An Interdisciplinary Approach (Michael Pagano, Eileen O'Shea)

50. On the Inner Life of Physicians and Humanistic Aspects of Medicine: Analysis of Family Medicine Residents’ Written Reflections (Ashley Duggan)
### BASIC AND APPLIED COMMUNICATION RESEARCH IN HEALTHCARE

| 51. | Operating in the dark: Nursing challenges when communicating about worsening prognosis or end of life (Mollie Canzona) |
| 52. | Pharmacogenetic testing in adolescent psychiatry: Provider attitudes and communication support needs (Amanda Kastrinos) |
| 53. | Perceptions of Sexual and Reproductive Health Communication between Providers and College Students (Cheryl Vamos) |
| 54. | Virtual Reality in Healthcare Communication Research (and Practice) (Susan Persky) |
| 55. | Internet Resources Awareness, Accessibility and Utilization by Stakeholders of Medical Journals in Southwest Nigeria (Osarobu Igudia) |
| 56. | Young adults’ assessment of HPV messaging (Karishma Chatterjee) |
| 57. | Cancer information seeking and self-reported health behavioural outcomes in the older British public (Christian von Wagner) |

### COMMUNICATION IN QUALITY AND SAFETY

| 58. | The State of Patient Experience: A Conversation for Action & Outcomes (Stacy Palmer) |
| 59. | Communicating about Goals of Care with Hospitalized Patients: Perspectives of Rapid Response Team Nurses (Michael Huber) |
| 60. | Assessing the Length and Readability of Medication Guides for 2011 and 2015 New Molecular Entity Drug Products: Preliminary Findings (Paul R. Jones) |
| 61. | Development and Pilot-test of an Electronic Health Record-based Medication Complete Communication (EMC2) Strategy to Promote Safe Medication Use (Guisselle Wismer) |

### SHARED DECISION MAKING

| 62. | Let’s Talk about Complementary/Integrative Therapies: Physician Assistant Perspectives on Clinical Dialogues (Shyla Earl) |
| 63. | The varied roles of knowledge in the patient-clinician dyad: A qualitative study of patient and clinician goals for treatment of rheumatoid arthritis (Jennifer Barton) |
| 64. | Is there a need for a Patient decision Aid in a Danish Spine Surgery Clinic (Anette Stolberg Kargo) |
| 65. | Healthcare Options for People Experiencing Depression (HOPE*D): The development and pilot testing of an encounter-based decision aid for use in primary care (Paul J. Barr) |
| 66. | How participatory Action Research changed our view on the communication challenges in Shared Decision Making (Jette Ammentorp) |
| 67. | Teaching a Shared Decision-Making Approach to Colorectal Cancer Screening (Jaya Mathur, Courtney Schrock) |
| 68. | A three-talk model for shared decision making: a revision (Michelle Dannenberg) |
| 69. | Implementing a Shared Decision Making tool in diverse U.S. healthcare systems: it takes champions and integration (Kasey Boehmer) |

### PATIENT PARTICIPATION AND EMPOWERMENT

| 70. | Contextualizing Chronic Care: A pilot study of the ICAN Discussion Aid (Kasey Boehmer) |
| 71. | Uncovering older patients’ perceptions about hand washing requests (Rachel Damiani) |
| 72. | Patient interest in and acceptability of biological assessment of medication adherence (Sehr Faltin) |
| 73. | Interaction between providers and patients during mechanical ventilation in Intensive Care Unit’s (ICUs) (Marte-Marie Karlsen) |
74. Open Recordings. A Case Study of U.S. Clinics that Routinely Offer Patients Recordings of Office Visits (Paul J. Barr)

75. Patient-clinician communication during ward rounds (Victoria Walton)

76. Effects of the Informed Health Choices primary school intervention on the ability of children in Uganda to assess the reliability of claims about treatment effects: a cluster-randomised trial (Allen Nsangi)

77. Clinical Communication and digital media based-solutions in depression (Margarida Figueiredo-Braga)

78. Before Surgery: Using High-Fidelity Simulation Education Improves Patient Satisfaction, Knowledge and Reduces Anxiety (Bonnie Haupt)
Patients treated by female physicians live longer and have lower readmission rates than patients treated by male physicians. One element that differs between female and male physicians is the extent to which they provide patient-centered care. Women doctors communicate in a more patient-centered way than male doctors and research shows that patient-centered communication is key for achieving positive consultation outcomes. Paradoxically, patients do not report higher satisfaction with female physicians than with male physicians. Why have patients not caught up with the documented benefit of consulting with a female doctor? One reason is that stereotypes about women and especially about women in leadership positions - such as being a doctor - affect the expectations we have towards these men and women. Consequently, the same behavior is perceived and evaluated differently depending on whether it is shown by a woman or by a man doctor. I will illustrate all of these points with research stemming from my laboratory and connect the results and research questions to the gender stereotype literature. I will also present recommendations on how to train female & male physicians in the future.

Learning objectives: The audience will have an understanding of how female and male doctors behave towards their patients and how patients perceive and evaluate their doctors depending on gender. Also, attendees will experience their own gender stereotypes and how these can affect their judgements. Attendees will be able to analyze the specific situation of female doctors on the background of the gender stereotype literature and will learn how stereotypes can be counteracted. This enables the attendees to draw conclusions and develop innovative approaches towards training of female and male physicians.

MARIANNE SCHMID MAST, PHD
PROFESSOR OF ORGANIZATIONAL BEHAVIOR, UNIVERSITY OF LAUSANNE, SWITZERLAND
Marianne Schmid Mast is full professor of Organizational Behavior at the Faculty of Business and Economics at the University of Lausanne in Switzerland. After having received her PhD in Psychology from the University of Zurich, she pursued her research at Northeastern University in Boston (USA). She then held positions as assistant professor in Social Psychology at the University of Fribourg in Switzerland and she was a full professor at the Department of Work and Organizational Psychology at the University of Neuchatel, Switzerland. Her research addresses how individuals in work relationships interact, perceive, and communicate (verbally and nonverbally), how first impressions affect interpersonal interactions and evaluations, how people form accurate impressions of others, and how physician communication affects patient outcomes. In her research on physician-patient communication, she focuses on how female and male doctors behave differently and how they are perceived and evaluated differently by their patients. She uses immersive virtual environment technology to investigate interpersonal behaviour and communication as well as computer-based automatic sensing to analyse nonverbal behaviour in social interactions. She is currently an Associate Editor of the Journal of Nonverbal Behavior and in the Editorial Board of the journal Leadership Quarterly. Marianne Schmid Mast is a former member of the Swiss National Research Council and acted as president of the Swiss Psychological Society.
PARALLEL SESSION 4
TUESDAY, OCTOBER 10, 2017 | 10:30AM - 12:00PM

WORKSHOPS

Coding Nonverbal Behavior in Clinical Interactions: A Workshop
(Danielle Blanch-Hartigan, Mollie Ruben, Judith Hall, Carma Bylund)
Laurel A, Level 4

Early Intervention: Self-Awareness & Reflection Skills in Professional Education
(Elizabeth Ross, Anne Derouin)
Laurel B, Level 4

SYMPOSIA

The impact of health literacy on medication understanding and use
(Elizabeth Unni, Olayinka Shiyanbola, Laurie Myers, Dawn Harris)
Laurel D, Level 4

Sharing Decision Making: Context is Everything
(Kathleen Mazor, Barry Saver, Arwen Pieterse, Dan Matlock, Andy Tan)
Kent A, Level 4

RESEARCH IN PROGRESS
CROSS-CULTURAL COMMUNICATION & PATIENT PERSPECTIVES
Kent B, Level 4
Moderators: Evelyn van Weel-Baumgarten & Kenzie Cameron

1. Socio-cultural influences to the integration of Oral PrEP into SRH services for young women at high risk of HIV infection in KwaZulu-Natal, South Africa (Phiwe Nota)
2. Development and test of culturally competent training simulations on effective hand-off communication processes (Jessica Wendorf Muhamad)
3. What's your story?: Using a novel approach to explore the extent to which staff and young people can contribute to the design of mental health services for young people who offend (Melissa Girling)
4. It is so hard communicating [healthcare providers] really need to listen to what the person is saying, not what they think they're saying. A qualitative study of people’s experiences of living with severe asthma (Daniela Eassey)
5. Identifying Differences in Structure and Content of Medical Conversations With and Without Interpreters (Kathleen Kieran)

ORALS- SESSION 4A
EMRs AND PATIENT PORTALS
Kent C, Level 4
Moderator: Cleveland Shields

1. Patients, oncologists and medical informaticists’ perspectives of delivering diagnoses via patient portals in oncology (Jordan Alpert)
3. How does professionals’ happiness and burnout affect their satisfaction with Electronic Medical Records (EMR)? (Margarida Figueiredo-Braga)
4. Changes in Provider Communication Styles in First Obstetric Visits after Electronic Medical Record Implementation (EMR) (Judy Chang)
5. Impact of Faculty Communication Skills Training on Patient Satisfaction with Provider EMR Use (Lolita “Maria” Alkureishi)

ORALS- SESSION 4B
TOP 10 (SESSION 2)
Heron, Level 4
Moderator: Richard Bogue

1. The promise and pitfalls of mobile apps in prenatal care (Christy Ledford)
2. Nonverbal Convergence Mediates Racial Attitudes and Outcomes in Racially Discordant Oncology Interactions (Lauren Hamel)
3. Addressing Resident Physician Burnout and Depression Using Peer Support (Brenda Lepisto)
4. Communication Failure and Patient Outcomes: Context and Conceptualization Matter (Elizabeth Umberfield)
5. Providers’ moral discourse in caring for patients with HIV (Gemmae Fix)
ORALS- SESSION 4C
MEDICAL STUDENT / HEALTH PROFESSIONAL STUDENT EDUCATION
Dover A-B, Level 3
Moderator: Monica Broome

1. A novel observed structured clinical examination (OSCE) case to assess medical students’ unnecessary test utilization and communication skills (Sandra Oza)

2. Medical students’ attitudes and patient-centered communication with higher weight patients (Sean Phelan)

3. Evaluating medical students’ knowledge of and attitudes towards shared decision-making: a multinational cross-sectional study (Paul Barr)

4. Beyond words: What can help first year medical students practice effective empathic communication? (Jennifer Plotkin)

5. Training Health Professional Students in Motivational Interviewing: Building Capacity for Health Behavior Change (Beth A. Martin)

ORALS- SESSION 4D
HEALTH LITERACY, UNDERSERVED POPULATIONS & HEALTH DISPARITIES (II)
Grand Ballroom VII, Level 3
Moderator: Terry C. Davis

1. A descriptive analysis of the health literacy levels of HIV infected women in Baltimore, Maryland (Joycelyn Cudjoe)

2. Ethnic differences in health literacy among young adults in Amsterdam (Lola Eshuis, Eva Cohen)

3. Interactive Health Literacy Skills of Deaf and Hearing College Students: The Role of Accessing Indirect (Incidental) Health Information (Jessica Cuculick, Sarah Kimbley, Victoria Popov)

4. Double Jeopardy- the role of language discordance and hearing loss on health literacy and health information accessibility among Deaf individuals (Michael McKee)

5. Refugees experiences of health information in the civic orientation - Health literacy does matter (Josefin Wangdahl)

ORALS- SESSION 4E
SHARED DECISION MAKING IN CANCER CARE
Grand Ballroom VIII, Level 3
Moderator: Ronald Epstein

1. Use and Usefulness of the “Know Yourself” Tool in Outpatient Cancer Care (Pooja Yesantharao, Zackary Berger, Alice Zhou)

2. Biomarker CA125: To monitor or not for relapse of ovarian cancer? Development of a decision aid to help patients make the decision (Anette Kargo)

3. Evaluating the shared decision-making process in older patients with colorectal or pancreatic cancer (Noralie Geessink)

4. A Comparison of Decision Role Concordance between Breast and Prostate Cancer Patients (Cindy Matsen)

5. Impact of decision partner presence on decision discussions in metastatic breast cancer oncology visits (Marla Clayman)

ORALS- SESSION 4F
TEAM AND INTERPROFESSIONAL COMMUNICATION (II)
Grand Ballroom IX, Level 3
Moderator: Elaine Meyer

1. The Role of Medical Social Workers in Cancer Clinical Trials Teams: A Case Study of Multidisciplinary Perspectives (Emily Peterson)

2. Telehealth handover: improving inter-facility communication and relationships in trauma recovery (Jessica Dawber)

3. Multidisciplinary team meetings at medical oncology departments: an observational study on communication and the impact of organisational structures (Melissa Horlait)

4. Use of virtual reality to practice team communication (VirSam) (Aslak Steinsbekk)

5. Building a health literacy network in Ontario, Canada (Farrah Schwartz)
INTEREST GROUPS

TUESDAY, OCTOBER 10, 2017 | 12:30PM - 1:30PM

Interest groups are gatherings of individuals with similar interests and needs for sharing ideas and/or resources or to initiate or continue collaborative work. Interest groups provide opportunities for open discussion and creativity in a more informal and less structured setting.

Interest groups will be held in conjunction with lunch on Tuesday. Attendees are urged to pick up food from the dining area and take it with them to the interest group room, as outlined below, for which they would like to participate.

Calling all nurses: Interested in starting your own health literacy initiative?
(Joy Deupree)
Grand Ballroom VII

Express Rather than Impress:
Discussing Challenges in a Peer-group of Early Career Researchers
(Kasey Boehmer, Jennifer Barton, Tabor Flickinger, Eirik Hugaas Ofstad)
Grand Ballroom VIII

Integrating communication as a core skill in the curriculum for medical oncologists
(Melissa Horlait, Mark Leys)
Grand Ballroom IX

Youth Health Literacy
(Karen D. Barton)
Dover A-B

Supporting Informal/Family Caregivers
(Geri Lynn Baumbllatt)
Grand Ballroom III

Communication in a Multi-cultural Healthcare Environment
(Carma Bylund, Manasik Hassan)
Grand Ballroom II

The ACH Research Committee is pleased to announce the 2017 Putnam Scholars:

Traci Kazmerski, MD, MS, Boston Children’s Hospital

Nynikka Palmer, DrPH, MPH, University of California, San Francisco

The Academy of Communication in Healthcare created the Putnam Scholars Program (PSP) to realize the vision of its co-founder, Dr. Samuel Morse Putnam. The PSP supports health communication scholars and educators who have an interest in developing a career in health communication research or education.

Putnam Scholars receive mentorship from senior health communication scholars & practitioners, networking opportunities withing the ACH community & professional development in health communication.

To learn more about the Putnam Scholars Program, visit ACHonline.org.
PARALLEL SESSION 5
TUESDAY, OCTOBER 10, 2017 | 1:45PM - 3:15PM

WORKSHOPS

Genomic Literacy
(Sunil Kripalani, Kimberly Kaphingst)
Laurel A, Level 4

Participant Role-play in Experiential Communication Teaching
(Marcy Rosenbaum, Jonathan Silverman, Alan Rubin)
Laurel B, Level 4

Assessing Inter-provider communication skills
(Joshua Davis, Meghan Lane-Fall)
Laurel C, Level 4

Co-constructing the New Normal of Chronic Illness:
Designing adaptive interactions for patient and family engagement
(Carey Candrian, Kelly Arora)
Laurel D, Level 4

SYMPOSIUM

I Can't and I Won't: Engaging Clinicians in Change
(Howard Beckman, Richard Frankel, Pål Gulbrandsen, F. Daniel Duffy)
Kent A, Level 4

ORALS- SESSION 5A
LEP & CROSS-CULTURAL COMMUNICATION
Kent B, Level 4
Moderator: Evelyn van Weel-Baumgarten

1. In Search of a Medical Home: Empowering Muslim Communities Through Culturally-Responsive Peer Education (LaShaune P. Johnson)
2. Heart Healthy Integrative Nutritional Counseling (H2INC): Creating a Chinese Medicine + Western Medicine Patient Education Curriculum for Chinese Americans with Heart Disease (Evelyn Ho)
3. Supply and Demand: Association between of Non-English Language Speaking First Year Resident Physicians and Areas of Need in the United States (Lisa Diamond)
4. The Utility of Cultural Advocates to Address Common Health Care Barriers Encountered by LEP Patients in a Student-Run Clinic (Gabrielle Hassinger)
5. An interdisciplin ary approach to incorporating patient-centred communication in medical interpreting education (Shuangyu Li)

ORALS- SESSION 5B
HEALTH LITERACY, SHARED DECISION-MAKING & PATIENT ENGAGEMENT
Kent C, Level 4
Moderator: Arwen Pieterse

1. Health literacy and treatment decision-making among French breast cancer patients (Youssoufa M. Ousseine)
2. Enhancing health literacy through SDM training: exploring skill development among lower literacy participants (Danielle Muscat)
3. Health Literacy Beyond the Individual: A Meta-Narrative Review of Six Emerging Research Traditions (Tetine Sentell)
4. Health literacy and quality of cancer care: Findings from a survey of newly diagnosed colorectal cancer patients (Rebecca Moultrie)
5. Are internal and external locus of control determinants in the relationship between health literacy and self assessed health? (Orna Baron-Epel)

ORALS- SESSION 5C
HEALTH LITERACY MEASUREMENT/RESEARCH METHODOLOGY (I)
Dover A-B, Level 3
Moderator: Lori Erby

2. Test-retest reliability of the Newest Vital Sign health literacy instrument: in person and remote administration (Andrea Russell)
3. Demonstrating an easy-to-use, valid, and reliable measure of cancer health literacy (Robin Matsuyama, Laura A. Cartwright)
4. How is nutrition literacy measured? A review and critical appraisal of existing instruments (Eva Yuen)

5. Comparisons of associations of two different kinds of health literacy measures: a comprehensive subjective self-perceived health literacy questionnaire (HLS-EU-Q47) and an objective test of functional health literacy (Newest Vital Sign Test - NVS) using the European Health Literacy Survey (HLS-EU) (Juergen Pelikan)

ORALS- SESSION 5D
DIABETES
Heron, Level 4
Moderator: Gregory Makoul

1. Searching for Shared Decision Making in the Talk of Diabetes Primary Care Visits: A Mixed Methods Study (Charlene Pope)

2. Evaluation of Clinical Pharmacists and Community Health Workers in High Risk Patients’ with Type 2 Diabetes (Lisa Sharp)

3. Newspaper Coverage of Innovative Diabetes Treatments: A Quantitative Assessment of References to Observed Clinical Effects (Hans Vehof)

4. Diabetes Behavioral Goal Setting: The Role of Provider Reinforcement (Andrea Wallace)

5. Family Communication about Type 1 Diabetes Management at Adolescents’ Outpatient Clinic Consultations (Caroline Rawdon)

ORALS- SESSION 5E
TEACHING CLINICAL COMMUNICATION SKILLS (II)
Grand Ballroom VII, Level 3
Moderator: Janice L. Hanson

1. Teaching Clinical Communication Skills: A Model of Multidisciplinary Collaboration (Valerie Terry, Ignacio Escobedo)

2. Teaching patient-centered interviewing skills using immersive online simulations: A randomized controlled trial (Stacey Kaltman)

3. A Collegial and Practice-based Physician Communication Coaching & Consultation - Preliminary Findings of Its Effectiveness at Mount Sinai Health System (Yosuke Chikamoto)

ORALS- SESSION 5F
UNDERSERVED POPULATIONS AND HEALTH DISPARITIES (II)
Grand Ballroom VIII, Level 3
Moderator: Som Saha

1. OpenNotes and Vulnerable Patients: How important is reading notes to engage different patient populations? (Hannah Chimowitz)

2. Relationships between perceptions of provider communication, experiences of discrimination in healthcare, satisfaction with care, and chronic pain among lesbian, gay, bisexual, and transgender (LGBT) military veterans (Mollie Ruben)

3. When trust is not enough: A serial mediation model explaining the effect of race identity on intention to participate in clinical research (Yulia Strekalova)

4. Strategies to Improve Repeat CRC screening using the FIT in Rural Community Clinics (Connie Arnold)

5. Biobanking and clinical trials: Understanding and acceptance of safety-net patients, primary care providers and minority groups (Terry Davis)

ORALS- SESSION 5G
PRIMARY CARE
Grand Ballroom IX, Level 3
Moderator: Kimberly Gudzune

1. Time management and agenda setting behaviors in primary care conversations (Michael Farrell)

2. Does negotiation about opioids affect patient experience ratings in primary care? (Stephen Henry)

3. Student Perceptions of Patient Interactions in Longitudinal Primary Care Clerkships (Kenzie Cameron)

4. Patient-Centered Approaches to Addressing Obesity in the Community: acknowledging stigma and improving primary care (Richard White III)

5. Do healthy adults want to discuss the end-of-life with their family physician? (Peter Pype)
PARALLEL SESSION 6
TUESDAY, OCTOBER 10, 2017 | 3:30PM - 5:00PM

WORKSHOPS

Reclaiming Meaning and Reducing Burnout by Making Empathic Connections with Patients
(Auguste Fortin, Brenda Lepisto, Robert Smith, Richard Frankel, Francesca Dwamena)
Laurel A, Level 4

Research through intervention - experiences of using new innovative research methods to improve patient-centred communication
(Jette Ammentorp, Anne-Mette Honoré Graulsund, Maiken Wolderslund, Karin Waidtløw)
Grand Ballroom VIII, Level 3

Narrative accountability: promoting ethical use of stories in healthcare practice and education
(Lara Nixon, Martina Kelly)
Laurel C, Level 4

SYMPOSIUM

Consenting to Big Surgery: What patients, family members and surgeons want, what they say, and how satisfied they are with preoperative surgery visits
(Sarina Isenberg, Debra Roter, Norah Crossnohere)
Kent A, Level 4

ORALS- SESSION 6A
HIV, HPV AND REPRODUCTIVE HEALTH
Kent B, Level 4
Moderator: Michael Farrell

1. Predictors of information seeking about the HPV vaccine from peers among college-going young adults in the United States (Karishma Chatterjee, Chyng-Yang Jang, Charla Markham Shaw)

2. What is in the box? A pilot study on doctor-couple communication in actual assisted reproductive technology visits (Lidia Borghi, Elena Vegni)

3. An examination of patient-centered communication in HIV specialty care clinical encounters (Gemmae Fix)

4. Negative attitudes of health care workers in clinics as barriers to contraceptive use among adolescent girls in KwaZulu-Natal, South Africa: A case study of the ZAZI-Know Your Strength Health Campaign (Yonela Vukapi)

5. Reproductive Decision-Making and the Zika Virus: An Application of Healthy Literacy (Erika Thompson)

ORALS- SESSION 6B
TEAM AND INTERPROFESSIONAL COMMUNICATION (III)
Kent C, Level 4
Moderator: Eirik Ofstad

1. Communication between Health Professionals in Incident Analysis: A Communication Theory Accommodation Approach (Elizabeth Blackwood)

2. What about inter-professional communication? Health care professionals' experiences with palliative patients' transfers: a focus group study (Fien Mertens)

3. Team coaching in health care - Concept and evaluation results (Mirjam Körner)

4. Assessing Communication and Teamwork during Pre-Licensure Interprofessional Simulation (Stacy L. Lutter, Kelli Masters, Michael A. Bohrn)

5. Organizational Citizenship in Hospital Medical Teams: The Liked and Disliked Physician Colleague (Stacey Passalacqua)

ORALS- SESSION 6C
MEDICATIONS
Dover A-B, Level 3
Moderator: Delesha Miller Carpenter

1. Exploring Patient Awareness and Perceptions of the Appropriate Use of Antibiotics: A Mixed-Methods Study (Marion Davis)

2. Not a magic pill: Provider perspectives on barriers to antibiotic prescribing in the outpatient setting (Traci Yates)
3. “I’m keeping them just in case”: Patients’ rationale for retaining leftover opioid pills (Danielle McCarthy)

4. Perhaps not so different after all: Qualitative exploration of medication adherence themes among primary care clinic and emergency department patients (Candace McNaughton)

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ORALS- SESSION 6D
OTHER COMMUNICATION-RELATED TOPICS (I)
Heron, Level 4
Moderator: Jenni Levy

1. Culturally-tailoring a Communication Intervention for Advance Care Planning with Alaska Native and American Indian People in Primary Care (Jennifer Shaw)
2. The Impact of Health Literacy on Differential Item Functioning of PROMIS Depression and Anxiety Short Forms (Bayley Taple)
3. Uncertainty Tolerance: A Systematic Review of Health and Healthcare-related Outcomes (Paul Han)
4. Translating Patient-Centered Outcomes Research for the Public: Lessons Learned (Maureen Maurer)
5. Learning Communities in Tromsoe (Ragnar Joakimsen)

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ORALS- SESSION 6E
COMMUNICATION AND EMOTION
Laurel B, Level 4
Moderator: Lee Ellington

1. Does silence speak louder than words? The influence of oncologists’ emotion-oriented communication on (analogue) patients’ information recall and emotional stress (Leonie (N.C.) Visser)
2. Therapeutic Radiographer responses to emotional talk in breast cancer patients undergoing radiotherapy: A longitudinal multi-level sequential study (Gerry Humphris)
3. The function of expressions of positive emotions from older people and nursing staff in home healthcare visits (Lena Heyn)
4. How to address cancer patients’ emotions during consultations? Views of oncologists and patients. (Leonie (N.C.) Visser)
5. Emotional communication in home healthcare; Comparing nursing staffs responses to older peoples Cues and Concerns in two Scandinavian countries (Hilde Eide)

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ORALS- SESSION 6F
PATIENT AND FAMILY ENGAGEMENT (II)
Grand Ballroom IX, Level 3
Moderator: Joy Deupree

1. A very good thing to try, absolutely. Interviews about patient activation and engagement with health professionals in two established accountable care organizations (Manish K. Mishra)
2. A brief video designed to encourage patients’ communication with physicians: Results from a randomized controlled trial (Howard S. Gordon)
3. We Want to Know: Patient Comfort Speaking Up About Breakdowns in Care and Patient Experience (Kimberly Fisher)
4. A Consolidated Model of Patient Engagement (Katherine Treiman)
There is compelling evidence that the quality of social relationships between individuals and groups impact health. This lecture will provide a review and a perspective on what we know about the role of relationships and social interactions across racial, ethnic, and socioeconomic differences in our society, using relationships in health care and health system-community partnerships as examples. Dr. Cooper will then discuss how relationships enhance the journey from health disparities - between socially advantaged and disadvantaged groups - to health equity. She will explore how health communication researchers can broaden their engagement and collaborations across scientific disciplines, societal sectors, and diverse communities – contributing to the creation of a healthier and more just society.

LISA COOPER, MD, MPH
PROFESSOR OF MEDICINE, JOHNS HOPKINS UNIVERSITY

About Dr. Cooper: Dr. Lisa Cooper is the James F. Fries Professor of Medicine, a Johns Hopkins University Bloomberg Distinguished Professor, and Vice President of Health Care Equity for Johns Hopkins Medicine. She also holds primary appointments in the Johns Hopkins University School of Medicine and Bloomberg School of Public Health and a joint appointment in the Johns Hopkins School of Nursing. Dr. Cooper was born in Liberia, West Africa, where she witnessed the effects of social deprivation on the health of many of her fellow countrymen and developed the passion for her career in medicine and public health.

A general internist, social epidemiologist, and health services researcher, and the author of over 170 research articles and several book chapters, Dr. Cooper has been the principal investigator of grants from NIH, AHRQ, PCORI, and several private foundations. Her research focuses on the effectiveness of behavioral interventions enhancing physician communication skills, health professional cultural competence, and patient shared decision-making and self-management skills to improve health outcomes and reduce racial and income disparities in healthcare. She also has a Mid-Career Investigator Award for Patient-Oriented Research in Cardiovascular Health Disparities from the National Heart, Lung, and Blood Institute and has been a devoted mentor to more than 50 junior faculty, post-doctoral fellows, residents, public health, nursing, and medical students, undergraduates, and high school students seeking careers in medicine, nursing, and public health.
PARALLEL SESSION 7
WEDNESDAY, OCTOBER 11, 2017 | 10:30AM - 12:00PM

WORKSHOPS

In-encounter Prototyping in the Development of Shared Decision Making Interventions
(Kasey Boehmer, Ian Hargraves)
*Laurel A, Level 4*

Writing the Clinician's Tale: Sharing Stories and Publishing Your Narratives
(Elizabeth Rider, William T. Branch, H. Esterbrook Longmaid III)
*Laurel C, Level 4*

SYMPOSIA

Communication of cancer-related genetic and genomic information to patients: a scoping review
(Kimberly Kaphingst, Wen-Ying Chou, Emily Peterson)
*Laurel D, Level 4*

Nutrition & Health Literacy: From Metrics to Behavior Change (Heather Gibbs, Juliana Camargo, Yvonne Chen, Jamie Zoellner, Hannah Lane)
*Kent A, Level 4*

ORALS- SESSION 7A
COMMUNICATION IN QUALITY AND SAFETY
Kent B, Level 4
Moderator: Kathleen Kieran

1. FDA’s Internal Message Testing Network: An Innovative Approach (Brian Lappin)
2. Effects of a Novel Quality Improvement Program on Physician Communication with Hospitalized Patients (Paul N. Lanken)
3. Our Undivided Attention: Identifying Three Main Challenges to Patient Centered Care (Orit Karnieli-Miller)
4. Quality Measures for U.S. Medicare Advance Care Planning Consultations: Spectacular Opportunity or Forgettable Flop? (Jennifer Freytag)
5. The Complex High Admission Management Program (CHAMP): Development and Preliminary Impact on Hospital Utilization (Kenzie Cameron)

ORALS- SESSION 7B
CANCER CARE (II)
Kent C, Level 4
Moderator: Marla Clayman

1. Patient-Clinician Communication about Sexual Health in Breast Cancer: An Analysis of Dialogue from Clinic Visits (Jennifer Barsky Reese)
2. Communication across the cancer care continuum, family accompaniment and patient satisfaction (Debra Roter)
3. Communicating descriptive norms of colorectal cancer screening uptake: Experimental surveys of effects on screening uptake intention (Christian von Wagner)
4. Enhancing Prostate Cancer Awareness and Informed Decision Making Among African American Men (Joshua Wright, Elizabeth Jacobs)

ORALS- SESSION 7C
HEALTH LITERACY, MEDICATIONS, AND DISEASE MANAGEMENT
Grand Ballroom IV, Level 3
Moderator: Cindy Brach

1. The Association of Health Literacy and Self-efficacy with Medication Adherence and Diabetes Control (Yen-Ming Huang)
2. Communicating drug safety information to consumers and patients with low-to-moderate health literacy: Insights from Focus Groups (Paula Rausch)
3. C.H.A.N.G.E.-D.: Developing and testing an innovative personal communication program for promoting health behavior change and self-management among people with diabetes in a national health service organization (Diane Levin-Zamir)
4. Parents’ Pain Medication Underdosing is Associated with Greater Pain-Related Healthcare Use in Children with Sickle Cell Disease (Andrea Morrison)

5. Health literacy, medication adherence and provider/pharmacist interaction among low income, culturally-diverse patients (Jeannie K. Lee)

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**ORALS- SESSION 7D**
**TECHNOLOGY AND COMMUNICATION (II)**
Grand Ballroom I, Level 3
Moderator: Susan Persky


2. Improving Patients’ Communication Skills through the use of an Innovative Training Mobile App (Carma Bylund)

3. Challenges and Opportunities Surrounding HIT: Hospital Clinicians Share their Stories (Milisa Manojlovich)

4. Online information seeking among family caregivers of the terminally ill (Susan LaValley)

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**ORALS- SESSION 7E**
**adolescents and young adults**
Grand Ballroom II, Level 3
Moderator: Janice L. Hanson

1. Cancer Beliefs of Young Adults: An Analysis of Data from the Health Informational National Trends Survey, 2014 (Liza Ngenye)

2. Global Provider Communication Proficiencies in Nephrology Care for Adolescents and Young Adults (Shayna Coburn)

3. Do Adolescents Perceive Receiving Family-Centered Care Differently based on Sexual Minority Status? (Deena Chisolm)

4. The Influence of Social Networks on Young Adult Perception and Adoption of HPV Vaccine (Charla Markham Shaw, Chyng-yang Jang, Karishma Chatterjee)

5. Adolescents’ Experiences of Communicating and Negotiating Type 1 Diabetes Self-Management (Ella Tuohy)

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**ORALS- SESSION 7F**
**Provider Communication**
Grand Ballroom III, Level 3
Moderator: Sara Rubinelli

1. Burnout, Depression, and Empathy in Resident Physicians: Are These Related to Patients’ Perception of Physician Empathy? (Brenda Lepisto)

2. Medical Doctors’ Experiences of Breaking Bad News To Their Patients (Mattias Tranberg)

3. Healthcare professionals’ attitudes to audio-recording outpatient consultations: A qualitative study revealing a continuum of enthusiasm and skepticism (Maiken Wolderslund)

4. Provider Communication Assets and Burnout: Predicting Burnout Using Socio-Relational and Patient-Specific Measures and Exploring the Lived Experience of High Asset versus Low Asset Groups (Richard Bogue)

5. Physician Gender and Apologies in Clinical Interactions (Krista Hill Cummings)
The “Meet the Leader/Professor” sessions showcases leaders in the field. These lunch sessions give meeting attendees small-group time with each expert 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 communications.

The Meet the Leader/Professor session will be held in conjunction with lunch on Wednesday. Attendees are urged to pick up food from the dining area and take it with them to the Meet the Leader/Professor room of their preference, as outlined below.

LISA COOPER, MD, MPH
Professor of Medicine
Johns Hopkins University
Grand Ballroom I, Level 3

PÅL GULBRANDSEN, MD, PHD
Professor of Health Services Research
Institute of Clinical Medicine, University of Oslo, Norway
Grand Ballroom II, Level 3

MARIANNE SCHMID MAST, PHD
Professor of Organizational Behavior
University of Lausanne, Switzerland
Grand Ballroom III, Level 3

Marianne Schmid Mast is full professor of Organizational Behavior at the Faculty of Business and Economics at the University of Lausanne in Switzerland. After having received her PhD in Psychology from the University of Zurich, she pursued her research at Northeastern University in Boston (USA). She then held positions as assistant professor in Social Psychology at the University of Fribourg in Switzerland and she was a full professor at the Department of Work and Organizational Psychology at the University of Neuchatel, Switzerland. Her research addresses how individuals in work relationships interact, perceive, and communicate (verbally and nonverbally), how first impressions affect interpersonal interactions and evaluations, how people form accurate impressions of others, and how physician communication affects patient outcomes. In her research on physician-patient communication, she focuses on how female and male doctors behave differently and how they are perceived and evaluated differently by their patients. She uses immersive virtual environment technology to investigate interpersonal behaviour and communication as well as computer-based automatic sensing to analyse nonverbal behaviour in social interactions. She is currently an Associate Editor of the Journal of Nonverbal Behavior and in the Editorial Board of the journal Leadership Quarterly. Marianne Schmid Mast is a former member of the Swiss National Research Council and acted as president of the Swiss Psychological Society.
WORKSHOPS

"Tell Me How You're Going to Take Your Meds" is not Teach Back (Bronwyn Wilson, Ruth DeRego, Sarah Leister, Kathryn Anderson)

Laurel A, Level 4

Developing a clinical pathway utilising telehealth to improve inter-facility communication and relationships (Jessica Dawber, Kate Dale, Heidi Atkins)

Laurel B, Level 4

Express or Suppress - Helping student doctors to deal with their own emotions during challenging consultations (Mandy Williams, Debbie Critoph)

Laurel C, Level 4

SYMPOSIUM

Patient-Provider Communication about Sexual Health: Current Practice, Patient and Provider Preferences, and Directions for Interventions (Jennifer Barsky Reese, Kathryn E. Flynn, Kathryn Pollak, Cleveland G. Shields)

Laurel D, Level 4

ORALS- SESSION 8A

DECISION AIDS AND DECISION MAKING (II)

Kent B, Level 4
Moderator: Elizabeth Kachur

1. The medicine behind the numbers: quantitative measures and qualitative analyses of shared decision-making in 30 hospital encounters (Eirik Ofstad)

2. Surgeons’ Views on Shared Decision Making (Suraj Kannan)

3. Assessing the feasibility of introducing shared decision-making and patient-reported outcomes in anesthesia care: Anesthesia providers’ perspective (Yulia Strekalova)

4. Preferences for Invasive Life-Sustaining Treatments among Patients with Advanced Heart Failure in Singapore (Chetna Malhotra)

ORALS- SESSION 8B

PATIENT AND FAMILY ENGAGEMENT (III)

Kent C, Level 4
Moderator: Debra Roter

1. Bilingual Patient Navigators: The Next Step toward Real Understanding in Health Care (Cynthia Roat)

2. Role of Patient and Family Engagement: defining Metrics for Health Care Transformation (Priya Radhakrishnan, Kady Reese)

3. Clinical Trial Results Summary for Laypersons – a user testing study (Laurie Myers)

4. "I’m so happy you asked": Exploring patient perceptions about illness using health mind maps (Pablo Buitron de la Vega)

ORALS- SESSION 8C

HEALTH LITERACY MEASUREMENT/RESEARCH METHODOLOGY (II)

Grand Ballroom IV, Level 3
Moderator: Kimberly Kaphingst

1. Validation of the Health Literacy Questionnaire (HLQ) in a Diverse U.S. Sample (Erina MacGeorge, Amber Worthington)

2. The accuracy of self-report of low health literacy compared to objective assessment (Drenna Waldrop-Valverde)

3. How are nutrition and food literacy defined and conceptualized? A systematic review and integration of definitions and models (Heather Gardiner)

4. Health literacy typology: exploring the amplification of health literacy terminology used in research (Kristine Sørensen)

5. Assessing Health Literacy in Children with the Newest Vital Sign (Carol Howe)
ORALS- SESSION 8D
TEACHING CLINICAL COMMUNICATION SKILLS (III)
Grand Ballroom I, Level 3
Moderator: Felise Milan

1. Is Investing in Reflective Practice Really Relevant to Communication Skills? (Orit Karnieli-Miller)
2. Transforming clinical communication with the Accelerate Communication Excellence (ACE) Program (Alison Purcell)
3. Short-term and Long-term impact of Special Olympics Train-the-Trainer: Training Healthcare Professionals to improve communication and quality of care for people with intellectual disabilities (Nancy Htay)
4. Experiential Learning About Mentorship for Mid-Level Academic Clinical Faculty (Neil Farber)

ORALS- SESSION 8E
PAIN MANAGEMENT
Grand Ballroom II, Level 3
Moderator: Sara Rubinelli

1. Communication challenges for healthcare providers managing chronic pain patients (Ogochukwu Agajelu, Paula Rausch)
2. Can images of pain enhance patient-clinician rapport in pain consultations? (Claire Ashton-James)
3. Anxiety, catastrophizing, and gender: Associations with clinical chronic pain communication (Lindsay Fuzzell)
4. A Review and Conceptual Model of Patient-Clinician Communication about Pain (Stephen Henry)
5. Patient Centered Communication Regarding their Pain (Martha Howell, Tamara Hebert)

ORALS- SESSION 8F
OTHER COMMUNICATION-RELATED TOPICS (II)
GRAND BALLROOM III, LEVEL 3
Moderator: Adriaan Visser

1. Physical Activity, Healthy Eating and Romantic Relationships - Does Interdependence Matter? (Demetria McNeal)
2. Describing how clinical decisions are communicated in optometric encounters: Application of the Decision Identification and Classification Taxonomy for Use in Medicine (DICTUM) (Vibeke Sundling)
3. Recommendations to Parents in Pediatric Otolaryngology: A Qualitative Analysis of Surgeon Language (Wynne Callon)
CONTINUING MEDICAL EDUCATION CREDIT

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:
In support of improving patient care, this activity has been planned and implemented by the University of Arkansas for Medical Sciences and American Academy on Communication in Healthcare. University of Arkansas for Medical Sciences is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC) to provide continuing education for the healthcare team.

AMA DESIGNATION STATEMENT:
The University of Arkansas for Medical Sciences designates this live activity for a maximum of 26.0 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

CREDIT AVAILABLE AS FOLLOWS:
• ICCH Main Conference – 20.5
• Pre-Courses run concurrently, so though all are approved for credit, only the one attended adds to credit earned.
• Grant Writing Workshop – 5.5
• RIAS 101 Workshop – 5.5
• Teaching Health Literacy, Cultural Humility and Health Equity – 4.75

DISCLOSURE POLICY:
It is the policy of the University of Arkansas for Medical Sciences (UAMS), Office of Continuing Education (OCE) to ensure balance, independence, objectivity, and scientific rigor in all directly or jointly provided 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 CE) 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 CE. 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 CE activity.

CME CERTIFICATES:
If you wish to claim Continuing Medical Education credits for attendance at the 2017 ICCH & HARC, you can do so by completing the online conference evaluation that will be emailed to you at the conclusion of the conference. The evaluation has two parts- the first pertains to the conference, and the second is where you claim your CME credit. Upon completion of the second part, you should be directed to a webpage where you can fill in and print off a copy of your CME certificate.

DISCLOSURES:
Please refer to the disclosure insert or mobile app for a full list of planners, reviewers, authors, speakers, and/or moderator disclosures related to this CME activity.
Can you believe that it’s been TEN years??
Neither can we!
Join us next year for HARC X!

October 22-23, 2018
Washington, DC
(exact location TBA)

http://www.bumc.bu.edu/healthliteracyconference/
We are delighted to invite you to participate in the 2018 International Conference on Communication in Healthcare in beautiful Porto, Portugal, 1-4 September 2018.

The conference will bring together the community of healthcare researchers, teachers, practitioners and policy makers from around the globe. It provides a unique opportunity for the international and interactive exchange of ideas and products of education, research and policy activities across individuals and institutions.

Keynote speakers who will challenge and inspire our work include:

- **Cees van der Vleuten** - Professor of Education and Director of the School of Health Professions Education, Maastricht University, NL
- **Ronald M Epstein** - Professor of Family Medicine, Psychiatry & Oncology and Director of the Center for Communication and Disparities Research, University of Rochester Medical Center, US
- **Catherine Calderwood** - Chief Medical Officer for Scotland
- **Meg Gaines** - Director of the Center for Patient Partnerships and Professor of Law, University of Wisconsin, US

Participants will have an opportunity to share their work through oral and poster presentations, symposia and workshops, as well as innovative formats including fringe events, resource sharing, pairing with colleagues and networking sessions. The call for papers will go out in November 2017. Save the date - we look forward to seeing you there for what will be a wonderful event.