October 27-30, 2019

ICCH

INTERNATIONAL CONFERENCE ON COMMUNICATION IN HEALTHCARE

San Diego

2019 CONFERENCE PROGRAM

achonline.org
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Off-site Dinner: Tom Ham’s Lighthouse

6:30 pm - 9:00 pm PST
2150 Harbor Island Dr. San Diego, CA

Located on the edge of Harbor Island, Tom Ham’s Lighthouse is 1.0 mile away from the Sheraton San Diego & Marina. Transportation will be provided to/from the venue or you can take the opportunity to walk and take in the beautiful views.

Transportation Begins at 6:00 pm. Meet in the hotel lobby and staff will direct you.

* Tickets for this event must be purchased in advance of the conference. No on-site ticket sales available.
Welcome to the 2019 International Conference on Communication in Healthcare (ICCH)

There’s nothing more rewarding than planning a meeting people want to attend. With legendary weather, beautiful beaches and a friendly, laid-back vibe, San Diego draws big crowds and big thinking. As the locals say, “find your smile in San Diego.” Whether as a provider, patient or other, communication is at the heart of ensuring timely, appropriate, and quality care—from self-care to prevention, diagnosis, treatment and follow-up. Recognizing the many ways that communication is at the core of health care, our learning and action network keeps growing. This ICCH 2019 invokes the collaboration of the Academy of Communication in Healthcare (ACH), the International Association for Communication in Healthcare (EACH) and its YoungEACH (YEACH), the Health Literacy Annual Research Conference (HARC), the International Shared Decision Making Society (ISDM), the International Health Literacy Association (IHLA) and others, including those affiliated with the Kentucky Conference on Health Communication (KCHC)/DC Conference on Health Communication (DCHC).

Five vibrant and evocative international and US-based speakers hit a wide range of interests. They will spark your spirit and strengthen your understanding about health literacy ‘on the street,’ cancer communication, patient-centered care, connecting patients and providers through digital media, and reflective practice. We received a large number of abstract submissions, allowing us to plan a diverse and stimulating schedule of oral and poster presentations, workshops and symposia. And we’ve taken another step along the path of expanding the kinds of learnings in which we engage, including visual arts, performance arts, and a premier screening and discussion of the movie A Journey Through Breast Cancer hosted by the lead producer and students who worked on the project.

We worked hard to create opportunities for you to grow your circle of connections throughout the conference. We hope you plan to attend the off-site group dinner at Tom Ham’s Lighthouse on Tuesday, October 29th. We have also planned connecting activities like Pairing with Colleagues, Special Interest Group sessions, “Thriving in an Academic Career: Mentoring Matters,” which will be jointly presented by ACH & EACH and much more! We are honored that you chose to join us. We look forward to meeting you, or refreshing with you, as we all aim to improve healthcare communication at ICCH 2019.

Self-enrich, change the world, and have a blast!

Richard Bogue, PhD, FACHE, University of Iowa, ICCH Planning Committee Chair

NEW for 2019: Film Screening and Discussion of A Journey Through Breast Cancer

6:30pm - 8:00pm PST in Harbor Island Ballroom

Join other ICCH Conference attendees for an evening viewing of A Journey Through Breast Cancer, a documentary film that focuses on the importance of communication between patients, family members, and medical teams when managing breast cancer.

Following the film viewing, there will be an opportunity for questions and discussion with Principal Investigator (PI), Writer, & Executive Producer Wayne Beach, PhD.
SUNDAY, OCTOBER 27

2:00pm – 7:00pm
Harbor Island Foyer
Registration

8:00am – 2:30pm
Executive Center 1
Pre-Course: tEACH: The ‘Curriculum Development in Communication Skills Teaching’ Course

9:00am – 2:00pm
Executive Center 2A-2B
ACH Putnam Scholar Retreat

1:00pm – 3:00pm
Pavilion, Outside the Marina Tower
Mount Posters for Poster Session 1

1:30pm – 3:00pm
Marina 6
Pairing with Colleagues

2:00pm – 3:00pm
Marina 2
Patient Attendee Orientation and Meet & Greet

3:00pm – 3:45pm
Harbor Island Ballroom
Academy of Communication in Healthcare (ACH) Assembly (open to all attendees)

4:00pm – 5:30pm
Pavilion, Outside the Marina Tower
Reception and Poster Session I

5:45pm – 7:15pm
Harbor Island Ballroom
Welcome & General Session
Welcome: Kara Myers, CNM, MS, FACH, ACH President & Sara Rubinelli, PhD, EACH President
News and Notes
Plenary Speaker: Lisa Fitzpatrick, MD, MPH, MPA, Grapevine Health

7:30pm
yEACH Social Activity

MONDAY, OCTOBER 28

7:30am – 4:00pm
Harbor Island Foyer
Registration

7:30am – 8:15am
Harbor Island Ballroom
Breakfast

8:30am – 10:30am
Harbor Island Ballroom
General Session:
Presentation of ACH Engel Award
Recognition of Health Equity Scholars
News and Notes
Plenary Speakers:
Wayne Beach, PhD, San Diego State University
Paul Haidet, MD, MPH, FACH, Penn State College of Medicine

10:30am – 10:45am
Executive Center and Harbor Island Foyer
Break

10:30am – 4:30pm
Pavilion, Outside the Marina Tower
Mount Posters for Poster Session II

10:45am – 12:15pm
Rooms: See pg. 21-22
Parallel Session 1

12:15pm – 1:30pm
Harbor Island Ballroom
Lunch

1:30pm – 3:00pm
Rooms: See pg. 23-24
Parallel Session 2

3:00pm – 3:30pm
Executive Center and Harbor Island Foyer
Break

3:30pm – 5:00pm
Rooms: See pg. 25-27
Parallel Session 3

5:00pm – 6:30pm
Pavilion, Outside the Marina Tower
Reception and Poster Session II

6:30pm – 8:00pm
Harbor Island Ballroom
Film Screening and Discussion A Journey Through Breast Cancer
**TUESDAY, OCTOBER 29**

7:30am – 4:30pm  
Registration  
Harbor Island  
Foyer  

7:30am – 8:15am  
Breakfast  
Harbor Island  
Ballroom  

Rooms for SIG:  
See pg. 33  

8:30am – 10:00am  
Interest Groups  
Harbor Island  
Ballroom  

10:00am – 10:30am  
Parallel Session 4  
Executive Center  
and Harbor Island  
Foyer  

10:00am – 11:00am  
Networks  
Harbor Island  
Ballroom  

12:15pm – 2:45pm  
Parallel Session 5  
Seabreeze 1  
Marina 4  

1:45pm – 3:15pm  
Parallel Session 6  
Executive Center  
and Harbor Island  
Foyer  

3:30pm – 5:00pm  
Off-Site Dinner at Tom Ham’s  
Lighthouse  
2150 Harbor Island  
Dr. San Diego, CA.  

**WEDNESDAY, OCTOBER 30**

7:30am – 1:00pm  
Registration  
Harbor Island Foyer  

7:30am – 8:30am  
Breakfast  
Harbor Island  
Ballroom  

8:30am – 10:00am  
General Session:  
Presentation of ICCH Best Oral Abstract/Poster  
Awards  
Harbor Island  
Ballroom  

10:00am – 10:15am  
Break  

10:15am – 11:45am  
Parallel Session 7  
Rooms: See pg. 45-46  

11:45am – 1:00pm  
Box Lunch  
Harbor Island  
Ballroom  

1:15pm – 2:45pm  
Parallel Session 8  
Rooms: See pg. 47-48  

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**Creative Arts Presentations!**  
New This Year at ICCH 2019

Visual arts and performance arts presentations,  
which will use inventive, playful, and artistic  
methods to showcase important topics in  
healthcare communication.
GET CONNECTED!

Wi-Fi: ICCH2019
Password: communication

SOCIAL MEDIA
tweet: @ACHonline
tag: #ICCH19

Follow @ACHonline on Twitter for real-time updates on #ICCH19
Share your comments, thoughts, and photos throughout the conference!

Tweet to Win!

Tweet your messages and photos about ICCH with the hashtag #ICCH19 for a chance to win a $50 gift card from Amazon.com!

The prize will be awarded to the person with the highest number of original tweets (retweets and likes don’t count) using the hashtag #ICCH19 from Sunday, October 26 at 2:00 PM PST through Tuesday, October 29 at 9:00 PM PST.

On Wednesday, October 30 at the general session, the winner will be announced!

DOWNLOAD THE ICCH MOBILE APP

1. Download the app by searching for CrowdCompass AttendeeHub in the App Store
2. When downloaded, search for the event ICCH 2019 and download
3. Under the menu icon in the upper left-hand corner, navigate to the login and follow the name and email prompts (make sure to use the email you provided when registering for conference)
4. You will receive an email with a verification code, enter that code in the app and you’re all set!

CME CERTIFICATES

If you wish to claim Continuing Medical Education credits for attendance at ICCH 2019, 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.
ICCH 2019 PLANNING COMMITTEE

ACH VP, Research: Judy Chang, MD, MPH, University of Pittsburgh
ACH Past President: Auguste Fortin VI, MD, MPH, MACP, FACH, Yale School of Medicine
EACH Past President: Evelyn van Weel-Baumgarten, PhD, MD, Radboud University Medical Center
Health Communications Representative: Rick Street, PhD, Texas A&M
Health Communications Representative: Kenzie Cameron, PhD, MPH, FACH, Northwestern University Feinberg School of Medicine

Institutes for Research
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Patient Engagement Representative: Jessica Caron
yEACH Representative: Kasey Boehmer, MPH, Mayo Clinic Rochester

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Gemmae Fix, PhD, Bedford VA and Boston University’s School of Public Health
Christopher Koenig, PhD, San Francisco State University

Workshop Co-Chairs
Carma Bylund, PhD, FACH, University of Florida
Tim Gilligan, MD, Cleveland Clinic

Creative Arts Chair
Nicole Defenbaugh, PhD, VAHT, St. Luke’s University Health Network

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Stefan Zeh, MS
Suzanne O’Neill, PhD
Kasey Boehmer, MPH, PhD
AHA Team Training strives to make teams of experts into expert teams. Using a variety of approaches, we support change initiatives to help educate, convene, and shape health care organizations to provide safer team-based care. We use evidence-based tools for optimizing patient outcomes by improving communication and teamwork among health care professionals. Housed within the American Hospital Association’s Center for Health Innovation, we work to create a society of healthy communities where all individuals can reach their highest potential for health. AHA Team Training does this through courses, webinars, an annual national conference, and community support and engagement.

The Institute for Healthcare Advancement (IHA) is a nonprofit public charity with the mission of "empowering people to better health". IHA produces an Annual Health Literacy Conference and hosts an informational clearing house website, www.healthliteracysolutions.org, for discussions, community building, and health literacy solutions. IHA publishes the easy to read, easy to use What To Do For Health book series, a peer-reviewed, open access journal "Health Literacy: Research To Practice" and provides health literacy communication training and consulting services.

Published quarterly by Wisconsin-based health system Aurora Health Care, Journal of Patient-Centered Research and Reviews is a peer-reviewed medical journal devoted to improving patient outcomes and care experiences. Fully open access with no author or reader fees, JPCRR articles are read worldwide and indexed in PubMed Central, Directory of Open Access Journals and Google Scholar. The journal’s diverse, multidisciplinary editorial board allows for original submissions that cover a wide range of primary and specialty research topics. Submit your work at aurora.org/jpcrr.

OET is the English language test for healthcare professionals. OET is widely recognized as proof of English proficiency for registration, study and work in the healthcare sector, as well as for visas in some countries.

The Value Institute for Health and Care at UT Austin is a joint endeavor of Dell Medical School and the McCombs School for Business. The Institute accelerates value-based health care transformations through education in value-based care delivery and transformation strategy; translational research; new models of patient-centered care; and measurement guidance.

The ACH Research Committee is pleased to welcome the 2017, 2018 and 2019 Putnam Scholar Cohorts:

**2017:**  
Traci Kazmerski, MD, MS, Boston Children’s Hospital  
Nynikka Palmer, DrPH, MPH, University of California, San Francisco

**2018:**  
Jody Lin, MD, Stanford University Pediatric Hospital Medicine  
Jennifer Barsky Reese, PhD, Cancer Prevention and Control Program, Fox Chase Cancer Center

**2019:**  
Kristen Pecanac, RN, PhD, University of Wisconsin-Madison School of Nursing  
Brooke Cunningham, MD, PhD, University of Minnesota

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 within the ACH community & professional development in health communication.

To learn more about the Putnam Scholars Program visit ACHonline.org.
2019 ICCH SCHOLARSHIP RECIPIENTS

HEALTH EQUITY

Deepti Chittamuru, PhD, MS, MA, University of California, Merced
Johanne Eliacin, PhD, Roudebush VA Medical Center
Nour Houbby, MS, Imperial College London
Yesenia Mendoza, MA, California State University, Los Angeles
Sarah Tanishka Nathan, M.Des., Community Empowerment Lab
Ekezie Ralueke Oluchukwu, RN, Blue Torch Home Care Limited
Noelle Spencer, MSc, Magee-Womens Research Institute
Cyril Onwuelazu Uteh, MNIM, Better Life for All Foundation

HUMANITIES AND SOCIAL SCIENCES

Julia Amann, PhD, Swiss Paraplegic Research / ETH Zurich
Allyson Bontempo, MSIS, Rutgers University
Sara Champlin, PhD, The University of North Texas
Brittany Communale, BS, MPH, MBA, CCRC, John Hopkins University
Samantha Hack, PhD, LMSW, Veterans Affairs VISN 5 Mental Illness Research, Education, and Clinical Center
Lakshmi Krishnan, MD, PhD, John Hopkins University
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Fernanda Bittencourt Romeiro, PhD Student, Unisinos University
Lior Rozental, MD Student, Department of Medical Education, Sackler School of Medicine, Tel-Aviv University
PRE-COURSE

tEACH – THE ‘CURRICULUM DEVELOPMENT IN COMMUNICATION SKILLS TEACHING’ COURSE

SATURDAY, OCTOBER 26 | 9:00AM – 6:00PM PST
SUNDAY, OCTOBER 27 | 8:00AM – 2:30PM PST
EXECUTIVE CENTER 1 ROOM

Led by representatives of tEACH, the teaching committee from EACH: International Association for Communication in Healthcare, this course is directed toward teachers of health professionals (for example medical students, nurses, physiotherapists, doctors) who wish to develop a new curriculum or extend an existing curriculum. We are aware that different institutions in different countries will have varying resources in terms of available teachers, simulated patients and technology and take this into account in helping you. Course content will address developing curriculum ranging from stand-alone session(s) on a specific communication skill area (for example, basic skills, motivational interviewing, bad news telling, etc.) to more comprehensive longitudinal communication curriculum for any level of learners. The course will be highly interactive, and participant centered and will enable individual participants to formulate concrete plans for the future.

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

As a result of this pre-course, participants will be able to:
- apply educational theory to designing communication skills curricula
- ensure learners master an increasing range of skills and retain them over time
- select and organize the core content of the communication curriculum tailor content to their learners’ needs
- select appropriate teaching methods for each component of the curriculum
- integrate communication with other clinical skills and the rest of the learners’ program
- evaluate the curriculum

PRE-COURSE FACILITATORS:

Course facilitators are representatives from EACH, the International Association for Communication in Healthcare and have extensive experience in curriculum development, facilitating Train the Trainers Courses for health professions educators and teaching health professional learners at all levels.

Marcy Rosenbaum, PhD
EACH president-elect and former Chair of tEACH, the teaching committee of EACH
Professor of Family Medicine, Sahai Family Professor of Medical Education
Faculty Development Consultant, Office of Consultation and Research in Medical Education
University of Iowa Carver College of Medicine

Evelyn van Weel-Baumgarten, MD, PhD
EACH past president and tEACH trainer as former member of tEACH, Associate Professor emeritus of Medical Communication at the Department of Primary and Community Care at the Radboud University Medical Center, Nijmegen, Netherlands

Jane Ege Møller, MA, PhD
Member of tEACH Assistant Professor at Centre for Health Sciences Education, Aarhus University in Denmark
Professional course manager for the post-graduate communication skills training in the Central Denmark Region
PAIRING WITH COLLEAGUES PROGRAM

SUNDAY, OCTOBER 27 | 1:30PM - 3:00PM | MARINA 6

MONDAY, OCTOBER 28 | 12:15PM - 1:30PM LUNCH SESSION | MARINA 6

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 2019 PAIRING WITH COLLEAGUES COMMITTEE:
Marcy Rosenbaum, PhD
Thanakorn Jirasevijinda, MD
Orit Karniel-Miller, PhD
Jonathan Silverman, FAcadMEd, MRCGP, FRCGP, DRCOG
Johanna Sommer, MD

WEB SUPPORT:
Daniel Johnsen

Academy of Communication in Healthcare (ACH)
Assembly
(open to all ICCH attendees)

Sunday, October 27; 3:00pm – 3:45pm PST
Harbor Island Ballroom

ACH, now celebrating 40 years, is pleased to invite all ICCH attendees to join us for an ACH Assembly!

Existing members, as well as those interested in joining ACH are invited to attend. Come to hear updates about ACH activities from ACH leaders, provide suggestions and feedback to the organization, and participate in discussions.

We hope to see you there!

ACH ENGEL AWARD
SELECTION COMMITTEE
Mary Catherine Beach, MD, MPH
Greg Makoul, PHD, MS
Doug Maynard, PHD
Maija Reblin, PhD
Russell Rothman, MD, MPP

ACH PAYER AWARD
SELECTION COMMITTEE
Jennifer Barton, MD
Som Saha, MD, MPH
Calvin Chou, MD, PHD, FACH
Walter Baile, MD
Jonathan Silverman, FAcadMEd, MRCGP, FRCGP, DRCOG
CLINICAL REASONING & COMMUNICATION SKILLS

1. Talking to women with opioid use disorder in the first obstetric visit: evaluating the content of patient-provider discussions (Noelle E. Spencer)

2. Competencies in Patient-Centered-Care: Assessing the status quo in German acute care teams (Stefanie Pfisterer-Heise)

3. First-Year Pediatric Residents’ Medical Communication Competence, Shared Decision Making, and Perceptions of Parent Trust (Anna Kerr)

4. Alignment of expectations in hip and knee patients and their physicians. Which factors relate to (dis)agreement? (Frederique Hafkamp)

5. Communication Factors Association with Adults’ Trust in Cancer-Related Information from their Doctor (Kristin Maki)

COMMUNICATION TECHNOLOGY


7. **TOP TEN POSTER** Patient preferences for the use of the computer by doctors during the consultation. (Melissa Dominicé Dao)

8. Young Adult Responses to Interactive Games about Health Insurance: Confidence is Key. (Sara Champlin)

9. Online health information seeking and eHealth literacy among first-generation Chinese immigrants: findings from an Australian survey (Ling Zhang)

10. Evaluating the Effectiveness of Anti-Cyberbullying Health Communication Campaigns (Dawn Stapleton)

11. How do adolescents use Snapchat? Examining usage, motivations, and sexting behaviors (Shuang Liu)

12. Patient Perspectives on the Use of Social Media for Health Education (Tara A. Eaton)

13. Why do YouTubers out themselves as depressive? A study about the motivation of young German social media users to publicly announce their mental illness via video messages (Daniela Stelzmann)

14. Motivation and Usage Patterns of Social Media Users during Major Depression (Daniela Stelzmann)

NARRATIVE MEDICINE

15. Effect of Reflective Writing on Personal Growth of Healthcare Professionals in the Setting of Patient Care and Inter-professionalism (Huong Nguyen)

LINGUISTICS & SOCIOLINGUISTICS


HEALTH AND MEDICAL HUMANITIES

17. Visual Arts: Rethinking Hierarchy, Respect, and the Language of Academic Health Centers: There Is a Time for Building Up (Janice Hanson)

18. An (un)common approach to health humanities for undergraduates (Susan Harnett)

19. Making sense of Traditional Chinese Medicine in the new era: How TCM has been portrayed by popular press in China and Japan (Tanaka Mikihito, Zhang Haoyue)

CLINICAL PRACTICE

20. A nationwide program for improving specialist training in Norway using communication as tool (Pål Gulbrandsen)

21. Creating a Community of Practice for Patient and Family Education (Katrina Grieve)

22. Taking the Pain out of Pain Management (Heather Martens, Sandy Olsen)
23. Training leaders of interprofessional teams in coaching tools (Mirjam Körner)

24. Benefits of interprofessional practice in the implementation of POCUS in an undergraduate medical curriculum (Deborah Mendelssohn)

25. Translating Research into Practice: An Innovative Method for Providing Communication Education to Medical Providers (Peggy Greco)

**ENGAGEMENT & PATIENT, CAREGIVER & SOCIAL NETWORK PERSPECTIVES**

26. Barriers to Active Participation during Medical Encounters: Perspectives of Adolescent Patients (Peggy Greco)

27. An Electronic Health Record-Based Strategy to Recruit Patients for a Research Advisory Council: Implications for representativeness and inclusion (Aisha Langford)

28. The enactment of “mothering” when diagnosed with breast cancer: A cultural comparison of the conversations that Chinese and American women have with their adult sons. (Shelby Zima, Xixian He)

29. Ups and downs of medication adherence: a qualitative exploration of patients in clinic and the emergency department. (Kelsey Nestor)

30. Evaluating a Collaborative Nurse-Community Health Worker Pilot Program (Janella Hudson)

31. It is a tough decision: A qualitative study of proxy decision-making for research involving adults who lack capacity to consent in England and wales (Fiona Wood, Kerenza Hood)

32. A cry to be heard: Analysis of online survey engagement among patients with endometriosis (Allyson Bontempo)

33. Addressing Emotional Needs in Short-Term Interactions during Childbirth (Keren Tkach Maliniak)

34. Patient engagement in the What Matters Most trial: Experiences and future implications for research (Renata Yen)


36. Active Participation in Patient Centered Mental Health Care among Recent Veterans with Stress Related Disorders (Samantha Hack)

37. Provider-to-provider interaction improves time-to-treatment outcomes for older cancer patients (Melody K Schiaffino)

38. Sex? What is that? A qualitative analysis of a discussion board about sexual health for those impacted by cervical cancer (Easton Wollney)

39. **TOP TEN POSTER** Association between health information seeking behavior and intention to participate in precision medicine research among cancer patients (Jung Hee Yoon)

**HEALTH POLICY & ADVOCACY**

40. Development and Implementation of a new Organizational Health Literacy Assessment Tool (Bronwyn Wilson, Kathryn Anderson)

41. An introduction to the value chain as a starting point to improve international patient handover in a European border-region (Juliët Beuken, Daniëlle Verstegen)

42. Effect of communication skills training of operators at public safety answering points (Trond Mjaaland, Bård Fossli Jensen)

**HEALTH EQUITY, SOCIAL JUSTICE & HEALTH DISPARITIES**

43. African American patient acceptance of a pre-visit intervention to improve their engagement during glaucoma visits and outcomes (Betsy Sleath)

44. Complementary and Integrative Health Talk in Recorded Primary Care Visits with Chinese Americans (Evelyn Y. Ho)

45. U.S. Women Veterans' Perceptions of Interactions with Veterans Health Administration Front-line Staff: A Qualitative Study (Hill Wolfe)

46. Missing the Mark in Marketing Healthcare Services to Hispanic Populations: The Intersection of Cultural Dissonance and Stereotype Threat (Roger Gans)

47. **TOP TEN POSTER** How Diversity Cues Signal Threat or Safety for African American Veterans in Mental Healthcare Encounters and Impact Patient-Provider Communication (Johanne Eliacin)
48. Attitudes and Knowledge of Medical Students in Hanoi Regarding Lesbian and Gay People (Eric Ardman)


50. Nutrition literacy and food insecurity of community college students (Jennifer Innis)

51. **TOP TEN POSTER** Improving Pediatric Asthma through Community Paramedicine (Delana Gonzales)

52. **TOP TEN POSTER** Hospice Interdisciplinary Team Members’ Attitudes Toward Sexual and Gender Minority Patients and Caregivers (Lee Ellington)

53. Development and Testing of the CHECK-IN (Check-in for Exchange of Clinical/Critical and Key Information) Pre-meeting Clinician/Interpreter huddle guide (Ian Hargraves, Kevin Shaw)

54. Preparing Interpreters for Delivering Exome Sequencing Results: Development and Testing of a Training Module for Healthcare Interpreters (Galen Joseph)

56. **Visual Arts:** Bulletproof Black Hoodies (Noel Mateo)

**PROFESSIONALISM**

57. Training Academic Medical Faculty In India to Teach Professionalism and Communication Skills (Gita Mehta)

58. Teaching Communication Skills- A Faculty Development Workshop in India (Gita Mehta)

59. Professionalism and Inter-Communication Skills (ICS): A Multi-Site Validity Study Assessing Proficiency in Core Competencies and Milestones in Medical Learners (Abd Moain Abu Dabrh, Kurt Angstman, Robert Bonacci, Terri Nordin, Summer Allen, John Merfeld, Sally Pantin)

**SIMULATION**

60. Think You Can Shrink? Using reality TV and edutainment to reduce mental health stigma and improve outcomes. (Thomas Ungar)

61. Reducing Practice Shock with Simulation-Based Learning Methods in Healthcare Vocational Education (Birgitte Tørring, Michell Kannegaard Olesen, Lotte Fock, Iben Højør Larsen, Lone Meldgaard)

62. Teaching Communication and Interpersonal skills to Chaplains-in-training Using Simulated Clinical Cases (Heather Frenz, Jacob Marvel)

**HEALTH LITERACY**

63. Validity and reliability testing of the Sesotho Health Literacy Test (SHLT) (Marianne Reid)

64. The Role of Health Literacy on Psychosocial Distress in Caregivers of Children with Newly Diagnosed Cancer (Shilpa Nataraj)

65. Implementation of Health Literacy Intervention to Improve Diabetes Outcomes in Rural Primary Care Clinics (Kristie Hadden, Jennifer Gan)

66. Development of a stage-adapted health literacy battery for stroke survivors (Wen-Hsuan Hou, Ching-Lin Hsieh)

67. Investigation of The Barriers and Facilitators of Medication Adherence in Patients with Type 2 Diabetes across Different Health Literacy Levels - A Mixed Methods Study (Yen-Ming Huang, Olayinka Shiyanbola, Kristen Pecanac)

68. Health Literacy in Adolescents with Sickle Cell Disease: The Influence of Parental Health Literacy (Elizabeth Perry Caldwell)

69. Curriculum for Change: Medical Student Editing to Improve Readability of Health-Related Wikipedia Articles (Allison Froehlich)

70. Digital health literacy as a facilitator of shared decision making: IC-Health Project (Lilisbeth Perestelo-Perez)
PLENARY SESSION I

SUNDAY, OCTOBER 27 | 5:45PM – 7:15PM
HARBOR ISLAND BALLROOM
WHAT COMMUNITY ENGAGEMENT TAUGHT ME ABOUT HEALTH LITERACY

Lisa Fitzpatrick, MD, MPH, MPA
Founder and CEO
Grapevine Health

About Dr. Lisa Fitzpatrick: Dr. Lisa Fitzpatrick is an infectious diseases physician and CDC-trained medical epidemiologist. Her career has spanned research, clinical medicine, global health, community health education and patient advocacy. Most recently she served as the medical director for Washington DC’s Medicaid program.

Dr. Fitzpatrick is a professorial lecturer for the George Washington University Milken Institute School of Public Health and an adjunct clinical professor at the George Washington University School of Medicine. She is an Aspen Institute Health Innovator fellow and member of the Aspen Institute Global Leadership Network.

She has a Masters in Public Health from the University of California-Berkeley School of Public Health and Masters in Public Administration from the Harvard Kennedy School of Government.

In addition to public health and infectious diseases, Dr. Fitzpatrick’s areas of professional interest include health literacy, patient engagement and health innovation for underserved communities, specifically digital health solutions.

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18
PLENARY SESSION II
MONDAY, OCTOBER 28 | 8:30AM – 10:30AM
HARBOR ISLAND BALLROOM
TRANSLATING BASIC RESEARCH ON COMMUNICATION AND CANCER: ENHANCING PATIENT-FAMILY INTERACTIONS AND IMPROVING QUALITY CARE

Wayne Beach, PhD
Professor in the School of Communication at San Diego State University
Director of the Center for Communication, Health, & the Public Good

Two long-term research projects are summarized: Analyzing real phone recordings of a cancer patient and family member talking through cancer on the telephone - 61 calls over 13 months - the first natural history of a family journeying through cancer together in the social and medical sciences; Diverse studies of nearly 200 video recordings of oncology interviews during clinical encounters between cancer patients, doctors, and family members.

The focus of the presentation is to show how each has been translated into Entertainment-Education (EE) video products to optimize broad impacts and enhancement of communication in the midst of cancer:

When Cancer Calls… is a recorded professional theatrical production. Based on verbatim dialogue from actual phone calls, this project has undergone two phases of national trials with NIH and shown powerful impacts on diverse audiences. A Journey Through Breast Cancer documents a patient and her husband’s interactions, in and out of the clinic, for 3 1/2 years - through diagnosis, treatment, surgery, breast reconstruction, chemotherapy, and remission. Special attention is given to communication between care providers and medical teams. Both video projects are now available for national dissemination, and invitations will be made to conference participants who might be interested in Medical Education collaborations.

Objectives:

• To introduce Conversation Analysis (CA) as a rigorous method for analyzing naturally occurring interactions.
• To increase understandings of the need for broader impact and improvement of health communication - in homes and in clinics.
• To emphasize the need for multi-site and longitudinal studies of communication throughout health care phases
• To describe how basic research efforts can be translated into innovative and impactful Entertainment-Education interventions
• To summarize the opportunity to enhance Medical Education with innovative, trans-disciplinary collaborations

About Dr. Wayne Beach: Dr. Beach is Professor in the School of Communication at San Diego State University, and Director of the Center for Communication, Health, & the Public Good. He is also faculty on the SDSU/UCSD Joint Doctoral Program in Public Health, Adjunct Professor, Department of Surgery, and Member of the Moores Cancer Center, University of California, San Diego (UCSD).

He has published over 100 articles/chapters and 3 books promoting Conversation Analysis (CA) across the communication discipline and social/medical sciences. Attention has been drawn to the fundamental importance of studying the organization of everyday talk and social actions in ordinary conversations and diverse institutional interactions. A particular concern with health and illness has given rise to long-term and current investigations such as how family members talk through cancer on the telephone, patient-doctor interactions during preventive and oncology interviews (e.g., managing cancer hopes and fears, laughter and humor, and pain expressions/responses), and an emerging focus on communication, genetic counseling, and family decision-making when managing uncertain futures and health risks.
THE EVOLUTION OF INTERPROFESSIONAL PRACTICE: A CASE STUDY OF TWO PIANO TRIOS

Paul Haidet, MD, MPH, FACH
Director of Medical Education Research and Professor of Medicine and Humanities
Penn State College of Medicine

About Dr. Paul Haidet: Dr. Paul Haidet serves as Director of Medical Education Research and Professor of Medicine and Humanities at Penn State College of Medicine. Dr. Haidet's interests focus on relationships in healthcare, including patient-physician, student-teacher, and individual-organization relationships. His work includes the development of the first tool to measure a medical school's culture with respect to patient-centered care, examining patient and physician understanding of each other's perspectives in the medical encounter, and issues surrounding the incorporation of Team-Based Learning in medical education.

NOTES
PARALLEL SESSION 1
MONDAY, OCTOBER 28, 2019 | 10:45AM – 12:15PM

WORKSHOPS

Moving Health Care from a Team of Experts to an Expert Team (Jen Braun, Chris Hund)
Executive Center 1

How Do We Integrate Humanities into Health Professions Education on the Ground? (Elizabeth Ross)
Marina 2

Medical Improvisation: Deep Learning, Deep Fun (Deborah J. Seymour, Lauren Dowden)
Marina 3

Narrative Humility and the 55 Word Story: Enhancing Creativity and Imagination in Communication (Anna Maria Gramelspacher)
Executive Center 4

SYMPOSIUM

Greater than the Sum of Its Parts: Leveraging Interdisciplinary Teams for Analysis of Video-Recorded Clinical Encounters (Stephen Henry, Jennifer Gerwing, Anne White, Elizabeth Magnan)
Executive Center 3B

RESEARCH IN PROGRESS

MARINA 4
Moderators: Richard White, Russell Rothman

1. Development of Reproductive Goals Decision Aid for Women with Cystic Fibrosis (Traci Kazmerski)
2. Navigating Uncertainty within Prenatal Decision-Making at the Limits of Viability: A Qualitative Study of Neonatologists’ Perivable Consultation (Bethany Kaeming)
3. Theoretical model development for designing chatbot based symptom management application (Mangyeong Lee)

ORALS- SESSION 1A
SIMULATION AND IMPROVISATION IN MEDICAL COMMUNICATION TRAINING AND ASSESSMENT
MARINA 1
Moderator: Orit Karniel-Miller

1. Feedback across professions during interprofessional versus intraprofessional debriefings after simulation (Kathryn Robertson)
2. Unpacking Test Items: Techniques, Discourses, and Pedagogies in Standardized Patient Work (Ivana Guerrasi, Anthony Errichetti)
3. Development of the Uncertainty Communication Checklist: A patient-centered approach (Kristin Rising, Danielle McCarthy)
4. Teaching communication skills with blind and visually impaired patients to optometry students (Oliwia Kowalczyk, Aldona Jankowska, Wojciech Pawliszak)
5. A Condensed Improvisation Experience to Enhance Medical Student Interpersonal, Leadership and Communication Skills (Heather Frenz, Sara Silberstein)

ORALS- SESSION 1B
APPROACHES TO STUDYING COMMUNICATION AND ADHERENCE
MARINA 5
Moderator: Amy Windover

1. The relationship between patient-provider communication and appointment adherence for adolescents with asthma (Delesha Carpenter)
2. A Mixed Methods Study of Changes in Medication Adherence Over Time among Blacks with Type II Diabetes. (Deepika Rao)
3. Factors Contributing to Patient No-Show in General Pediatrics Ambulatory Clinics In the state of Qatar (Ahmed AlMohannadi)
4. Creative Arts: On the margins of veterinary medicine: Diversity as a means for more authentic client-provider communication (Sarah Hammond)
ORALS- SESSION 1C
COMMUNICATING UNCERTAINTY IN UNCERTAIN TIMES
EXECUTIVE CENTER 2A
Co-Moderator: Lauren Hamel
Patient Perspective Co-Moderator: Jamie Cobb

1. Advocating for Patients at High Risk for Post-Intensive Care Syndrome (PICS) (Lia Sanzone, Rosetta Antonacci)

2. How physicians manage uncertainty: a qualitative study and conceptual taxonomy (Paul Han)

3. The Meaning of Reciprocal Emotion Regulation Process for Participants in Medical Interactions: Paramedics, Work Colleagues, Patients, Family Members, and Present Others (Nira Avraham)

4. The Use Of Paper Medical Records at the time of blackout - Experience from the 2018 Hokkaido, Japan Earthquake. (Ohtsuka Takashi)

5. Impact of a Question Prompt List on discussions about prognosis in Myelodysplastic Syndrome: an analysis of medical interactions (Julien Mancini)

ORALS- SESSION 1D
PHARMACY, POLYPHARMACY, AND DISCLOSURE IN HEALTH COMMUNICATION
EXECUTIVE CENTER 2B
Moderator: M. Barton Laws

1. Development of the Technology-Enabled Alliance for Medication Therapy Management: Introducing the TEAM Trial (Stacy Bailey, Michael Wolf)

2. Young pharmacists’ responses to cues and concerns of polypharmacy patients during clinical medication reviews (Linda van Eikenhorst)

3. A Transparent Strategy for Opioid Risk Communication (Tanvee Thakur)

4. Community pharmacy staff preferences for online communication-focused suicide prevention education (Delesha Carpenter)

ORALS- SESSION 1E
COMMUNICATING IN/THROUGH THE ELECTRONIC MEDICAL RECORD
EXECUTIVE CENTER 3A
Co-Moderator: Denise L. Davis
Patient Perspective Co-Moderator: Carli Zegers

1. I Prefer to Speak to My Health Care Provider Directly and Other Reasons US Adults Give for Not Accessing Their Online Medical Records: implications for health communication (Aisha Langford)

2. Unintended Consequences of Patient Portal Use on Communication between Patients, Caregivers, and Clinical Team Members (Stephanie Shimada)

3. Incorporating patient-generated smartwatch data into the EHR (Jordan Alpert)

4. Predictors of and Barriers to Accessing Online Medical Records in the U.S. Results from HINTS 2017-2018 (Neha Trivedi)

5. Open Notes in COPD: Patient Perceptions of their COPD-specific Clinic Notes (Kimberly Fisher, Kathleen Mazor)

ORALS- SESSION 1F
COMMUNICATING WITH PATIENTS ABOUT CANCER AND LIFE WITH CANCER
SEABREEZE 2
Co-Moderator: Maija Reblin
Patient Perspective Co-Moderator: Gretchen Holmes

1. How do cancer patients learn to be cancer survivors? A longitudinal analysis of oncologist-patient & caregiver teams (Christopher J. Koenig, Carma Bylund)

2. Gaps in Prostate Cancer Care and Communication, and Implications for Interventions (Nynikka Palmer)

3. Comparative effectiveness of encounter decision aids for early-stage breast cancer across socioeconomic strata (Glyn Elwyn, Linda Walling)

4. Oncologists talking with African American Cancer Patients about Joining a Therapeutic clinical Trial. (Richard Brown)

5. ‘What to do if it, you know, spreads?’ Co-design of communication training with radiographers and breast cancer patients. (Mara van Beusekom)
PARALLEL SESSION 2
MONDAY, OCTOBER 28 | 1:30PM – 3:00PM

WORKSHOPS

Managing difficult conversations about opioids and chronic pain: Lessons and strategies from direct observation of clinical encounters (Stephen Henry, Richard Kravitz, Anne White, Somnath Saha)
Executive Center 1

Minimally Disruptive Medicine: A thoughtful and careful healthcare model to move from the "Status Quo" to the "Way forward"
( Abd Moain Abu Dabrh, Adam I. Perlman)
Executive Center 4

How to Become an Effective Advocate for Humanism in Your Healthcare Organization (Mary Ann Gilligan, Calvin Chou, Amy Weil, William T. Branch)
Marina 2

Achieving Person-Centered Engagement Using the Flinders Chronic Condition Management Program
(Krista Hirschmann)
Marina 3

SYMPOSIUM

Patient engagement in the self-management of type 2 diabetes: Lessons learned from various stakeholders
(Elizabeth Unni, Olayinka Shiyanbola, Lisa Sharp, Deepika Rao)
Marina 1

ORALS- SESSION 2B
CLINICAL REASONING AND COMMUNICATION SKILLS
EXECUTIVE CENTER 2A
Moderator: Paul Haidet

1. Barriers and facilitators to shared decision making in medical school: A multinational qualitative study
(Renata Yen)

2. Harmonizing Theory, Teaching, and Measurement: The SHARE TO CARE model of Shared Decision Making
(Marla Clayman)

3. How do small groups of health care students approach complex decisions in the practice of collaborative decision-making? A qualitative observation study
(Sarah Berger)

(Toni Kelly)

ORALS- SESSION 2C
ADVANCES IN COMMUNICATION WITH COMPLEX CHRONIC ILLNESSES: THE CASE OF HIV
EXECUTIVE CENTER 2B
Moderator: M. Barton Laws

1. Clinically complex, contextually distinct; narrative insights from patients with HIV
(Gemmae Fix)

2. Secure messaging through PositiveLinks: Examination of electronic communication in a clinic-affiliated smartphone app for patients living with HIV
(Tabor Flickinger)

3. Racial Disparities in Clinician Responses to Patients’ Emotional Concerns
(Jenny Park)

4. Communication Patterns Predictive of Achieving Better Clinical Outcomes
(Mary Catherine Beach)

ORALS- SESSION 2A
TOP 10 (SESSION 1)
MARINA 4
Moderator: Lee Ellington

(Kenzie A Cameron)

2. Patient Priorities Care: Connecting a Clinical Communication and Decision-Making Intervention to Changes in Patient Care
(Jennifer Freytag)

3. The influence of patient race and activation on pain management in advanced lung cancer: a randomized field experiment
(Cleveland G. Shields)

4. Investigating Nonconscious Nonverbal Synchrony as a Potential Contributor to Racial Cancer Treatment Disparities
(Lauren Hamel)

5. Public Health Literacy Among Facebook Audiences: A Quasi-RCT Evaluating Message Frames for Type 2 Diabetes Prevention
(Deepti Chittamuru)
ORALS- SESSION 2D
THINKING CREATIVELY ABOUT RISK IN RISK COMMUNICATION
EXECUTIVE CENTER 3A
Moderator: Sara Rubinelli
1. Patient Efforts to Influence Treatment Decisions in URI Visits: Associations with Antibiotic Prescribing and Evaluations of Care (Kasey Foley)
2. Evaluating Informational Narrative Messages for Women at Risk for Developing Hereditary Breast and Ovarian Cancer (HBOC) through Qualitative Methodologies (Marleah Dean)
3. Dealing with Delirium: Improving patient-provider communication with post-surgical patients with delirium and developing an effective care plan for at-risk patients. (Greenberry Taylor)
4. Creative Arts: Premiere Showing of “Keepers of the House” and Guided Conversation (Elizabeth Ross, Neil Prose)

ORALS- SESSION 2E
ASSESSING COMMUNICATION IN STANDARDIZED PATIENTS
EXECUTIVE CENTER 3B
Moderator: Debra Roter
2. Online Encounters with Standardized Patients to Prepare Medical Students for Effective Vaccination Counseling: Study Yields Encouraging Results (Pamela Duke)
3. A systematic review of the effect of experiential communication skills education on graduate medical trainee’s communication behaviors (Carma Bylund)
4. Teaching serious illness communication skills for undergraduate nursing students (Patricia H. Strachan)

ORALS- SESSION 2F
INNOVATIONS IN COMMUNICATION AND WOMEN’S HEALTH
MARINA 5
Co-Moderator: Kathleen Kieran
Patient Perspective Co-Moderator: Kasey Boehmer
2. Creative Arts: Blending Art and Women’s Health: A special screening of the film Darkness (Aisha Langford, Bettina Goolsby)
3. Impact of patient-provider sexual communication on sexual quality of life, symptom management, and adjuvant endocrine therapy adherence among Black women with breast cancer (Janeane N. Anderson)
4. Outcomes of a patient activation intervention for women with breast cancer receiving tumor genomic testing: The MEND trial (Suzanne O’Neill)

ORALS- SESSION 2G
DISPARITIES & EQUITY IN HEALTH COMMUNICATION
SEABREEZE 2
Co-Moderator: Denise L. Davis
Patient Perspective Co-Moderator: Lisa Diamond
1. Brief information about clinical trials in different formats increase the willingness to participate among the economically disadvantaged (Marie-Anastasie AIM, Julien Mancini)
2. Racial/Ethnic Differences in the Experience of Patient-Centered Communication for Older Minority Men (Kavitha Lobo, Jamie Mitchell)

ORALS- SESSION 2H
HEALTH LITERACY & HEALTHCARE DELIVERY
SEABREEZE 1
Moderator: Hsiang Shonna Yin
1. Using Health Literacy Individualized Coaching to Improve the Use of Plain Language and the Teach Back Method with Medical Providers (Rachel Yehoda)
2. Effect of health literacy on responses to personalized genetic testing for melanoma risk (Kimberly Kaphingst)
3. Health Literacy-Related Safety Events: One Children’s Hospital’s Experience (Andrea Morrison)
4. Using Staff-Driven Engagement Activities to Promote Health Literacy Best Practices (Rachel Yehoda)
PARALLEL SESSION 3
MONDAY, OCTOBER 28 | 3:30PM – 5:00PM

WORKSHOPS

Ethical Conflicts Regarding Advocacy Occurring in the Exam Room (Neil J. Farber, Courtney Hanson)
Marina 2

Negotiating Boundaries in the Era of #MeToo (Swana de Gijsel, Ellen Pearlman)
Marina 3

Using Strengths Based Nursing Approach as the Framework for Developing Clinical Preparation Courses (Rosetta Antonacci, Amanda Cervantes, Lia Sanzone)
Marina 4

Balint Groups: Exploring Emotion, Empathy and Relationships between Providers and Patients (J. Chris Rule, Vidush P. Athyal, Marika Handakas)
Marina 5

RESEARCH IN PROGRESS
SEABREEZE 1
Moderators: Lee Ellington, Russell Rothman

1. Development of a Mobile Technology-based (mLearning) Intervention to Enhance Communication about Sexual Health for Breast Cancer Clinicians: Update on the Putnam Scholars Program Project (Jennifer Reese)

2. University students and caregiver support: An investigation of the support-seeking behaviors among university students experiencing distress (Ashley George)

3. Barriers to Care for Patients with Limited English Proficiency: A Qualitative Study Using Photovoice (Lucy Schulson)

4. The Presumed Power of Storytelling: Analyzing the Effectiveness and Impact of Patient and Family Health Narratives in Educational Settings (Kirsten Isgro)

ORALS- SESSION 3A
IMPLEMENTING DECISION AIDS IN THEORY AND PRACTICE
EXECUTIVE CENTER 2A
Moderator: Kathleen Kieran

1. The ICAN Discussion Aid Trail: Qualitative and Implementation Findings (Kasey Boehmer)

2. A modified Delphi survey for the evidence summarization of patient decision aids (Catherine H. Saunders)

3. The development of the uterine fibroids Option Grid and Picture Option Grid for use in a PCORI implementation trial across five clinically diverse settings (Danielle Schubbe)

4. Information Seeking for Prostate Cancer Treatment Decision Making: A Natural Language Processing Approach to Analyzing Medical Communication During Consultation Visits (Lixin Song)

ORALS- SESSION 3B
SHARED ROLES IN SHARED DECISION MAKING
EXECUTIVE CENTER 2B
Co-Moderator: Gregory Makoul
Patient Perspective Co-Moderator: Suzanne O’Neill

1. Do collaboRATE scores reflect different experience of shared decision making by age, race and language? The question of case mix adjustment (Rachel Forcino)

2. Shared decision making: Physicians’ preferred role, usual role and their perception of its key components. (Ellen Driever)

3. Deliberation: Its Kinds, Methods, and Purposes (Ian Hargraves)


5. Exploring the relationship between patients’ needs and decisions in optometric practice (Vibeke Sundling)
ORALS- SESSION 3C
ISSUES IN DISCLOSURE IN HEALTH COMMUNICATION
EXECUTIVE CENTER 1
Moderator: Delesha Carpenter

1. Comparing Usual Care Genetic Counseling with a Literacy-Focused Communication Approach for the Disclosure of Exome Sequencing Results in a Healthy Population of Underserved Adults (Galen Joseph)

2. Teaching Disclosure of Adverse Events--there is already a formula! (Gary Buckholz)

3. Breaking Bad (News): A Patient-Centered Approach to Apology and Disclosure Training for Medical Residents (Krista Hill Cummings)

4. Creative Arts: Simulating Open Disclosure: Practicing a communication after an adverse drug event (Stefanie Pfisterer-Heise)

ORALS- SESSION 3D
COMMUNICATIONS AS WELL-BEING: BURNOUT, SELF-CARE, AND SPIRITUALITY
EXECUTIVE CENTER 4
Moderator: Jenni Levy

1. Creative Arts: Care Under Pressure: Drawing on art to communicate complex evidence-based recommendations to reduce mental ill-health in doctors (Daniele Carrieri, Ian Williams)

2. ‘It tests my faith every day.’ The role of spirituality in coping with chronic kidney disease: A qualitative analysis (Devika Nair)

3. Prevalence and determinants of physician burnout in a large health system (Amy Windover)

4. Continuity with Patients, Preceptors, and Peers Improves Primary Care Training and Mitigates Burnout: A Randomized Medical Education Trial (Kenzie A. Cameron)

ORALS- SESSION 3E
PATIENT’S PERSPECTIVES ON ENGAGEMENT AND ACTIVE PARTICIPATION
SEABREEZE 2
Co-Moderator: Richard Street
Patient Perspective Co-Moderator: Allyson Bontempo

1. The Role of Volunteer Patient Mentors in Supporting Patients Undergoing Periacetabular Osteotomy (Shelby Zima)

2. Topic Shifts and Agenda Setting in Primary Care Visits for Chronic Pain (Eve Hood-Medland, Anne White)

3. Laying the groundwork for advocacy: Using the Diabetes Distress Scale to learn about the emotional toll that type 2 diabetes is causing patients with uncontrolled insulin-dependent diabetes seeking care at a safety-net hospital (Aisha Langford)

4. You can’t enable all of the patients all of the time: patient enablement in practice (Teresa Pawlikowska)

5. Exploring Variance in Family Caregiver Communication Behaviors (Anna Kerr)

ORALS- SESSION 3F
TEACHING ABOUT SOCIAL DETERMINANTS OF HEALTH, CULTURAL COMPETENCE, & DISPARITIES
EXECUTIVE CENTER 3B
Moderator: Richard White

1. A Learner-centered Approach to Graduate Medical Education and Social Determinants of Health Integration (Kathleen McGrail, Ammar Alkassm)

2. Teaching cultural competence to experienced clinicians: The Health and Diversity university program in Switzerland (Melissa Dominicé Dao)

3. Teaching Social Determinants of Health: The Emotional Component (Brenda Lovegrove Lepisto)

4. Third Year Residents’ Reports on Their Exposure to Informal and Hidden Curricula Associated with Practices that Prevent Bias and Promote Health Care Equity & Quality (Michelle van Ryn)

5. Teaching healthcare communication skills attuned to the socially vulnerable: Can we build out from what we already do so well? (Pamela Duke)
**ORALS- SESSION 3G**
**HEALTH LITERACY & TECHNOLOGY/INNOVATION**
MARINA 1
Co-Moderator: Hsiang Shonna Yin
Patient Perspective Co-Moderator: Carli Zegers

1. *Can a Smartphone App Increase Health Insurance Literacy?* (Ana J. Diaz, Hannah Heiligman, Evelyn Oliva, Melanie Stone)

2. *Online Health Information: Reachable Yet Inaccessible for Deaf Individuals* (Michael McKee)

3. *Health Online: “Dr. Google” is becoming the New Norm* (Caitlyn Mowatt)


**ORALS- SESSION 3H**
**CREATIVE MEDITATIONS ON IN/EFFECTIVE COMMUNICATION BETWEEN PROVIDER-PATIENTS**
EXECUTIVE CENTER 3A
Co-Moderator: Marci Rosenbaum
Patient Perspective Co-Moderator: Jamie Cobb

1. *Creative Arts: TO DO OR NOT TO DO’... shared decision making?!* (Evelyn van Weel-Baumgarten, Jane Ege Møller, Lode Verreyen)

2. *Creative Arts: Healthful, Heartful, & Hopeful Autoethnography in Medicine* (Jay Baglia, Nicole Defenbaugh, Krista Hirschmann)

3. *Creative Arts: Failed Communication Across the Cancer Care Continuum: A Real-life Story of a Patient and Family’s Experience* (Christie Clipper)
HEALTH LITERACY

1. Evaluation of Health Literacy in Older Adults to Improve Medication Review Services in the Community (Kimberly E. Ng)

2. Lower eHealth literacy associated with less ownership and use of technology devices and applications (Hanna Vollbrecht, Valerie Press)

3. Preliminary results from a mixed method randomized controlled trial: ADdressing Health literacy, bEleifs, adheRence and self-Efficacy (ADHERE) program to improve diabetes outcomes (Olayinka Shiyanbola, Denise Pigarelli, Elizabeth Unni, Martha Maurer, Yen-Ming Huang)

4. Digital storytelling to advance health literacy and numeracy in Africa: case of Ndakira.net in Burundi (Franck Nziza)

5. Readability of colon cancer websites - assessment of online educational materials for patients (Anna Bączkowska)

6. Can a Health Literacy eLearning course change attitudes and self-efficacy among health professionals? (Katrina Grieve)

7. Predictive validity of subjective vs. objective health literacy measures administered over the phone (Morgan Eifler)

8. Developing health literacy profiles from assessments at the point of care (Rachel Lewin)

TEACHING CLINICAL COMMUNICATION SKILLS

9. The RaTs CCS: a new educational course to teach clinical communication skills to residents (Takeshi Kanazawa, Makoto Kikukawa)

10. Implementing a Simulation-Based Program for Nurse Leader Patient Rounding (Ashli Semones)

11. A telehealth curriculum for interprofessional trainees and staff (Maya Dulay)

12. The Communication Skills Faculty Development Program at Mayo Clinic: Faculty Self-Assessment (Jeff Rabatin, Cory Ingram)

13. Physician Strategies for “Meeting Patients Where They Are” (Sheryl Fuehrer)


15. Doctors’ perspectives on mandatory communication skills courses during residency. A qualitative study (Jane Ege Møller, Jakob Henriksen)

16. Needs Assessment for Professionalism and Communication Skills Training in Medical Education in India (Gita Mehta)

17. Walking a Tightrope: Initiating a Communication Skills Program among Residents overloaded with Clinical work (Parampreet Kharbanda)

APPLIED RESEARCH IN COMMUNICATION IN HEALTHCARE

18. Preparing for a profession in healthcare: Assessing the relevance of a communication course for students in healthcare programs. (Shirley Acquah)

19. The effectiveness of a virtual intervention for primary care professionals to improve their attitude towards the empowerment of patients with chronic diseases (e-MPODERA project) (Lilisbeth Perestelo-Perez)

20. Please don’t make me open up Pandora’s box! Empower learners by linking shared decision-making communication skills to advance care planning (Amy Tan)

21. Health Related Entertainment Education as Persuasive Narrative (Christine Skubisz)

22. Screening for Social Determinants of Health: An Observational Study of Staff's Knowledge, Skills, and Attitudes (Lee Ellington)

23. Attitudes Towards Patient-Centeredness: Advanced Communication Skills Training Makes a Difference (Mary Ann Gilligan)

24. Negotiating the stigma of chronic pain through impression management in primary care (Melissa Gosdin)

25. Parent Narratives about HPV vaccination: Message Design Implications to More Effectively Reach on the Fence Parents (Samantha Garcia, Jamie McCain, Michelle Miller-Day, Suellen Hopfer)

26. Mental health communication in post-ACS patients: How women’s needs differ from men’s needs? (Jalila Jbilou)
NARRATIVE MEDICINE
27. Visual Arts: An auto-ethnographic exploration of sudden serious illness: Navigating communication during an extended hospital stay (Lorraine Jackson)

MIXED METHODS RESEARCH
28. Teach-Back Training for Student Healthcare Professionals: A Mixed-Methods Pilot Study (Michelle Mavreles Ogrodnick)
29. Breaking bad news about cancer in China: concerns and contradictions faced by doctors deciding whether to inform patients (Xing Li)
30. The Role of Support Animals in College Student Coping. (William Hoffman)
31. Clinical Communication about Fatigue for Women with Breast Cancer: How Often Does It Occur and For Whom? (Jennifer Reese)
32. Negotiating opioid prescribing in primary care: Physician responses to patient requests for pain medication (Anne Elizabeth White)
33. TOP TEN POSTER Speed mentoring: Evaluation of the ICCH Pairing with Colleagues program (Christoffer Amdahl)

RESEARCH METHODS & METHODOLOGY
34. Measuring Approach-Avoidance Traits in Patients (Kristin Page Hocevar)
35. Development of a core set of patient-reported experience measures (PREMs) to assess patient-centeredness from the patients’ perspective (Eva Christalle)
36. Incorporating the Patient Voice in Value-based Health Care Transformation (Christopher Ulack)
37. TOP TEN POSTER Therapeutic-Relationships: An analytic framework utilising Critical Realist Ethnography and Fairclough’s Critical Discourse Analysis (Soumya Shanmughan Chettyar)

BASIC RESEARCH IN COMMUNICATION IN HEALTHCARE
38. Rater Gender Impacts Communication Ratings More than Patient or Physician Gender (Angelo D’Addario, Ann King, Kathleen Mazor)
39. Investigating Barriers to Cancer Clinical Trial
40. Educating Future Practitioners to Influence Health Literacy Practice (Elizabeth LeQuieu)
41. Associations between organizational aspects and perceived social support provided by nurses (Johanna Sophie Lubasch)
42. Public Understanding of Precision Medicine Research: A Qualitative Analysis of Lay Perceptions (Chelsea Ratcliff, Kimberly Kaphingst)
43. Healthcare Communication in Qatar: A PRISMA-ScR Compliant Systematic Review and Thematic Analysis (Alan S. Weber)
44. Use of a pre-consultation form to help ambulatory patients prepare an emergency department consultation: a feasibility study (Marie-Thérèse Lussier, Claude Richard)
45. HEART Sounds: Testing the feasibility and acceptability of audio recordings to improve discharge communication for cardiology inpatients (Michelle Dannenberg, Stacey Schott, Shayne Dodge)
46. Finding the Value: Identifying the Key Elements of Clinic Visits for Patients, Physicians, and Caregivers (Michelle Dannenberg)
47. How does culture within Hispanic families impact communication about eating habits and health implications? (Wan-Lin Chang)
49. TOP TEN POSTER Factors associated with patient-stakeholder intentions to participate in patient engaged research: Developing a multivariate predictive model from the HINTS dataset. (Richard Brown)
50. TOP TEN POSTER BRCA1/2 Testing Discussions among U.S. Women Diagnosed with Breast Cancer: Timing, Informational Content, and Satisfaction (Jennifer Elston Lafata)
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<td>A face-to-face peer support intervention for adults with Type 2 Diabetes: A systematic review</td>
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<td>Disseminating Patient Education: A Videoconference Class Pilot</td>
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<td>TOP TEN POSTER Exploring Lonely Older Adults’ Behavioral Responses to Robotic Pets</td>
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Poster Session II

POSTER SESSION MONDAY

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Join other ICCH Conference attendees for an evening viewing of *A Journey Through Breast Cancer*, a documentary film that focuses on the importance of communication between patients, family members, and medical teams when managing breast cancer. Designated for wide dissemination across regional, national, and global viewing audiences, attention is given to a major social problem and valued resource: The critical role of communication and social relationships, over time, as interactions about breast cancer occur within both clinical and home settings.

This innovative documentary film integrates the social sciences, humanities, medicine, and the arts to create a resource that permits meaningful and sustained dialogue about delicate, complex, and frequently misunderstood communication challenges – and life-affirming opportunities – arising from cancer diagnosis, treatment, and prognosis.

Following the film viewing, there will be an opportunity for questions and discussion with Principal Investigator (PI), Writer, & Executive Producer Wayne Beach, PhD.

“Because of what cancer is, it brings you in contact with another human being that barely any relationship will. I mean it’s not an extraordinary relationship – it is the extraordinary relationship.” - Siddhartha Mukherjee, *The Emperor of all Maladies*
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 breakfast 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.

**Child and Family Health Literacy Interest Group**  
(sponsored by the International Health Literacy Association [IHLA])

Caring for children’s health is unique there are various specific health literacy challenges which impact children’s health. The International Health Literacy Association (IHLA) Child and Family Health Literacy Special Interest Group’s mission is to advance health literacy-related research, practice-/organizational-level change, education, and policy/advocacy to improve the health and well-being of children and adolescents. The group will focus on discussions and initiatives around evidenced-based solutions in pediatric health literacy research, education, and practice-/organizational-level change. To this end, this will be a meeting and discussion for the IHLA Child and Family Health Literacy SIG. Attendees will each introduce themselves (elevator speeches) to facilitate networking. The co-leaders will facilitate a discussion about SIG goals regarding research and potentials for collaboration. Open to all ICCH attendees interested in child health.

*Facilitator: Andrea Morrison*

Marina 1

**Health Literacy Research Interest Group**  
(sponsored by the International Health Literacy Association [IHLA])

The goal of this interest group is to build connections, provide mentorship, and share opportunities for health literacy research internationally. We want to help support the development of international collaborations that can facilitate new connections across research projects and allow for meaningful opportunities for mentorship and learning, in order to foster high quality health literacy research. At our meeting we will discuss research interests, opportunities for collaborations, and next steps for the Health Literacy Research Interest Group. Open to all ICCH attendees.

*Facilitators: Teting Sentell / H. Shonna Yin*

Marina 2

**Language and Cultural Discordance in Healthcare Communication**

The overarching objective of this interest group is to foster a coherent interdisciplinary and interprofessional approach to researching and training in language and cultural discordance in healthcare communication. All interested colleagues are invited to join us in the open meeting to discuss research priorities and the best way the interest group can serve its members to achieve the aims. Open to all ICCH attendees.

*Facilitator: Shuangyu Li*

Marina 3

**Medical uncertainty**

This interest group aims to bring together researchers, educators, and clinicians who are interested in the problem of uncertainty in healthcare. Its goal is to raise awareness of work on medical uncertainty, share knowledge and ideas, facilitate collaboration, and promote more systematic and multidisciplinary work on this important problem. Open to all ICCH attendees.

*Facilitator: Paul Han*

Marina 4

**Shared Decision Making - Introducing the International Society for Shared Decision Making**

This interest group is for those at ICCH who have a strong interest in shared decision making at levels of policy, education, research and practice. Information about the new International Shared Decision Making Society will be available. Open to all ICCH attendees.

*Facilitator: Glyn Elwyn*

Marina 5

**VR-CoDES**

VR-CoDES is a coding system which has been developed for identifying patient’s negative emotions (cues/concerns) and health providers’ responses to these emotions during the clinic consultations. The system has been validated and well applied by many researchers in many countries for nearly ten years. Open to all ICCH attendees.

*Facilitator: Xinchun Liu*

Seabreeze 1

**yEACH (Early-Career Professionals in Communication in Healthcare)**

yEACH is a special interest group within EACH that was formed to foster peer-mentorship and collaboration across EACH early-career members. Early-career is defined as those within 10 years of starting their academic research and/or teaching career within healthcare communication. Both those who identify as early-career professionals and those who do not are invited to attend this meeting in order to learn more about yEACH’s activities, including ways to support and engage with the group. Open to all ICCH attendees.

*Facilitator: Kasey Boehmer*

Seabreeze 2
PLENARY SESSION III

TUESDAY, OCTOBER 29 | 8:30AM – 10:00AM
HARBOR ISLAND BALLROOM

TRANSPARENCY, TRUST AND OPENNOTES: THE PATIENT PERSPECTIVE

Liz Salmi
Senior Strategist
OpenNotes

After the first iPhone was released in 2007 people have had easy access to information throughout every aspect of their lives. From that moment forward, patient experiences have been colored and shaped by a new culture of curiosity, sharing, and tools that make it possible for regular people to better understand their health care and data and communicate more easily with health professionals. But much of a patient’s personal health information is still hidden from their view, and is assumed to be beyond their comprehension.

In this presentation, Liz Salmi will take you on a journey of how her own experience with brain cancer transformed her into a curious and engaged patient; she will challenge assumptions about the capabilities of non-medical professionals, and introduce OpenNotes—the healthcare transparency movement driving improved communication between clinicians and patients.

Can greater transparency impact patient engagement and quality of care? For patients to be actively engaged in processes and decisions, to feel valued and respected, and to be treated with compassion and understanding, movements like OpenNotes are essential. This is your chance to find out why.

Learning Objectives

At the conclusion of this presentation, attendees will be able to:

1. Define the healthcare transparency movement known as OpenNotes
2. Recognize how access to clinical notes has led to an increase in trust between clinicians and patients
3. Give examples of how OpenNotes is helping vulnerable populations and care partners

About Liz Salmi: Liz Salmi is a former punk rock drummer turned cancer patient, who now works for a Harvard Medical School teaching hospital on a research project called OpenNotes—a movement that encourages doctors and other healthcare professionals to share the notes they write with the patients they are caring for.

After being diagnosed with a life-limiting condition at age 29, Liz immediately put her digital communications skills to use by blogging, chronicling her daily symptoms, and seeing how much trouble she could get into with her online medical information. Today, she is passionate about empowering regular people to become more engaged in their own health care and improve their experience as patients.

Liz is a Stanford Medicine X e-Patient Scholar and a 2016 TEDMED Frontline Scholar. She speaks regularly on how healthcare professionals and patients are connecting through digital tools and joining as partners in research.

In addition to her work with OpenNotes, Liz leads stakeholder engagement efforts for a palliative/neuro-oncology research network established by the Patient-Centered Outcomes Research Institute (PCORI) and serves on the Board of Directors for National Brain Tumor Society. Her interests include clinical informatics, citizen science and human-centered design.

NOTES
PARALLEL SESSION 4

TUESDAY, OCTOBER 29 | 10:30AM – 12:00PM

WORKSHOPS

Prioritizing Teamwork: Promoting Process and Outcome Effectiveness through Purposeful Instruction in Collaboration and Communication (April Kedrowicz)
Marina 2

Jazz and the Art of Teaching: Developing Your Educator Voice (Paul Haidet)
Marina 3

Disrupting the ‘Single Story’ of Health Care through Narrative Medicine (Brianna Cusanno, Nivethitha Ketheeswara)
Marina 5

SYMPOSIUM

Highlighting international uses of collaboRATE, a brief patient-reported measure of shared decision-making (Barbara Bokhour, Stefan Zeh, Rachel Forcino, Gregory Makoul)
Marina 1

ORALS- SESSION 4A
TOP 10 (SESSION 2)
SEABREEZE 1
Moderator: Marla Clayman

1. Validating the considERRate questions: psychometric properties of a serious illness experience measure for people at high risk of death (Catherine Saunders)
2. Transforming communication and relationships in surgical teams improved relational coordination and treatment quality. A mixed method study. (Birgitte Tørring)
3. Loss of patient-centeredness in interpreter mediated primary care visits (Debra Roter)
4. Analysis of Observer OPTION-5 and collaboRATE scores in the What Matters Most trial comparing two encounter decision aids against usual care for breast cancer surgery choices (Renata Yen)
5. A Thematic Analysis of Patient Voice in Patient-Centered Communication (Simone Brennan)

ORALS- SESSION 4B
HARNESSING GRAPHIC MEDICINE, HEALTH LITERACY AND SOCIAL INTERACTION
SEABREEZE 2
Co-Moderator: Christy JW Ledford
Patient Perspective Co-Moderator: Kathryn M. Anderson

1. Graphic Medicine as Physician Tool to Understand Their Patient’s Experience of a Medical Condition (Tom Janisse)
2. Characteristics of Appealing and Easily Comprehensible Tailored Health Infographics (Adriana Arcia)
3. Does pictorial health information improve health behaviors and outcomes? A systematic review and meta-analysis (Danielle Schubbe)
4. Empathic Communication and Missed Opportunities in Dignity Therapy (Carma Bylund)

ORALS- SESSION 4C
INNOVATIONS IN COMMUNICATION, EMOTION, AND EMPATHY
EXECUTIVE CENTER 2A
Co-Moderator: Felise Milan
Patient Perspective Co-Moderator: Allyson Bontempo

1. Interprofessional Improv: Fostering Empathy in Teams (Amy Zelenski, Norma Saldivar)
2. Physicians privilege responding to physiological emotional cues in oncologic consultations: a study utilizing VR-CoDES (Margarida Figueiredo Braga)
3. Empathic validation as a last resort for responding to problems with uncertain solutions (Caroline Tietbohl)
4. Can Verona Coding Definitions of Emotional Sequences (VR-CoDES) be applied to standardized Chinese medical consultations? - A reliability and validity investigation (Xinchun Liu, Qingyan Wang)
5. The Contagion of Optimism: The Relationship Between Patient Optimism and Palliative Care Clinician Overestimation of Survival Among Hospitalized Patients with Advanced Cancer (Luke T. Ingersoll)
ORALS- SESSION 4D
COLLABORATION & COMMUNICATION
ACROSS MULTIDISCIPLINARY
HEALTHCARE TEAMS
EXECUTIVE CENTER 2B
Moderator: Richard Street

1. Factors influencing physician responsiveness to nurse-initiated communication (Milisa Manojlovich)
2. The Impact on Community Healthcare made by Medical Records Clerks in Japanese culture (Sho Nonoyama)
3. Resident perceptions of cross-specialty communication (Christoffer Amdahl)
4. The Temporal Structure of Ambulatory Encounters and Problem Resolution (M. Barton Laws)

ORALS- SESSION 4E
ETHICS AND RESEARCH METHODS IN
HEALTH COMMUNICATION
EXECUTIVE CENTER 3A
Moderator: Sara Rubinelli

1. Psychometric testing of a core set of patient-reported experience measures (PREMs) to assess patient-centeredness from the patients’ perspective (research in progress) (Eva Christalle)
2. Service-Based, Profit-Driven: Corporate Social Responsibility in the IVF Industry (Shawna Dias)
3. When Should Patients with Dementia Speak by/for Themselves? Modeling the Clinical Ecology of Triadic Communication from an Ethics Perspective (Jennifer Freytag)
4. You opened me up to read and reflect: Identifying components that foster medical students’ willingness to learn from written reflective journal feedback (Lior Rozental, Orit Karnieli-Miller)

ORALS- SESSION 4F
PRESSURES ON PROVIDERS IN HEALTH
COMMUNICATION
EXECUTIVE CENTER 3B
Moderator: Marleah Dean

1. Does Physician Response to Patient Emotion Impact Subsequent Communication and Visit Length? (Mary Catherine Beach)
3. It makes you think twice: Provider experiences with interventions to reduce inappropriate antibiotic use in the outpatient setting (C. Danielle Connor)
4. Acceptability and feasibility of a coaching and feedback program to enhance provider communication skills (Bich Dang)

ORALS- SESSION 4G
COMMUNICATING ABOUT MENTAL HEALTH
EXECUTIVE CENTER 1
Co-Moderator: Kathleen Kieran
Patient Perspective Co-Moderator: Nicole Defenbaugh

1. Creative Arts: Homemade (Diane Portman)
2. Communication Experiences of Therapy-Sponsored Clinical Educators (A work-in-progress) (Timothy Barshinger)
4. Mapping social and situational proximity of opinion leaders for mental health promotion: A qualitative assessment (Hayley Markovich)

ORALS- SESSION 4H
SENSITIVE TOPICS: STIGMA IN HEALTH
COMMUNICATION
EXECUTIVE CENTER 4
Co-Moderator: Judy Chang
Patient Perspective Co-Moderator: Parampreet Singh Kharbanda

1. “What does sexual health mean to you?”. Insights into the framing of sexual health by female patients and family medicine providers in the United States (Ashley Chastain)
2. The Impact of Cognitive Impairment on Provider Communication and Healthcare Avoidance Among Older Adults (Julia Yoshino Benavente)
3. The Impact of Media Coverage about Pedophilia on the Acceptance of Preventive Therapy Programs and the Process of Treatment on pedophile Nonoffenders (Daniela Stelzmann)
5. Engaging Obstetricians and Gynecologists to Increase Discussions with Patients about Prenatal Alcohol and Other Substance Use by Learning from Persons with Lived Experience (Elizabeth P. Dang)
ACH-EACH PROFESSIONAL DEVELOPMENT SESSION: THRIVING IN AN ACADEMIC CAREER - MENTORING MATTERS
TUESDAY, OCTOBER 29 | 12:15PM – 1:30PM
SEABREEZE 1

EACH and ACH are jointly presenting a mentoring and professional development session: “Thriving in an Academic Career: Mentoring Matters.” Attendees can pick up their lunch beginning at 12:00pm and join the session!

This session will begin with a brief panel of scholars at various levels of their careers sharing relevant best practices and lessons learned. Small group discussions, facilitated by discussants from ACH and EACH, will engage participants in identifying topics and strategies relevant to them in their career trajectory. The goal is to allow participants to identify topics that are particularly relevant to them in their careers, provide the opportunity for them to identify and share questions and/or concerns, and benefit from the varied perspectives of others that emerge from the discussion.

The following topics will be used to stimulate discussion:

- Aligning expectations in a mentoring relationship
- Taking care of yourself while being successful in your career/work-life integration
- Mentoring Archetypes: What type of mentor are you/What type of mentor are you seeking?
- Is it only me? Recognizing you are not alone
- Productivity tips and techniques
- Finding your niche

The panel and facilitators include:

Kenzie A. Cameron, PhD, MPH, FACH, Research Professor, Northwestern University Feinberg School of Medicine, US (ACH) [Chair]
Kasey Boehmer, PhD, MPH, Assistant Professor, Mayo Clinic, US (yEACH) [Co-Chair]
Carma Bylund, PhD, FACH, Associate Professor, University of Florida, US (ACH)
Judy Chang, MD, MPH, Associate Professor and Assistant Dean of Medical Student Research, University of Pittsburgh School of Medicine, US (ACH)
Pål Gulbrandsen, MD, PhD, Professor, University of Oslo, Norway (EACH)

INTERNATIONAL HEALTH LITERACY ASSOCIATION (IHLA) OPEN FORUM
TUESDAY, OCTOBER 29 | 12:15PM – 1:30PM
MARINA 4

The International Health Literacy Association (IHLA) is a member-based organization dedicated to uniting people around the world to promote health literacy for all. The first IHLA Global Health Literacy Summit will take place October 26-28, 2020 in Kaohsiung, Taiwan. Research and practice sessions will be offered by IHLA Interest Groups run by and for our members.

Join our Open Forum to learn more about IHLA and the Global Health Literacy Summit 2020 as an historic milestone in the evolving field of health literacy study and application.

To become a member of IHLA, visit www.i-hla.org. It’s FREE!
PARALLEL SESSION 5

TUESDAY, OCTOBER 29 | 1:45PM – 3:15PM

WORKSHOPS

Missed opportunities in workplace-based learning: Approaches to teaching communication skills in the context of clinical practice (Marcy Rosenbaum, Jane Ege Møller, Muneera Kapadia)

Marina 2

Visual Communication Design for Health Services: Improving the Experience of Care for Patients and Caregivers (Kevin Shaw, Mara van Beusekom)

Marina 3

How to respond to patients with varying health literacy strengths and limitations? (Eva Bitzer, Andrea Gaisser)

Marina 4

Opening Ourselves to Hear from Others Online: Harnessing Social Media to Understand Experiences of Health and Illness (Elizabeth Jones)

Marina 5

ORALS- SESSION 5A

A WALK ON THE NARRATIVE SIDE OF THE STREET: CONTRIBUTIONS OF NARRATIVE MEDICINE & MEDICAL HUMANITIES

MARINA 1
Moderator: Jenni Levy

1. Developing and implementing the Cornerstones of Resident Education (CORE) curriculum for new Graduate Medical Education programs in a High Reliability Organization using Lean Methodology in a community hospital system (Gretchen Holmes)

2. From Colored to Black: An Evaluation of a multi-modal Play Promoting Health Diversity, Equity, and Inclusion (Hayley Markovich)

3. If you cannot connect the issues, think connective tissues: Understanding patient-provider communication about the Ehlers-Danlos Syndromes (Allison Blumling)

4. How the narratives of men with Breast Cancer construct women as key support providers (Mark Leo Cabling)

ORALS- SESSION 5B

MEDICAL LINGUISTICS, SOCIAL INTERACTION, & COMMUNICATION SCIENCE

SEABREEZE 2
Moderator: M. Barton Laws

1. Physician strategies for correcting patient misconceptions during clinic visits (Jennifer Gerwing)

2. Demonstrating Empathy on the Speaking Component of a Healthcare-Specific English Language Test (Brigita Seguis)

3. Changes in Conversation Style in Patient Responses to Intimate Partner Violence Assessments During First Obstetric Visits (Abdesalam Soudi, Judy Chang)

4. Medical Authority under Siege: Transforming Patient Resistance into Acceptance (Tanya Stivers)

5. A critical discourse analysis of how public participants and their evidence are presented in Health Impact Assessment reports in Wales (Fiona Wood)

ORALS- SESSION 5C

TOOLKITS, INSTRUMENTS, AND SCALES TO IMPROVE COMMUNICATION & HEALTH LITERACY IN CLINICAL VISITS

SEABREEZE 1
Moderator: Gregory Makoul


2. Developing the consideRATE questions: user-centered development of a serious illness experience measure (Catherine Saunders)

3. Developing the consideRATE talk guide: a conversation tool to help seriously ill patients, families and their clinicians co-produce care (Catherine Saunders)

4. Further Validation of the Consumer Health Activation Index (CHAI) among Diverse Primary Care Settings (Guisselle Wismer, Lauren Opasnick)
**ORALS- SESSION 5D**  
**BEHAVIOR CHANGE AND COMMUNICATION IN DIVERSE SETTINGS**  
**EXECUTIVE CENTER 1**  
Moderator: Michael Wolf

1. Exploring effective messaging in promoting HPV vaccination: A pilot study (Charla Markham Shaw)
2. Patient perspectives on diabetes app benefits and desired characteristics (Helen Fu)
3. Effectiveness of an internet intervention for the reduction of alcohol consumption in adults (Vorvida): Results of a randomized controlled trial (Eva Christalle)
4. Patient Engagement and Advocacy in Hereditary Cancer: A Model for Patient-Centered Research (Marleah Dean)
5. The "Magic Fix": Nature and impact of health providers’ talk about the value of antibiotics in primary care (Kasey Foley)

**ORALS- SESSION 5E**  
**USING SYSTEMATIC REVIEWS DEVELOP AND REFINE EVIDENCE OF COMMUNICATION IN HEALTHCARE**  
**EXECUTIVE CENTER 2A**  
Moderator: Sara Rubinelli

1. An integrated assessment of communication skills: a systematic review of instruments and their application in undergraduate medical education (Teresa Pawlikowska)
2. Can Patient-Provider Interpersonal Interventions Achieve the Quadruple Aim of Health Care? A Systematic Review (Marie Haverfield)
3. Patient communication about kidney transplantation: A systematic review of the literature (Heather Gardiner)
4. A systematic review of disclosure of complementary and integrative medicine usage in biomedical settings (Evelyn Y. Ho, Christopher J. Koenig, Emily Peterson, Carma L. Bylund, Easton Wollney)
5. Toward an Evidence-Based Approach to Conversation-Enhancing Architecture in Healthcare: A Narrative Literature Review and Toolkit (Georgia Williams)

**ORALS- SESSION 5F**  
**INNOVATIONS IN COMMUNICATION TECHNOLOGY TO FACILITATE EQUITY AND ACCESS**  
**EXECUTIVE CENTER 2B**  
Co-Moderator: Kathleen Kieran  
Patient Perspective Co-Moderator: Kavitha Lobo

1. Components in developing a communication technology initiative for rural caregivers. (Ronelle Jansen)
2. Exploring Cancer Patients’ Electronic Communication with Providers (Qiwei “Luna” Wu, Richard L. Street, Jr.,)
3. #powerofrural: social media as a stakeholder engagement strategy (Bonny Morris)
4. #Doctorsaredickheads as hashtag activism: Barriers faced by patients with disabilities in the exam room (Summer Shelton)

**ORALS- SESSION 5G**  
**ISSUES IN BIAS ACROSS THE COMMUNICATION SPECTRUM**  
**EXECUTIVE CENTER 3A**  
Co-Moderator: Richard Bogue  
Patient Perspective Co-Moderator: Kirsten L. Isgro

1. Individuation and Implicit Racial Bias in Genetic Counseling Communication (Chenery Lowe)
2. Transmission of Negative and Positive Attitudes towards Patients in Medical Records (Jenny Park)
3. The impact of formal and informal curricula on interracial anxiety among 3959 medical students attending a stratified random sample of 49 medical schools (Michelle van Ryn)
4. Encounters in VR: Decreasing prejudice towards schizophrenic people (Daniela Stelzmann)
ORALS - SESSION 5H
HEALTH LITERACY MEASUREMENT / METHODOLOGY
EXECUTIVE CENTER 3B
Moderator: Richard White

1. Development and Validation of the Comprehensive Health Activities Scale Short Form (CHAS-SF) (Laura Curtis)

2. Operationalizing critical health literacy: Results from an online consultation process among stakeholders in the Swiss healthcare system. (Nicola Diviani)

3. The Relationship Between Self-Management and Health Literacy as Measured by the FCCHL Tool (Carli Zegers)

4. Problems Related to Education and Literacy in the Healthcare Cost and Utilization Project National Inpatient Sample (Tetine Sentell)

5. The Psychometric Testing of the Functional, Communicative, and Critical Health Literacy Tool (Carli Zegers)

ORALS - SESSION 5I
CREATIVE APPROACHES TO EMBODIED RESPONSES IN HEALTH COMMUNICATION
EXECUTIVE CENTER 4
Moderator: Evelyn van Weel-Baumgarten

1. Creative Arts: Creating Body Sculptures - Observing and Responding with our Whole Selves (Laurie Callen, Lisa Culen)

2. Creative Arts: Narratives of the non-compliant: Using communication to motivate compliance (Jamie Cobb)
PARALLEL SESSION 6
TUESDAY, OCTOBER 29 | 3:30PM – 5:00PM

WORKSHOPS

Behavior Change in Our Patients and Ourselves: Enhancing Teaching and Practice of Motivational Interviewing Skills (Paul M. Grossberg)
Marina 2

Finding Common Ground in Healthcare (Stan Hudson)
Marina 3

A three-step iterative coaching process to support development of resident communication skills (Rachel Lewin, Maria Rudolph, Yue Ming Huang, Mollie Ruben)
Marina 4

Visual Communication Design for Health Research: Disseminating and Magnifying the Impact of Your Work (Kevin Shaw, Mara van Beusekom)
Marina 1

SYMPOSIUM

Best Practices for Implementing an Institutional Communication Strategy for a Large Complex Project (Carol Berteotti, Diane Joyce, Rhoda Madson, Bryan Anderson)
Marina 5

ORALS- SESSION 6A
HEALTH LITERACY, MEDICATIONS, AND DISEASE MANAGEMENT
SEABREEZE 1
Moderator: Michael Wolf


2. Longitudinal Investigation of Older Adults’ Ability to Self-Manage Complex Multi-Drug Regimens (Stacy Bailey)

3. Associations of Health Literacy, Patient Activation, and Patient-Provider Communication Regarding Higher-Risk Medication Use (Marina Arvanitis)

4. Use of Online Medication Adherence Assessments to Identify At-Risk Patients in Post-Transplant Care (Michael Wolf, Laura Curtis)

5. Sociodemographic differences in US adults’ reactions to uncertainty in information about treatments used in public health emergencies (Paula Rausch)

ORALS- SESSION 6B
IMPLICATIONS OF SHARED DECISION MAKING DURING AND AFTER CLINICAL VISITS
SEABREEZE 2
Co-Moderator: Marla Clayman
Patient Perspective Co-Moderator: Kavitha Lobo

1. The role of physicians’ recommendations in treatment preference and attitudes: An experimental examination of shared decision-making (Marie Eggeling)

2. Psychological Attachment Style of Surrogate Decision Makers and their Goals-of-Care Decisions for Neuroscience ICU Patients (Stephanie Tu)

3. Combining Clinical and Cost Information to Facilitate Shared Decision Making in Palliative Care: A Pilot Project (Dominic Lorusso)

4. The effects of “Family-Clinician Shared Decision-Making (FC-SDM) Model” on Lowering ICU Critically Ill Patient Family Members’ Anxiety and Depression Level (Xinchun Liu)

5. A randomized controlled trial to improve complex oral information provision to Multiple Sclerosis patients in need of treatment escalation. (Jenny Nordfalk)
ORALS- SESSION 6C
MIXED METHODS RESEARCH IN HEALTHCARE COMMUNICATION
EXECUTIVE CENTER 2A
Moderator: Janice Hanson

1. Opioid Literacy: Understanding Patient and Provider Need in an Urban Cancer Center (Lauren Waldman)

2. Insights from individuals with type 2 diabetes regarding diabetes patient education materials and their educational needs on diabetes medication management (Elizabeth Unni)

3. Do patients with high versus low treatment burden have different communication needs? A mixed methods study of patients on dialysis (Kasey Boehmer)

ORALS- SESSION 6D
PROVIDERS’ PERSPECTIVES IN HEALTH COMMUNICATION
EXECUTIVE CENTER 1
Moderator: Richard Bogue

1. Communication and Collaboration with Mechanically Ventilated Patients in Intensive Care Units: A Study of Health-Care Personnel’s Experiences in Clinical Practice (Marte-Marie Wallander Karlsten)


3. The impact of medical scribes on provider experience in primary care pediatrics (Kasey Foley)

4. Creative Arts: Poetry for Professional and Personal Growth (Huong Nguyen)

ORALS- SESSION 6E
ADAPTING COMMUNICATION TO SPECIFIC AUDIENCES: THE CASE OF “YOUNGER” PATIENTS
EXECUTIVE CENTER 2B
Moderator: Cleveland G. Shields

1. Influence of a pre-visit intervention to increase youth engagement during asthma visits on caregiver quality-of-life 6 months later (Betsy Sleath)

2. Exploring adolescents, parents and providers views on triadic diabetes clinic encounters: the promoting adolescents communication and engagement study. (Imelda Coyne)

3. Critical health literacy and youth perspectives of health care in Central Mexico (Steve Hoffman)

4. Missed opportunities: How former foster youth are struggling to navigate the US health system (Steve Hoffman)

5. 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, one-year follow-up: a cluster-randomised trial (Allen Nsangi)

ORALS- SESSION 6F
PATIENT EXPERIENCE (III)
EXECUTIVE CENTER 3A
Co-Moderator: Marci Rosenbaum
Patient Perspective Co-Moderator: Stefan Zeh

1. What students can learn about healthcare communication from patients (Angela Towle, William Godolphin)

2. Pilot study to improve goals of care conversations among hospitalists (Kathryn Pollak)

3. Out of sight, out of mind? International patient handover from a patient perspective. (Juliëtte Anna Beuken)

4. Patient Participation in Making Diagnoses: Beyond Symptom Presentation to Diagnostic Interpretation (Lakshmi Krishnan, Mary Catherine Beach)

ORALS- SESSION 6G
COMMUNICATING WITH UNDERSERVED OR LANGUAGE DISCORDANT POPULATIONS
EXECUTIVE CENTER 3B
Co-Moderator: Debra Roter
Patient Perspective Co-Moderator: Shuangyu Li

1. Health literacy, emergency department visits and self-rated health among first-generation Chinese immigrants: an Australian study (Ling Zhang)

2. Culturally and linguistically appropriate hospital services can reduce length of stay (Melody K. Schiaffino, Melissa Ruiz)

3. Taking longer and saying less: challenges of interpreter mediated primary care visits (Leah Karliner)

4. Developing an Observational Assessment of Physician Non-English Language Proficiency (Lisa Diamond)

5. Identifying Differences in Structure and Content of Surgical Conversations with and without Interpreters (Kathleen Kieran)
ORALS- SESSION 6H
TEACHING CLINICAL REASONING & COMMUNICATION SKILLS
EXECUTIVE CENTER 4
Moderator: Orit Karniel-Miller

1. Radiation therapy student’s communication skills training: student perceptions. (Toni Kelly)

2. Communication skills training for oncology fellows: Motivation and training outcomes (Diane Portman)

3. Peer Tutoring in Clinical Communication teaching: motivation and perceptions of Year 3 medical students at one London Medical School. (Nour Houbby, Arwa Hagana)

4. The Coming Paradigm Shift of the Neuroscience of Compassion for Medical Education and Clinical Practice (Dominic Vachon)

5. Five weeks of mindfulness training leads to increases in empathy levels in UK medical students (Amy Spatz)
PLENARY SESSION IV

WEDNESDAY, OCTOBER 30 | 8:30AM – 10:00AM
HARBOR ISLAND BALLROOM

THE ROLE OF ENHANCING REFLECTIVE ABILITY IN TEACHING COMMUNICATION SKILLS

Orit Karnieli-Miller, PhD
Head of the Department of Medical Education
Sackler School of Medicine at Tel Aviv University

Reflection is a metacognitive process, and a strategy to develop an understanding of self, others, and the situation. Reflective ability is the capacity to review, interpret, understand, or resolve experiences in ways that achieve deeper meaning, insight, and guidance for future behavior. The importance of reflective ability led faculty involved in health profession education to integrate reflective practices to promote professionalism, clinical thinking, and communication skills. In this presentation, I will thoroughly define reflective ability, and illustrate through various studies the importance of reflective ability in teaching communication skills. This presentation touches upon the debate whether we can merely focus on teaching skills or need to integrate a personal, professional growth that includes increased self and other awareness.

The objectives are to:

1. Provide a working definition of reflective ability
2. Recognize the importance of reflective ability on student’s capability to communicate
3. Identify different ways teachers can integrate reflective practices in teaching communication skills

About Orit Karnieli-Miller, PhD: Dr. Orit Karnieli-Miller is the Head of the Department of Medical Education at Sackler Faculty of Medicine, Tel Aviv University, Israel. She received her PhD in Social Work from the University of Haifa in Israel with specialty in communication in healthcare. She completed a post-doctoral fellowship at the Regenstrief Institute at Indiana University School of Medicine focusing on professionalism and humanism in healthcare. Throughout her academic career, Dr. Karnieli-Miller has focused on enhancing patient centered care through studying and teaching communication between physician-patient and families. She has expertise in the field of “breaking bad news”, multi-participant conversations (patient-physician-companion), shared decision-making in medical practice, reflective practice and professionalism in medicine. Dr. Karnieli-Miller has focused both on patients’ needs and expectations as well as professionals (physicians and medical students) needs and challenges. She has been awarded numerous significant research grants and has published widely in leading peer-reviewed journals within the field of medical education and communication in healthcare. She has served as a board member in the Academy of Communication in Healthcare (ACH) for the past five years.

NOTES
PARALLEL SESSION 7

WEDNESDAY, OCTOBER 30 | 10:15AM – 11:45PM

WORKSHOPS

Civility Ninjas: A Field Guide to Improving Colleague-Colleague Interactions (Calvin Chou, Ellen Pearlman, Cathy Risdon)
Marina 2

I-ACT: Developing an Interprofessional Communication Skills Assessment Methodology and Faculty Collaborative (David Jenson, Deb Seymour)
Marina 3

How to Start a Statewide Implementation of United States Pharmacopeia Patient-Friendly Medication Labeling Recommended Changes (Kari LaScala, Stan Hudson)
Marina 4

SYMPOSIUM

Innovative Technology to Support Disability-related Needs of Families, Clinicians, and Counselors (Brian Skotko, Julie McKinney, Stephanie Santoro)
Marina 1

RESEARCH IN PROGRESS

SEABREEZE 1
Moderators: Kenzie Cameron, Cleveland G. Shields

1. Health Literacy, Social Support, and Diabetes Self-Care Among People of Arabic Accent (Abeer Aseeri)
2. Development of a Genomic Communication Tool: The Families SHARE Health Education Game (Calandra Whitted)
3. One size does not fit all: Teaching and assessment of clinical communication skills in Portuguese medical schools (Diana Moura)

ORALS- SESSION 7A

ADDRESSING THE OPIOID CRISIS THROUGH COMMUNICATION
MARINA 5
Moderator: Richard Bogue

1. Assessing the effectiveness of a narrative-based patient education video for promoting opioid tapering (Bo Feng, Stephen Henry)
2. Time for change: An experimental investigation of chronic pain patients’ emotional and attitudinal responses to opioid tapering advice (Claire Ashton-James)
3. Launching Opioid Management Improvements: Insights from Guiding Primary Care Practices Using the Six Building Blocks for Improving Opioid Management (Sarah J. Shoemaker-Hunt, Leigh Evans)
4. Story versus the storyteller: Factors associated with the effectiveness of brief video-recorded patient stories for promoting opioid tapering (Stephen Henry)

ORALS- SESSION 7B

ENGAGING PATIENTS AND THEIR CAREGIVERS ACROSS SETTINGS
EXECUTIVE CENTER 2A
Moderator: Maija Reblin

1. Cancer Caregivers and Prognostic Communication (Stacey A. Passalacqua, Mohamad Hassan Fakhrreddine)
2. Improving communication with patients and families at hospital discharge (Jennifer Innis)
3. A Crucial Conversation: Helping Surgeons Identify Parent Priorities for Postoperative Conversations (Kathleen Kieran)
4. Hospital Waiting Rooms: a Potential Innovation Space for Patients’ and Communities Health Engagement, Health Empowerment and Better User Experience (Noimot Abisola Balogun)
Parallel Session 7

ORALS- SESSION 7C
PATIENTS ENGAGING PROVIDERS ACROSS THE CANCER SPECTRUM
EXECUTIVE CENTER 2B
Moderator: Kimberly Kaphingst

1. Exploring How Oncologists Communicate About Treatment Cost (Yesenia Mendoza)
2. Does triadic communication exist in breast surgical-oncology consultations? (Wendy Lam)
3. A brief nurse-led telephone communication intervention (Mini-AFTERc) for fear of breast cancer recurrence: A pilot study (Calum McHale)
4. Confidence in Ability to Get Advice or Information About Cancer among US Adults: Patient-Provider Communication, Sociodemographic, and Health Management Correlates (Aisha Langford)

ORALS- SESSION 7D
LEVERAGING TECHNOLOGY FOR EDUCATION, ENGAGEMENT, AND COMMUNICATION
EXECUTIVE CENTER 1
Moderator: Evelyn van Weel-Baumgarten

1. Creative Arts: The use of low cost, and in-house, film production in the teaching of health personnel and patients (Camilla LaHart)
2. Health Goal-Setting and Achievement Among Veterans with High Technology Adoption: The Importance of Patient-Provider Conversations (Rachael Martinez)
3. The barriers to use of digital health care: different perspective from patients, physicians, and system developers. (Mangyeong Lee)
5. Using Crowdsourced Analog Patients to Provide Feedback on Physician Communication (Ann King, Kathy Mazor, Angelo D’Addario)

ORALS- SESSION 7E
CURRENT ISSUES IN SHARED DECISION MAKING
EXECUTIVE CENTER 3A
Co-Moderator: Sara Rubinelli
Patient Perspective Moderator: Kirsten L. Isgro

1. Development of the CKD Journeys Conversation Aid (Kevin Shaw, Bjorg Thorsteindottir, Ian Hargraves)
2. Exploring implementation strategies of the early-stage breast cancer Option Grid and Picture Option Grid: How can these tools be sustained in clinically diverse practices? (Danielle Schubbe)
3. Cost Conversations in Shared Decision-Making Encounters Regarding Anticoagulants (Kasey R. Boehmer)
4. Critical Omissions in Shared Decision Making (SDM): A case study for teaching the psychological and sociological underpinnings of SDM (Stuart W. Grande, Manish K. Mishra)

ORALS- SESSION 7F
UNDERSTANDING & ADDRESSING MISTRUST
EXECUTIVE CENTER 3B
Moderator: TBA

1. Are we sure that’s what I have?: Diagnosis resistance in US primary care (Amanda McArthur)
2. Internet, can I trust this document? A machine learning approach for assessing traits of cancer education materials (Catherine Saunders, Hema Karunakaram)
3. Getting the Patient's Perspective: The Key Factor to Limiting Medical Mistrust is Cross-Cultural Communication (Brittany Comunale)
PARALLEL SESSION 8
WEDNESDAY, OCTOBER 30 | 1:15PM - 2:45PM

WORKSHOP
Teaching medical students how to deal with challenging patient-physician encounters: an experiential and educational workshop (Lior Rozental, Shirly Yanai, Orit Karniel-Miller)
Marina 2

ORALS- SESSION 8A
SHARED DECISION-MAKING AS ETHICAL PRACTICE
EXECUTIVE CENTER 1
Moderator: Sara Rubinelli

1. The model of shared meaningful diagnosis (Christy Ledford)
2. Humanistic communication in the evaluation of shared decision making: A systematic review (Ian Hargraves)
3. Adapting AHRQ’s SHARE Approach for Purposeful Shared Decision Making (Ian Hargraves)
4. Communication Strategies to Improve Shared Decision Making During Daily Rounds (Kristen Pecanac)
5. Can the Epic System electronic health record integrate patient decision aids? A five-setting case study. (Peter Scalia)

ORALS- SESSION 8B
ADVANCES IN COMMUNICATING WITH PATIENTS
EXECUTIVE CENTER 2A
Co-Moderator: Judy Chang
Patient Perspective Co-Moderator: Kasey Boehmer

1. Reporting Patient-Centered Clinical Effectiveness Research to Various Audiences (Jane Chang)
2. Patient participation in multidisciplinary tumor conferences: chances and barriers from the providers’ perspective (Christian Heuser)
3. Patient-Provider Communication among Seriously Ill Adults: Using Structured Serious Illness Conversations to Establish Individualized Patient Goals (Judy Ng)
4. Who should bring it up? Discussing diabetes health behaviors during primary care visits (Victoria Lawhun Costello)
5. Collaborative goal setting for diabetes: Reinforcement by PCPs during a health behavior intervention (Victoria Lawhun Costello)

ORALS- SESSION 8C
INNOVATIVE USES FOR VIDEO RECORDING IN HEALTH COMMUNICATION
EXECUTIVE CENTER 2B
Moderator: Auguste Fortin

1. ALS Clinic Recordings: Testing the feasibility and acceptability of audio/video recordings to improve patient care and satisfaction in a multidisciplinary clinic setting (Michelle Dannenberg)
2. The Video-based Communication Assessment: An Innovative New Tool for Practice and Research (Ann King, Kathy Mazor, Angelo D’Addario)
3. Video Recording Patient Visits to Improve Communication and HCAHPS Scores (Malika Bhargava)
4. Medico-legal implications of video recording of patient-provider communication (Komal Naeem)

ORALS- SESSION 8D
PATIENT EXPERIENCES IN HEALTH COMMUNICATION
SEABREEZE 1
Moderator: Christopher Koenig
Patient Perspective Co-Moderator: Kavitha Lobo

1. Discussing Patient Life Context in Clinic Visits for Chronic Pain (Elizabeth Magnan)
2. Assessing the relevance and implementation of patient-centeredness from the patients’ perspective in Germany: Results of a Delphi study (Stefan Zeh)
3. What do patients want? Assessing relevant aspects of patient-centeredness from the patients’ perspective: Results of semi-structured interviews (Stefan Zeh)
4. Passport to an Improved Medical Experience for Patients with Autism Spectrum Disorders (Peggy Greco)
5. Creative Arts: Engage Me: stories of people touched by patient-engagement in research (Catherine Saunders)
ORALS- SESSION 8E
INTERVENTIONS IN CLINICAL REASONING & COMMUNICATION
EXECUTIVE CENTER 3A
Moderator: TBA

1. Improved Health Outcomes in Integrative Medicine Visits May Reflect Shifts in Physician and Patient Behaviors Compared to Standard Medical Visits (Michelle Dossett)

2. Effect of mandate and course duration on self-efficacy, attitudes, and behaviors following a provider communication skills training workshop (Minna Saslaw, Steven Kaplan)

3. Are Provider Communication Skills Sustained after Training? (Katrina Dubovikova)

4. Cultural competence development in campus-based formal classroom teaching: an ethnographic investigation (Jia Liu, Shuangyu Li)

ORALS- SESSION 8F
INNOVATIVE COMMUNICATION STRATEGIES
EXECUTIVE CENTER 3B
Moderator: Richard Bogue

1. Darwin, MD: Educational Videos About Evolutionary Medicine (Florence Yuan)

2. Access Care Texas: Promoting Health Insurance Literacy in South Texas through SA Access (Jacob Canfield, Sabi Shrestha, Meghana Koleti, Christine Lamaie, Mahmoud Abdulbaki)

3. The use of traditional folk media to convey diabetes messages to patients in a South African context (Lesego Radebe)

4. Physician Perception of the IPASS Handoff Communication Tool (Josh Davis)
Key Takeaways
Key Takeaways
SAVE THE DATE ICCH 2021

ICCH 2021
(International Conference on Communication in Healthcare)

OCTOBER 17-20, 2021

Wyndham Grand Golf & Beach Resort
Rio Mar, Puerto Rico
We are delighted that the **2020 International Conference on Communication in Healthcare** will be held in the heart of Vienna; a UNESCO World Heritage Site and Austria’s cultural and political centre.

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

Participants will have an opportunity to share their work through oral presentations, poster displays, symposia & workshops, as well as innovative formats including creative arts, innovative technology presentations, roundtable discussions, pairing with colleagues & networking sessions.

**The call for abstracts will go live in November 2019, with submissions due by February 1st 2020.**

Visit [www.each.eu/events/conferences](http://www.each.eu/events/conferences) for further information and updates.