



Australian
National
University

INSTITUTE FOR
COMMUNICATION
IN HEALTH CARE



INTERNATIONAL SYMPOSIUM ON HEALTHCARE COMMUNICATION

and launch of

Institute for Communication in Health Care (ICH)

2018 Symposium theme

*Translating cutting edge communication
research into best practice and training for
safe and compassionate healthcare*

International Symposium on
Healthcare Communication
12-13 February 2018,

Sir Rowland Wilson Building,
Conference Room 1.02,
Australian National University
Canberra, Australia

Contact

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The Director of ICH, Professor Diana Slade, invites you to join us at the Australian National University in the 'bush capital' Canberra on Monday and Tuesday 12-13 February 2018. We will also be formally launching the ANU Institute for Communication in Health Care at 6pm on the 12th of February following the initial day of the symposium.

Healthcare professionals, clinicians, linguists, communication scholars, educators and researchers will join together for an inspiring event that will bring together a unique group of participants from around the world.

Please purchase tickets for the symposium through the ANU conference booking portal [linked here](#). Registration closes the 18th of January

We will be hosting a conference dinner to be held in the Drawing Room at University House from 7:00pm on the 13th of February. Additional cost for dinner is \$80pp. Please confirm your attendance to this dinner by email to Diana.slade@anu.edu.au by the 18th of January with payment to be made at registration on the morning of the 12th of February.

ANU College of
Arts & Social
Sciences

PROGRAM

Symposium convener Professor Diana Slade - Director ICH

Day 1

9:00	Welcome by Professor Paul Pickering - Director, Research School of Humanities and the Arts and Professor Diana Slade, Director of ICH
9:20 – 9:40	Professor Suzanne Kurtz – Washington State University (Emerita) <i>“Connecting the Dots between Skilled Communication and Communication Skills: An Evidence-Based Look at Clinical Communication Competence”</i>
9:40 – 10:00	Dr Rodney Jones – University of Reading <i>“Using Mediated Discourse Analysis to Understand Everyday Health Decisions”</i>
10:00 – 10:20	Professor Susan Danby and Dr Stuart Ekberg: <i>Going against the guidelines: Indirect references to end of life in paediatric palliative care consultations.</i>
10:20 – 10:40	Morning Tea
10:40 – 11:00	Marilyn Turkovich – Charter for Compassion International <i>“Compassion Isn't Being Just Nice!”</i>
11:00 – 11:20	Professor Diana Slade, Dr Suzanne Eggins, Dr Angela Chan Dr. Jack Pun and Dr. Marvin Lam – Australian National University and Hong Kong Polytechnic University <i>“Creating a SPEAK UP culture In an Intensive Care Unit in a Hong Kong public hospital”</i>
11:20– 11:40	Professor K.K. Luke – Nanyang Technological University, Singapore <i>“Counseling for consent in Urology clinics”</i>
11:40 – 12:00	Professor Zsuzsoka Kecskes – Australian National University <i>“Grief and communication in the neonatal and paediatric setting”</i>
12:00 – 12:20	Dr Elizabeth Rider – Harvard Medical School <i>“Implementing relationship-centered learning: A 10 year perspective on teaching communication skills and values”</i>
12:40– 1:00	Professor Lesley Stirling – University of Melbourne <i>“Negotiating understanding and alignment in communication in medical settings”</i>
1:00 - 2:00	Lunch
2:00 - 2:20	Mary Freer – Freer Thinking <i>“Cultivating Compassion in Health Care”</i>
2:20-2:40	Professor Janet Wiles and team – University of Queensland <i>“Social technology that supports communication in health care context”</i>
2:40 - 3:00	Hanna Suominen – Australian National University <i>“Machine Learning for Longitudinal Data Analytics in Healthcare”</i>
3:00 - 3:20	Dr Katarzyna Jankowska - Nicolaus Copernicus University, Ludwik Rydygier Collegium Medicum, Poland <i>“Communication in paediatric oncology”</i>
3:20 - 3:40	Professor Andrew Miles – European Society for Person Centered Healthcare <i>“Components of the person-centered healthcare approach – where does communication sit within the developing ‘PCH Jigsaw’?”</i>
3:40 - 4:00	Afternoon tea

4:20 - 4:40	Professor Christian Matthiessen – Hong Kong Polytechnic University <i>Dramatized medical consultations: what are they like and how can we use them?</i>
4:40 - 5:30	<i>Panel discussion – The wisdom of patients and care givers: the patient and carer perspective</i> (Co-ordinator) Bernadette Brady – Partnering with Patients (Co- coordinator) Kate Gorman – Health Care Consumers’ Association
6:00	Launch of the ANU Institute for Communication in Health Care by Professor Rae Frances- CASS Dean, with talks by Professor Paul Pickering and Professor Imogen Mitchell. Drinks and canapés will be served.

Day 2

9:00 – 9:20	Dr Robyn Woodward-Kron – University of Melbourne <i>“Translating communication research to address health inequities for culturally and linguistically diverse patients.”</i>
9:20 – 9:40	Dr E. Angela Chan – Hong Kong Polytechnic University <i>“Nurse-patient communication during the hospital routines that get translated into cancer patients' perspectives of the psychosocial care”</i>
9:40 - 10:00	Dr Albert Lee - The Chinese University of Hong Kong <i>“Better Healthcare Communication is essential for advancement of Health Care System”</i>
10:00 -10:20	Dr Christina DeCoursey and Dr Julie Johnson-Pynn – American University in Cairo <i>“Hostile intent: Impolite interactions between doctors and their refugee patients”</i>
10:20 - 10:40	Anna Wierzbicka and team – Australian National University <i>“Minimal English as an essential tool for effective healthcare communication in English-speaking countries”</i>
10:40 - 11:00	Morning Tea
11:00 - 11:20	Dr Olya Zayts – The University of Hong Kong <i>“The genomic quagmire of risk and uncertainty: Can communication scholars contribute to making the way through?”</i>
11:20 - 11:40	Dr Kasia Bail – University of Canberra <i>“The prognosis collision: scientific versus psychosocial values in prognosis communication”</i>
11:40 - 12:00	Ane Haaland – University of Oslo <i>“From Power to Empathy: From covering up vulnerability with power, to using emotional intelligence to meet self and others with empathy”</i>
12:00 – 12.20	Dr Claude Richard and Dr Marie-Thérèse Lussier – Université de Montréal <i>“The Patient's Voice: How the "Let's Discuss Health" website helps patients partner with their healthcare providers”</i>
12.20 - 12:40	Johanna Rendle-Short - Australian National University <i>“Analysing atypical interaction: Understanding the intersection between quantitative and qualitative research”</i>
1:25 -2.20	Lunch

2:20 - 2:40	Dr Christine Phillips – Australian National University <i>“Responding to bullying, harassment and incivility within health care teams: the use of cognitive rehearsal to teach medical students”</i>
2:40 to 3:00	Dr Sam Heard – Medical Director, Central Australian Aboriginal Congress <i>“Hard Chat: The physics of effective communication in health care”</i>
3:00 - 3:20	Professor Ghil'ad Zuckermann – University of Adelaide, Michael Walsh – Australian Institute of Aboriginal and Torres Strait Islander Studies <i>“Language revival and Mental Health “</i>
3:20 - 3:40	Professor May O. Lwin - Nanyang Technological University, Singapore <i>“Examining the Psychosocial Determinants of Influenza and Dengue Vaccine Uptake Intentions in Singapore: Implications for Public Health Communication”</i>
3:40-4.00	Afternoon tea
4:00 - 5:00	<i>Panel discussion – Participant perspectives: what can ICH do to improve communication, quality and safety in health care?</i>
5:00	Closing remarks by Professor Imogen Mitchell, Dean of ANU School of Medicine
7:00	Conference Dinner – Drawing Room of University House