



**Australian  
National  
University**

Institute for  
Communication  
in Health Care



## **2023 INTERNATIONAL SYMPOSIUM FOR COMMUNICATION IN HEALTHCARE**

**COMMUNICATING FOR QUALITY AND SAFETY OF PATIENT CARE:  
TRANSLATING HEALTH COMMUNICATION RESEARCH INTO  
CLINICAL PRACTICE, EDUCATION AND TRAINING**

Convened by Professor Diana Slade  
& the team at the ANU Institute for Communication in Health Care (ICH)

Co-hosted with QUT Health Research Network and the  
International Consortium for Communication in Healthcare (IC4CH)

**14-15 February 2023, Sir Roland Wilson Building  
Australian National University, Canberra**

**ANU College of  
Arts & Social  
Sciences**

**#2023ISCH**

# WELCOME

The ANU Institute for Communication in Health Care (ICH) is an internationally renowned research centre that is unique in focusing on healthcare communication research that is translational, inter-professional and international. Our goal is to transform healthcare practice in Australia and internationally.

The International Consortium for Communication in Health Care (IC4CH) is an international, interdisciplinary and interprofessional collaborative that unites leading research centres in the field of healthcare communication. IC4CH's mission is to conduct evidence-based research that will lead to a far greater understanding of the role of communication in a wide range of healthcare contexts. At the core of our mission is translating cutting-edge research into best practice and training for safe and compassionate health care.

**ICH and IC4CH welcome you to the 2023 International Symposium for Communication in Healthcare.**

**WiFi details**  
Network: ANU-Secure  
Username: 2023ISCH  
Password: 2023ISCH

# CONTACT

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The ANU Institute for Communication in Health Care stands on Ngunnawal and Ngambri country, sovereignty over which was never ceded. We acknowledge the traditional owners of this land and pay our respects to their elders. We acknowledge that these lands have always been places of teaching, learning, healing and communication.

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# A WELCOME MESSAGE

FROM PROFESSOR KATE MITCHELL  
DIRECTOR, ANU RESEARCH SCHOOL OF  
HUMANITIES AND THE ARTS

I am delighted to welcome each of you to the Research School of Humanities and the Arts (RSHA), which has been home to the ANU Institute for Communication in Health Care since 2017. The RSHA strives to produce distinctive, world-leading research and education that affirms, promotes and demonstrates the contribution of our broad range of humanities disciplines to knowing, understanding and intervening with impact in the world.

The Institute for Communication in Health Care demonstrates the power of cross-disciplinary collaboration to produce new knowledge and significant social impact. By drawing together a broad range of expertise from both academic and clinical settings, in linguistics and other humanities disciplines, medicine, public health, engineers and IT, over the past six years the Institute has responded distinctively and effectively to the marked evidence that suggests communication plays a critical role in healthcare.

The Institute has produced outstanding translational research and delivers training that helps ensure safer, higher-quality care and better outcomes for patients. It is a flagship Institute for us in the RSHA.

Many of us have experienced first-hand the impacts of poor communication in healthcare settings, whether for ourselves or in relation to family members. At best, it is frustrating to feel unseen and unheard; at worst, as we know, miscommunication between doctor and patient or between healthcare professionals can have terrible impacts on patient outcomes.



**Professor Kate Mitchell**

Professor of Literary Studies & Director  
Research School of Humanities & the Arts  
College of Arts & Social Sciences  
Australian National University

In recent years, the global pandemic has also highlighted the increased challenges of communicating public health messaging to culturally, linguistically and socioeconomically diverse populations.

I am pleased we have this opportunity to learn from experts from Australia and around the world about the critical role of communication for patient outcomes across the entire sector, in a range of clinical settings, and in relation to all kinds of health challenges, from managing chronic conditions to palliative and end-of-life-care. This research, and its application to clinical and education settings is crucial.

I extend a warm welcome to all of you joining us from near and far, and wish you a wonderful few days with us here at ANU.

# A WELCOME MESSAGE

FROM PROFESSOR DIANA SLADE  
DIRECTOR, ANU INSTITUTE FOR  
COMMUNICATION IN HEALTH CARE

I have great pleasure in welcoming all Symposium participants to the Institute for Communication in Health Care's (ICH), International Symposium for Communication in Health Care, co-hosted by the International Consortium for Communication in Healthcare (IC4CH) and QUT Health Research Network.

The establishment of ICH and its international network of partner organizations IC4CH is in response to the now irrefutable evidence that effective communication is essential to all aspects of healthcare, from health prevention and health maintenance, to illness, treatment and recovery. Its critical importance applies to all types of health care settings — from primary care and hospital contexts, to community centres and aged care.

ICH's mission is to share and collaborate on healthcare communication research, education/training curricula development, and international and local health policy that will lead to a far greater understanding of the role of communication in the wide range of contexts that people experience, both in their roles as patients in institutions of healthcare and in their other roles outside institutions of healthcare. Informing this mission is its vision of a new kind of healthcare for the 21st century — one where healthcare practitioners and patients work as teams, patients are empowered through information, and the quality and effectiveness of both process and outcome derive from the focus on the relationship between patients and healthcare practitioners.

ICH is an international and interdisciplinary collaborative, dedicated to both basic and translational research, and builds on the interdisciplinary healthcare communication collaborative Christian Matthiessen (then at the Hong Kong Polytechnic University), Dr Elizabeth Rider, (School of Medicine, Harvard University) and I established over twelve years ago.

At the International Symposium for Communication in Healthcare held at ANU in 2018, under the leadership of Professor Paul Pickering, we initiated the formation of a network of internationally renowned research centres across the world undertaking research and training in the field of health care communication.



**Professor Diana Slade**

Professor of Applied Linguistics & Director  
Institute for Communication in Healthcare  
School of Literature, Language and Linguistics  
Australian National University

The network — the International Consortium for Communication in Health Care (IC4CH) — now has six partner organisations (see page 9 of this program), and the international symposia held approximately every 18 months is one of the key activities of IC4CH.

I wish to thank each of the Directors of the partner organisations for their vision, expertise, dedication and collaboration since the formation of IC4CH in 2018. I wish to thank ANU for their support of ICH, IC4CH and the International Symposium, and in particular the School of Languages, Literature and Linguistics and the Research School of Humanities and the Arts, College of Arts and Social Sciences.

My thanks also to the wonderful linguistics group at ANU who have been incredibly supportive and have shared our vision on its mission, our strategic plans for expanding its already strong research and education profile and on the strengths of its networks.

Finally, my thanks to all the members of the ICH and IC4CH — we have a truly collegial and interprofessional team and we are confident that together our research can make a difference. I look forward to every component of this year's Symposium and greatly anticipate the future plans we make. Together we can create a future in which healthcare is effective, sensitive and supportive for both patients and clinicians.

# A WELCOME MESSAGE

FROM ASSOCIATE PROFESSOR  
STUART EKBERG, IC4CH SITE LEAD  
QUT HEALTH COMMUNICATION NETWORK  
2023ISCH CO-HOST

Welcome to the 2023 International Symposium on Communication in Health Care, which is being co-hosted this year by the Australian National University and Queensland University of Technology.

This latest symposium is a renewed chance to focus on the most used procedure in health care, a core component of public health initiative, and the medium through which health policy is formulated and enacted. Good communication is critical for good health, but is often regarded an intrinsic skill clinicians either have or do not.

The research presented at this symposium will showcase the range of ways in which detailed and rigorous evidence can be generated about communication in healthcare, and ways this is applied to ensure evidence-based communication practice. Through these presentations, I look forward to better understanding how we can ensure communication in health care is as safe and effective as it can possibly be.

Much has changed since the last symposium was held at Nanyang Technological University (Singapore) in 2018. This meeting is an important occasion for us to renew collaborations and forge new ones in ways that were difficult during the COVID-19 pandemic. Prior to the pandemic, I would never have thought it would be possible for me to conduct an entire clinical project without stepping foot on a hospital campus.



**Associate Professor Stuart Ekberg**  
School of Psychology & Counselling  
Queensland University of Technology

For better or worse, the impacts of the pandemic continue to reverberate in how we do things, including for this symposium. For the first time, the International Symposium on Communication in Health Care is trialling hybrid participation, enabling some people to come together physically in Canberra while allowing others to participate remotely.

This is an important opportunity for us to reflect on ways we can collaborate to support our shared interest in the role of communication within safe and effective health care systems.

Regardless of how you participate in the Symposium over the coming days, I hope you find the opportunities for engagement stimulating and inspiring for further work to enhance communication in health care.

# 2023ISCH ATTENDEES

## In-person attendees

Ms Michelle Adiwangsa, ANU  
Dr Danish Ahmad, ANU  
Ms Mona AlBlawi, ANU  
Ms Joanne Baumgartner, ANU  
Ms Catherine Bell, University of Canberra  
Prof Myra Bluebond-Langner, UCL  
Prof Mark Boyd, University of Adelaide  
Prof Natalie Bradford, QUT  
Dr Ben Bravery, NSW Health  
Dr Gavin Brookes, Lancaster University  
Mr Sam Cantrill, ANU  
Dr Michael Chapman, Canberra Health Services  
Ms Laura Chien, ANU ICH  
Ms Maheyryn Chowdhury, ANU  
Dr Luke Collins, Lancaster University  
Dr Linda Coventry, Edith Cowan University  
Mr Antoon Cox, Utrecht University & KU Leuven  
Ms Darlene Cox, Health Care Consumers' Association  
Dr Paul Crawford, Aid-IT Solutions  
Dr Tonia Crawford, University of Sydney  
Dr Rosie Crone, Deakin University  
Dr Maria Dahm, ANU ICH  
Dr David Wei Dai, Monash University  
Prof Susan Danby, QUT  
Dr Sari Dewi, ANU  
Ms Michiko Dowling, Health Care Consumers' Association  
Mr Peter Dwyer, Health Care Consumers' Association  
Dr David Matthew Edmonds, University of Hong Kong  
Assoc Prof Stuart Ekberg, QUT  
Dr James French, Canberra Health Services  
A/Prof Conor Gilligan, University of Newcastle  
Mr Algreg Gomez, ANU  
Miss Grace Gooding, ANU  
Ms Fiona Gotterson, University of Melbourne  
Assoc Prof Sam Heard, Central Australian Aboriginal Congress  
Dr Caroline Henderson-Brooks, ANU  
Ms Caroline Hendy, ANU  
Prof Eleanor Holroyd, Auckland University of Technology  
Mr Weitong Huang, ANU  
Ms Ashka Jolly, Canberra Health Services  
Prof Jon Jureidini, University of Adelaide  
Ms Rosny Kasim, ANU  
Prof Zsuzsoka Kecskes, University of Wollongong  
Ms Giselle Kett, Monash University  
Dr Richard Langner, UCL  
Mr Stephen Lawton, ANU  
Ms Shubo Li, ANU  
Assis Prof Ni-Eng Lim, Nanyang Technological University  
Dr Susy Macqueen, ANU  
Mr David March, Cambridge Boxhill Language Assessment  
Prof Kirsten McCaffery, University of Sydney  
Dr Sonia McCallum, ANU  
Prof Imogen Mitchell, ANU  
Mx C Moore, Health Care Consumers' Association  
Miss Jen Morris, Patient Safety Advocate  
Mx Charlie Morscheck, ANU  
Ms Anneke Myers, ANU  
Ms Kate Neadley, University of Adelaide  
Ms Stephanie Ng, University of Hong Kong  
Dr Rebekah Ogilvie, Canberra Health Services  
Ms Miriam Pavic, Health Care Consumers' Association  
Dr Niru Perera, ANU ICH

Prof Christine Phillips, ANU  
Ms Caroline Polak Scowcroft, Charles Darwin University  
Dr Davoud Pourmarzi, ANU  
Dr Manasi Rai  
Dr Holly Sansone, QUT  
Ms Deborah Schaler, ex-USyd and ACT Health  
Prof Peter Schulz, University of Lugano  
Ms Ivapene Seiuli, Health Care Consumers' Association  
Prof Elena Semino, Lancaster University  
Ms Roz Shand, Monash Health  
Ms Jing Shen, Health Care Consumers' Association  
Dr Kathryn Smith, ANU  
Dr Liz Sturgiss, Monash University  
Prof Hanna Suominen, ANU  
Dr Binh Ta, Lecturer  
Adj Prof Anna Thornton, St Vincent's Health Network Sydney  
Mrs Christina Vett, ANU Rural Clinical School  
Dr John Noel Viana, ANU  
Dr Michael Walsh, QUT  
Ms Heather Warfield, Health Care Consumers' Association  
Prof John Watson, ANU  
Ms Lara Weinglass, QUT  
Ms Caitlin Welsh, Health Care Consumers' Association  
Ms Darcy Whitmore, Health Care Consumers' Association  
Dr Rebecca Williamson, ANU  
Mr Nick Willis, ANU  
Prof Robyn Woodward-Kron, University of Melbourne  
Ms Anissa Yttrup, Barwon Health  
Miss Wenxin Yu, ANU  
Dr Olya Zayts, University of Hong Kong  
Mr Ruibiao Zhu, ANU

## Online attendees

Ms Catherine Bell, University of Canberra  
Ms Benita Chinemerem, Federal University of Technology Owerri  
Dr Catherine Cook, Monash University  
Dr Lisa Cuddeford, Child and Adolescent Health Service, Perth  
Mr Brian Dalton, ANU ICH Consumer Reference Group  
Dr Zsófia Demjén, University College London  
Dr Zoe Fortune, University of Hong Kong  
Ms Kate Eve, ANU  
Ms Jane Graham, Calvary Health Care  
Dr Averil Grieve, Monash University  
Ms Lara Gundungurra, Consumer Health Forum Australia  
Dr Corey Fanglei Huang, ANU  
Ms Jessica Lamb, Health Care Consumers' Association  
Ms Linda Lee, Lancaster University  
Ms Nur Sabrina Zafiran Mohd Jamil, Universiti Malaysia Pahang  
Mr Oladapo Olayinka, Al Hikmah University  
Dr Jack Pun, City University of Hong Kong  
Dr Malith Ramasundara, Canberra Health Services  
Dr Lauren Resnik, ACT Health Directorate  
Dr Britta Schneider, Monash University  
Ms Medha Sengupta  
Mrs Ghada T Gleeson, ANU  
Ms Deborah Tan, Monash University  
Dr Sheila Vance, Monash University  
Dr Sarah White, University of NSW  
A/Prof Louisa Willoughby, Monash University  
Dr Sharon Yahalom, Monash University

# ABOUT THE ANU INSTITUTE FOR COMMUNICATION IN HEALTH CARE (ICH)

TRANSFORMING HEALTHCARE PRACTICE IN AUSTRALIA AND INTERNATIONALLY

The ANU Institute for Communication in Health Care (ICH) is an internationally renowned research centre that is unique in focusing on healthcare communication research that is translational, inter-professional and international.

Our goal is to transform healthcare practice in Australia and internationally.

We work to understand the critical role communication plays in patient safety and quality of care in healthcare settings.

We take an interdisciplinary approach, combining the expertise of linguists and communication specialists with the insider's perspective of healthcare academics and clinicians.

We develop localised, practical, evidence-based training in the values, communication skills and strategies essential for healthcare professionals to foster professional practice that aligns with national guidelines and local policies, and ensure the quality and safety of the patient experience.

We also work with senior management to shift any of the blocks to implementing the recommendations we make, and apply findings from our research to develop educational resources for preservice medical, allied health and nursing students.



We are always overseeing multiple projects in the field of healthcare communication, currently including on communication in clinical handover, communication at end-of-life, communicating uncertainty during diagnosis, and improving consent and decision-making procedures for dialysis patients

Our extensive industry reports and academic publications and over 20 years of organisational communication training mean we are uniquely placed to develop programs that offer pragmatic, accessible and evidence-based communication solutions.

Finally, we are proud to serve as the current group leader of the International Consortium for Communication in Healthcare (IC4CH) until mid-2023, and we also operate an ANU-first Consumer Reference Group which engages with all our research.

W: [slll.cass.anu.edu.au/centres/ich](http://slll.cass.anu.edu.au/centres/ich)

# ABOUT THE INTERNATIONAL CONSORTIUM FOR COMMUNICATION IN HEALTHCARE (IC4CH)

AN INTERNATIONAL, INTERDISCIPLINARY AND INTERPROFESSIONAL COLLABORATIVE THAT UNITES LEADING RESEARCH CENTRES IN THE FIELD OF HEALTHCARE COMMUNICATION

IC4CH's mission is to conduct innovative, evidence-based research that will lead to a far greater understanding of the role of communication in a wide range of healthcare contexts, and to translate findings to education and practice to improve patient safety and quality of healthcare practice globally. This is at the core of our mission: Translating cutting-edge research into best practice and training for safe and compassionate health care.

What makes IC4CH particularly distinctive is that it is interdisciplinary, international and translational:

- > Interdisciplinary: it brings together senior healthcare professionals, academics and educators with linguists and communication experts;
- > International: it involves members from around the world, adding awareness of cultural variation in healthcare, a basis for comparative studies, and the ability to identify best practice;
- > Translational: it is committed to translational research where the research focus is on applying the findings to practice and educational development

The IC4CH partner organisations are:

- **Institute for Communication in Health Care**, Australian National University (current lead organisation), Australia (Director: Professor Diana Slade)
- **UCL Centre for Applied Linguistics**, University College London, UK (Director: Associate Professor Zsófia Demjén)



- **Research and Impact Initiative for Communication in Healthcare**, University of Hong Kong, Hong Kong (Director: Dr. Olga Zayts)
- **Communication in Healthcare @ NTU**, National Technology University, Singapore (Directors: Professors May O. Lwin and K.K. Luke)
- **ESRC Centre for Corpus Approaches to Social Science**, Lancaster University, UK (Director: Professor Elena Semino)
- **Health Communication Network**, Queensland University of Technology, Australia (Director: Associate Professor Stuart Ekberg)
- **Affiliate member: Dr Elizabeth A. Rider**, Department of Paediatrics, Harvard Medical School; Division of General Paediatrics, Boston Children's Hospital, Boston, MA USA

Each of the six partner organisations as well as Dr Elizabeth Rider at the School of Medicine at Harvard University bring different but complementary research strengths and methodological expertise.

We believe that working together across borders and disciplines will give us the unity and strength to contribute to our collective vision of creating a future in which healthcare is safe, compassionate, sensitive and supportive for patients, carers and clinicians.

## DAY 1: TUESDAY 14 FEBRUARY 2023

Time	Event	Session chair
8:45 – 9:00	Registration and check-in open	
9:00 – 9:20	<b>Welcome to Country</b> by Ngambri-Ngunnawal elder <b>Aunty Matilda House-Williams</b> , opening remarks by <b>Professor Bronwyn Parry</b> (Dean, College of Arts & Social Sciences, Australian National University), and welcome by <b>Professor Diana Slade</b> (Director, ANU Institute for Communication in Health Care)	
9:20 – 9:45	<b>Professor Elena Semino</b> (ESRC Centre for Corpus Approaches to Social Science, Lancaster University) – "The 'persuasive advantage' of narrative in health communication: Evidence from discussions of vaccination-related indecision on the parenting forum Mumsnet"	<b>Professor Robyn Woodward-Kron</b>  Department of Medical Education, Melbourne Medical School, University of Melbourne
9:45 – 10:10	<b>Dr Walter Abhayaratna</b> (Professor of Cardiovascular Medicine, ANU & Director of Integrated Care, Canberra Hospital and Health Services) – "Communicating the complexity of healthcare"	
10:10 – 10:35	<b>Associate Professor Sam Heard</b> (Medical Director, Central Australian Aboriginal Congress) – "When is communication more important than anything else in health care?"	
10:35 – 11:00	<b>Joanne Taylor</b> (Nurse Manager, Clinical Practice and Innovation, St Vincent's Health Network, Sydney), and <b>Liza Goncharov &amp; Professor Diana Slade</b> (ANU Institute for Communication in Health Care) – "Implementing a ward-level intervention to improve handover practices"	
11:00 – 11:20	Morning tea	
11:20 – 11:45	<b>Professor Imogen Mitchell</b> (Intensive Care Specialist and Executive Director, Research and Academic Partnerships, Canberra Health Services) – "End of life care conversations – the need for change"	<b>Dr Susy Macqueen</b>  School of Literature, Language and Linguistics, Australian National University
11:45 – 12:10	<b>Professor Peter Schulz</b> (Director, Institute of Communication and Health, University of Lugano) – "Beyond literacy: An analysis of ignorance and misinformation in health"	
12:10 – 12:35	<b>Professor Jon Jureidini</b> (Research Leader, Critical and Ethical Mental Health, School of Medicine, Robinson Research Institute, University of Adelaide) – "Health literacy, clinician language and social determinants of health"	
12:35 – 1:00	<b>Professor Myra Bluebond-Langner &amp; Dr Richard Langner</b> (UCL School of Life and Medical Sciences, UCL Great Ormond Street Institute of Child Health, Louis Dundas Centre for Children's Palliative Care) – "Talking with parents of a seriously ill child about their child's prognosis: Analysis of clinician-parent interactions and implications for clinical practice"	

## DAY 1: TUESDAY 14 FEBRUARY 2023

Time	Event	Session chair
1:00 – 2:00	Lunch	
2:00 – 2:25	<b>Dr Gavin Brookes</b> (ESRC Centre for Corpus Approaches to Social Science, Lancaster University) – "Metaphorical representations of dementia in British tabloids: A corpus-based analysis"	<b>Dr Niru Perera</b>  Research Fellow, ANU Institute for Communication in Health Care, Australian National University
2:25 – 2:50	<b>Dr James French</b> (Senior Anaesthetist and Head of Anaesthesia, Calvary John James Hospital) – "Standardisation in the operating theatre: A culture of resistance to change"	
2:50 – 3:15	<b>Professor May O. Lwin</b> (Wee Kim Wee School of Communication and Information, Nanyang Technological University) – "Examination of profiles and perspectives in dyadic versus triadic medical consultations"	
3:15 – 3:40	<b>Professor Antoon Cox</b> (Utrecht University & KU Leuven) – "Below the surface: Uncovering the interactional dynamics of migrant patient management in the Emergency Department"	
3:40 – 4:05	Afternoon tea	
4:05 – 4:30	<b>Early-career researcher presentations: Dr David Wei Dai</b> (Monash University) – "Why strong IELTS performance does not guarantee effective clinical communication: On the teaching and testing of clinical interactional competence" & <b>Dr Niru Perera</b> (ANU Institute for Communication in Health Care) – "Linguistic minority experiences in health communication"	<b>Associate Professor Stuart Ekberg</b>  School of Psychology & Counselling, Queensland University of Technology
4:30 – 5:30	<b>Jen Morris</b> (Patient advocate) – "Old chestnuts, red flags and vending machines: A patient perspective on 20 years of playing Clinical Communication Bingo"  Followed by a panel discussion moderated by <b>Dr Mary Dahm</b> (ANU Institute for Communication in Health Care), with <b>Darlene Cox</b> (CEO, Health Care Consumers' Association) & <b>Dr Rebekah Ogilvie</b> (ACT Nurse of the Year)	
5:30 – 6:30	<b>2023 ISCH Welcome Reception</b> Lower ground floor foyer, Sir Roland Wilson Building. Light refreshments and finger food will be provided.	

Please note: All times are in Australian Eastern Daylight Savings Time (AEDT).

## DAY 2: WEDNESDAY 15 FEBRUARY 2023

Time	Event	Session chair
8:45 – 9:00	Registration and check-in open	
9:00 – 9:25	<b>Professor Kirsten McCaffery</b> (Sydney School of Public Health, University of Sydney) – "Public health communication for migrants and multicultural communities – how can we do it better?"	<b>Professor Peter Schulz</b>  Institute of Communication and Health & Professor of Communication Theories and Health Communication, University of Lugano, Switzerland
9:25 – 9:50	<b>Lara Weinglass &amp; Professor Susan Danby</b> (School of Early Childhood and Inclusive Education, Queensland University of Technology) – "Laughter is the best medicine: Children's participation in humorous interaction in serious settings"	
9:50 – 10:15	<b>Professor Christine Phillips</b> (Social Foundations of Medicine, School of Medicine and Psychology, Australian National University) – "COMMUNICATION, COMPETENCY, CAPACITY: Five reflections on building competency in communication into universal health coverage"	
10:15 – 10:40	<b>Professor Natalie Bradford</b> (School of Nursing, Queensland University of Technology) – "Overcoming the proxy problem with Patient-Reported Outcome Measures in children"	
10:40 – 11:05	Morning tea	
11:05 – 11:30	<b>Associate Professor Conor Gilligan</b> (School of Medicine and Public Health, University of Newcastle) – "Evidence for, and realities of, teaching communication skills to medical students"	<b>Associate Professor Olga Zayts-Spence</b>  HKU Research and Impact Initiative on Communication in Healthcare, University of Hong Kong
11:30 – 11:55	<b>Professor Robyn Woodward-Kron</b> (Melbourne Medical School, University of Melbourne) – "A linguistic lens on health communication education for health professionals: Gaps and opportunities, impact, strategies"	
11:55 – 12:20	<b>Professor Hanna Suominen</b> (School of Computing, Australian National University) – "Easing information access in healthcare through text simplification and information retrieval"	
12:20 – 12:45	<b>Professor Zsuzsoka Kecskes</b> (Dean, Graduate School of Medicine, University of Wollongong) – "How do we teach future doctors communication?"	
12:45 – 1:45	Lunch	

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## DAY 2: WEDNESDAY 15 FEBRUARY 2023

Time	Event	Session chair
1:45 – 2:10	<b>Dr Mary Dahm</b> (ANU Institute for Communication in Health Care) – "Decoding the communication of diagnostic uncertainty: Diagnostic statements and shared understanding"	<b>Dr Mary Dahm</b>  Research Fellow, ANU Institute for Communication in Health Care, Australian National University
2:10 – 2:35	<b>Associate Professor Olga Zayts-Spence</b> (HKU Research and Impact Initiative on Communication in Healthcare, University of Hong Kong) – "Re-considering dominant ethos of health communication: Evidence from research on genetic testing in China"	
2:35 – 3:00	<b>Dr Ni-Eng Lim</b> (School of Humanities, Nanyang Technological University) – "Making use of triadic participation framework to facilitate Advance Care Planning (ACP) consultations"	
3:00 – 3:25	<b>Kate Neadley</b> (Adelaide Medical School, University of Adelaide) – "The unmet social needs of cancer patients: Opening Pandora's box"	
3:25 – 3:50	<b>Associate Professor Stuart Ekberg</b> (QUT Health Research Network, Queensland University of Technology) – "Using observational evidence to evaluate and enhance clinician training about communicating with Aboriginal and Torres Strait Islander patients"	
3:50 – 4:10	Afternoon tea	
4:10 – 4:35	<b>Dr Zoë Fortune</b> (Adjunct Assistant Professor, University of Hong Kong) – "Transitioning to the workplace during COVID-19: Mental health and what graduates expect vs what employers want"	<b>Laura Chien</b>  Senior Research Officer, Institute for Communication in Health Care, Australian National University
4:35 – 5:35	<b>Reflective panel discussion – "Challenges and future directions in healthcare"</b>  Moderators: <b>Professor Diana Slade</b> (ANU Institute for Communication in Health Care) & <b>Professor Imogen Mitchell</b> (Canberra Health Services). Panellists: <b>Sam Heard</b> (Central Australian Aboriginal Congress), <b>Professor Robyn Woodward-Kron</b> (University of Melbourne), <b>Professor John Watson</b> (Eccles Institute of Neuroscience), <b>Professor Kirsten McCaffery</b> (University of Sydney), and <b>Professor Russell Gruen</b> (Australian National University).	
5:35 – 5:45	<b>Closing remarks by Professor Elena Semino</b> (ESRC Centre for Corpus Approaches to Social Science, Lancaster University)	
6:45 – 9:45	<b>2023ISCH Symposium Dinner at University House @ Commons (Ticketed)</b>  Welcome remarks by <b>Professor Kate Mitchell</b> (Director, Research School of Humanities and the Arts, Australian National University). All conference attendees are invited to attend. Tickets available through the registration portal.	

Please note: All times are in Australian Eastern Daylight Savings Time (AEDT).

## ABSTRACTS: TUE 14 FEB 2023

Tuesday 13 February 2023: 9:20am-9:45am

**The 'persuasive advantage' of narrative in health communication: Evidence from discussions of vaccination-related indecision on the parenting forum Mumsnet**

**Professor Elena Semino and the Quo VaDis team**

**Abstract:** There are both theoretical accounts and empirical evidence for a persuasive advantage of narrative vs. information in communication generally and health communication specifically. This advantage is explained in terms of a decrease in resistance to persuasion due to the cognitive and affective consequences of engagement with story-worlds. Experimental research has provided some evidence for this advantage, albeit depending on factors such as genre, medium and length. The present study investigates the use of, and engagement with, narratives vs. information in five threads from the parenting forum Mumsnet where contributors provide advice to a parent who is undecided about vaccinating their child against the Human Papillomavirus. An analysis of 525 replies revealed that narratives elicited a significantly higher proportion of supportive engagement, while information elicited a significantly higher proportion of challenging engagement. These findings provide a new kind of evidence for a potential persuasive advantage of narrative in the context of health-related decision making.



**Biography:** Elena Semino is Professor of Linguistics and Verbal Art in the Department of Linguistics and English Language at Lancaster University, and Director of the ESRC Centre for Corpus Approaches to Social Science. She is a Fellow of the RSA and of the UK's Academy of Social Sciences, and holds a Visiting Professorship at the

University of Fuzhou in China. She is Associate Editor of the journal *Metaphor and Symbol*. She specializes in health communication, medical humanities, corpus linguistics, stylistics, and metaphor theory and analysis. She is author of *Metaphor in Discourse* (Cambridge University Press, 2008) and lead author of *Metaphor, Cancer and the End of Life: A Corpus-based Study* (Routledge, 2018). She is Principal Investigator on the project 'Questioning Vaccination Discourse: A Corpus-based Study' (Quo VaDis).

Tuesday 14 February 2023: 9:45am-10:10am

**Communicating the complexity of healthcare**

**Dr Walter Abhayaratna**

*Dr Walter Abhayaratna stepped in at late notice to present in this slot after Dr Ben Bravery had to withdraw. Dr Abhayaratna was unable due to time constraints to provide an abstract by the print deadline for this brochure. The organisers thank him for his presence and the attendees for their understanding.*



**Biography:** Dr Walter Abhayaratna, OAM is a senior staff specialist, consultant cardiologist and Clinical Director of Medicine, Canberra Hospital and Health Services. His PhD at the Australian National University was in the field of cardiovascular epidemiology and echocardiography, and he completed a 3-year fellowship in

the Echocardiography Laboratory at Mayo Clinic, Rochester, USA. He holds a number of NHMRC research grants for clinical research into the prevention of cardiovascular disease and is the Director of Clinical Trials at ACT Health.

## ABSTRACTS: TUE 14 FEB 2023

Tuesday 14 February 2023: 10:10am-10:35am

**When is communication more important than anything else in health care?**

**Associate Professor Sam Heard**

**Abstract:** I will discuss the role of communication in assessment of people who present with health problems from the perspective of not having any local health provider. Although this is being developed for a remote Aboriginal community setting, this 'digital first' encounter has the potential to be the means of engaging health services in many settings. This Digital First approach is a disruptive mode of operation to current practice. It bypasses many of the encounter modes in current health care delivery; the positive and negative impacts warrant careful attention.



**Biography:** Sam is a general practitioner who grew up in rural South Australia and trained as a GP in central London where he had an academic position for 9 years before returning to the Menzies School of Health Research in Darwin. He has been a clinician and educator and has taken a keen interest in communication,

particularly with patients in cross cultural settings. He has been a key developer of the international openEHR Foundation specification which is a language independent data specification for health communication. More recently he has been working on a 'digital first' approach to health care engagement, aiming to increase access to health care in remote communities. He is now working in Central Australia as the Medical Director of the community controlled Central Australian Aboriginal Congress. He is on the board of the openEHR Foundation, the Australian Digital Health Agency and is currently the chair of the NT Faculty of the Royal Australian College of General Practitioners.

Tuesday 14 February 2023: 10:35am-11am

**Implementing a ward-level intervention to improve handover practices**

**Professor Diana Slade, Joanne Taylor & Liza Goncharov** (on behalf of Adjunct Professor Anna Thornton and Laura Chien)

**Abstract:** Nursing clinical handovers are fundamental to continuity of patient care and patient safety, and if conducted skilfully at the patient's bedside, provide an opportunity to involve patients in their care. A multitude of studies have evaluated different approaches to improving handover, usually focusing on either standardising information transfer or involving patients in bedside handover. But in actual practice nursing handovers are much more complex — they are enacted through language, shaped by a ward's cultural and organisational context, and intersect with other interdisciplinary ward handover events, in particular medical ward rounds and multidisciplinary team meetings. Using qualitative ethnography combined with discourse analysis of nursing handover interactions, we developed and implemented a contextualised intervention to improve the effectiveness of nursing handover on 7 wards across 3 hospitals in the St Vincent's Hospital Group.

In this paper we will describe how we have collected and analysed language and contextual data and translated the findings into communication protocols and training and recommendations for ward level organisational changes to improve handover practices. Our translational research approach resulted in significant changes post-intervention including a shift to bedside handover conducted following communication protocols, training and patient inclusion guidelines, and changes to handover practices such as redesigned handover meetings and revised handover documentation. Patient safety markers showed noticeable improvements. The impact and speed and degree of the changes implemented in each ward in the three months after the intervention demonstrated the power of cross disciplinary collaborative research with management, senior nurses and communication specialists working together to make a difference.

### Biographies

**Professor Diana Slade** is a Professor of Applied Linguistics and Director of the Institute for Communication in Health Care at ANU.

**Joanne Taylor** is Nurse Manager, Clinical Practice & Innovation at St Vincent's Health Network Sydney.

**Liza Goncharov** is Manager of the Institute for Communication in Health Care at ANU.



## ABSTRACTS: TUE 14 FEB 2023

Tuesday 14 February 2023: 11:20am-11:45am

End of life care conversations – the need for change

Professor Imogen Mitchell

**Abstract:** Death is inevitable and yet its inevitability does not appear to afford planning, preparing or talking about dying. This apparent blind spot in our lives leads to the absence of a plan for dying. In the absence of a clear plan towards the end of our life physical deterioration, including dying, can trigger an acute hospital admission, which invariably leads to non-beneficial treatments and inability to die well. As a community, we need to be braver and acknowledge dying as an integral part of lives and the need to talk to our families and friends about our wishes. As a health care profession, we need to recognise dying, not just in the hours before death. We need to a system in place, where experienced communicators are able to codesign a plan for dying and support the needs and wishes of both the patient and their carers.



**Biography:** Professor Imogen Mitchell is an intensive care specialist at the Canberra Hospital and the Executive Director of Research and Academic Partnerships at Canberra Health Services. She is also the Clinical Director of the ACT COVID-19 Response and the ICU Medical Lead for Southern NSW. She was previously the

Dean of Medicine at the Australian National University. She graduated in medicine at the University of London and completed her intensive care specialist training in Sydney before moving to Canberra.

Tuesday 14 February 2023: 11:45am-12:10pm

Beyond literacy: An analysis of ignorance and misinformation in health

Professor Peter Schulz

**Abstract:** This talk argues for the importance of distinguishing two forms of knowledge failure – being uninformed (uncertain about information) and being misinformed (believing objectively wrong information) – because of their differing effects on communication responses and associated judgments and decisions. The logic and method for distinguishing the two failures using knowledge measures is described. Based on results from two studies in the context of vaccination it is shown that the misinformed participants form a distinctive group – more susceptible to erroneous information than the uninformed. The importance of separately measuring and understanding knowledge failures to consumer judgment, decision, and welfare will be discussed.



**Biography:** Peter J. Schulz is Director of the Institute of Communication and Health at the University of Lugano, Switzerland and Full Professor of Communication Theories and Health Communication. In his work he has sought to bring together thinking from the humanities, social sciences, and information

technology to investigate important issues in health communications. His recent work in the field of health communication research focuses on the acceptance of Artificial Intelligence both among clinicians as well as among the public, on health literacy and empowerment, doctor-patient communication, and on media effect in the health domain such as the impact of Internet use on adolescents' health.

## ABSTRACTS: TUE 14 FEB 2023

Tuesday 14 February 2023: 12:10pm-12:35pm

Health literacy, clinician language and social determinants of health

Professor Jon Jureidini

**Abstract:** Language is critical to the management of chronic illness. One useful approach to improving communication is to enhance the health literacy of patients and families – to make them more familiar with and less intimidated by the language of the medical system. But there are significant constraints at the interpersonal and broader social level on what can be achieved by enhancing health literacy. At the interpersonal level, being literate about health will benefit patients and families only if they are receiving meaningful explanations; most of the power to improve communication resides with the health practitioner. In society, both provider and recipient operate within an unequal system, navigating social structures that handicap some participants according to social class and disadvantage. While most clinicians recognise the importance of social determinants of health (SDH), too few regard it as their business to explore and respond to them. Health practitioners can do little to directly impact on social inequality, poverty and disadvantage, but they can consider the impact of their work on the social capital of the families and communities they work with. Clinicians who are mindful of the role of SDH will facilitate families' capacity to make use of their health literacy.



**Biography:** Jon Jureidini is a child psychiatrist who also trained in philosophy, critical appraisal and psychotherapy. He heads Adelaide University's Critical and Ethical Mental Health research group (CEMH), which conducts research, teaching and advocacy to promote safer, more effective and more

ethical research and practice in mental health; and the Paediatric Mental Health Training Unit (PMHTU), providing training in non-pathologising approaches to primary care mental health. He held senior positions at WCH from 1990–2021, where his clinical work included child protection, immigration detention and indigenous mental health in remote areas. He has an international reputation for his work on the evidence-base for psychiatry and is a strong advocate for addressing the social determinants of mental health.

Tuesday 14 February 2023: 12:35pm-1pm

Talking with parents of a seriously ill child about their child's prognosis: Analysis of clinician-parent interactions and implications for clinical practice

Professor Myra Bluebond-Langner & Dr Richard Langner

**Abstract:** Children with poor prognosis life threatening illnesses and their families typically face high stakes decisions about care and treatment. At risk is the physical and mental well being of both the child and the family. Clinical research together with professional and bioethical guidance stress that in such situations high-quality communication between clinicians and family is essential. A significant component of such communication concerns the child's prognosis. In this presentation we examine audio-recorded consultations between clinicians and parents of children with high-risk brain tumours at a tertiary paediatric oncology centre in the UK. Attention is given to the information parents were given, the information parents sought as they tried to make what they were told actionable, as well as how we might address the conundrums clinicians and parents face in discussions effecting the care and treatment of children with poor prognosis.

Biographies



**Myra Bluebond-Langner** is Professor of Palliative Care for Children and Young People, Emeritus, University College London - Great Ormond Street Institute of Child Health; and Board of Governors' Professor of Anthropology Emerita, Rutgers University. Myra's research has focused on understanding the illness

related experiences of seriously ill children, young people, and their families. Participant observation and ethnography are central to her work.



**Richard Langner** took a PhD in philosophy using an analytic approach to the theory of action and the description and redescription of actions. In 2010 he joined Myra Bluebond-Langner at the Great Ormond Street UCL Institute of Child Health where he pursued the issues of the impact of cancer on children and families,

including preferences in health care and studies of communication and decision making..

## ABSTRACTS: TUE 14 FEB 2023

Tuesday 14 February 2023: 2pm-2:25pm

**Metaphorical representations of dementia in British tabloids: A corpus-based analysis**

**Dr Gavin Brookes**

**Abstract:** In this talk I will examine the most frequent metaphors that are used to represent dementia in British tabloid newspapers over a ten-year period (2010-2019). The analysis takes a corpus-based approach to metaphor identification and analysis, utilising in particular the corpus linguistic technique of collocation analysis. Metaphors are considered in terms of the 'targets' they frame, which include the following aspects of dementia: (i.) prevalence; (ii.) causes; (iii.) symptoms and prognosis; (iv.) lived experience; (v.) responses. A range of metaphors are identified, with the tabloids exhibiting a particular preference for metaphors which construct dementia as an agentive and violent entity and people with dementia as passive victims, and which foreground preventative responses to dementia such as pharmacological intervention and individual behaviour change. It is argued that such metaphors have the potential to contribute to dementia stigma and place focus on preventing or eliminating dementia while backgrounding responses which may help people to 'live well' with dementia in the here-and-now. Metaphors which frame dementia as a companion or the experience of dementia as a journey are put forward as being potentially less stigmatising alternatives which better reflect the particularities of this complex public health issue.



**Biography:** Gavin Brookes is UKRI Future Leader Fellow in the Department of Linguistics and English Language at Lancaster University, UK. His research uses corpus linguistic, critical and multimodal approaches to analyse discourse, and he is particularly interested in topics such as health, gender and sexuality, and identity.

He has published four books and over thirty journal articles on these topics. Gavin is Associate Editor of the *International Journal of Corpus Linguistics* and Co-Editor of the *Corpus and Discourse* book series.

Tuesday 14 February 2023: 2:25pm-2:50pm

**Standardisation in the operating theatre: A culture of resistance to change**

**Dr James French**

**Abstract:** Many hospital quality and safety improvement initiatives will fail to achieve their desired objectives despite a sound evidence base. Organisational culture may either enable or obstruct innovation. This presentation will describe the failure of a safety project to standardise the layout of anaesthetic medication in the Australian Capital Territory (ACT) and the effect of resistance from medical practitioners. Approaches to achieving co-operation and improving organisational culture will be discussed.



**Biography:** Dr James French is a paediatric anaesthetist and Head of Anaesthesia at Calvary John James Hospital. He is Clinical Lecturer at the Australian National University School of Medicine and Psychology and is studying the Master of Applied Science in Patient Safety and Healthcare Quality at

Johns Hopkins University. He has a special interest in perioperative systems of care, and organisational culture.

## ABSTRACTS: TUE 14 FEB 2023

Tuesday 14 February 2023: 2:50pm-3:15pm

**Examination of profiles and perspectives in dyadic versus triadic medical consultations**

**Professor May O Lwin (to be presented by Professor Peter Schulz)**

**Abstract:** Maintaining quality healthcare provision is critical yet difficult for elderly patients whose doctor-patient interactions are often complicated by challenges in communication. In Singapore, a country with a rapidly ageing population and a diverse racial make-up, little is known about medical consultations with older adults. The presentation will share insights from our research comparing the profiles of elderly patients in dyadic and triadic medical encounters in Singapore. The doctors' communication styles and skills involved in these two types of consultation settings, as well as the patients' perceptions of their medical consultations, will be discussed.



**Biography:** Professor May Lwin is the Chair and President's Chair Professor of Communication Studies at Wee Kim Wee School of Communication and Information (WKWSCI), Nanyang Technological University. She also serves as Joint Professor (Honorary) in the LKC School of Medicine. Prof Lwin specialises in strategic

communication and health communication. Her research projects involve the utilisation, design, and assessment of digitally mediated communication and social media to influence health behaviours. Her expert insights in communication have been deployed in various health and disease contexts including Covid-19, dengue, AMR. Prof Lwin is also involved in health behaviour and policy impact studies on children, families, and the elderly. She is currently leading a programme on intergenerational digital media socialisation across elderly-youth dyads.

Tuesday 14 February 2023: 3:15pm-3:40pm

**Below the surface: Uncovering the interactional dynamics of migrant patient management in the Emergency Department**

**Professor Antoon Cox**

**Abstract:** We know that language barriers (LBs) between patients and health care providers have a negative impact on healthcare. In the Emergency Department, where people communicate under cognitive strain and significant asymmetries in background information, LBs give rise to misalignments between actual and perceived quality of communication. Clinicians may on the one hand perceive they have gathered sufficient information for a differential diagnosis, but there is a risk that misunderstandings remain unnoticed during the consultation, sometimes with significant clinical consequences. On the other hand, in those cases where clinicians have collected the necessary information, uncertainty may remain high and lead to additional testing and more protracted consultations. Training on social interaction can help clinicians recognise patterns of potential miscommunication during migrant patient management. This talk will discuss such patterns of interactional dynamics, based on an ethnographic study in the ED, and reflect on how they can be integrated into medical education.



**Biography:** Antoon Cox is Assistant Professor in Intercultural Communication at Utrecht University. He is also a research fellow at KU Leuven and Vrije Universiteit Brussel and a visiting scholar at the School of Medical Education at King's College London. Since 2023, he is co-chair of the Special Interest Group

on "Language and Cultural Discordance in Healthcare Communication" at the International Association for Communication in Healthcare. Antoon is also a trainer and examiner of community interpreters. His research focuses on interpersonal communication in stressful multilingual settings such as emergency departments and asylum reception centers. It has been published in international peer-reviewed journals such as the *Translator, Patient Education and Counseling*, and *Advances in Health Sciences Education*.

# ABSTRACTS: TUE 14 FEB 2023

Tuesday 14 February 2023: 4:05pm-4:30pm

## Early-career researcher presentations

**Why strong IELTS performance does not guarantee effective clinical communication? On the teaching and testing of clinical interactional competence**



**Dr David Wei Dai**

**Abstract:** In view of recent changes in language entry requirements for prospective international health students in Australia, this talk problematizes the mismatch between what language tests assess and what effective clinical communication entails. To develop

health students' clinical communication skills, I argue for the shift from a psycholinguistic-individualist understanding of language use to a sociolinguistic-interactive perspective, which incorporates the affective, logical, moral and categorical dimensions of interaction. Drawing on evidence in psychometrics and discourse analysis, I illustrate how we can teach and assess clinical interactional competence to ensure future health professionals have the requisite skills for effective clinical communication.

**Biography:** David Wei Dai is Lecturer of Clinical Communication at Monash University. He is Editor for the journal *TESOL in Context*, Visiting Scholar to University College London, and Nominating Member of the International Language Testing Association.

## Linguistic minority experiences in health communication



**Dr Niru Perera**

**Abstract:** Linguistically marginalised health consumers face the risk of diminished health care in hospital and out-of-hospital settings. However in Australia, which has 22% of its population using a language other than English at home, we are yet to fully

understand how language barriers impact health care and patient outcomes. This short presentation will review some of the key findings of the research and discuss how it can inform an Australian-based project to improve health literacy for heart failure patients.

**Biography:** Niru Perera is a socio- and applied linguist and research fellow at ANU ICH with a background in minority language maintenance, migration, Aboriginal and Torres Strait Islander social and emotional wellbeing, and emergency medicine communication. She examines how linguistically marginalised groups experience communication in health contexts.

Tuesday 14 February 2023: 4:30pm-5:30pm

## Panel: The patient as researcher

**Panellists:** Jen Morris, Darlene Cox, Rebekah Ogilvie

**Moderator:** Dr Mary Dahm

**Overview:** Patients play a key role in their health care with communication playing a crucial role for positive patient outcomes. Yet, uptake of patient involvement in health communication research has been slow or tokenistic. Starting with Jen Morris's brief talk on lived experiences, this thought provoking interdisciplinary panel will bring together patients and health consumer advocates with clinicians and health communication researchers to discuss how we can move us towards doing research *with* patients rather than just doing it *for* patients.

**Speaker abstract:** To survive a lifetime as the patient who falls through every crack in 'the system', Jen invented a game. It is based on the phrases and communication failures that recur with near comedic reliability in her discussions with practitioners. Jen will describe how its outcome has something to teach us about practitioner-patient communication, empowering patients to self-protect, and identifying targets for communication research that reflect real patient experiences.

## Biographies



**Jen Morris** is a patient safety advocate and healthcare user representative with a special interest in diagnostic error. Jen has qualifications in science, humanities, science communication, governance, healthcare quality and safety and consumer engagement. She brings her patient perspective expertise to roles

as a patient safety investigator (Safer Care Victoria), patient experience educator (Monash University, Deakin University, University of Melbourne), board member (Occupational Therapy Board of Australia), and patient perspectives advisor for numerous health sector organisations (e.g. Australasian College for Emergency Medicine, Health Complaint Commissioner). Jen also champions patient safety through writing, media appearances, public speaking, government inquiries, and as a founding member of the Australia and New Zealand Affiliate of the Society to Improve Diagnosis in Medicine.



**Rebekah Ogilvie** is a Nurse Practitioner with 30 years' healthcare experience and is the 2022 ACT Nurse of the Year for 2022, being recognised for her leadership and innovation, particularly during the COVID-19 response. She completed a Master of Nursing (Critical Care) at the University of Sydney in 2004

and was awarded the Elsevier Australia Prize for Critical Care. She also completed a Master of Nursing – Nurse Practitioner through University of Newcastle in 2009 with Merit. In 2016 she completed a Doctor of Philosophy (USyd), examining major traumatic injury in young people during the initial six month injury trajectory. She is currently Director of Nursing, Flow and Coordination Hub, Canberra Health Services.



**Darlene Cox** has been involved in the consumer movement since the late 1990s. She is an eminent advocate for health consumers with an excellent knowledge of the health system, both locally and nationally. Darlene has a strong, practical understanding of community engagement principles.

She has been the Executive Director of Health Care Consumers' Association Incorporated since 2008. She is a board member of the Capital Health Network and Meridian. She has a long-standing interest in improving the quality and safety of health care and has been involved with the Australian Medical Council, Australian Commission for the Safety and Quality of Health Care, and the NPS.

## Moderator



**Dr Mary Dahm** is an ARC DECRA and Senior Research Fellow at the Institute for Communication in Health Care (ICH) at the Australian National University. She established and facilitated the ICH Consumer Reference Group. Her research sits at the nexus of health communication and health

services research and focuses on investigating the impact of health communication in quality and safety of care and improving consumer engagement in health communication research. She is a leader in diagnostic communication.

## YOU'RE INVITED! THE OFFICIAL 2023 ISCH WELCOME RECEPTION



At the conclusion of day one of the 2023 International Symposium for Communication in Healthcare, all attendees are invited to the official welcome reception.

Lower ground floor foyer  
Sir Roland Wilson Building  
5:30pm-6:30pm

Light refreshments and finger food will be provided.

## ABSTRACTS: WED 15 FEB 2023

Wednesday 15 February 2023: 9am-9:25am

**Public health communication for migrants and multicultural communities – how can we do it better?**

**Professor Kirsten McCaffery**

**Abstract:** COVID-19 exposed the inadequacies of health and community services and structures to address health literacy, and in particular to address the needs of cultural and linguistically diverse communities. This presentation will

- describe the gaps in health communication and the consequences of failing to attend to health literacy and multicultural populations information/communication needs
- describe some possible strategies to improve multicultural health communication
- consider how we can build enduring partnerships with communities to co-design better communication and intervention strategies.

COVID-19 has shown that we are all affected by each other's understanding of health and subsequent health decisions. As we move forward in an increasingly multicultural society with growing disruption of traditional forms of media and increasing likelihood of climate-related emergencies including further pandemics, we are ever more reliant on effective society-wide public health communication. Finding ways to improve public health communication for the future is an international imperative.



**Biography:** Professor Kirsten McCaffery, BSc Hons Psych, PhD Psych, FAHMS is an NHMRC Leadership Fellow, Sydney School of Public Health, the University of Sydney. She has a national and international reputation in shared decision making, health literacy and the assessment of psychosocial outcomes, and has had five

successive NHMRC Fellowship/Leadership grants. She is Director of Policy and Prevention at the School of Public Health and Director of the Sydney Health Literacy Lab at the University of Sydney, co-founder of Wiser Healthcare, and Node Leader of the Charles Perkins Centre, Health Literacy Node. Her research focuses on health communication and understanding psychosocial outcomes among socially disadvantaged populations including culturally and linguistically diverse groups and people with low health literacy.

Wednesday 15 February 2023: 9:25am-9:50am

**Laughter is the best medicine: Children's participation in humorous interaction in serious settings**

**Lara Weinglass & Professor Susan Danby**

**Abstract:** While the use of laughter has been investigated in interactions in healthcare settings, child patients' engagement with and participation in humour in paediatric palliative care (PPC) consultations has not been explored.

The current paper investigates how children are brought into and respond to humorous interactions in PPC settings. Data for this paper are comprised of video recorded consultations where child patients were present and involved in the interaction, either through their own active participation or via child-directed talk from co-present adults.

The current study investigates which participants engage in non-serious interactions, how such interactions arise, and the functions of humorous interactions. Findings suggest that in PPC contexts, humour is used to invite children's participation in interaction and to close down non-serious episodes to return to the serious talk at hand. The current study highlights the importance of the use of humour to interact with child patients in high-stakes settings.

### Biographies



**Lara Weinglass** is a Research Fellow in the School of Early Childhood and Inclusive Education at Queensland University of Technology in Brisbane, Australia. She is a linguist using conversation analysis and pragmatics to analyse the use of humour and laughter in workplace and healthcare interactional settings.



**Susan Danby** is Professor in the School of Early Childhood and Inclusive Education at Queensland University of Technology, and Director of the ARC Centre of Excellence for the Digital Child. Her research investigates everyday communication practices in clinical settings, homes, classrooms and helplines through digital ethnographic methods to understand and inform interactional practices.

## ABSTRACTS: WED 15 FEB 2023

Wednesday 15 February 2023: 9:50am-10:15am

**COMMUNICATION, COMPETENCY, CAPACITY: Five reflections on building competency in communication into universal health coverage**

**Professor Christine Phillips**

**Abstract:** Universal health coverage (UHC) is the sustainable development goal that promotes access for all people to the health services they need, when and where they need them, without financial hardship. In order to operationalise UHC, health workers need to work within a framework developed around the right to health for all and accountability to the community, which are articulated in the WHO health worker competencies for UHC. Communication is a key focus of all the competency standards. In this presentation, I reflect upon learnings from two projects our team has undertaken for the World Health Organization: the competency standards and curricular guidances for health workers working with migrants and refugees, and for health workers to support their patients' abilities to provide self-care. These two projects highlighted international consonances in some, but not all, approaches to health literacy and communication assistance. Health system capacity building relies upon communication skills and systems at all levels, from framing roles to revisioning new structures.



**Biography:** Christine is a general practitioner and health services researcher. She leads the Social Foundations of Medicine group at the ANU Medical School, where she instituted a curriculum integrating the social sciences of medicine and health across all four years of the curriculum.

Christine is Medical Director of Companion House Medical Service, the ACT's refugee health care service, and has over twenty-five years of clinical experience working in primary care in the context of deep urban poverty, in settings including drug and alcohol medicine, elder care, and prison health. She is a past Chair of the Refugee Health Network of Australia, an organisation she co-founded in 2009, and has been an Advisor for UNHCR, the World Health Organisation, the Migration Council of Australia, and state and federal departments of health and human services. In 2021, she led the development of the WHO competency standards and curriculum guide for health workers working with refugees and migrants.

Wednesday 15 February 2023: 10:15am-10:40am

**Overcoming the proxy problem with Patient-Reported Outcome Measures in children**

**Professor Natalie Bradford**

**Abstract:** There is mounting evidence for the use of Patient Reported Outcome Measures (PROMs) to communicate health and well-being outcomes between patients and clinicians in adult healthcare. As such, there is imperative to examine how we can also use these tools to improve the communication of outcomes for children. However, numerous barriers prevent the integration of PROMs into routine paediatric care. This presentation will delve into the mounting evidence of the effects of socioeconomic and family dynamics, and treatment environments on the outcomes children experience. We will describe the barriers to the use of PROMs –including the burden parents experience when asked to proxy for young and non-verbal children, and alternatives will be explored. We will question what we mean by 'validity' of proxy for PROMs and discuss what matters most in this context to children, parents, researchers and healthcare providers.



**Biography:** Natalie Bradford is a Professor at the Queensland University of Technology Australia, where she leads a program of research in supportive care for children and young people with cancer. Natalie has a clinical background spanning over 20 years in pediatric oncology nursing, and is a

Master in Public Health. Her research focuses on the integration technology-based solutions to support communication between children, families and healthcare professionals. Her PhD thesis explored the potential of home telehealth in paediatric palliative care. She is currently leading seven competitively funded health services research projects. Across all projects, Natalie advocates for harnessing technology to partner with patients and families, and to provide timely information exchange in a consistent format to aid communication.

## ABSTRACTS: WED 15 FEB 2023

Wednesday 15 February 2023: 11:05am-11:30am

**Evidence for, and realities of, teaching communication skills to medical students**

**Professor Conor Gilligan**

**Abstract:** Healthcare communication has become ubiquitous in medical and health professions education. There is extensive evidence for the value of teaching in improving elements of students' skills, but the application of evidence in the 'real world' of limited resources, packed curricula (formal and otherwise), and heterogeneous populations and settings is not clear cut. Medical and other health professional education curricula involve a constant tension between a range of topic areas and skills, but there is a general consensus that communication is a fundamental clinical skill which deserves ongoing attention.

In this talk, I will discuss the available evidence informing the education of medical students in interpersonal communication. I will explore the application of evidence in the current climate of tertiary education and the practicalities of achieving quality training to equip students for the clinical environments in which they will work. I will make practical suggestions for the use of healthcare communication training as a vehicle to drive the development of fundamental and transferrable clinical skills.



**Biography:** Conor Gilligan leads the Healthcare Communication curriculum in the University of Newcastle and University of New England Joint Medical Program. With a background in health behaviour science, Conor has established a niche in the intersection of research and teaching in this

space. A passionate educator and researcher, Conor conducts research in the field of medical education and healthcare communication as well as training other educators to facilitate student and practitioner learning.

Wednesday 15 February 2023: 11:30am-11:55am

**A linguistic lens on health communication education for health professionals: Gaps and opportunities, impact, strategies**

**Professor Robyn Woodward-Kron**

**Abstract:** Much of healthcare is achieved interactively through talk and writing: accessing care, diagnosing, making treatment decisions, carrying out treatment, coordinating care, handing over care. For health professional students, learning the influential patterns of talk and writing, the discursive practices of healthcare, is integral to becoming a health practitioner. For regulatory and accreditation bodies, the quality and safety of these discursive practices is paramount, necessitating cycles of review and improvement. These discursive practices must also be inclusive for diverse populations. How these practices (healthcare communication) are conceptualised, their scope, and the evidence informing education, training, and policies is therefore a critical interdisciplinary question.

In this talk, I discuss the education of healthcare professionals for healthcare communication that could benefit from a linguistic lens (gaps and opportunities), give examples of productive collaborations (impact), and reflect on hits and misses (strategies).



**Biography:** Robyn Woodward-Kron is a Professor in the Department of Medical Education, Melbourne Medical School at the University of Melbourne. Informed by her PhD in educational linguistics, her research interests are at the intersection of language, communication and health professions education, with a

particular interest in intercultural communication. She collaborates with clinician researchers and educators, for example, to develop resources to promote inclusiveness for culturally and linguistically diverse people in clinical trials; in translational research in a range of clinical settings, and in entry-to-practice medical education. Robyn was made a Fellow of the Australian and New Zealand Association of Health Professions Education in 2019.

## ABSTRACTS: WED 15 FEB 2023

Wednesday 15 February 2023: 11:55am-12:20pm

**Easing information access in healthcare through text simplification and information retrieval**

**Professor Hanna Suominen**

**Abstract:** Retrieving, digesting, and authoring reliable, readable, and relevant information to make health-centred decisions is getting harder and harder. Content is available in, e.g., patient records, medical dossiers, scientific publications, consumer leaflets, and social-media channels on topics related to health and medicine. People need to easily retrieve and understand these contents to support their judgment and decision-making. During this talk, we will explore human language technologies to improve access to and understanding of these information archives. We will focus on text simplification and information retrieval to target laypeople's diabetes information needs. The talk is founded on workshops and hackathons that Professor Hanna Suominen co-chaired/led in 2012-2021 as part of the Conference and Labs of the Evaluation Forum and Ms Sandaru Seneviratne's PhD studies at the ANU School of Computing, awarded as the runner-up in the 2022 ANU 3MT Finals.



**Biography:** Prof Hanna Suominen — a Professor of Computer Science (CS) in the Australian National University — is at the forefront of accelerating health impact from precision medicine technology, through the application of advanced analytics and Machine Learning. She is the Associate Director (Engagement & Impact) of the ANU

School of Computing and the Executive Leader (Computing and Engineering) of Our Health in Our Hands (OHIOH), the inaugural ANU Grand Challenge Program. She previously worked for Data61 of the Commonwealth Scientific and Industrial Research Organisation (CSIRO) and the National Information and Communications Technology Australia. Hanna obtained her Master of Science (MSc) in Applied Mathematics in 2005, followed by a Doctor of Philosophy (PhD) and Adjunct Professorship in CS in 2009 and 2013, respectively, from the University of Turku, Finland. In 2020, she graduated with a Master of Leadership in Curriculum and Pedagogy (MEdL) from the Monash University, Australia. Hanna has almost 20 years' experience of working at the interface between technology, education, and health/social sciences.

Wednesday 15 February 2023: 12:20pm-12:45pm

**How do we teach future doctors communication?**

**Professor Zsuzsoka Kecskes**

**Abstract:** Since the first Medical School was founded in the 9th century in Italy, medical education has traditionally focussed on knowledge and technical skills. Since then, the focus has shifted to include attitudes in course objectives, and in post-medical school training the innovative CanMEDS Physician Competency Framework describes the knowledge, skills and abilities of medical specialists in seven domains — as medical experts, communicators, collaborators, managers, health advocates, scholars and professionals. The CanMEDS framework lends itself also for training future doctors. The Australian Medical Council accredits Australian Medical School Programs, and its framework includes communication with consumers. With the explosion of information available on social media and the internet, an ageing population, multi-culturalism and language barriers as well consumers coming from a range of different backgrounds and cultures, health literacy training and communication with consumers is a difficult and wide-ranging topic to teach future doctors. In this presentation, examples of learning objectives and teaching future doctors will be discussed.



**Biography:** Professor Zsuzsoka Kecskes is Dean, Graduate School of Medicine at University of Wollongong, and Specialist Neonatologist at Wollongong Hospital. Zsuzsoka was born in Hamburg, Germany, studied Medicine in Germany, the US and Switzerland, and moved to Sydney in 1994 to

complete her training in Neonatology in Brisbane, where she also completed a PhD at the University of Queensland. She has been working as a Neonatologist in Canberra since 2001 was the Director of the Department from 2007 to 2015 and was awarded her as the ACT Australian of the year 2014 for her partnership with parents. Zsuzsoka was the Deputy Dean and acting Dean of the College of Health and Medicine at ANU until 2022 when she moved to the University of Wollongong.

## ABSTRACTS: WED 15 FEB 2023

Wednesday 15 February 2023: 1:45pm-2:10pm

**Decoding the communication of diagnostic uncertainty: Diagnostic statements and shared understanding**

**Dr Mary Dahm**

**Abstract:** The complexity of the diagnostic process makes it a clinically and communicatively demanding task. Little is known about the language of diagnostic statements, particular expressions of uncertainty, which may be signals of diagnostic accuracy but also impact the shared understanding between patients and clinicians.

Using analytical methods from discourse analysis, and pragmatics, I analysed 16 transcribed, video-recordings of one role-play scenario to identify diagnostic statements as well expressions of uncertainty contained therein. Analysis revealed links between diagnostic accuracy (correct vs incorrect diagnosis), use of self-repairs, unexplained medical terminology and explicit and implicit hedges in diagnostic statements, and how these might pose a threat to shared understanding of the diagnosis.



**Biography:** Dr Mary Dahm is an ARC DECRA and Senior Research Fellow at the Institute for Communication in Health Care (ICH) at the Australian National University. She established and facilitated the ICH Consumer Reference Group. Her research sits at the nexus of health communication and health services

research and focuses on investigating the impact of health communication in quality and safety of care and improving consumer engagement in health communication research. She is a leader in diagnostic communication.

Wednesday 15 February 2023: 2:10pm-2:35pm

**Re-considering dominant ethos of health communication: Evidence from research on genetic testing in China**

**Associate Professor Olya Zayts-Spence**

**Abstract:** In this paper, we discuss how the dominant ethos of health communication in 'Western' contexts, such as patient centredness and autonomy, may not be directly applicable to other 'non-Western' contexts. Taking the example of a relatively new NIPT (non-directive prenatal testing) technology, this paper examines how a seemingly benign non-invasive test is offered to pregnant women in China as part of their antenatal care. Antenatal screening in 'Western' contexts is traditionally underpinned by the ideals of non-directiveness and patient autonomy, partly in an effort to disassociate the process from eugenics. Drawing on interactional sociolinguistics, we examine 23 authentic interactions between pregnant women and obstetricians to show the overwhelming directiveness with which NIPT is offered at the interactional level. This directiveness is, however, also institutionally endorsed, commercialized, and firmly grounded in historical and current public health and family-planning policies. We discuss our findings in relation to eugenic discourses in China, and what our data suggests in relation to how patients themselves construct their (non) autonomy in this clinical context.



**Biography:** Dr. Olga Zayts-Spence directs Research and Impact Initiative for Communication in Healthcare (HKU RIICH) at the University of Hong Kong. With her dual background in applied linguistics and public health, Dr. Zayts-Spence has researched in diverse clinical contexts, including genetic and

genomic medicine and counselling, dental education, Traditional Chinese Medicine (TCM), cancer clinics, end-of-life care, and most recently mental health. She is a Board Member of two mental health NGOs in Hong Kong (Mind HK and City Mental Health Alliance Hong Kong). She has published widely in linguistic, medical and interdisciplinary journals. She is the Founding Editor of "Routledge Studies on Language, Health and Culture" that publishes pioneering health communication research from Asia, and most recently has edited a volume, "Global Centers and Peripheries of Healthcare Communication Research".

## ABSTRACTS: WED 15 FEB 2023

Wednesday 15 February 2023: 2:35pm-3pm

**Making use of triadic participation framework to facilitate Advance Care Planning (ACP) consultations**

**Dr Ni-Eng Lim**

**Abstract:** While patient-centered approaches and patient autonomy have been adopted by medical professionals all around the world, Asian communities often place an importance on family involvement and participation. This cultural practice extends to end-of-life (EoL) decisions of the patient, which is often the focus of Advance Care Planning (ACP) consultations. Therefore, a common phenomenon in the ACP consultation is the misalignment of perspective between patients and caregivers with regards to what should be done when highly dilapidating life-sustaining procedures are the only options left. In such moments, the ACP facilitator's role in managing potential misalignment and facilitating shared-decision making within a triadic participation framework becomes crucial. In this study, we explore some of the interactional strategies that ACP facilitator draws on to accomplish this objective using conversation analytic methods. Our data demonstrates how EoL conversations within the Asian context can be complex and cannot be singularly focused towards uncovering the patient's wishes. For shared-decision making to work, it is crucial for medical professionals working within Asia to understand the relationship and build consensus between patient and their caregivers.



**Biography:** Dr Lim Ni Eng is from the School of Humanities, Nanyang Technological University, and part of the Medical Humanities Research Cluster in the school. He received his doctoral degree in Applied Linguistics from the University of California, Los Angeles (UCLA). The scope of his disciplinary training includes interactional

linguistics, conversation analysis, and multimodal discourse analysis. Ni Eng's research interest in medical communication looks at how doctors and patients makes interactional moves to achieve different agendas in particularized medical settings. His current project revolves around the interactional practices during Advance Care Planning (ACP) consultations in the hospital, where patients, medical personnel and care-givers engage in negotiation on end-of-life decisions for the terminal patient.

Wednesday 15 February 2023: 3pm-3:25pm

**The unmet social needs of cancer patients: Opening Pandora's box**

**Kate Neadley**

**Abstract:** It is well-established that social determinants of health (SDoH) substantially impact health and wellbeing. The downstream effects of SDoH are unmet social needs, such as housing and financial instability, access to transport, food insecurity, interpersonal violence and social isolation. These unmet social needs are more prevalent in socioeconomically disadvantaged populations. The Lyell McEwin Hospital in Adelaide's northern suburbs serves one of the most disadvantaged urban populations in Australia. Our study established the feasibility and acceptability of screening cancer patients at the Lyell McEwin Hospital for the prevalence and type of their unmet social needs via a Health Navigator. A major goal is to develop the role and assess the training required for a Health Navigator to connect patients to federal and community resources and advocate on their behalf. Recruitment for the study has just completed.



**Biography:** Kate is a PhD candidate at the University of Adelaide. She completed a double Bachelor of Science/ Bachelor of Arts at the University of Adelaide majoring in Philosophy, French, Biochemistry and Physiology. As part of her undergraduate studies she undertook part of a Masters of Neuroscience at l'Université de

Strasbourg, France. She obtained Honours (First Class) at the University of Adelaide for her project assessing the acceptability of screening inpatients for unmet social needs at the Lyell McEwin Hospital, which serves one of the most socioeconomically disadvantaged urban populations in Australia. Her PhD continues this research, supervised by Prof Mark Boyd, implementing a Health Navigator intervention to assist with the unmet social needs of cancer patients at the Lyell McEwin Hospital. Her research interests are social and cultural determinants of health, implementation science and health equity.

## ABSTRACTS: WED 15 FEB 2023

Wednesday 15 February 2023: 3:25pm-3:50pm

Using observational evidence to evaluate and enhance clinician training about communicating with Aboriginal and Torres Strait Islander patients

Associate Professor Stuart Ekberg

**Abstract:** Communication is recognised as crucial for achieving culturally competent healthcare systems that are needed to close the health gap between Aboriginal and Torres Strait Islanders and other Australians. A multitude of training programs exist to promote recognition that cultural differences require adapting communication to promote shared understanding between clinicians, patients, and family members. These are often evaluated using self-report methods, such as surveys, which do not provide direct empirical evidence of whether and how training was implemented in routine clinical practice. Using a case study of cultural competence and clinical yarning training delivered in persistent pain services across Queensland, this presentation will demonstrate the empirical understanding afforded by video recording routine clinical practice before and after training. This approach provides precise insights into ways training was and was not implemented. These insights provide opportunities to critically appraise and refine training interventions in ways that will optimise practical outcomes.



**Biography:** Stuart Ekberg is an Associate Professor in the School of Psychology & Counselling at Queensland University of Technology in Brisbane, Australia. He specialises in applied conversation analytic research investigating healthcare communication, with particular focus on child and adult palliative care,

therapeutic encounters, and care for Aboriginal and Torres Strait Islander peoples.

Wednesday 15 February 2023: 4:10pm-4:35pm

Transitioning to the workplace during COVID-19: Mental health and what graduates expect vs what employers want

Dr Zoe Fortune (to be presented by Dr Olga Zayts-Spence and Dr David Edmonds, on behalf of Dr Paul Wong, Dr Cecilia Chan and Ms Jaime Fung)

**Abstract:** Mental health is a growing concern worldwide and notably, within the workplace. Young adults are an especially vulnerable group facing serious challenges during transitions to work from university that impact mental health and wellbeing. These may have become exacerbated by the Covid-19 pandemic; and urgent further research is required. This presentation reports on the findings from the first wave of a nationally funded mixed methods, cross-disciplinary research project in Hong Kong designed to understand these challenges and develop effective support interventions. Specifically, we present highlights from a survey of over 400 COVID-19 graduate cohorts (2020-2023) examining mental health, career attitudes, and the impact of COVID-19, combined with qualitative interview data with the graduates. These are supplemented by qualitative data exploring the perspective and requirements of workplaces and employers. We conclude with a brief discussion of the nature of evidence-based research on mental health and graduates' workplace transitions, and the cross-disciplinary approach employed in our project.



**Biography:** Dr Zoë Fortune is Adjunct Assistant Professor at the University of Hong Kong and leads the Mental Health Communication research cluster at HKU RIICH. She holds a PhD in Health Services Research from Kings College London, a Master of Counselling from Monash University and is also a practising

psychotherapist. A mixed methods researcher by background, she combines research with work to support practical improvements in healthcare communication and has worked across Asia, Africa, and the Middle East within charity, international development, forensic and healthcare settings. Her current research focuses on vulnerable populations in the workplace, an interest she developed while leading the development and management of the not for profit organisation, City Mental Health Alliance Hong Kong.

## ABSTRACTS: WED 15 FEB 2023

Wednesday 15 February 2023: 4:35-5:35pm

Reflective panel discussion: Challenges and future directions in healthcare

Panellists: Professor Russell Gruen, Sam Heard, Professor Kirsten McCaffery, Professor John Watson, Professor Robyn Woodward-Kron

Moderators: Professor Diana Slade & Professor Imogen Mitchell

### Biographies



**Professor Russell Gruen** is Dean of the College of Health and Medicine at The Australian National University. He is a specialist trauma surgeon, and has a PhD in health services research, and post-doctorate qualifications in health policy, medical ethics and business management from Harvard. In

2009 he became the world's first Professor of Surgery and Public Health at Monash University and The Alfred, where he was a trauma surgeon and Director of the Australian National Trauma Research Institute.



**Sam Heard** is a general practitioner who grew up in rural South Australia and trained as a GP in central London where he had an academic position for 9 years before returning to the Menzies School of Health Research in Darwin. He has been a clinician and educator and has taken a keen interest

in communication, particularly with patients in cross cultural settings. He is now working in Central Australia as the Medical Director of the community controlled Central Australian Aboriginal Congress.



**Professor Kirsten McCaffery**, BSc Hons Psych, PhD Psych, FAHMS is an NHMRC Leadership Fellow, Sydney School of Public Health, the University of Sydney. She has a national and international reputation in shared decision making, health literacy and the assessment of psychosocial outcomes, and has had five

successive NHMRC Fellowship/Leadership grants. She is Director of Policy and Prevention at the School of Public Health and Director of the Sydney Health Literacy Lab at the University of Sydney. She is co-founder of Wiser Healthcare and is Node Leader of the Charles Perkins Centre, Health Literacy Node.



**Professor John Watson, AM** is the Director of The Eccles Institute of Neuroscience at ANU and Deputy National Secretary for The Rhodes Scholarships in Australia. He previously held senior positions at UNSW and was the founder of the Sydney Adventist Hospital Clinical School, now part of the ANU portfolio. Watson

is a Consultant Neurologist at leading hospitals in Sydney and has served on many University, NHMRC and Health Department committees and panels. In recent years his interests have included Value Based Health Care and improving Health System leadership, management and communication.



**Robyn Woodward-Kron** is a Professor in the Department of Medical Education, Melbourne Medical School at the University of Melbourne. Informed by her PhD in educational linguistics, her research interests are at the intersection of language, communication and health professions education, with a

particular interest in intercultural communication. She collaborates with clinician researchers and educators, for example, to develop resources to promote inclusiveness for culturally and linguistically diverse people in clinical trials; in translational research in a range of clinical settings, and in entry-to-practice medical education.

### Moderators

**Professor Diana Slade** is a Professor of Applied Linguistics at the Australian National University and the Director of the ANU Institute for Communication in Health Care.

**Professor Imogen Mitchell** is an intensive care specialist at the Canberra Hospital and the Executive Director of Research and Academic Partnerships at Canberra Health Services. She is also the Clinical Director of the ACT COVID-19 Response and the ICU Medical Lead for Southern NSW.

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CONGRATULATIONS ON BEING PART OF THE  
2023 INTERNATIONAL SYMPOSIUM FOR  
COMMUNICATION IN HEALTHCARE



We at the ANU Institute for Communication in Health Care are proud to be hosting so many brilliant, curious and dedicated people and organisations in Canberra and online.

We hope you are inspired and emboldened by what you hear and think at 2023ISCH, and come away from the event with new ideas and communities of people with whom to share them.

If there is anything we can assist you with during the event, please do not hesitate to approach us in-person or via the online chat function.

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