



Australian  
National  
University

INSTITUTE FOR  
COMMUNICATION  
IN HEALTH CARE



# INTERNATIONAL SYMPOSIUM FOR COMMUNICATION IN HEALTH CARE

## The ANU Institute for Communication in Health Care (ICH)

### 2018 Symposium theme

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

International Symposium on  
Healthcare Communication  
12-13 February 2018  
Sir Roland Wilson Building #120,  
Australian National University,  
Canberra, Australia

### Contact

E: [admin.ich@anu.edu.au](mailto:admin.ich@anu.edu.au)

The Director of ICH, **Professor Diana Slade**, invites you to join us at the Australian National University in the 'bush capital' Canberra on Monday and Tuesday 12-13 February 2018.

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

The Institute for Communication in Health Care will be formally launched at 6pm on Monday the 12th of February. Celebratory drinks and canapés will be served.

A conference dinner will be held from 7pm on Tuesday 13th February (Drawing Room at University House). The additional cost for dinner will be approximately \$80 per person.

Please purchase tickets for the symposium by clicking on the "Register now" button from the information [page](#). Registration closes Friday 2 February 2018.

Please confirm your attendance at the symposium as well as the launch and conference dinner by filling in [this form](#) by Wednesday January 31st.

ANU College of  
Arts & Social  
Sciences

# DAY ONE

Time	Event
9:00 - 9:20	Welcome by Professor Paul Pickering, Director, Research School of Humanities and the Arts, and Professor Diana Slade, Director of Institute for Communication in Health Care
9:20 – 9:45	Dr Rodney Jones – University of Reading “Using Mediated Discourse Analysis to Understand Everyday Health Decisions”
9:45 – 10:10	Professor Suzanne Kurtz – Washington State University (Emerita) “Connecting the Dots between Skilled Communication and Communication Skills: An Evidence-Based Look at Clinical Communication Competence”
10:10 – 10.35	Professor Zsuzsoka Kecskes – Australian National University “Grief and communication in the neonatal and paediatric setting”
<b>10:35 – 11:00</b>	<b>Morning Tea</b>
11:00 – 11:25	Marilyn Turkovich – Charter for Compassion International “Compassion Isn’t Just Being Nice!”
11:25 – 11:50	Professor Diana Slade, Dr Suzanne Eggins, Dr Angela Chan, Dr. Jack Pun, Dr. Marvin Lam, Manbo Man – Australian National University and Hong Kong Polytechnic University “Better nursing handover communication: translational research in a bilingual Hong Kong hospital”
11:50 – 12:15	Professor K.K. Luke – Nanyang Technological University, Singapore “Counseling for consent in Urology clinics”
12:15 – 12:40	Professor Susan Danby and Dr Stuart Ekberg: Going against the guidelines: Indirect references to end of life in paediatric palliative care consultations.
<b>12:40 - 1:40</b>	<b>Lunch</b>
1:40 – 2:05	Dr Elizabeth Rider – Harvard Medical School “Implementing relationship-centered learning: A 10 year perspective on teaching communication skills and values”
2:05 – 2:30	Professor Lesley Stirling – University of Melbourne “Negotiating understanding and alignment in communication in medical settings”
2:30 - 2:55	Mary Freer – Freer Thinking “Cultivating Compassion in Health Care”
2:55 - 3:20	Professor Janet Wiles and team – University of Queensland “Social technology that supports communication in health care contexts”
3:20 - 3:45	Adjunct Professor Hanna Suominen – Australian National University and Data61/CSIRO “Machine Learning for Longitudinal Data Analytics in Healthcare”
<b>3:45 - 4:05</b>	<b>Afternoon tea</b>
4:05 - 4:30	Dr Katarzyna Jankowska - Nicolaus Copernicus University, Ludwik Rydygier Collegium Medicum, Poland “Communication in paediatric oncology”
4:30 - 5:30	Panel discussion – The wisdom of patients and care givers: the patient and carer perspective Co-ordinators: Bernadette Brady (Partnering with Patients) and Kate Gorman (Health Care Consumers’ Association)
<b>6:00</b>	<b>Launch of the ANU Institute for Communication in Health Care</b> by Professor Rae Frances, Dean of the ANU College of Arts and Social Sciences, and Professor Jane Dahlstrom, Dean of the ANU College of Health and Medicine. Drinks and canapés will be served.

# DAY TWO

<b>Time</b>	<b>Event</b>
9:00 – 9:25	Dr Robyn Woodward-Kron – University of Melbourne “Translating communication research to address health inequities for culturally and linguistically diverse patients.”
9:25 – 9:50	Dr Jane Desborough - Australian National University “Developing a Positive Patient Experience with Nurses in General Practice: an Integrated Model of Patient Satisfaction and Enablement”
9:50 - 10:15	Dr Albert Lee - The Chinese University of Hong Kong “Better Healthcare Communication is essential for advancement of Health Care System”
10:15 -10:40	Dr Christina DeCoursey and Dr Julie Johnson-Pynn – American University in Cairo “Hostile intent: Impolite interactions between doctors and their refugee patients”
10:40 - 11:05	Professor Emerita Anna Wierzbicka – Australian National University “Minimal English as a new and transformative tool for effective health care communication in English-speaking countries”
<b>11:05 - 11:30</b>	<b>Morning Tea</b>
11:30 - 11:55	Dr Olya Zayts – The University of Hong Kong “The genomic quagmire of risk and uncertainty: Can communication scholars contribute to making the way through?”
11:55 - 12:20	Dr Kasia Bail – University of Canberra “The prognosis collision: scientific versus psychosocial values in prognosis communication”
12:20 - 12:45	Ane Haaland – University of Oslo “From Power to Empathy: From covering up vulnerability with power, to using emotional intelligence to meet self and others with empathy”
12:45 – 1:10	Dr Claude Richard and Dr Marie-Thérèse Lussier – Université de Montréal The Patient’s Voice: How the “Let’s Discuss Health” website helps patients partner with their healthcare providers”
1:10 - 1:35	Johanna Rendle-Short - Australian National University “Analysing atypical interaction: Understanding the intersection between quantitative and qualitative research”
<b>1:35 - 2:35</b>	<b>Lunch</b>
2:35 - 3:00	Dr Christine Phillips – Australian National University “Responding to bullying, harassment and incivility within health care teams: the use of cognitive rehearsal to teach medical students”
3:00 - 3:25	Professor Ghil’ad Zuckermann – University of Adelaide, Michael Walsh – Australian Institute of Aboriginal and Torres Strait Islander Studies “Language revival and Mental Health”
3:25 - 3:50	Professor May O. Lwin - Nanyang Technological University, Singapore “Examining the Psychosocial Determinants of Influenza and Dengue Vaccine Uptake Intentions in Singapore: Implications for Public Health Communication”
<b>3:50 - 4:10</b>	<b>Afternoon tea</b>
4:10 - 4:35	Dr Sam Heard – Medical Director, Central Australian Aboriginal Congress “Hard Chat: The physics of effective communication in health care”
4:35 - 5:30	Panel discussion – Challenges for researching and transforming communication in health care Co-ordinators: Dr Suzy Macqueen, Professor Zsuzsoka Kecskes - Australian National University
5:30	Closing remarks by Professor Imogen Mitchell, Dean of ANU School of Medicine
<b>7:00</b>	<b>Conference Dinner - in the Drawing Room of University House</b>

INVITATION TO THE FORMAL LAUNCH OF THE  
ANU INSTITUTE FOR COMMUNICATION  
IN HEALTH CARE (ICH)



**6pm – 12th February 2018**

Ground floor courtyard,  
Sir Roland Wilson Building #120,  
Australian National University,  
Canberra, Australia

**Contact**

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The Institute for Communication in Health Care will be formally launched at 6pm on the 12th of February 2018 by **Professor Rae Frances**, Dean of the ANU College of Arts and Social Sciences, and **Professor Jane Dahlstrom**, Dean of the ANU College of Health and Medicine.

The launch will be held in the lower ground floor courtyard of the Sir Roland Wilson Building, ANU, with access via the side doors. Celebratory drinks and canapés will be served.

To confirm your attendance, please complete [this form](#) by Friday the 2nd of February.