



Australian
National
University

ANU Institute for Communication in Health Care (ICH)

ICH PROGRESS AND IMPACT
REPORT: 10 YEARS IN REVIEW

School of Literature,
Languages and Linguistics

ANU College of
Arts and Social Sciences

At a glance: ICH’s achievements since its inception in 2017



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About us

The Institute for Communication in Health Care (ICH) was established at ANU in 2017. It is an internationally renowned research institute whose purpose is to improve the safety and quality of health care in Australia and internationally through collaborative, translational, interdisciplinary communication research. It has members across three colleges at the ANU and over 100 members from 17 countries around the world.



Check out our video *We Can't Do Healthcare Except Through Language* to learn more about what drives our research.



BACK ROW (left to right):
Blake Askelin, Francesco De Toni, Diana Slade, Neda Karimi

FRONT ROW (left to right):
Susy Macqueen, Liza Goncharov, Elizabeth Fewster, Rosie Thyer

Director's report

Welcome to our 2026 report — ICH progress and impact: 10 years in review

Soon after I was appointed to ANU in February 2017, and with significant support from the School of Literature, Languages and Linguistics, the Research School of Humanities and the Arts, and the ANU College of Arts and Social Sciences, we established the ANU Institute for Communication in Health Care (ICH).

In 2019 we also founded the International Consortium for Communication in Health Care (IC4CH), an international, interdisciplinary and interprofessional collaboration that unites leading research centres in the field of healthcare communication.

The establishment of the Institute for Communication in Healthcare (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 across all healthcare settings, from primary care and hospital contexts to community centres and aged care.

ICH is dedicated to both basic and translational research. We bring together expertise in linguistics, health and communication studies to investigate, analyse and improve communicative practices in clinical care. Our projects cover critical communicative dimensions of a patient's journey in hospital contexts, including patient-clinician communication, clinician-clinician communication and discharge communication from hospital to the community. Our collaborative team of health academics, clinicians and communication experts have investigated these communication dimensions across a range of hospital settings, including hospital emergency departments, intensive care units, general medical wards, such as geriatric wards, cardiology and heart transplant wards, respiratory wards, renal clinics and outpatient clinics.

Two critical areas of communication we are currently researching are: a) Improving end-of-life communication in Australian hospitals for the quality and safety of patient care and b) Improving communication to enhance patients' health literacy, empowerment and self-management of heart failure.

Through detailed analysis of authentic clinical interactions and close collaboration with healthcare partner organisations and clinicians, our work generates recommendations on systems and ward-level changes to improve healthcare practices, as well as evidence-based frameworks, interventions and educational resources designed to improve patient safety, care quality and health outcomes.

Since its establishment at ANU in 2017, ICH has been awarded a total of \$7,284,587 for 23 awarded grants; undertaken 18 projects partnering with different hospitals around Australia, with a total of 85 peer-reviewed publications consisting of team publications in the field of health care communication and publications by current team members prior to joining ICH. During this period, we also delivered over 80 presentations at conferences as well as over 100 workshops and training sessions to clinicians. The research has had a significant impact on the healthcare sector, with research findings integrated into ward-level, hospital-level, and national policy and training, resulting in improved communication practices and patient outcomes. Due to the impact of our research ICH has received 8 awards.

ICH has been delighted to also work closely with the ANU Health Humanities Network since its launch in 2022, participating in a range of conferences, symposia, and special events bringing together researchers from the College of Arts and Social Sciences, the College of Science and Medicine, and around Australia and the world.

In summary, in the ten years since we started, I am proud to say ICH has been extremely successful, not only in terms of securing funding, but also in the depth and breadth of the research we have undertaken, our extensive university collaborations and partnerships, and most importantly, the impact of our projects across a range of hospital contexts and other health care organisations.

I would like to take this opportunity to thank our philanthropic and industry partners for their ongoing support of our projects. Without their collaborative support we would not have been able to complete research of this depth and breadth. In particular I would like to thank Clare Handbury and the Handbury Foundation, and the Curran Foundation for their ongoing support for our translational research. I would like to also thank ANU for their support of ICH and IC4CH, in particular the School of Literature, Languages and Linguistics, the Research School of Humanities and the Arts, and the College of Arts and Social Sciences. I would also like to thank Professor Imogen Mitchell, the then Dean of Medicine, ANU Medical School, whose support of ICH from its formation in 2017 until the present has been integral to its success.

Lastly I would like to acknowledge that the ANU Institute for Communication in Health Care (ICH) grew out of an international collaboration of healthcare communication researchers that a few of us established in 2010: Professor Christian Matthiessen, who was the head of Department of English at Hong Kong Polytechnic University and Dr Elizabeth Rider, a paediatrician and academic from Harvard University. I owe an enormous debt to both Christian and Beth.

Professor Diana Slade
ANU ICH Director



Check out our video of Diana's inaugural lecture at ANU.

Meet the ICH team



1. Diana Slade

Diana Slade is Professor of Applied Linguistics and the founding Director of the ANU Institute for Communication in Health Care (ICH). Her main research areas are the description of spoken English, communication in health care, organizational communication, linguistics, applied linguistics and translational research design. Since 2008, she has focused (although not exclusively) on the critical role of communication in the provision of safe and effective healthcare. During this time she has led 33 research projects in the field of Communication in Health Care with total funding of \$7,729,502. She currently leads multiple projects in healthcare communication, including on self-management of heart failure, communication in clinical handover and communication at end-of-life. Diana has published extensively in the area of health care communication including co-authoring *Communicating in Hospital Emergency Departments* (2015: Springer), and co-editing *Effective Communication in Clinical Handover – from Research to Practice* (2016), and numerous book chapters and articles in high ranking journals, including *British Medical Journal* (BMJ) *Open*, *Patient Education and Counseling*, *Discourse and Communication*, *Communication and Medicine*, and the *International Journal of Emergency Medicine*.

2. Liza Goncharov

Liza Goncharov is the Deputy Director of the Australian National University Institute for Communication in Health Care, where she has managed major multi-site translational research programs in end-of-life and nursing communication, managing more than \$4



million in grant funding and core operations. A health communication researcher with a background in medical science, linguistics, and computer science, she has been a co-investigator on 16 grants totalling over \$2.6 million, published in leading journals including the *Medical Journal of Australia*, and supported the development and implementation of innovative, practice-changing interventions adopted across a number of Australian hospitals.

3. Suzanne Raine (2017-2025)

Dr Suzanne Raine (nee Eggins) with Diana conceptualised and established ICH at ANU in 2017. Suzanne was then a Research Fellow with ICH from 2017 to 2025. Before this she was the National Linguist on the *Effective Communication in Clinical Handover Project*. She trained as a systemic functional linguist under Michael Halliday and J. R. Martin. She is the author of *An Introduction to Systemic Functional Linguistics* (Continuum, 2004); co-author with Diana Slade of *Analysing Casual Conversation* and co-editor (with Fiona Geddes and Diana Slade) of *Effective Communication in Clinical Handover – from Research to Practice* De Gruyter Mouton, Berlin.

4. Susy Macqueen

Susy Macqueen is an Associate Professor in Applied Linguistics at ANU. Her research focuses on how language is used and assessed in health and educational contexts, where people with diverse linguistic repertoires engage with specialist knowledge in institutional systems. She has published on diverse topics in health care, including



the impact of English language tests for health professionals, laughter in emergency departments and resources for emergency department communication. Currently, she is co-investigator on projects about health literacy in chronic care and communication safety in telehealth. Her publications include *The Emergence of Patterns in Second Language Writing* (2012) which won the international Christopher Brumfit Thesis Award and *Assessing English for Professional Purposes* (2019, with Ute Knoch), which won the International Language Testing Association/SAGE Best Book Award. She serves on the Language Services Advisory Panel for the Australian Department of Home Affairs.

5. Neda Karimi

Neda Karimi is a functional linguist specialising in health communication and a Senior Research Fellow at ICH. She leads an interdisciplinary, highly translational research program aimed at improving clinician-patient communication in chronic disease across adult and adolescent populations. Working in close partnership with clinicians, she has contributed to major studies and trials spanning inflammatory bowel disease, cardiovascular disease, cancer, surgery, and palliative care. Her research has informed national and international clinical guidelines and underpinned communication tools implemented in Australia and globally. She holds a leadership role in an ICH-led national health literacy initiative in heart failure and leads a project focused on improving communication and equity for young people in healthcare. Her work has shaped public discourse through national and



international media engagement, and she is recognised as a thought leader through invited publications and keynote and plenary presentations. She has supervised and mentored medical and linguistics students and contributed to collaborative grants exceeding \$1 million.

6. Elizabeth Fewster

Elizabeth Fewster is the Research Officer at ICH and a PhD candidate at the School of Medicine and Psychology. Her past research focused on the experiences of Australian parents in making vaccine decisions for their children and her current PhD explores the health needs and experiences of older women in Canberra experiencing homelessness.

7. Alison Moore

Dr Alison Moore is Manager of the Institute for Communication in Health Care. Previously an Associate Professor of English Language and Linguistics at the University of Wollongong, she is internationally recognised for her research in functional linguistics and health communication and has been an Affiliate of ICH since 2017. Her work examines authentic interaction in settings including HIV medicine, psychotherapy, surgical teamwork, inflammatory bowel disease care, palliative care, and community disaster resilience. Her research has informed clinical education, workplace training, and systems transformation in Australian hospitals, universities and other organisations, and appears with leading publishers and journals, including Cambridge University Press and BMJ. Dr Moore has been awarded \$2.5 million in competitive funding (including NHMRC





and ARC), supervised 20 PhDs, delivered international plenaries in Asia, Europe, and South America, and held numerous governance and service roles, including membership of the Westmead Children's Hospital Human Research Ethics Committee, and editorship of the book series 'Text and Social Context' with University of Toronto Press.

8. Francesco de Toni

Dr Francesco De Toni is a Research Fellow at ICH. His research investigates healthcare communication in clinical and digital settings, integrating insight from pragmatics, functional linguistics, and computational linguistics. His work combines qualitative discourse and quantitative methods, with applications to clinical communication, health literacy, and digital health technologies. He has secured over AUD \$700,000 in competitive research funding from Australian and European sources, including a Marie Skłodowska-Curie Individual Fellowship (European Commission) and a postdoctoral fellowship from the Forrest Research Foundation (Australia). His work has contributed to improving communication practices in clinical settings and the integration of digital technologies into healthcare communication, and has been presented to both academic and industry audiences (e.g. WA Digital Health Summit). Francesco also holds appointments as an Innovation Consultant at the South Metropolitan Health Service of Western Australia and as an Honorary Research Fellow at the University of Western Australia.

9. Georgia Carr (2024-2025)

Dr Georgia Carr was a Research Fellow with the ICH. She currently holds roles at the University of Sydney and the NSW



Department of Education. Her research spans functional linguistics, educational linguistics and health communication. In particular, her expertise is in discourse analysis, evaluative language and corpus linguistics, with a focus on sex education, health and media.

10. Mary Dahm (2019-2025)

Dr Maria R. Dahm is a Senior Lecturer in Health Ethics and Professionalism in the School of Medicine at Deakin University. She currently holds an ARC DECRA fellowship investigating the critical role and impact of communication on the diagnostic process in health settings. Her research focuses on investigating the impact of health communication in quality and safety of care. She is a leader in the field of diagnostic communication and has an invited publication in the Journal of the American Medical Association (JAMA). She has been awarded ~\$1.5M AUD in individual and collaborative national and international grant funding (e.g. ARC, MRFF, American Board of Internal Medicine, Alfred Foundation) and was chosen as an ACT Young Tall Poppy (2024). She was previously a Senior Research Fellow at the Institute for Communication in Health Care at the Australian National University.



PHD candidates (health care communication researchers)

11. Laura Chien

Laura Chien is a PhD Candidate at the Institute for Communication in Health Care and Institute for Healthcare Improvement (IHI) Fellow 2025. Her research investigates diagnosis and the communication of uncertainty from the perspective of patients and caregivers experiencing real-world diagnostic uncertainty, with the goal of enhancing diagnostic excellence in emergency care.

12. Blake Askelin

Blake Askelin is a non-practising registered nurse with experience across public and private hospitals, with close to five years of clinical practice in surgical, mental health, acute medicine, and high-dependency settings. Blake is currently undertaking a PhD examining hospital systems and discharge summaries to understand how systemic constraints shape patient agency, information needs, and the production and communication of clinical information, and how these dynamics generate clinical and ethical risk.



13. Maheyryn Chowdhury

Maheyryn is a PhD scholar at the ANU Institute for Communication in Healthcare and has a decade of experience in policy development and implementation in the Australian Public Service, including on Aboriginal and Torres Strait Islander affairs. Her PhD research investigates healthcare communication practices in the delivery of antenatal care for Aboriginal and Torres Strait Islander families living on Gumbaynggirr Country (Coffs Harbour region). The research is being developed in collaboration with local health services and Aboriginal and Torres Strait Islander people on Country, with a specific focus on informing communication strategies that integrate culturally safe approaches to antenatal delivery.



International Consortium for Communication in Health Care (IC4CH)

In 2018, supported by an ANU Global Research Partnerships Grant, we established a network of internationally renowned health care communication research centres across the world – the International Consortium for Communication in Health Care (IC4CH) – which was launched at the Australian High Commission in Singapore in February 2019.

The IC4CH's purpose is:

to build and sustain a world-class, collaborative health communication research and training hub where internationally recognised and multidisciplinary healthcare professionals and communication experts work together, translating research into education and practice and improving patient safety and the quality of healthcare practice around the world.

What makes IC4CH particularly distinctive is that it is interprofessional, international and translational.

1. **Interprofessional:** it brings together senior healthcare professional, academics and educators with linguists and communication experts;
2. **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;
3. **Translational:** it is committed to translational research where the research focus is on applying the findings to practice and educational development

IC4CH was led by ANU 2018-2023 and is being led by Lancaster University 2024-2026.

IC4CH has 6 partner organisations:

- The Australian National University
- Lancaster University, UK
- University College London (UCL), UK
- Nanyang Technological University (NTU), Singapore
- Hong Kong University (HKU), Hong Kong,
- The University of the Witwatersrand, Johannesburg, South Africa

Dr Elizabeth Rider, School of Medicine, Harvard University is an affiliate member and with plans to be an organisational member by the end of this year.



Institute for Communication in Health Care



Photo: Professor Imogen Mitchell speaking at the IC4CH launch at the Australian High Commission, Singapore



Check out our video *Introducing IC4CH: The International Consortium for Communication in Healthcare* to learn a bit about who the members of IC4CH are and why we think collaboration like this is so vital.

International symposia and webinars

Since 2018, IC4CH has hosted 7 international symposia and 5 webinars -both in person at ANU and online with global participation. These have addressed themes such as translational communication research, corpus and discourse approaches to health communication, clinical handover and patient safety, end-of-life care, COVID-19 communication, informed consent and inclusivity in medical research, health literacy and the social determinants of health, bringing together leading scholars, clinicians, and health care consumers from Australia and internationally.

Symposia

- International Research Centre for Communication in Healthcare 4th International Symposium on Healthcare Communication, Università della Svizzera Italiana, Switzerland — 2017
- International Symposium on Communication in Health Care, Australian National University (ANU), Canberra — 2018.
- International Symposium on Communication in Health Care, Nanyang Technology University, Singapore — 2019
- 3rd International E-Symposium on Healthcare Communication, University of Hong Kong — 2021
- International Symposium for Communication in Healthcare, Australian National University (ANU), Canberra — 2023.
- International Symposium for Communication in Healthcare, Lancaster University Australian National University — 2025
- *Upcoming 2026: International Symposium for Communication in Healthcare, University of Hong Kong.*

Webinars

- Communication Issues in Healthcare, online webinar — 2020.
- Communication in Health Care and the Impact of COVID-19, online webinar — 2020.
- Language, Informed Consent, and Inclusivity in Medical Research and Practice, online webinar — 2021.
- The Role of Health Communication in Patient Safety and Quality of Care, online webinar — 2022.
- Health Literacy, Clinician Language and Social Determinants of Health, online webinar — 2022.



Photo: Professor Christian Matthiessen presenting at the 2019 symposium in Singapore.

Consumer Reference Group (CRG)

The ICH Consumer Reference Group (CRG) brings together a vibrant and diverse group of health care consumers and consumer representatives to ensure that ICH's entire research programme receives ongoing input from consumers.

With members across Australia meeting every 6 to 8 weeks, the CRG engages on all aspects of ICH's research.

The ICH CRG's work includes:

- providing advice and conceptual and practical input to the ICH on funding applications, projects, ethics applications, and other ICH initiatives
- discussing health communication issues affecting health service-users' wellbeing, the delivery, quality and safety of health care, and empowerment concerning their choices of health care
- collaborating on the collection, analysis and interpretation of data for research projects undertaken by ICH
- collaborating in dissemination of research findings.



Research projects and funding

Since its inception in 2017, ICH has been awarded a total of \$5,407,813 across 17 grants led or co-led by ICH and a further \$1,876,774 across 6 grants where ICH team members were co-investigators. TOTAL funding \$7,284,547.

Research projects led or co-led by ICH team members

Project Title	ICH named investigators	Funder	Funding awarded	Funding period
Improving end-of-life communication in Australian hospitals for patient safety and care	Diana Slade, Liza Goncharov	Handbury Foundation and St Vincent's Hospital Sydney	\$828,683	2024-2027
Improving communication to enhance patients' health literacy, empowerment and self-management of heart failure	Diana Slade, Susy Macqueen	Ramsay Hospital Research Foundation Translational Challenge Grant	\$726,146	2023-2026
Communication for Diagnostic Excellence (DECRA)	Maria Dahm	Australian Research Council Discovery Early Career Researcher Award (ARC DECRA)	\$453,679	2022-2025
The ACCELERATE Plus Trial: Assessment and CommuniCation ExcelLEnce foR sAfe paTient outcomEs	Diana Slade, Liza Goncharov	Maridulu Budyari Gumal Sydney Partnership for Health, Education, Research and Enterprise (SPHERE) Big Ideas Grant Scheme	\$500,000	2022-2024
The ACCELERATE Plus Trial: Assessment and CommuniCation ExcelLEnce foR sAfe paTient outcomEs –St Vincent's Hospital Sydney	Diana Slade, Liza Goncharov	NSW Health Nursing and Midwifery Strategy Reserve Funding 2021/2022	\$259,580	2022-2024
The ACCELERATE Plus Trial: Assessment and CommuniCation ExcelLEnce foR sAfe paTient outcomEs –Prince of Wales Hospital	Diana Slade, Liza Goncharov	NSW Health Nursing and Midwifery Strategy Reserve Funding 2021/2022	\$237,580	2022-2024
Quantifying the economic benefits of a programme to improve nursing handover practices at three hospitals in the St Vincent's Hospital Group	Diana Slade, Liza Goncharov	ANU Connect Ventures Discovery Translation Fund	\$50,000	2021-2022
Effective Communication during End of Life interactions at The Canberra Hospital	Diana Slade, Liza Goncharov	Canberra Health Services Private Practice Fund	\$40,000	2021-2023

Project Title	ICH named investigators	Funder	Funding awarded	Funding period
ACCELERATE: Assessment and CommuniCation ExcelLEnce foR sAfe paTient outcomEs –St Vincent's Hospital Sydney	Diana Slade, Liza Goncharov	NSW Health Nursing and Midwifery Strategy Reserve Funding. Funding period: 2020/2021	\$118,058	2021
ACCELERATE: Assessment and CommuniCation ExcelLEnce foR sAfe paTient outcomEs - Prince of Wales Hospital	Diana Slade, Liza Goncharov	NSW Health Nursing and Midwifery Strategy Reserve Funding. Funding period: 2020/2021	\$177,087	2021
ACCELERATE: Assessment and CommuniCation ExcelLEnce foR sAfe paTient outcomEs	Diana Slade, Liza Goncharov	Handbury Foundation	\$200,000	2021
Improving consent procedures and shared decision-making for dialysis consumers	Diana Slade, Suzanne Eggins, Liza Goncharov	Canberra Health Services Private Practice Fund	\$50,000	2020-2021
Effective communication in clinical handover: research and intervention to improve patient safety and satisfaction at St Vincent's Hospital Sydney, St Joseph's hospital, and St Vincent's Hospital Melbourne	Diana Slade, Liza Goncharov	St Vincent's Curran Foundation and Handbury Foundation	\$502,000	2019-2022
Better Bedside Nursing Handovers Translational Research Pilot at St Vincent's Hospital Sydney	Diana Slade	St Vincent's Curran Foundation and Handbury Foundation	\$75,000	2018-2019
Establishing the International Consortium for Communication in Healthcare (IC4CH)	Diana Slade, Liza Goncharov, Susy Macqueen	ANU Global Research Partnerships Scheme	\$45,000	2018-2019
Effective communication during end-of-life interactions in hospitals	Diana Slade, Liza Goncharov	ANU RSHA Interdisciplinary Grant	\$15,000	2018
Driving health care efficiencies and patient care outcomes improving communication in acute to primary transitions of care (SA, WA, ACT)	Diana Slade, Suzanne Eggins	Australian Research Council Linkage Project (ARC LP)	\$1,130,000	2014-2018
Total			\$5,407,813	

Research projects where ICH team members were co-investigators

Project Title	ICH named investigators	Funder	Funding awarded	Funding period
Understanding Communication About Advance Care Planning Across the Lifespan	Diana Slade	Australian Research Council Discovery Project (ARC DP)	\$541,720	2024-2027
COmmunication between consumers and clinicians to improVE care and patient safetY at Alfred Health: CONVEY Study	Maria Dahm	The Alfred Foundation	\$340,439	2024-2026
Enhancing safe telehealth for all in high risk consultations: a multiperspective, mixed-methods study	Susy Macqueen	NHMRC Targeted Call for Research: Ensuring the quality and safety of telehealth 2023 grant opportunity	\$602,998	2024-2026
Improving End-of-Life Care for Patients in Australian Cardiology Wards	Diana Slade, Liza Goncharov, Georgia Carr	St Vincent's Clinic Research Foundation Grant	\$30,000	2024-2025
Communicating Wisely: Designing the ABIM Foundation Platform for Teaching and Evaluating the Communication of Uncertainty	Mary Dahm	American Board of Internal Medicine (ABIM) Foundation, Josiah Macy Jr. Foundation and Gordon and Betty Moore Foundation	\$186,625	2023-2025
Harnessing the health communication power of the early childhood sector	Mary Dahm	Medical Research Future Fund (MRFF)	\$174,992	2021-2022
Total			\$1,876,774	
Total funding to ICH			\$7,284,587	



Current Projects

Improving end-of-life communication in Australian hospitals for patient safety and care

Slade D, Goncharov L, Mitchell I, MacDonald, P, Middleton, S, Lowe, D, Seah, D, Watts, G, De Tullio, N, Myhill, B, Williams, M, Ashmore, T, Carr, G, Straiton, N. Improving end-of-life communication in Australian hospitals for patient safety and care. Handbury Foundation and the Curran Foundation. Funding period: 2024–2027. Total funds awarded: \$828,683.00.

For people confronting the possibility of death from a life-limiting illness, talking with their clinicians about prognosis, treatment options and dying is critical to a quality end-of-life (EoL) experience. However, many Australians with a life-limiting illness are dying without the opportunity to discuss EoL care preferences, leading to care that may not be aligned with their values, and high rates of costly, non-beneficial interventions.

This project examines EoL communication for patients with advanced heart failure, building on previous work from the ANU ICH on EoL communication in other settings (ICU, geriatrics, respiratory medicine). The project recorded and analysed interactions between clinicians, patients and their families/carers, with the goal of understanding communication practices as patients approach the end of their life, and to develop, implement, and evaluate an intervention to improve EOL communication.

Improving communication to enhance patients’ health literacy, empowerment and self-management of heart failure

Slade D, Etherton-Beer C, Currie P, McKay N, Macqueen S, Saunders R, Schulz P, Abhayaratna W, Irish B, Gullick K, Rouen C. Improving communication to enhance patients’ health literacy, empowerment and self-management of heart failure. Ramsay Hospital Research Foundation Translational Challenge Grant. Funding period: 2023–2026. Total funding awarded: \$726,146.00.

This 3-year mixed-methods project and intervention is undertaken in collaboration with a co-Chief Investigator at the University of Western Australia and co-investigators and collaborators at Edith Cowan University, The Canberra Hospital and Hollywood Private Hospital

To self-manage effectively, people need the communication skills to source, understand, evaluate and apply knowledge about their condition (health literacy) and the motivation and confidence to accept shared responsibility for their care (empowerment). We collected patient journey data and quantitative health literacy data across two hospitals, Hollywood Private Hospital in Perth and Canberra Hospital in Canberra, to develop a comprehensive intervention comprising three key elements:

- Multidisciplinary decision-making, care coordination, and communication tools with embedded prompts to standardise heart failure care, improve team–patient communication, and support self-management.
- A heart failure inpatient diary and action plan, a patient and carer resource to improve HF-related health literacy and self-care.
- Communication training workshops for clinicians to support the use of the communication tools, inpatient diary, and action plan, as well as promoting communication practices that enhance health literacy and self-management.

This project will benefit patients and care delivery by improving the ability of people living with HF to optimally self-manage their condition by investigating and enhancing the communication practices implicated in health literacy and empowerment.



Impact of our healthcare communication research

Overview

ICH has a significant track record of translational, interdisciplinary research that has had impact across three dimensions:

- A. Translational impact on healthcare policy and practice
- B. Theoretical impact on the disciplines of health sciences, medicine and linguistics
- C. Research design and methodological impact on healthcare communication research

A. Translational Impact on healthcare policy and practice

With each project, ICH translates evidence-based research findings into the development, implementation and evaluation of interventions to improve patient care. The interventions are co-constructed with consumers, clinicians, and health service management and include:

- Evidence-based communication frameworks
- Educational resources designed to improve communication practices
- System recommendations to improve patient care

1. Impact on policy

National safety and quality standards

ICH research has directly informed national healthcare policy, such as through its contribution to the Australian Commission on Safety and Quality in Health (ACSQHC) National Standard 6: Communicating for Patient Safety. ACSQHC has eight Standards that provide a nationally consistent statement about the level of care patients can expect from health services.

CARE protocol

This evidence-based communication protocol for nursing bedside handover was developed and rolled out across 39 wards in 8 hospitals in NSW & Victoria and has been translated into formal policy recommendations adopted at both organisational and national levels.

Research outputs in standards

Publications such as Effective Communication in Clinical Handover – from Research to Practice (eds Eggins, Slade & Geddes, 2016) and Adolescents and young adults communicating with gastroenterologists: variation in inflammatory bowel disease clinical communication (Karimi et al., 2023) are referenced in national and international standards, demonstrating uptake into regulatory and governance frameworks.

ACCELERATE trials

The nursing bedside handover intervention developed by ICH was integrated into the ACCELERATE and ACCELERATE Plus trials. These trials demonstrated that scaling of evidence-based interventions across eight hospitals led to policy diffusion and standardisation of best practice communication.

2. Impact on safety & quality of patient experience

ICH's translational model consistently improves the safety and quality of patient care by targeting communication breakdowns — one of the leading causes of adverse events in healthcare. We do this by collecting and analysing large quantities of naturally occurring hospital interactions to identify systemic causes of misunderstandings and communication breakdowns. We describe the impact of some of our projects below.

Emergency department communication frameworks for clinicians

This framework informed a suite of multimedia, online pre-service medical education modules on Communication in Emergency Departments — implemented at Melbourne University and other university medical programs. This is the only evidence-based communication training program built on analysis of actual hospital emergency interactions, incorporating authentic examples into the communication frameworks

Communication in Nursing Handover (CNH) protocols

The Communication in Nursing Handover (CNH) project aimed to improve communication practices in eight wards across three hospitals in NSW and Victoria to promote safe and compassionate, patient-centred care. The project aimed to improve the effectiveness of nursing handover through a ward-level intervention to:

- Address problems in the communication and delivery of nursing handover
- Address systemic factors affecting nursing handover
- Examine the flow of patient information from interdisciplinary handovers (medical ward rounds and multidisciplinary team (MDT) meetings) to nurses.

The project had a significant impact on healthcare practices and outcomes. Some wards saw notable improvements in communication practices, patient safety and ward culture. Overall, our qualitative evaluation of communication practices showed positive changes that resulted in improved quality and safety of patient care:

- Group handovers became more streamlined and efficient, with a focus on identifying and mitigating of patient risk.
- As a result of the training, more handovers took place at the patient's bedside rather than in the corridor.
- Handovers were more inclusive and patient-centred, enabling patients and their family to be involved.
- Multidisciplinary team communication had improved, with nursing, allied health and medical teams communicating with one another more effectively.
- The ward culture changed, with better communication practices, increased openness to change from nursing staff, and an improved culture of speaking up.
- Quantitative evaluation of the CNH pilot intervention across two hospital wards estimated reductions in hospital-acquired complications of:
 - **48–52% reduction in patient falls**
 - **20–42% reduction in pressure injuries**
 - **42–43% reduction in medication errors**
- Sustained safety improvements were evidenced by extended periods without adverse events (e.g., 135 days without a patient fall on one ward).

After the project-specific training was delivered to the intervention wards, the team delivered a train-the-trainer package to the hospitals and the handover training was integrated into the hospital's monthly training schedule to ensure sustainability of improved practices in a transient workforce.

ACCELERATE Programme

Due to the success of the CNH programme, the ICH was invited to collaborate with the ACU Nursing Research Institute on the ACCELERATE programme, which aimed to support nurses to implement comprehensive patient assessment and decision-making practices, and to maximise communication opportunities and accuracy of information to reduce incidence of unrecognised deterioration, falls and stage 2-4 pressure injuries.

The ACCELERATE intervention focused on proactive nursing assessment and clinical handover re-design. The intervention demonstrated a significant impact on ward safety culture, teamwork climate, and inter-professional collaboration. ACCELERATE successfully scaled the ICH's handover research to multi-site implementation across NSW and Victoria, demonstrating reproducibility and system-wide impact.

Overall, ICH research demonstrates that targeted, evidence-based communication interventions can produce both immediate and sustained improvements in safety, efficiency, and quality of care.

B. Theoretical disciplinary impact of ICH's research

ICH's research is interdisciplinary, focusing on communication in health care and drawing from linguistics, medicine, nursing and health science related disciplines which impact on a broader disciplinary readership.

The impact theoretically on linguistics, applied linguistics and health care communication research includes the development of an innovative, discourse analytical framework for the description of authentic clinician-patient and clinician-clinician interactions. This framework is being used and adapted by linguistic and health related researchers both nationally and internationally.

Due to the large-scale nature of the ICH's projects, we have one of the largest databases internationally of de-identified authentic clinician-patient and clinician-clinician interactions with data collected both in Australian and Hong Kong hospitals (with over 4 million words of de-identified authentic hospital interactions). This is a significant resource for students and academic researchers across linguistics, medicine and health science both nationally and internationally.

C. ICH's methodological innovation in research design and methods

The ICH's methodology for translating healthcare communication research into practice has been implemented and evaluated in hospitals across Australia and Hong Kong, resulting in improvements to the quality and safety of patient care. Embedded in our mixed methods design is the large-scale collection and analysis of naturally occurring clinician-patient and clinician-clinician interactions in hospital contexts.

ICH's reputation internationally and nationally is evidenced by this recent quote from ARC reviewers in relation to an ICH member's ARC application:

"ICH is internationally known for its linguistically informed translational, interdisciplinary research, which informs this application (May 2026)."

Teaching

ICH team members coordinate and teach two of the courses offered by the School of Literature, Languages and Linguistics — Communication in Health Care, and Language and Social Interaction.

Communication in Health Care

Diana Slade and Suzanne Eggins designed a new course for ANU in 2018 – Communication in Health Care – that is offered across the ANU as an undergraduate or a post-graduate elective. It is offered every second year in Semester 1 alternating with Language in Social Interaction. Communication in Health Care attracts students from more than 8 disciplines across the university from undergraduate to Masters, PhD and post-doctoral students as well as academic staff. The course and teaching evaluations have been consistently very high, with 96% of students rating agree or strongly agree to SELT statements. Students’ comments have been extremely positive including:

“The course in general is one of the most original, and therefore rewarding academic experiences I have ever had. It has changed how I look at the world.”

“It was also just a really interesting course..... Honestly, it’s one of the best university courses I’ve done and definitely the best course I’ve done while studying at ANU.”

Language and Social Interaction

Language and Social Interaction deals with how we use language to negotiate relationships, actions and events in our daily lives. Students explore various approaches to the analysis of language in interaction in diverse contexts. Students develop skills for analysing naturally-occurring language samples, including analysing actually occurring interactions across a range of different health care settings.

Many students opt to do both these courses thereby developing skills in researching health care communication.



Training, mentorship, and research capacity building

Since its inception, ICH has played a central role in developing the next generation of interdisciplinary researchers through a strong and sustained commitment to training, mentorship, and capacity building. The centre actively supports early career researchers, HDR candidates, and students across disciplines, including medicine, linguistics, nursing, and health services research.

To date, ICH has mentored 5 early career researchers, with 3 currently employed within the Institute and 1 progressing to a tenured academic position at another institution. ICH has also trained and supervised 19 PhD students, 6 medical students, and 21 Honours and Masters students, two of whom won University Medals for academic excellence, both on public health communication topics.

Through hands-on involvement in research, structured mentorship, and collaborative opportunities, ICH is building a pipeline of researchers equipped to address complex challenges at the intersection of communication and healthcare.



Industry and community engagement

Industry, community, and public engagement are core to ICH’s work in a number of ways:

Collaboration with health services and health organisations

Since its inception, ICH has collaborated with over 10 hospitals across Australia, 4 state health departments and numerous specialist medical colleges. ICH has built critical partnerships with several of its hospital collaborators, having undertaken five research projects at both Canberra Health Services and St Vincent’s Hospital Sydney. Through these projects, ICH has delivered 100+ workshops and training sessions to clinicians across the country. These ongoing collaborations ensure that knowledge is continuously created and shared between health care industry partners and ICH, resulting in changes to policy and practice, as well as joint publications and presentations.

Collaboration with government policy bodies

ICH has developed strong connections to national policy bodies, particularly the Australian Commission for the Safety and Quality of Health Care (ACSQHC) – the organisation that accredits Australian hospitals. Professor Diana Slade is also a member of the commission’s communicating for safety working group, which is currently developing the third iteration of the national standards.

Health care consumer engagement

ICH is deeply committed to the principles of consumer and community involvement in health research. As such, ICH has consumer representatives on the management committees of each of its projects. ICH runs a Consumer Reference Group that meets regularly to provide input on all of ICH’s research. ICH has also conducted research training for consumers as part of Dr Maria Dahm’s DECRA.

Industry and public engagement events

ICH has run a number of symposia and webinars that have attracted a large number of clinicians and community members, including a significant number of consumers from Health Care Consumers ACT. These symposia and webinars always create powerful dialogue between academics, clinicians, and community members.

Media and social media

ICH has a significant impact through communicating and sharing our work with the general public, through capacity-building workshops and webinars. The team have published pieces in a range of non-academic and trade publications including Conversation and BroadAgenda, and had our research featured on television (Channel 10), the radio (ABC Radio National, ABC Radio Perth, Melbourne, Newcastle), and in newspapers (The Australian, The Canberra Times, the Herald Sun) reaching more than 3 million people nationwide and raising awareness of health communication issues. We also connect and share our work with over 800 followers across our social media accounts Bluesky and X.

Awards

- In 2025, ICH was awarded the Ramsay Hospital Research Foundation Community Partnership Award for the project ‘Improving communication to enhance patients’ health literacy, empowerment and self-management of heart failure’.
- In 2024, Laura Chien was awarded an Institute for Healthcare Improvement fellowship for 2024-2025
- In 2024, in conjunction with the Nursing Research Institute, ICH was awarded the Australian Clinical Trials Alliance Consumer Involvement Award for the ACCELERATE Plus Trial, a stepped-wedge cluster randomised controlled trial assessing the effect of improving patient assessment and clinical communication on patient adverse events.
- In 2024, Dr Maria Dahm was awarded the CHARM Rising Star Award –Consumer Engagement Research Award.
- In 2024, Dr Maria Dahm was awarded 2024 ACT Young Tall Poppy Award.
- In 2023, Professor Diana Slade was elected as a Fellow of the British Academy of Social Sciences (FACSS), in particular for her research, since 2008, in the field of communication in health care.
- In 2022, Maria Dahm was awarded a fellowship in Diagnostic Excellence from the Society to Improve Diagnostic Medicine
- In 2017, Professor Diana Slade received the Platinum medal of the European Society for Person-Centred Healthcare in recognition of “substantial achievements within the field of communication in healthcare and the impact that these have had within the broader field of person-centred healthcare”.



Photo: Neda Karimi receiving the Ramsay Hospital Research Foundation Community Partnership Award on behalf of ICH for the project ‘Improving communication to enhance patients’ health literacy, empowerment and self-management of heart failure’.

Team publications in the field of healthcare communication since 2017

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23. Karimi, N., Moore, A. R., Lukin, A., Kanazaki, R., Williams, A., & Connor, A. J. (2020). Clinical communication in inflammatory bowel disease: a systematic literature review protocol. *BMJ Open*. 4;10(11):e039503. doi: 10.1136/bmjopen-2020-039503.
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25. Kim, A. H., Girgis, A., Karimi, N., Sechi, A. J. Descallar, Andrews, J. M. Siegel, C. A., & Connor, S. J. (2020). A Web-Based Decision Aid (myAID) to Enhance Quality of Life, Empowerment, Decision Making, and Disease Control for Patients With Ulcerative Colitis: Protocol for a Cluster Randomized Controlled Trial. *JMIR Res Protoc*, 9(7):e15994. doi:10.2196/15994.
26. Karimi, N., Moore, A. R. & Lukin, A. (2020). Ways of meaning: A case study of two oncologists' answers to questions asked by advanced cancer patients and their companions. *Language, Context and Text: The Social Semiotics Forum*, 2 (1), 145–170. doi: 10.1075/langct.00024.kar.
27. Willmann, L., Wang, G., Karimi, N., Connor, S., Descallar, J., Kanazaki, R., Ng, W., O'Connor, K, Pipicella, J. L., Huang, V., Williams, A. J. (2020). Using a novel patient decision aid to improve the quality of pregnancy-related shared decision making in inflammatory bowel disease: A pilot study. *Journal of Gastroenterology and Hepatology*, 35 (Suppl. 1), p.143. doi: 10.1111/jgh.15271.
28. Soon, P. S., Karimi, N., Wu, V. S. & Girgis, A. (2019) Having breast reconstruction post-mastectomy: barriers and facilitators reported by Vietnamese-versus English-speaking women with breast cancer, *Ethnicity & Health*. doi: 10.1080/13557858.2019.1693513.
29. Soon, P. S., Karimi, N., Wu, V. S., Girgis, A. (2019). Having breast reconstruction post-mastectomy: Barriers and facilitators reported by Vietnamese-versus English-speaking women with breast cancer. *Asia-Pacific Journal of Clinical Oncology*,15, 139-140. doi: 10.1111/ajco.13263.
30. Moore, A.R., (2019) Language and medicine. In Thompson, G., Bowcher, W., Fontaine, L. and David Schöenthal (Eds), *Cambridge Handbook of Systemic Functional Linguistics*. Cambridge: Cambridge University Press, 651-688.
31. Karimi, N., Lukin, A., Moore, A. R., Walczak, A. & Butow, P. (2018). Advanced cancer patients' construction of self during oncology consultations: A transitivity concordance analysis. *Functional Linguistics*, 5 (6). doi: 10.1186/s40554-018-0057-9.
32. Karimi, N., Moore, A. R. & Lukin, A. (2018). Cancer care as an integrated practice: consultations between an oncologist and patients with advanced, incurable cancer. In Baklouti, A. & Fountaine, L. (eds.) *Perspectives from Systemic Functional Linguistics*. New York: Routledge. doi: 10.4324/9781315299877

Selected conference and symposium presentations since 2017

- Slade, D., Goncharov, L., (2026), Improving end-of-life communication in Australian hospitals for patient safety and care, invited talk, Australian Commission on Safety and Quality in Health Care
- Karimi, N., Vasanthan, A. & Prabakaran, P. (2026). Being part of the conversation: developmentally appropriate communication in inflammatory bowel disease. Oral presentation. Youth Health Conference. Sydney, Australia.
- Slade, D., (2026), Better nursing handover communication: interdisciplinary, translational research and training, invited talk, Hong Kong Hospital Authority Convention.
- Chien, L., Hannah, S (2026) Engaging healthcare consumers in research. Invited talk with Susan Hannah (IHI Senior Director, Europe Region) for IHI Fellowship Cohort 7 Virtual Learning Session on Co-production, Maureen Bisognano (IHI President Emerita and Senior Fellow). 16 January 2026, virtual.
- Macqueen, S., Slade, D. and Raine, S., (2025), Shared decision making, health literacy and management of heart failure: an analysis of patients' interactions through their hospital journey, invited talk, International Symposium for Communication in Health Care, Lancaster University.
- Slade, D., (2025), Why Research Healthcare Communication?, invited talk, Australian Commission on Safety and Quality in Health Care.
- Slade, D., (2025), End of Life Communication in Advanced Cardiac Disease, invited talk, Universita della Svizzera Italiana, Switzerland.
- Slade, D. and Straiton, N., (2025), Improving End-of-Life Care: The Case for Better Communication and Workforce Development, invited talk, Federal Department of Health Annual Conference, Canberra, Australia.
- Karimi, N., Macqueen, S., Slade, D. and Raine, S., (2025), The negotiation of management for chronic heart failure: tracking the quality and impact of interactions across the patient's journey, speaker, ALAA.
- Dahm, M., Chien, L., Morris, J., Lawless, A., Crock, C., Scanlan, S. (2025) Sharing (un) certainty in the diagnostic process –preliminary findings from interactions in emergency departments. 19th International Pragmatics Conference, 22-27 June 2025, Brisbane, Australia and virtual.
- Chien, L. (2025) "I think it's good for them to be more honest": Patient and caregiver perspective on communicating diagnostic uncertainty in emergency care. Work-in-progress presentation. SLLL HDR Conference. 28 October, ANU, Canberra, Australia.
- Dahm, M., Morris, J., Chien, L. (2025) Embracing the unknown: Communicating uncertainty to enhance diagnostic excellence. Monash Medical School Improving Diagnosis Symposium, 15 Dec 2025. Monash University, Clayton, Australia. (Invited workshop)
- Carr, G. (2025) 'We couldn't ask for a better end of life scenario': Dignity and decision making in a Geriatrics patient journey Conference: 50th International Systemic Functional Congress, University of Glasgow, Scotland
- Karimi, N. (2025) Mixing methods to study alignment: Integrating SFL, ethnography, and quantitative analysis in health communication research. Coloquio Permanente de Lingüística y Traducción (Permanent Colloquium on Linguistics and Translation). Pontifical Catholic University of Chile, Santiago, Chile.
- Karimi, N (2025) Being part of the conversation: Developmentally appropriate communication in healthcare. October 2025. Ciclo de Charlas con Investigadores en Discurso y Salud (Series of Talks with Researchers in Speech and Health) seminar. Pontifical Catholic University of Chile, Santiago, Chile.

- Chien, L (2025) IHI Fellowship first project report. IHI Fellowship 2024-25 cohort. 22 May 2025, virtual.
- Chien, L (2025) Navigating diagnostic uncertainty: Leveraging patient and caregiver perspectives to inform diagnostic excellence. (IHI Fellowship project final presentation). IHI Fellowship 2024-25 cohort. 20 November 2025, virtual.
- Francesco De Toni 'Rapport building and self-management among heart-failure patients: a pragmatic analysis', to improve communication, health literacy and patient empowerment among patients with heart failure, and chair a panel at the 19th International Pragmatics Conference (IPC), hosted by the University of Queensland, 22-27 June 2025.
- Middleton S, Thornton A, Whittam S, Slade D, Goncharov L, Tuqiri K, Pollnow V, Steadward Y, Bilo J, Bowen K, Brown T, Aggar C, Gleeson N, Chow J, May S, Melbourne G, Newbury J, Chappelow J, Sciuriaga H, Sturgess L, Hackett K, Newman D, Curtis S, Lagat S, McEwin R, Helps C, Cummins M, McMahon J, George J, Christian C, Cuffe J, Lee L, Saheb S, McInnes E. Assessment and Communication Excellence for Patient Safety: ACCELERATE Plus Trial. 2025 Council of Deans of Nursing and Midwifery (CDNM) Symposium. Christchurch, New Zealand. 30-31 October 2025
- Moore, A. (2025) Registers of Inclusion: Language, Variation and Sustainable Development for Health. Plenary, International Conference of Research on Language & Education (I-RoLE), Yogyakarta, Indonesia. Invitation Dr Afandi Ibrahim, University Teknologi Mara, Malaysia.
- Karimi, N. & Slade, D. (2024). Improving communication to enhance patients' health literacy and self-management of heart failure. Oral presentation. International Conference on Communication in Healthcare (ICCH 2024). the Residencia de Estudiantes Ramón Pignatelli, Zaragoza, Spain.
- Karimi, N., Moore, A., Lukin, A., Jones, A. (2024). Partnership and empowerment in clinician-patient relationship: SFL guides health communication research. Oral presentation. The 49th International Systemic Functional Congress. University of New South Wales, Sydney, Australia.
- Slade, D., (2024), Adapting and applying linguistics to make hospitals safer: a translational research approach, speaker, Symposium: Transdisciplinary intervention research in healthcare contexts: The role of applied linguistics, ICCH 2024, Zaragoza, Spain.
- Chien, L. (2024) Great expectations? Exploring patient and caregiver perspectives on diagnostic communication in emergency care. Work-in-progress presentation. SLLL HDR Conference. 29 October 2024, ANU, Canberra, Australia.
- Chien, L., Dahm, M., Morris, J. (2024) Mismatched expectations? Exploring doctor, patient and caregiver perspectives on communicating diagnosis in emergency care. The Applied Linguistics ALAA/ALANZ/ALTAANZ Conference. 25-27 November, The University of Tasmania, Launceston, Australia.
- Chien, L. (2024) Communicating diagnostic uncertainty in the emergency department: Insights into the patient and caregiver experience. Thesis proposal review. 1 May 2024, ANU, Canberra, Australia
- Dahm, M. R. (2024). Beyond "I don't know": Re-imagining diagnostic uncertainty in patient-clinician interactions. Invited Plenary presented at the Sydney Children's Hospital Network Clinical Ethics Support Service Ethics Forum, 18 September, Sydney, Australia.
- Dahm, M.R. (2024) "Words of wisdom –Communicating for Diagnostic Safety" Invited talk at The Danish Patient Safety Authority –Patient Safety Day 2024 - "Improving diagnosis for patient safety", 17 September 2024, Denmark & virtual.
- Dahm, M.R. (2024) "Bodies of knowledge -expressions of doubt: Communicating (un) certainty in the Emergency Department" Invited paper at the ANU Health Humanities Network Symposium: Looking at Bodies, Sex Gender in the Health and Medical Humanities, 5-6 June 2024, Canberra, Australia.
- Dahm, M.R. (2024). Balancing Act: Expectations, Diagnosis, and Communication in the ED. Invited paper at Alaska's 4th Annual Improving Diagnostic Accuracy in Medicine Conference, 9-10 May 2024

31. Slade, D., Goncharov, L., Almasi, D., Mitchell, I. (2024) Communication in end-of-life care in a geriatric ward. 23rd International and Interdisciplinary Conference on Communication, Medicine and Ethics. June 2024.
32. Carr, G., Goncharov, L., Slade, D., & Mitchell, I. (2024) 'We couldn't ask for a better end of life scenario': Dignity and decision making in a Geriatrics patient journey. Australian Linguistic Society 2024 Annual Conference. November 2024.
33. Karimi, N. (2023). Ready to talk: a checklist to assess readiness for independent clinical communication in adolescents and young adults. The Wellbeing Health & Youth Centre of Research Excellence in Adolescent Health.
34. Moore, A., Karimi, N., Lukin, A., Jones, A. (2023). Are we on the same page: Exploring patient-gastroenterologist alignment in consultations about inflammatory bowel disease. Oral presentation. The 2023 Australian Systemic Functional Linguistics Association (ASFLA) Conference. University of Wollongong, Wollongong, Australia.
35. Fewster, E (2023). 'Bridging the Binaries: Vaccine Decision Making Among Australian Parents, Bridging Polarised Discourses Panel, Australian Anthropological Society Conference.
36. Dahm, M. R. (2023). Perplexing puzzles, murky mysteries, noisy signals -communicating diagnostic uncertainty. Invited Keynote presented at the 2023 European Diagnostic Error in Medicine Conference -SIDM2023 Utrecht. The Future of Diagnosis-Navigating Uncertainty, 2-4 July 2023, Utrecht, Netherlands. Anchorage, AK, USA & virtual.
37. Dahm M. R., Toth G., Thai J., Kern-Goldberger A., Bavis M., Kudlowitz D., Burstein D.S., Kotwal S., Bergl P. (2023). Debates on Diagnosis in the Artificial Intelligence Age. Society to Improve Diagnosis in Medicine 2023 Annual Meeting. 8-11 October 2023, Cleveland, US (invited panel).
38. Dahm M. R. (2023). Diagnosis-related health care and research policy development –Quo vadis?. Society to Improve Diagnosis in Medicine 2023 Annual Meeting. 8-11 October 2023, Cleveland, US.
39. Dahm, M.R. (2023). Communicating diagnostic uncertainty in the ED. Invited paper at DxCOM Workshop, 26-27 June 2023, Bern, Switzerland.
40. Dahm, M.R. (2023). Decoding the Communication of Diagnostic Uncertainty –Diagnostic Statements and Shared Understanding. Invited paper at 2023 International Symposium on Communication in Healthcare, 14-15 February, Canberra, Australia
41. Morris, J., Cox, D., Ogilvie R. & Dahm M. R. (2023) A patient perspective. Invited panel at 2023 International Symposium on Communication in Healthcare, 14-15 February, Canberra, Australia.
42. Goncharov, L., Slade, D. (2023). Invited talk. Getting to the heart of communication in healthcare. Hearts in and out of Crisis: New perspectives on the heart Symposium co-hosted by the Australian National University Health Humanities Network and the Heart Foundation. November 2023.
43. Goncharov, L. (2023). Invited talk. Dynamic Consent and Personalised Medicine. St Vincent's Centre for Applied Medical Research/ Nursing Research Institute/ Allied Health Research Unit Research Seminar Series. September 2023.
44. Slade, D., & Goncharov, L. (2023) Implementing a ward-level intervention to improve nursing handover practice. 22nd International and Interdisciplinary Conference on Communication, Medicine and Ethics. June 2023.
45. Taylor, J., & Goncharov, L. (2023) Implementing a ward-level intervention to improve nursing handover practice. 6th Australian Nursing and Midwifery Conference. May 2023
46. Taylor, J., Slade, D. & Goncharov, L. (2023) Implementing a ward-level intervention to improve nursing handover practice. 2023 International Symposium for Communication in Healthcare. February 2023.
47. Dahm, M.R. "Bodies in and out of place" Panel presentation Bodies in and out of Place: New Perspectives in the Critical Medical & Health Humanities, 9 November 2022, ANU (Invited panel)

48. Crock C., & Dahm, M. R. (2022). Language and Diagnosis. Invited paper at Alaska's 3rd Annual Improving Diagnostic Accuracy in Medicine Conference, 8-9 September, Virtual.
49. Dahm, M. R., & Osborne, B. (2022). A tale of consumer participation in research. Invited paper and panel at the Canberra Health Annual Research Meeting (CHARM), 26-29 July, Virtual.
50. Goncharov, L., Slade, D., & Mitchell, I. (2022) Invited short talk. End-of-Life Communication in the Intensive Care Unit at the Canberra Hospital. International Consortium for Communication in Healthcare (IC4CH) Webinar Series. November 2022.
51. Goncharov, L., Slade, D., & Mitchell, I. (2022) End-of-Life Communication in the Intensive Care Unit at the Canberra Hospital. Australia New Zealand Society of Palliative Medicine 2022 Biennial Conference. September 2022.
52. Moore, A. (2022) Person, story, system, ecology, planet-self: how and where can health semiotics make the biggest difference? Mesa plenaria, VXII ALSFAL conference (VXII Congress of the Latin American Association of Systemic Functional Linguistics). Invitation Dr Lucía Rivas, Universidad Nacional de La Pampa, Argentina.
53. Slade, D. and Eggins, S., (2021), 'You're good to go': A critical analysis of discharge interactions with elderly patients in an Australian hospital's emergency department, speaker, COMET Conference, Como, Italy.
54. Karimi, N. (2021). Improving clinical communication in inflammatory bowel disease: Functional linguistics and research impact. Plenary talk. The 2021 Australian Systemic Functional Linguistics Association (ASFLA) Conference. University of Queensland, Brisbane, Australia.
55. Moore, A. (2021) What can functional linguistics contribute to transforming health discourses and healthcare? Plenary, I-RoLE 2021. Invited by Dr Afandi Ibrahim, University Teknologi Mara, Malaysia.
56. Eggins, S., Slade, D. and Goncharov, L., (2020), End-of-life communication in the ICU, CHARM, Canberra.
57. Slade, D., Thornton, A., Brady, B., Goncharov, L. and Taylor, J., (2020), Better nursing handover communication: interdisciplinary, translational research and training, European Association for Communication in Health Care.
58. Moore A. (2020) Health Semiotics. Research Student Masterclass in functional linguistics for combined Sydney metropolitan campuses. Invitation Prof J.R. Martin, University of Sydney.
59. Slade, D. and Eggins, S., (2019), Challenges in translating communication research: making a difference in hospital practices, invited plenary, IC4CH International Symposium on Healthcare Communication, Nanyang Technology University, Singapore.
60. Dahm, M. R. (2019) Uncertainty and Language in Diagnosis. Invited paper presented at the 36th ACEM Annual Scientific Meeting, 17-21 November 2019, Hobart, Tasmania.
61. Moore, A. (2019) Discourse correlates of psychotherapeutic progress. Invited seminar, Centre for Human Interactivity, University of Southern Denmark, Odense. Invitation Prof Sune Steffensen, SDU.
62. Slade, D., (2019), Adapting and applying linguistics to make hospitals safer: a translational research approach on the panel entitled 'The linguist as consultant: applying linguistics to improve communication practices in health care', panel convenor and speaker, COMET 2019.
63. Slade, D., (2019), Why Communication Matters in Health Care, invited talk, QUT Symposium on Communication in Health Care: International Consortium for Communication in Health Care: Research, Education and Practice.
64. Slade, D., (2019), 'You're good to go': A critical analysis of discharge interactions with elderly patients in an Australian hospital's emergency department, invited talk, Lancaster University, United Kingdom.

65. Karimi, N. (2019). The linguistic correlates of patient-centredness in advanced cancer care: looking out, looking in, and looking forward. Keynote talk. The 2019 Australian Systemic Functional Linguistics Association (ASFLA) Conference. University of Sydney, Sydney, Australia.
66. Slade, D. and Eggins, S., (2019), 'You're good to go': A critical analysis of discharge interactions with elderly patients in an Australian hospital's emergency departments, invited plenary, Institute for Communication in Health Care International Symposium on Healthcare Communication, Nanyang Technology University, Singapore.
67. Karimi, N. (2018). Register and semantics: A case study of two oncologists' answers to questions asked by advanced cancer patients and their companions. Keynote talk. The 3rd Halliday-Hasan International Forum on Language, supported by The Halliday-Hasan International Fund for the Study of Language and Other Systems of Meaning. Shenzhen University, Shenzhen, China.
68. Slade, D., (2018), Effective communication in hospitals: applying discourse analysis to improve clinical handover interactions, invited talk, Professorial university wide presentation, Australian National University.
69. Slade, D., (2018), Translating Cutting Edge Communication Research into Best Practice and Training for Safe and Compassionate Healthcare, speaker, International Symposium on Healthcare Communication, ANU, Canberra, Australia.
70. Slade, D., (2018), Better bedside handover communication: training nurses in the interactional and informational skills of well-structured patient-centred handovers, invited talk, Faculty of Health, UTS, Australia.
71. Slade, D., (2018), Doctor -Patient Communication In Hospital Emergency Department in Hong Kong and Australia: Contextual Complexity & Competing Discourses, invited talk, Medical Humanities, Beijing University, China.
72. Slade, D. and Pun, J., (2018), Communication and patient safety in Hong Kong Emergency Departments: Potential Risk Points in doctor-patient consultations, invited talk, Medical Humanities, Beijing University, China.
73. Slade, D., (2018), Qualitative language-based approach to health care: effective communication in clinical handover, invited talk, Beijing University, China.
74. Slade, D. and Chan, A., (2018), Better nursing shift-to-shift handovers, invited plenary, Hong Kong Sanatorium and Hospital (HKSH) Symposium, Hong Kong.
75. Slade, D., (2018), Doctor-Patient Communication in Emergency Departments: Hong Kong and Australia, invited plenary, Lancaster University, United Kingdom.
76. Slade, D., (2017), Healthcare communication research: an overview, invited talk, Conversations across the Creek, Australian National University.
77. Slade, D. and Eggins, S., (2017), Communication and patient involvement in Hong Kong Emergency Departments, invited talk, Language in Health Forum, ARC Centre of Excellence for the Dynamics of Language, ANU, Australia.
78. Slade, D. and Eggins, S., (2017), Why, as linguists, do we research healthcare communication?, invited talk, Language in Health Forum, ARC Centre of Excellence for the Dynamics of Language, ANU.
79. Slade, D., Chan, A., Pun, J. and Lam, M., (2017), Communicating for Patient Safety: Translating Health Communication Research into Education, Training and Clinical Practice, invited talk, International Research Centre for Communication in Healthcare (IRCCH) 4th International Symposium on Healthcare Communication, Università della Svizzera Italiana, Switzerland.
80. Eggins, S. and Slade, D., (2017), Better bedside handover communication: training nurses in the interactional and informational skills of well-structured patient-centred handovers, invited plenary, Australian College of Nursing National Conference, Brisbane, Australia.
81. Slade, D., Chan, A. and Pun, J., (2017), Effective Communication in Clinical Handover, invited talk, Presentation to Hong Kong Hospital Authority, Hong Kong.



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