Sunday September 28

Plenary
Chair: A. Finset
Smets E.M.A. (Ellen)
Levi, M.M. (Marcel)
Groenewegen, P.P. (Peter)
Deveugle, M. (Myriam)
Saha, S (Somnath)

Keynote
Frans B. M. de Waal, PhD

Welcome reception
Sunday September 28 - 18.30-1930

Monday September 29

Plenary
Chair: G. Elwyn
Deveugle, M. (Myriam)
Rosenbaum, Marcy

Keynote
Anne M. Stiggelbout, PhD

Monday September 29 - 8.30-9.45

01A Teaching communication skills 1
Chair: M. Deveugle
01A.1 Bellandi, T (Tommaso)
01A.2 Joekes, K. (Katherine)
01A.3 Ehrlich, N.D. (Naomi)
01A.4 Flint, H.F. (Hilary)
01A.5 Beach, M.C. (Mary Catherine)

Monday September 29 - 10.00-11.30

01B Diversity 1
Chair: G. Essers
01B.1 Zain-ul-abdin, KZ (Khawaja)
01B.2 Adams, A.E (Ann)
01B.3 Mazzi, Maria Angela
01B.4 Siminoff, L.A. (Laura)
01B.5 Hall, J. A. (Judith)

Monday September 29 - 10.00-11.30

01C Nursing 1
Chair: L. Ellington
01C.1 Pereira, L. (Ligia)
01C.2 Bylund, C (Carma)
01C.3 Mollerup, A.M. (Annette)
01C.4 Noordman, J. (Janneke)

Monday September 29 - 10.00-11.30

01D Communication technology 1
Chair: K. Cameron
01D.1 Kvist, M. (Maria)
01D.2 Lanier, C.L. (Cédric)
01D.3 Drossaert, C.H.C. (Constance)
01D.4 Bitzer, E. M. (Eva Maria)

Monday September 29 - 10.00-11.30

01E Shared decision making 1
Chair: A. Pieterse
01E.1 Barr, P.J. (Paul)
01E.2 Geiger, F. (Friedemann)
01E.3 Liethmann, K. (Katrin)
01E.4 Ishizaki, M. (asato)
01E.5 Thompson, Rachel

Monday September 29 - 10.00-11.30
EACH 2014 Conference - Full program

01F  Non-verbal behaviour  Monday September 29 - 10.00-11.30  
Chair: L. Del Piccolo  Room: E-107  
01F.1 Correia Acácio, P. (Patricia)  
Face and body emotions recognition and communication – a study in psychiatric nurses  
01F.2 Gorawara-Bhat, R.G.B. (Rita)  
Verbal and Nonverbal Communication of Concerns in Older Adult and Physician Clinical Encounters  
01F.3 Hiller, A. (Amy)  
The communicative power of touch in the patient-physiotherapist interaction  
01F.4 Hamel, Lauren M.  
Behavioral Manifestations of Race-based Attitudes in Oncology Clinic Visits: A Pilot Test of a Nonverbal Communication Coding System  
01F.5 Rowbotham, S.  
Seeing speakers' gestures can help people to understand their pain

01G  Symposium  Monday September 29 - 10.00-11.30  
Chair: Gerwing, J.  Room: E-108  
Discussant: Finset, A.  
Re-conceptualizing language differences: Methodological and pedagogical opportunities from analysis of clinical dialogues

01H  Symposium  Monday September 29 - 10.00-11.30  
Chair: Chair: Beckman, H.  Room: D-403  
Soliciting Patient’s Goals: Starting on the Right Path to Shared Decision Making

01I  Workshop  Monday September 29 - 10.00-11.30  
Chair: Quilligan, S.A. (Sally)  Room: D-404  
The introduction of the computer into the consultation: implications for medical education

01J  Workshop  Monday September 29 - 10.00-11.30  
Chair: Loureiro, E.M.F.L. (Elizabete)  Room: D-407  
Enhancing communication for effective and efficient Healthcare Teams

01K  Workshop  Monday September 29 - 10.00-11.30  
Chair: Sauvé, C. (Claire)  Room: D-408  
Peer-Led Discussion Modules: Introducing Concepts of Empathy in Inter-professional Communication in Healthcare

Refreshment break  Monday September 29 - 11.30-12.00

02A  Teaching communication skills 2  Monday September 29 - 12.00-13.30  
Chair: S. Eidelman  Room: Forum  
02A.1 Duggan, A.P. (Ashley)  
Toward an Integrated Approach to Exploring the Private Written Reflections of Family Medicine Residents’ Writing  
02A.2 Wagner-Menghin, M. (Michaela)  
"I am satisfied with... " – How do student derive a self-judgment about history-taking performance?  
02A.3 Csabai, M. (Marta)  
Importance of role-model characteristics in film-aided education. Patient-centeredness and gender

02A.4 Bachmann, C. (Cadja)  
How do students’ communication skills develop over time in undergraduate medical education? A longitudinal analysis  
02A.5 Daetwyler, C.J. (Christof)  
Effectiveness of an online system featuring Standardized Patients for the practice and assessment of communication skills

02B  Diversity 2  Monday September 29 - 12.00-13.30  
Chair: E. Jacobs  Room: E-102  
02B.1 Evans, M.C. (Melanie)  
Effective communication in paediatric HIV : Lessons learnt from in-service training for South African lay counsellors  
02B.2 Karger, A.K. (Andre)  
What intercultural issues matter for physicians?  
02B.3 Sanders, M. (José)  
Objective information, autonomous decisions? Communicative and ethical aspects of health communication on preference-sensitive decisions  
02B.4 Schouten, B.C. (Barbara)  
Emotions in general practice: Cultural differences in the expression of emotional cues and concerns  
02B.5 Paternotte, E. (Emma)  
Challenges in the communication between doctor and patient with different ethnic backgrounds: a realist review

02C  Nursing 2  Monday September 29 - 12.00-13.30  
Chair: H. Eide  Room: E-103  
02C.1 Roter, Debra L  
How well do Immigrant Certified Nursing Assistants communicate with nursing home patients?  
02C.2 Cameron, KA (Kenzie A.)  
Delivering video patient education from the EHR: A novel message channel  
02C.3 Lopes, R.C. (Rosa)  
Intervention program to develop personal and social skills: impact on interpersonal communication skills of nursing students  
02C.4 Ernesäter, A.E. (Annica)  
Comparison of malpractice claimed calls versus “normal calls” within Swedish Healthcare Direct – open-ended questions matters

02D  Communication technology 2  Monday September 29 - 12.00-13.30  
Chair: R. Hulsman  Room: E-104  
02D.1 Argenio, S.L.A. (Sandra)  
"Unhurried Care". An e-module for physicians and allied health team members  
02D.2 Bell, S.K.  
Sharing trainee visit notes with patients: resident and preceptor views  
02D.3 Albrecht, M.  
I’ve got a question... Telephone counselling on screening procedures in Germany: is it evidence-based?  
02D.4 Kanters, S.  
Does healthcare benefit from online communication? The impact of computer-mediated doctor-patient interactions
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<td>The perspectives of patients and physicians on health care for patients suffering from mental illness</td>
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<td>The 'we DECiDe'-intervention: Advance care planning for nursing home residents with dementia</td>
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<td>Kirkpatrick, S. (Susan)</td>
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<td>Sharing personalised clinical information with people with type 2 diabetes prior to their consultation: the effect on glycaemic control</td>
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<td>A pre-consultation sheet to capture chronic pain patients' perspective. A qualitative study</td>
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<td>Jacobs, M.</td>
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<td>Arora, N.K. (Neeraj)</td>
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EACH 2014 Conference - Full program

03D  Communication technology 3  Monday September 29 - 14.30-16.00
Chair: J. Jansen  Room: E-104
03D.1 Buckingham, C.D. (Christopher)  Integrating patients’ and clinical mental health expertise within a single online decision support system: myGRIST
03D.2 Bolle, S. (Sifra)  Outcomes of Patient-Directed Online Health Information Tools for Older Patients: A Systematic Literature Review
03D.3 Van Uden-Kraan, C.F.  Developing and piloting an eHealth application targeting cancer survivors
03D.4 Riva, S.R. (Silvia)  Effectiveness of an internet-based intervention for people with chronic back pain (cbp): a randomized controlled study
03D.5 Schrijvers, J. (Jessie)  Identifying key components of a web-based decision aid for treatment choice of localized prostate cancer

03E  Shared decision making 3  Monday September 29 - 14.30-16.00
Chair: I. Scholl  Room: E-105/106
03E.1 Siegel, A. (Achim)  Shared decision-making in anti-hypertensive therapy from general practitioners’ perspective – a qualitative study
03E.2 Ofstad, E.H.O. (Eirik)  Communication of clinical decisions in 380 hospital encounters
03E.3 Nota, I. (Ingrid)  The evaluation of a patient decision aid for anti-rheumatic drugs
03E.4 Tsiga, E. (Evangelia)  The role of contextual and cognitive biases on shared decision making in Primary Care
03E.5 Petronio, S. (Sandra)  Surrogate Decision Makers and Proxy Ownership: Challenges of Privacy Management in Health Care Decision Making

03F  Sexual health and related topics  Monday September 29 - 14.30-16.00
Chair: R. Street  Room: E-107
03F.1 Alexander, S.C. (Stewart)  Adolescent Sexual Behavior: Comparing Verbal Disclosures to Physicians during Visits with Answers on Self-Report Questionnaires
03F.2 Saha, S. (Sonnath)  Clinician Mindfulness and Attention to Risky Behaviors in Patients with HIV/AIDS
03F.3 Ledford, C.J.W.L. (Christy)  StorkTracker: A randomized controlled trial of a prenatal mobile application
03F.4 Kim, Y.M. (Young Mi)  Client Perspectives on the Quality of Communication for Voluntary Medical Male Circumcision Clients in Zambia
03F.5 Alexander, S.C. (Stewart)  Physicians’ Use of Inclusive Sexual Orientation Language During Annual Visits with Teenagers

03G  Symposium  Monday September 29 - 14.30-16.00
Chair: Essink-Bot, M.-L.  Room: E-108
Decision-making and participation in bowel cancer screening: Challenges and interventions for low health literate individuals

03H  Symposium  Monday September 29 - 14.30-16.00
Chair: Locock, L.  Room: D-403
Patients and families as equal partners in healthcare quality improvement - using Experience - based Co-design (EBCD)

03I  Workshop  Monday September 29 - 14.30-16.00
Chair: Rietmeijer, C.B.T. (Chris)  Room: D-404
Training of context-specific, goal-driven doctor-patient communication

03J  Workshop  Monday September 29 - 14.30-16.00
Chair: Claramita, M.C. (Mora)  Room: D-407
A cross cultural shared decision making: When 'Yes, doctor' may not mean agreement

03K  Workshop  Monday September 29 - 14.30-16.00
Chair: Campbell, T.C. (Thomas)  Room: D-408
'Just don't tell my mother!' Difficult family interviews at the end of life

Refreshment break  Monday September 29 - 16.00-17.00
Meet EACH, eEACH and rEACH  Monday September 29 - 16.00-17.00

P1  Poster session 1  Monday September 29 - 16.00-17.00
Chair: Visser, A.P. (Adriaan)  Room: Forum Lounge
P1.01 Basic and applied research  Moving beyond the Course: Advocating for Clinical Communication Programs
P1.01.02 Kurz, SM (Suzanne)  Why we still do not know how to measure whether participants make informed decisions for cancer screening?
P1.01.03 Timmermans, DRM (Danielle)  Dutch psycho-social interventions for oncology patients: Balancing between effectiveness and health care policy
P1.01.04 Visser, A.P. (Adriaan)  Practice what you preach- Medical student–centered tutoring as a model for patient–centered medicine
P1.01.05 Meirovich, PhD (Adaya)  Usefulness of Personal Stories in Women’s Decision-Making for Breast Cancer Treatment: Qualitative Study
P1.01.06 Morony, S (Suzanne)  Development and evaluation of a health literacy program for Australian adults undertaking foundation skills training
P1.01.07 Newton, V.A. (Veronica)  How can an expert patient programme develop cognitive learning in a Podiatry context?
P1.01.08 Veiga, PV (Paulo)  Pharmacy staff communication when dispensing OTC medicines: insights from simulated patient visits
P1.01.11 Hafskjold, LH (Linda)  Person Centered Communication with older persons in home health care

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P.01.13 Sassen, B. (Barbara) Results of Randomized Controlled Trial: Can we simultaneously support Healthcare Professionals and Patients in a Web-based intervention?
P.01.14 Cocksedge, S (Simon) Teaching healthcare staff to share information: mixed-methods investigation of experiential interprofessional training
P.01.15 Stach Parejo, LSP (Lucinia) Delirium as a focus of attention for Intensive Care Nurses
P.01.16 Bieber, CB (Christiane) How Does a Shared Decision-Making (SDM)-Intervention Affect Participation in Breast and Colon Cancer Patients?
P.01.17 Engelhardt, E.G. (Ellen) Breast cancer patients' involvement in decisions: perspective and type of adjuvant therapy matter
P.01.18 Blom, L.T.G (Lyda) How to prepare pharmacy students for pharmaceutical care? The development of communication skills
P.01.19 Bermek, G (Gülçin) The Relationship of attitude towards tooth brushing with subjective norm and perceived behavioral control
P.01.20 Sozen Sahne, B. (Bilge) The Importance of Internet for Professional Communication: Preliminary Findings from Turkish Chambers of Pharmacists' Websites
P.01.21 Chutka, D. S. (Darryl) Assessing and Teaching Effective Communication Skills to Medical Students
P.01.22 Bourquin, C (Céline) Perspectives on clinicians training needs in end-of-life communication: Results of an ongoing study
P.01.23 De Vleminck, A Barriers and facilitators for general practitioners to engage in advance care planning: a systematic review.
P.01.25 Schinckus, L (Louise) Development and validation of a questionnaire to assess the implementation fidelity of education programs
P.01.26 Hanya, M (Manako) The influence of pharmacists' communication during the sales of OTC drugs on patients' satisfaction
P.01.27 Heo, Jaesung Effects of Education Video about Radiotherapy Process on Patient Satisfaction and Treatment Accuracy
P.01.28 Begrambekova, JB (Julia) Effect of the HF patients education and monitoring on clinical and economical outcomes.

P.02 Teaching communication skills
P.02.01 Barbosa, A (António) Resident’s confidence in relational skills through a short training program
P.02.02 Traino, HM (Heather) Pilot Results of a Behavioral Communication Intervention for Patients with End-Stage Renal Disease
P.02.03 Wuenisch, AW (Alexander) Awaiting Transplantation
P.02.04 Ofstad, EHO (Eirik) Does structured feedback improve communication skills of medical students? RCT about an optimized training course
P.02.05 Quirodongo-Cedeno, OQC (Onelis) Patient-physician dialogue in the world of film; an open-source index available for teaching communication skills
P.02.06 Brembo, E (Espen Andreas) Living with hip osteoarthritis: What experiences and needs do patients have in clinical decision making and daily living?
P.02.07 Junod Perron, N Does the content and quality of feedback provided by tutors to medical students during formative assessment sessions differ according to their clinical profile?
P.02.08 Boeijingga, A. (Anniek) The road to healthy lifestyle changes: Using narratives to bridge the intention-behavior gap
P.02.09 Jansen, K.L. The State of Communication Education in US Family Medicine Residency Programs
P.02.10 Vagha, PROF (Jayant) Co-students as linguistic preceptors for enhancing linguistic communication skills in undergraduate medical students.
P.02.11 Shibli-Rahhal, A (Amal) Introduction of an early clinical experience for first-year medical students: one school’s experience
P.02.12 Manns, RM (Ruth) Discussing Death, Dying, and End-of-Life Care: Development of a Communication Skills Training Module for Nurses
P.02.13 Parker, F (Fiona) The Use of Patients with Diabetes for Teaching Communication Skills in Long-Term Conditions.
P.02.14 Cameron, KA (Kenzie) Deconstructing Fear of Independence Loss (FOIL) among Seniors
P.02.15 Vermandere, Mieke The ars moriendi model for spiritual history taking: a mixed method evaluation
P.02.16 Novack, DH (Dennis) Effectiveness of a modular, media rich, online resource for blended learning of healthcare communication skills
P.02.18 Cappelletti, Erika Need for Information and Psychological Correlates among Patients with Cardiovascular Diseases
P.02.19 Acke, Sofie A tool to assess and communicate health risks in dental practices during pregnancy,
P.02.20 Smith, SKS (Sian) Radiotherapy for people with cancer: what do written information materials tell them?
P.02.21 Outram, S (Sue) Discussing schizophrenia: A qualitative study of practitioner-patient communication barriers in psychiatry.
P.02.22 Kelly, B (Brian) ComPsych: Improving clinician competency in communication about schizophrenia
P.02.23 Engelhardt, E.G. (Ellen) Breast cancer specialists' views on risk prediction models and their use in clinical practice
P.02.24 Balsters, M.J.H. (Martijn) Different Processing of Fear and Emotional Tears in Autism as Clinically Relevant Variables
P.02.25 Nagamatsu, Y (Yasuko) Educational Program for Nurses about communication skill in care of Malignant Pleural Mesothelioma
P.02.26 Miliche, S (Stephanie) Emotional competence training: an effective new way of treatment in migraine sufferers
P.02.27 PAPAGEORGIOU, AP (ALEXIA) Issues relating to the performance of newly qualified doctors during the transition from medical student to F1
P.02.28 Sleath, BLS (Betsy) Provider Education about Glaucoma and Glaucoma Medications During Video-taped Medical Visits

P.03 Shared decision making
P.03.01 Kavaanough, K (Karen) Shared Decision Making for Prenatal Life Support Decisions for Extremely Premature Infants
P.03.02 Phelan, SM (Sean) The impact of medical school climate on weight bias and preparedness to counsel obese patients
P.03.03 COVINHAS, ANA-LUCIA Health literacy (hl) and metabolic control (a1c) in patients with type i diabetes
P.03.04 Meirovich, PHD (Adaya) Attitudes and behaviour’ development of medical students through their undergraduate medical education
P.03.05 Silva, MJP (Maria Júlia) Feedback communication skills: perceptions of undergraduate nursing
P.03.06 Perkovic, L.P. (Lada) Barriers to using communication skills in healthcare practice
P.03.07 Diviani, N. (Nicola) Health literacy and desire for autonomy in the interaction between physicians and obstinate pain patients
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P1.04 Information provision
P1.04.01 Fancher, TF (Tonya) Preparing first year medical students for a longitudinal primary care clinic: a competency based approach.
P1.04.03 Figueiredo-Braga, M (Margarida) Efficacy of a Motivational Intervention in adherence to APAP treatment in Obstructive Sleep Apnea Syndrome
P1.04.04 Weber, ASW (Alan) Persian (Arabian) Gulf Internet Health Overview and Site Credibility
P1.04.05 Mazza, MC (Mary Carol) Influencing Food Choice Through Novel Health Messages: Repetition May Matter More than the Specific Message
P1.04.06 Cuesta Cambra, UCC (Ubaldo) The “online reputation” vaccine information on the internet
P1.04.07 Roschlaub, S Challenging consultations in forensic medicine: A needs assessment for communication skills training
P1.04.08 Ringby, MRS (Betina) Physiotherapy students enhance awareness of motivational interviewing skills needed in health promotion
P1.04.09 Zwakhalen, SMG (Sandra) Fundamentals of nursing home care, the essence of communication!
P1.04.10 Neyens, IN (Inge) Perceptions on distress of men with prostate cancer and their partner
P1.04.11 Lauwerier, E Two sides of the same coin? Patients’ and nurses’ attitudes towards education in chronic care

P1.05 Emotion and empathy
P1.05.01 Osório, I (Isabel) Standardized patients assessment of medical students’ communication skills – what they do and what they do not
P1.05.02 Geryk, LLG (Lorie) Exploring Associations between Coping Style and Aspects of Information Gathering among Arthritis Patients
P1.05.03 Martinielli, V (Valentina) Patient involvement and physician’s word choice in cancer communication: an exploratory study in general surgery
P1.05.04 Duggan, A.P. (Ashley) Reflective Practice about Communication: Analysis of Family Medicine Residents’ Learning to See Beneath the Surface
P1.05.05 Skinner, VJ (Vicki) Online healthcare information: its use by clinicians and patients in the dental consultation
P1.05.06 Koster, E.S. (Ellen) Medication adherence in adolescents in current practice: community pharmacy staffs’ opinions
P1.05.07 Zhou, YZ (Yuefang) Applying the VR-CoDES in the dental context involving patients with complex communication needs
P1.05.08 Robieux, I (Leonore) Do psychological and social resources moderate the impact of workload on clinical empathy?
P1.05.09 Cuesta Cambra, U (Ubaldo) Psychological reactance in factual narrative against alcohol consumption: the role of perceived realism
P1.05.10 Hotoleau, CH (Cristina) The impact of teaching medical communication: the patient’s perspective

P1.06 Communication in chronic conditions
P1.06.01 Lewandowska, Magdalena Physician’s empathy and On-Site Behavior in the Nursing Profession
P1.06.02 Danesini, C (Claudia) From active therapy to palliative treatment: results from a questionnaire on communication and relation between caregivers and work team
P1.06.03 Dyer, K.E. (Karen) Parenthood after Cancer in Puerto Rico: The Role of Patient-Physician Communication Factors in Access to Fertility Preservation
P1.06.04 Goldblatt, H. (Hadass) Working with Illness and Trauma: The Impact on Healthcare Professionals’ Private Life Domains
P1.06.05 Sobral, D (Dilermando) Computer use in primary care consultations and doctor-patient communication: a review
P1.06.06 Neipp, M.C. Evaluating nurses and patients communication needs
P1.06.07 Sobral, D (Dilermando) Clinical encounters in primary care: patient-centered or computer-centered?
P1.06.08 Ramos, ISR (Isabel) Communication of the diagnosis of HIV infection: the experiences and preferences of patients
P1.06.09 Dionigi, F (Francesca) Psychological distress and first diagnostic breast cancer communication: preliminary findings from an Italian study
P1.06.10 Shook, MA, MCHES (Lisa) Understanding Health Literacy and Sickle Cell Disease: Parents, Teens and Adults
P1.06.11 Brennanman, AB (Anthony) Early Application of Communications Curriculum Using an Incremental Model of Skill Development During the M1 Year
P1.06.12 Mann, RM (Ruth) Communication Skills Training Facilitators’ Experiences and Challenges: An International Study
P1.06.13 O’Toole, S. O. T. (Stephanie) Communication at the time of childhood diagnosis of epilepsy: parents’ perspectives
P1.06.15 Gemmili, M. Physicians’ negative word-use in pediatric consultations
P1.06.16 Van der Stege, H.A. (Heleen) Walk-in homes: Communicating about living with cancer
P1.06.17 Caretter, J (Julien) A website to inform the public on cancer risks linked to exposure to environmental factors
P1.06.18 Moller Hansen, U Physician patient communication gaps when introducing a new screening technology for Cardiac Autonomic Neuropathy
P1.06.19 Bujnowska-Fedak, (Maria) Assessment of practical abilities and clinical communication skills among foreign students trained in family medicine
P1.06.20 Lifford, J (Kate) Developing collaborative decision support interventions for older women (≥75 yrs) with breast cancer
P1.06.21 Bieber, C (Christiane) Networking in the German section of EACH: Developing a map of health care communication research
P1.06.22 Linn, A. J. (Anнемiek) The possibilities of multimedia learning: How breast self-examination instructions can improve recall of information
P1.06.23 Jaeken, M. (Marine) Are role-plays and interactions essential to develop helping skills?
P1.06.24 Stans, SEA (Stevey) Talking Mats, an overview of the literature
P1.06.25 Su, S2H (Zhaohui) Health literacy studies with the Chinese population: a systematic literature review
### EACH 2014 Conference - Full program

**P1.06.26 Smits, C (Carolien)**

Deciding with multiple participants about what to do when: Shared Decision-Making in dementia care networks

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### Tuesday September 30

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**05E Information provision 1**

**Chair:** E. Smets

**Tuesday September 30 - 10.00-11.30**

**Room:** E-105/106

**05E.1** Carpinter, D.M. (Delesha)  
"Huh?": Examining Child and Caregiver Confusion due to Provider Jargon Usage

**05E.2** Beusekom, M.M. van (Mara)  
The use of signs in medical pictograms targeted at a low-literacy audience.

**05E.3** Hölzel, L.P.  
Usefulness Scale for Patient Information Material (USE) - Development and Psychometric Properties

**05E.4** Linnard-Palmer, L.L.P. (Luanna)  
Cultural Care Communication and Power Distance: An ethnographic exploration of improved nursing educational experiences

**05E.5** Varming, Annemarie  
The needs of vulnerable people with diabetes – patient perspectives on health education format and content

**05F Life style communication 1**

**Chair:** K. Gudzun

**Tuesday September 30 - 10.00-11.30**

**Room:** E-107

**05F.1** Van Houtum, L. (Lieve)  
The influence of the course of illness on chronically ill patients’ self-management support needs

**05F.2** Dwarswaard, J. (Jolanda)  
What support for self-management do chronic patients need? A thematic synthesis of qualitative studies

**05F.3** Lenzen, S.A. (Stephanie)  
Self management goal setting within primary care: Current practice, relevant factors and barriers

**05F.4** Abhyankar, P.A. (Purva)  
A qualitative evaluation of a goal-setting intervention to enhance patient-centred self-management support among people with asthma

**05F.5** Van Dijk, A.N. (Anneke)  
Patients’ openness to integrated self-management support in routine diabetes care

**05G Symposium**

**Chair:** Karger, A.  
Discussant: Langewitz, W.

**Tuesday September 30 - 10.00-11.30**

**Room:** E-108

How to use eLearning for teaching communication: Challenges, pitfalls and best-practice-samples

**05H Symposium**

**Chair:** Ruben, M.A.

**Tuesday September 30 - 10.00-11.30**

**Room:** D-403

The Effect of Communication on Physical Pain

**05I Workshop**

**Reis, S.P.R. (Shmuel)**

**Tuesday September 30 - 10.00-11.30**

**Room:** D-404

Integrating the Electronic Health Record and Patient-Centered clinical encounter: A Skills-Based

**05J Workshop**

**Van Zwieten, M.C.B. (Myra)**

**Tuesday September 30 - 10.00-11.30**

**Room:** D-407

Moral mindfulness in shared decision making: integrated reflection and communication skills training for health professionals

**05K Workshop**

**Van Nuland, M.L.M. (Marc)**

"Now, let’s assess communication skills!” - How to integrate assessment into your communication skills curriculum

**Refreshment break: 11.30 - 12.00**

**06A Cancer 1**

**Chair:** S. Saha

**Tuesday September 30 - 12.00-13.30**

**Room:** Forum

**06A.1** Jibaja-Weiss, Maria  
Implementing targeted colorectal and cervical cancer screening videos at the point of care

**06A.2** Cameron, K.A.C. (Kenzie)  
Pairing Physician-Directed and Point-of-Care Patient Education Strategies to Increase Knowledge about Colorectal Cancer

**06A.3** Skirbekk, H. (Helge)  
Communication of individualized colorectal cancer risk information does not affect interest in colorectal cancer screening

**06A.4** Han, Paul  
Communication of individualized colorectal cancer risk information does not affect interest in colorectal cancer screening

**06A.5** Ansmann, L.M.A.  
Participation of breast cancer patients in multidisciplinary tumor conferences

**06B Diversity 6**

**Chair:** P. Schulz

**Tuesday September 30 - 12.00-13.30**

**Room:** E-102

**06B.1** Stubbe, M. (Maria)  
Negotiating role boundaries in interpreter-mediated consultations: processes and perceptions

**06B.2** Krystallidou, D.K. (Demi)  
Managing patient-centred communication in interpreter-mediated consultations through gaze and body orientation

**06B.3** Leanza, Yvan  
What does it take for an efficient collaboration in mental health interpreting?

**06B.4** Meeuwes, L. (Ludwien)  
Experiences of informal interpreters in medical care

**06C Interprof. communication 2**

**Chair:** L. Noble

**Tuesday September 30 - 12.00-13.30**

**Room:** E-103

**06C.1** Abe, K.  
Interprofessional education in home-care improved interprofessional students’ team communication competences

**06C.2** Mertens, Fien  
Community nurses’ perceptions of inter-professional communication and collaboration in palliative home care

**06C.3** Pype, P.  
Using complexity science to frame inter-professional communication

**06C.4** Pype, P.  
Can nurses be trained as facilitators for physicians’ learning?

**06C.5** Ketelaar, N.A.B.M. (Nicole)  
Views of case managers on interdisciplinary communication in three dementia care networks
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**06D** Pediatrics 2
**Chair:** L. Lie  
**06D.1** Meyer, Elaine C.  
**06D.2** Haase, J.E. (Joan)  
**06D.3** Majorano, Marinella  
**06D.4** Carpenter, D.M. (Delesha)  
**Tuesday September 30 - 12.00-13.30**  
**Room:** E-104  
**The Setting and Quality of Communication at End of Life in the Pediatric Intensive Care Unit**  
**Parent intervention for resilience and communication during high risk cancer treatment: A mixed methods approach**  
**Children in a Day Hospital: The waiting room as a relational space**  
**Quality of life and asthma morbidity trigger communication and education in pediatric settings**

**06E** Information provision 2  
**Chair:** D. Blanch Hartigan  
**06E.1** Weert, J.C.M. van (Julia)  
**06E.2** Bol, N. (Nadine)  
**06E.3** Damman, O.C. (Olga)  
**06E.4** Langewitz, W.A. (Wolf)  
**06E.5** Van Bruinessen, I.R. (Inge)  
**Tuesday September 30 - 12.00-13.30**  
**Room:** E-105/106  
**Introducing an investigative framework for older patients’ processing of information and recall of health information**  
**The role of personalization and age congruency in online narrative health communication**  
**The communication of online information about the quality of healthcare providers**  
**Improving patient recall of information – the book metaphor**  
**The impact of watching simulated consultations with cancer patients on psychophysiological stress response and recall**

**06F** Life style communication 2  
**Chair:** M.C. Beach  
**06F.1** Scalici, F. (Francesca)  
**06F.2** Swan, E.C.  
**06F.3** Ludolph, R. (Ramona)  
**06F.4** Guzdune, K.G. (Kimberly)  
**06F.5** Van D llen, S.M.E. (Sonja)  
**Tuesday September 30 - 12.00-13.30**  
**Room:** E-107  
**Perceived parents’ and peers’ approval and middle school students’ intention to smoke.**  
**Profiling healthy eaters: determining factors which predict healthy eating practices amongst Dutch adults**  
**Making health communication more effective: The role of regulatory fit. A systematic review.**  
**Does doctor shopping that results from negative weight-related clinical experiences influence current patient-provider relationships?**  
**Weight-related goals set by Dutch practice nurses in consultations with overweight and obese patients**

**06G** Symposium  
**Chair:** Scholl, I. (Isabelle)  
**Discussant:** Barr, P.J. (Paul)  
**Tuesday September 30 - 12.00-13.30**  
**Room:** E-108  
**Measurement of dimensions of patient-centered care - current state and implications for research and practice**

**06H** Symposium  
**Chair:** McCaffrey, K.J.  
**Tuesday September 30 - 12.00-13.30**  
**Room:** D-403  
**Communicating overdiagnosis: issues, ethics and challenges for effective communication**

**06I** Workshop  
**Sel linger, V.J. (Veronica)**  
**Tuesday September 30 - 12.00-13.30**  
**Room:** D-404  
**Coming out: three simple steps for reflection on medical students’ stereotypes, taboos and cultural values**

**06J** Workshop  
**Fogarty, C.T.F. (Colleen)**  
**Tuesday September 30 - 12.00-13.30**  
**Room:** D-407  
**Promoting Mindful Clinical Interaction while using Electronic Technologies: A group training intervention for medical education**

**06K** Workshop  
**Pauly, Rebecca**  
**Tuesday September 30 - 12.00-13.30**  
**Room:** D-408  
**Crafting and Communicating Ones Message: The elevator Speech, the Tweet and Beyond**

Lunch break  
**Tuesday September 30 - 13.30-14.30**  
**Room:** D-408  
**Van Nuland, Van Weel**  
**Research of teaching and learning communication skills: welcome all to join this new SIG!**

**rEACH Special Interest Group**  
**Tuesday September 30 - 13.30-15.30**

**07A** Cancer 2  
**Chair:** L. Siminoff  
**07A.1** Jacobs, M. (Marc)  
**07A.2** Gaglio, B.G. (Bridget)  
**07A.3** Ernstmann, N. (Nicole)  
**07A.4** Ho, Evelyn  
**07A.5** Baudendistel, I. (Ines)  
**Tuesday September 30 - 14.30-16.00**  
**Room:** Forum  
**Topics that need to be discussed in the initial follow-up consultation after esophageal cancer surgery**  
**Interventions to improve provider-patient communication during cancer care: Current knowledge and future directions**  
**Patient-physician-relationship and health related quality of life of colon cancer patients**  
**Observing Patient-Provider Communication about Complementary and Alternative Medicine in Routine Oncology Visits**  
**A personal electronic health record in cross-sectoral cancer care: Meeting the needs of patients with colorectal cancer and their health care providers**

**07B** Diversity 7  
**Chair:** L. Meeuw sen  
**07B.1** Saha, S. (Somnath)  
**07B.2** Indseth, T.I. (Thor)  
**07B.3** Beusekom, M.M. van (Mara)  
**Tuesday September 30 - 14.30-16.00**  
**Room:** E-102  
**Provider cultural competence and racial disparity in doctor-patient relationships**  
**Comprehensiveness and clarity in formulation of tasks, do patient’s language skills make a difference?**  
**Determining visual content for a patient leaflet using a participatory approach with low-literate people**
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**07B.4** Dubowicz, A.D. (Arthur)  
Effects of health literacy and judgment skills on health outcomes. Results of a validation study

**07B.5** Bass, S.B. (Sarah)  
Utilizing Eye-Tracking and EKG Methods to Test Health Messages: A Case-Study with Low-Literacy Populations

**07C** Interprof. communication 3  
**Chair:** A. van Dooren  
**Room:** E-103

**07C.1** Rubinelli, S.R. (Sara)  
Design and pilot evaluation of a training course in argumentation theory for doctors in the field of chronic pain

**07C.2** Bahrs, O. (Ottomar)  
Review dialogues – a chance for better care for patients with chronic illness [BILANZ]

**07C.3** Blanch Hartigan, D. (Danielle)  
Patient-provider discussion of survivorship care plans with cancer survivors: Results of a nationally representative survey

**07C.4** Figueiredo-Braga, M. (Margarida)  
Empathy, Burnout and Secondary Traumatic Stress in emergency physicians

**07D** Pediatrics  
**Chair:** M. Grootenhuis  
**Room:** E-104

**07D.1** Benson, A.B. (Ailbhe)  
Parental Experience of Communicating their Child’s Epilepsy Diagnosis to Others - What helps or hinders disclosure?

**07D.2** O’Toole, S. O. T. (Stephanie)  
Communication avoidance: Parent and child perspectives on the challenges families face when talking about epilepsy

**07D.3** Vatne, T.M. (Torun Marie)  
Diagnosis related (mis)conceptions among siblings of children with rare disorders

**07D.4** Mosavel, M.M. (Maghoebra)  
Daughter-initiated health communication: A pilot study

**07E** Information provision 3  
**Chair:** K. McCaffery  
**Room:** E-105/106

**07E.1** Kasper, J. (Jürgen)  
A new graph for communicating treatment effects - a web-based randomized controlled trial

**07E.2** Kunnenman, M. (Marleen)  
No relation between the way risks are mentioned and rectal cancer patients’ interpretation of risks

**07E.3** Bogaerts, N.N.M. (Nina)  
‘Am I at risk?: Understanding how health risk information is (mis)understood

**07E.4** Jansen, J. (Jesse)  
Heart age versus percentage risk: The psychological and behavioural outcomes of communicating cardiovascular disease risk in different formats

**07E.5** Wood, F.C.  
Doctors’ perspectives of informed consent for non-emergency surgical procedures: a qualitative interview study

**07F** Life style communication 3  
**Chair:** K. Mazor  
**Room:** E-107

**07F.1** Serrabulho, L.  
Together it’s easier – A meaningful approach for behaviour change of people with type 2 diabetes

**07F.2** Todorova, E.N.T. (Eika)  
Network processes and properties and how they impact on patient participation in diabetes self-management in six European countries

**07F.3** Zoffmann, V.Z. (Vibeke)  
Effect of flexible guided self-determination intervention in young adults with poorly controlled type 1 diabetes

**07F.4** Willing, Ingrid  
Active involvement and communication about self-management in diabetes

**07F.5** Paiva, Ana-Cristina  
Empowerment of newly-arrived persons to a diabetes clinic

**07G** Symposium  
**Chair:** Tsimtsiou, Z.  
Discussant: Essers, G.  
**Room:** E-108

OSCEology - unresolved questions and major challenges

**07H** Symposium  
**Chair:** Smith, R.C.  
**Room:** D-403

Implications of a scientific biopsychosocial model

**07I** Workshop  
**Chair:** Williams, M.W. (Mandy)  
**Room:** D-404

Identifying and providing appropriate support for students struggling with clinical communication skills

**07J** Workshop  
**Chair:** Rehman. S. (Shakaib)  
**Room:** D-407

What can we learn from Ninjas and Neuroscience? Empathy: Let’s practice

**07K** Workshop  
**Chair:** Lane, D.R. (Rob)  
**Room:** D-408

Communication in Trouble: Patients with "Personality Disorders" in your practice

Refreshment break  
**Tuesday September 30 - 16.00-17.00**

**P2** Poster session 2  
**Room:** Forum Lounge

**P2.07** Intercultural communication  
**Room:** Forum Lounge

**P2.07.01** Arana Netto, NAN (Natália)  
Health Promotion Intervention Created by Medical Students and Immigrants of Community, São Paulo Municipality, Brazil

**P2.07.02** Barbosa, M (Miguel)  
Medical students’ accuracy in recognizing patients’ emotions

**P2.07.03** Cox, A. (Antoon)  
What if the diagnosis was tongue-tied?  
Interdisciplinary research on language barriers in the emergency department

**P2.07.04** Diab, PN (Paula)  
First impressions count: paying attention to opening segments in intercultural diabetic consultations
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P2.07.05 Gallego, JOSEPH D. Enhancing Care for LGBTQI Patients: Implementation of a Medical Education Curriculum at Mayo Clinic

P2.07.06 Le, Christopher When the patient speaks "some Norwegian"

P2.07.07 Parkinson, EP (Emily) Overcoming Language Barriers to Improve the Quality of Primary Care for Migrants

P2.07.08 RIEL-SALVATORE, HRS (Hélène) How do we measure the affective dimension in the development of language tasks and profiles for Culture-specific factors in written patient information for persons with migration background

P2.07.09 Ries, Z. When a misunderstanding happens, how do immigrant doctors and their Norwegian colleagues handle them?

P2.07.10 Skjøgestad, ES (Erik) The communicative experiences and challenges of patients and physicians in language discordant HIV/AIDS care settings

P2.07.11 Slade, DS (Diana) The International Research Centre for Communication in Healthcare Creating Safer and More Compassionate Healthcare Systems

P2.07.12 Sobane, KMM (Konosonag) The communicative experiences and challenges of patients and physicians in language discordant HIV/AIDS care settings

P2.07.13 Sulsatavara, MS (Brikel) Intercultural Communication in oncology: what challenges for clinicians?

P2.07.14 Wuerth, Kristina “Usually, I forget that I am actually a migrant” said a patient...

P2.07.15 Zendeledel, R (Rena) Informal interpreting in general practice: perspective of Turkish migrant patients

P2.08 Inter-professional communication

P2.08.01 Argenio, SLA (Sandra) Simulation centers as a medium for teaching communication in deteriorating and unstable patient health care scenarios.

P2.08.02 Dalemans, RJP (Ruth) Client- participation: Communication between physiotherapists and people with aphasia in the acute phase

P2.08.03 Dionigi, F (Francesca) Strengths and weaknesses of interdisciplinary communication: the nurse’s point of view in an Italian Breast Unit

P2.08.04 Eide, T (Tom) The Dream Project: Improving Organizational Communication in Primary Healthcare

P2.08.05 Kanda, M Interprofessional students' empathic talking can change behavior of patients and their families

P2.08.06 Lee, J (Jiuhn) Dialogue pattern of the handoff communication between nurses

P2.08.07 König, MK (Mirjam) Interprofessional patient-centred teamwork and knowledge integration in medical rehabilitation teams

P2.08.08 Linnard-Palmer, LLP (Luanne) Near Miss Experiences and Recovery Behaviors: An investigation of medical and medication errors, communication and power distance

P2.08.09 Niccolai, FN (Francesco) Promoting interprofessional integration through active learning methodologies

P2.08.10 Jeoung, Y (Yeonok) Guidelines for effective handoff communication between nurses - Focused on content analysis -

P2.08.11 Palumbo, MV (Mary Val) Videoconferencing for Practicing Interprofessional Care of Elders

P2.08.12 Peyman, PhD (Nooshhin) Health workers Experiences of Spoken literacy in Chronic Patient, A Qualitative Study

P2.08.13 Rider, ER (Elizabeth) Identifying and Promoting Universal Values in Healthcare: Evolution of an International Charter

P2.08.14 Snapahaan, N (Nicole) Assessment of obstetric-teams’ non-technical skills in the management of postpartum hemorrhage using actual care video recordings

P2.08.15 Sozen Sahne, B. (Bilge) Leadership in Terms of Health Communication

P2.08.16 Vaes, P. (Pieter) Narrative tools as a way of communication and learning interprofessional co-operation.

P2.08.17 Yasui, H (Hiroki) "Two or more", the impact of the number of professions in inter-professional education

P2.08.18 Yevu, SM (Selorm) Effects of Socio-Professional Capital Frameworks among Primary Healthcare Providers: A Foucauldian Analysis of Interprofessional Teamworking

P2.09 Patient perspectives

P2.09.01 Bourquin, C. (Céline) Use of technical language by medical students in simulated oncology interviews

P2.09.02 Aloisi, MS (Maria Stella) ATLAS.ti qualitative analysis in Narrative Medicine : a gender related rehabilitation in acute myocardial infarction.

P2.09.03 Dulmen, S. Van Counsellees’ needs fulfillment after completed series of breast cancer genetic counselling

P2.09.04 Arslan, M. (Miray) Place of communication in the pharmacy services for the disabled people

P2.09.05 Belsi, A (Athina) Surveying patients’ experiences of consultations with medical professionals in a primary care setting.

P2.09.06 Burkett, B “It’s good to speak.”: The role of communication in mediating patients’ perceptions of gestational diabetes

P2.09.07 Carneiro, DC (Diana) How patients with primary hypothyroidism view their disease: a qualitative study

P2.09.08 Dhillon, HD (Haryana) What are people with cancer told about radiotherapy and how do they perceive it?

P2.09.09 Grey, EBG (Elisabeth) Internal communication in dispensing doctor practices and community pharmacies: findings from case studies.

P2.09.10 Khan, MMK (Muhammad murad) Patient Safety Pathway A Simple But Effective Intervention

P2.09.11 Carrard, V (Valérie) Physicians’ adaptation to patients’ preferences concerning dominance is related to positive consultation outcomes

P2.09.12 Knutsen, IRK (Ingrid Ruud) “A diabetes free day”: European respondents’ perspectives on food, eating and dietary challenges

P2.09.13 Ratajcska, AR (Anna) Type D Personality Type and Education Expectations in Health Care Institutions

P2.09.14 Lubi, KL (Kadi) Chronically ill patients struggling between patient and consumer and healthcare providers

P2.09.15 Mullan, JRM (Judy) Are psychiatric ‘virtual-clinics’ useful educational resources for rural medical practitioners?

P2.09.16 Omoni, K (Koji) The Measurement of “CHIKI-IRYO” Health Literacy in Japan -The older, the higher the Health Literacy-

P2.09.17 Silva, MJPS (Maria Júlia Paes) Nursing visit: Information and reception to the family in one intensive care unit in Brazil

P2.09.18 SAKOY, YS (YUMI) An Analysis of Online Health Counselling Content on a Website Administered by a Nursing College

P2.09.19 Sar, S. (Seygi) Evaluation of the Pharmacy Services for the Geriatric Patients in terms of Health Communication

P2.09.20 Schaad, BS (Béatrice) Grievance in hospitals: a symptom of a lack of communication between health care professionals and their patients

P2.09.21 Serrabulho, LURDES The importance of therapeutic education for young people with type 1 diabetes

P2.09.22 Simony, P, (Charlotte) Patients are encouraged to enjoy physical exercises in exercise-based cardiac rehabilitation

P2.09.23 Wiegand, B. Health information on the Internet: Who is searching for what, when and how?

P2.09.24 Winning, TA (Tracey) Patients’ and dental student-clinicians’ demographics: are these associated with patients’ ratings of communication?
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P2.10 Patient participation and empowerment

P2.10.01 Antunes, Liliana (P.)
Are the exchange features influencing chronic patients’ follow-up visits with community pharmacists? Preliminary results from the Portuguese practice milieu

P2.10.02 Marcus-Varwijk, A E (Anne Esther)
Beyond the health checklist: exploring Shared Decision-Making in health promotion interaction in older adults

P2.10.03 Argenio, SLA (Sandra)
Trusted Sources of Health Information and Health Related Concerns Important to Women of Different Generations

P2.10.04 B&KAGGER, MB (MARIANNE)
Implementation of Family Centered Care (FCC) at the paediatric intensive care and recovery unit (PICU) at Aarhus University Hospital (AUH), Denmark

P2.10.05 Bere, N.B (Nathalie)
“Why does the European Medicines Agency involve patients in the evaluation of medicines?”

P2.10.06 Black, RB (Rolf)
Valuing the User Voice in the Design of Communication Technologies

P2.10.07 Heikkinen, KH (Katja)
Development of interactive web -based education method for patients

P2.10.08 Dibbelt, SG (Susanne)
Collaborative goal setting in rehabilitation: towards “smart” shared goals for patients with chronic back pain

P2.10.09 Eyiuboglu, Ezgi
Validation of a Turkish Version of the Short Test of Functional Health Literacy (S-TOFHLA)

P2.10.10 Heinen, MM (Maud)

P2.10.11 Hinton, L (Lisa)

P2.10.12 Ishikawa, H (Hirono)
Association of health literacy and information source use with health risk anxiety and protective behaviors

P2.10.13 Jager, M. (Margot)
Evaluating positive behavior as an interactional strategy to address therapeutic goals: A conversation analysis

P2.10.14 Jones, RH (Rodney)
Understanding patients’ collaborative ‘sense-making’ in online discussions about genetics

P2.10.15 Josephson, E.I. (Irène)
Therapists’ and patients’ use of evaluation in physiotherapy: implications for understandings of patient-centredness

P2.10.16 Laws, MBL (Barton)
Explanatory Models and Decision Heuristics in HIV Care

P2.10.17 NARDI, ON (Olivier)
Health literacy, treatment perception, diabetes knowledge and socioeconomic status in a therapeutic patient education program for patients with type 2 diabetes in a rural area of France

P2.10.18 Nuakrian, PRESENTATION (Malka)
Women’s Voices in the Wake of Perinatal Loss

P2.10.19 Pon, du, E. (Esther)
Interventions to increase chronic patients’ participation during health care visits

P2.10.20 Rogers, A.E. (Anne)
Social Networks, patient empowerment, and chronic illness: a meta-synthesis informing self-management support strategies in Europe

P2.10.21 Simonsen, BISIMO (Birgitte)
Family Centered Care creates the environment to indentify parents with Acute Stress syndrome.

P2.10.22 Steckelberg, A
Don’t let me be misunderstood. Tailored language in evidence-based health information

P2.10.23 Willrodt, JW (Julia)
The influence of Gender Dyads on Physician-Patient-Communication in Acute Myocardial Infarction Treatment

P2.11 Ethical issues in communication

P2.11.01 Bach, Betsy
Organizational, Interpersonal, and Privacy Issues in Clinicians’ Looking Online For Information About Patients

P2.11.02 Julian-Reynier, CJR (Claire)
National decision to recall Breast Cancer women with ‘PIP’ implants impacted patient’s medical trust

P2.11.03 Rider, ER (Elizabeth)
Difficult Conversations: Simulation-Based Interprofessional Healthcare Training

P2.12 Communication technology, e-lean

P2.12.01 Baumblett, GLB (Geri)
Online Patient Engagement that Reduces Anxiety and Improves Understanding

P2.12.02 Foucaud, J. (Jérôme)
Adaptive learning and the effect on the knowledge of staff in the healthcare sector.

P2.12.03 Giles, R (Rachael)
Existing and potential uses of Quick Response (QR) codes in the medical field

P2.12.04 Hishiki, T (Teruyoshi)
A pictogram approach to facilitate structured self-reports by patients

P2.12.05 Span, M (Marijke)
Designing an IT application to support Shared Decision Making in dementia care networks

P2.12.06 Junod Perron, N
Use of email communication between patients and primary care physicians

P2.12.07 Kuipers, K (Kim)
Feasibility of a Digital care plan to improve SDM in longterm elderly care.

P2.12.08 Lapão, LV (Luis)
The Potential Value of Communication between Health Professionals and Patients: The Case of Online Pharmaceutical-Services

P2.12.09 Lussier, MT (Marie-Thérèse)
Discutons Santé. A website to help chronic disease patients and their providers engage in productive interactions

P2.12.10 Mullan, JRM (Judy)
Patient knowledge about prescription and over-the-counter pain medications, and their attitudes toward pain medication borrowing/sharing

P2.12.11 Heikkinen, KH (Katja)
How the create empowering patient education into the web?

P2.12.12 Peralta-Mungula, L (Lucia)
Taking care of ourselves: A workshop to prevent and manage stressful consultations.

P2.12.13 Sandovai, MBS (Marie)
What is the Effect of the EHR on the Outpatient Office Visit and Student Education?

P2.12.14 Smit, E.S. (Eline)
Who benefits most? The effectiveness of an Internet-based smoking cessation program delivered in primary care

P2.12.15 Wei, M (Michelle)
Junior Doctor’s (House Officer / Medical Officer) Orientation

P2.12.16 Wejs, CA (Cynthia)
Health professionals’ personal use of facebook: impacts on client impressions of credibility in canada

P2.12.17 Wejs, CA (Cynthia)
Social Media and Public Health: A Cross Canada Study of Public Health Practitioners.

P2.12.18 Wiermann, UW (Ulrich)
Individual Video Training IVT - Development of a National Infrastructure for Video-Supported Learning

P2.13 Research methodology

P2.13.01 Dissanayake, D.R.N.K (Nayomi)
Knowledge and Attitudes towards suicidal behavior among people in Kahatagasdigilaya, Sri Lanka

P2.13.02 Heyn, LH (Lena)
Talking about emotion in follow-up cancer consultations. A case study combing different methods
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P2.13.03 Benson, A.B. (Ailbhe)  Designing an instrument to measure disclosure practices among children with epilepsy and their parents

P2.13.04 Mazzi, DR (Maria Angela)  Validation of Patient Values Questionnaire and testing measurement equivalence across 4 European countries.

P2.13.05 Puggina, AC (Ana Claudia)  Validation and cultural adaptation to Portuguese of the Interpersonal Communication Competence Scale (ICCS)

P2.13.06 Saillant, S (Stéphane)  Conjoint psychiatry-primary care consultation: an integrated approach for residents to manage mental health problems

P2.13.07 Figueiredo-Braga, M (Margarida)  Emotional communication in medical interviews, Culture and language  The adaptation of VR-Codes to Portuguese

P2.13.08 Schmidt, E.  How can we measure communication skills of patients in patient-provider-interactions? Introducing the COCO questionnaire

P2.13.09 Scholl, IS (Isabelle)  Assessment of trust in the physician - A systematic review of measures

P2.13.10 Skovby, PS (Pernille)  How to measure preoperative anxiety in Danish children.


08A  Community approaches  Tuesday September 30 - 17.00-18.30
Chair: L. Siminoff  Room: Forum
08A.1 Jibaja-Weiss, (Maria)  Utilizing community theater to impact cancer screening and prevention
08A.2 Thybo Pihl, G.T.P. (Gitte)  Lay epidemiology: an important factor in parents’ decision about letting their child get a BCG-vaccination?
08A.3 Chewning, B.C. (Betty)  MedWise Fidelity and Outcomes: Working with Community Organizations to Increase Older Adults’ Medication Communication
08A.4 Watermeyer, J.M. (Jennifer)  “A better place: Exploring the influence of place and local communities on health-related information behavior”
08A.5 Gibson, A.N.G. (Amelia)  “Integrating Community and Community Health Research” - an exploration.

08B  Diversity  Tuesday September 30 - 17.00-18.30
Chair: G. Makoul  Room: E-102
08B.1 Zill, JM (Jördis)  Translation and Validation of a Multidimensional Instrument to Assess Health Literacy
08B.2 Mantwill, S.M. (Sarah)  Health Literacy in China - Validation of a Functional Health Literacy Test in Simplified Chinese
08B.3 Diviani, N. (Nicola)  The role of health literacy in the judgement of online health information: a systematic review
08B.4 Mancini, J. (Julien)  Functional and communicative health literacy: a U-shaped relationship?
08B.5 Fadda, M.F. (Marta)  Assessing health literacy in an Arabic-speaking country: preliminary results

08C  Interprof. communication 4  Tuesday September 30 - 17.00-18.30
Chair: J. Noordman  Room: E-103
08C.1 Kim, S.K. (Sara)  Our Needs Trump Patients’ Needs: Conflict Narratives from Frontline Healthcare Providers
08C.2 Van Dongen, J.J.J. (Jerome)  Current practice, factors and barriers of interprofessional collaboration concerning tailored goal setting.
08C.3 Hahlgren, P.  Decision making processes in multidisciplinary teams in oncology – a qualitative study
08C.4 Kuipers, K. (kim)  Shared Decision Making in Long-term Elderly Care
08C.5 Farahani, Mansoureh  Survey of attitude of physicians and nurses toward physician-nurse collaborative relationships in general hospitals of Tehran University of Medical Sciences

08D  End of life  Tuesday September 30 - 17.00-18.30
Chair: M. van Nuland  Room: E-104
08D.1 Roelands, M. (Marc)  Asking a physician for euthanasia, deep continuous sedation or non-treatment when being terminal ill
08D.2 Reblin, M. (Maja)  Humor, Support, and Physical Care: Factors integral to Home Hospice Communication
08D.3 Duke, S (Sue)  Using ethno-drama to create an interactional intervention as part of modelling a complex intervention in a phase-I-II research study
08D.4 De Vleminck, A.  Early identification of palliative care needs by family physicians: a qualitative study of barriers and facilitators from the perspective of family physicians, community nurses and patients
08D.5 De Vleminck, A.  Barriers to advance care planning in cancer, heart failure and dementia patients: A focus group study on general practitioners’ views and experiences

08E  Information provision 4  Tuesday September 30 - 17.00-18.30
Chair: K. Kaphingst  Room: E-105/106
08E.1 Giroldi, E. (Esther)  “Doctor, please tell me it’s nothing serious”: an exploration of patients’ worrying and reassuring cognitions using stimulated recall interviews
08E.2 Kaphingst, K.K. (Kimberly)  Preferences for delivery of individual genome sequencing results among younger breast cancer patients
08E.3 Julian-Reynier, CJR (Claire)  Disclosure of psychosocial research results: a mixed-methods study among BRCA1/2 cohort participants
08E.4 Douma, K.F.L. (Kirsten)  Communicating oncogenetic information: do gastroenterologists and surgeons discuss heredity with their patients and, if so, what and how?
08E.5 Martin, L.M. (Linda)  Prenatal counselling for congenital anomaly tests: an exploratory video-observational study about client-midwife communication

08F  Speed pitches 2  Tuesday September 30 - 17.00-18.30
Chair: H. de Haes  Room: E-107
08F.1 Clayman, M.  Retrospective examination of cancer patients’ communication with physicians about fertility
08F.2 Shepherd, S.C.S (Sarah)  Preliminary results of RCT of Decision Navigation, for patients with colorectal cancer
08F.3 Kapadia, M.R.  Surgical Resident Involvement in Postoperative Conversations with Patient Families
08F.4 Barbosa, M. (Miguel)  Improving health literacy in the community
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08F.5  Chegany, M.  Intercultural skills in Pediatric Specialist training
08F.6  Körner, M.  Interprofessional teamwork in chronic care – a systematic review
08F.7  Puggina, A.C.P.  Perception of nonverbal communication and satisfaction and importance of family needs in Intensive Care Unit
08F.8  Linn, A. J.  Patients’ medication-related information seeking behavior, perceived credibility and preferences
08F.9  De Troyer, K.D.T.  HopiTAAL: an e-learning environment for language learning in Brussels hospitals
08F.10 Neufeld-Kroszynski, G.  Developing a new methodology for analyzing triadic communication: A graphic representation of doctor-patient-compassion interaction
08F.11 Pires, C.P.  Unsafe use of abbreviations and symbols in Portuguese package inserts

08G  Symposium

Chair: Ammentorp, J. (Jette)  "Clear-cut communication with patients" - a large scale communication intervention

08H  Workshop

Tuesday September 30 - 17.00-18.30
Room: D-403

Cole-Kelly, K. (Kathy)  Seamless curriculum: bringing the basic sciences and communication skills curriculum together throughout the 4 years of medical school

08I  Workshop

Tuesday September 30 - 17.00-18.30
Room: D-404

Baumblatt, G.L.B. (Geri)  Emotionally-intelligent Patient Communication to Engage Patients and Improve Shared Decision Making

08J  Workshop

Tuesday September 30 - 17.00-18.30
Room: D-407

Brown, S.D.B. (Stephen)  Exploring how moral values, uncertainty and social morays influence prenatal counseling: A video-based educational approach

08K  Workshop

Tuesday September 30 - 17.00-18.30
Room: D-408

Loureiro, E.M.F.L. (Elizabete)  "Difficult Patient Encounter": How to deal with them?

Wednesday October 1

Plenary

Chair: R. Hulsman  Finset, Arnstein  Humphris, Gerry  Joziem Bensing Award  Poster Prize  On Serious Gaming

Keynote

Pam Kato

09A  Communication&mental health

09A.1  Tai-Seale, Ming  Mental Health Discussion During Annual Physicals: Less Than Half Have It and For Less Than One Minute
09A.3  Andersen, E.M.A. (Elisabeth Muth)  Social practices of “lay-diagnosis” of unexplained bodily experiences in an online discussion forum
09A.4  Helmer, E. (Eva)  Mental health care in Belgium: towards a recovery oriented practice?
09A.5

09B  Diversity 9

Chair: K. Aelbrecht  Mantwill, S.M. (Sarah)  Relationship of Health Literacy and Medication Costs in a Sample of Diabetic Patients in Switzerland
09B.2  Muscat, D.M (Danielle)  Promoting shared decision making in adults with low health literacy in adult education settings
09B.3  Owby, R.L. (Raymond)  Age-Related Cognitive Changes, Health Literacy, and Quality of Life
09B.4  Tsai, T.I. (Tzu-I)  The Immigrant Health Literacy Program: Problem Based Learning
09B.5

09C  Emotion and empathy 1

Chair: J. Shaw  Van Ryn, M.V.R. (Michelle)  Predictors of empathic and patient-centered care: results of a longitudinal study of 3500 medical
09C.1  Brugel, S.  Engagement and sincerity as missing links in our understanding of clinical empathy
09C.2  Preusche, I. (Ingrid)  Eliciting and quantifying beliefs of medical undergraduate students determining the intention to perform empathic behavior
09C.3  Thompson, Laura  Psychiatrist questions, the therapeutic alliance and empathy in schizophrenia
09C.4  De Haes, J.C.J.M. (Hanneke)  Does source of patient recruitment affect the impact of communication on trust?
09C.5

09D  Miscellaneous 1

Chair: G. Humphris  Bellandi, T.B. (Tommaso)  Patient safety on the press in Italy, a preliminary investigation of the terms and trend
09D.1  Schöpf, A.C.  KOKOS – a communication skills training for patients with chronic diseases
09D.2  Hiller, A. (Amy)  Are theoretical models of health care communication applicable in the physiotherapy setting?
09D.3
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09D.4 Zill, J.M.Z. (Jórdis Maria) - Psychometric evaluation of the German version of the patient activation measure (PAM13)

09D.5 Cameron, KA (Kenzie A.) - “Are you afraid of pneumonia?” Patients’ Feedback an Educational Video about Pneumococcal

09E Adherence 1 - Wednesday October 1 - 10.00-11.30

Chair: S. van Dulmen

09E.1 Náfárdi, L. - Examining the relationship between empowerment and adherence to therapeutic regimen: Potential pitfalls of patient-centeredness?

09E.2 Sharp, Lisa - Addressing Medication Adherence in Patients with Type 2 Diabetes: A Pharmacist - Community Health Worker Model of Care

09E.3 Hansen, Dorthé - Showing agreement to comply: Parents’ responses to SLPs’ instructions/directives regarding home

09E.4 Laws, M.B.L. (Barton) - Patient Concordance with Behavioral Change Goals and Provider MI Consistency

09E.5 Labrie, N.H.M. (Nanon) - General Practitioners’ Use of Argumentation to Support Treatment Recommendations: Effects on Patients’ Perceptions and Intentions

09F Information exchange - Wednesday October 1 - 10.00-11.30

Chair: E. Smets

09F.1 Schmidtke, K.A.S. (Kelly) - The effects of Risk and Trust on Intended and Actual Disclosure

09F.2 Roter, Debra L - The impact of physician communication style on the elicitation of therapeutic partner narratives

09F.3 Vermandere, M.V. (Mieke) - Spiritual history taking in palliative home care: a cluster randomized controlled trial

09F.4 Rogers, H.L. (Heather) - Factors associated with disclosure of symptoms indicative of colorectal cancer

09F.5 Giroldi, E. (Esther) - ‘I still have no idea why this patient was here’: an exploration of the challenges GP trainees experience during information-gathering

09G Symposium - Wednesday October 1 - 10.00-11.30

Chair: Holmberg, C. - Rethinking Probabilistic Risk Information and Individual Health Decision Making

Refreshment break - Wednesday October 1 - 11.30-12.00

10A Patient safety - Wednesday October 1 - 12.00-13.30

Chair: C. Shields

10A.1 Bell, SK - Patient-Teachers in Patient Safety: What can we learn from learning with patients and family members?

10A.2 Fisher, K.A. (Kimberly) - Medical Errors in Critically Ill Patients: The Perspectives of Surrogate Decision-Makers

10A.3 Slade, Diana - Patient involvement in shared decision-making in a Hong Kong trilingual Emergency Department

10A.4 Hamel, Lauren - Communication between Hospital Units and Intention to Report Critical Incidents: The Mediating role of Teamwork Climate

10B Caregivers - Wednesday October 1 - 12.00-13.30

Chair: L. Zandbelt

10B.1 Ormel, I. (Ilja) - “Caregiving is like on the job training but nobody has the manual” – What caregivers say about their roles, responsibilities and interactions within the healthcare system.

10B.2 Barello, S.B. (Serena) - Patient engagement in chronic disease management: the pivotal role of partners.

10B.3 Zandbelt, L.C. (Linda) - Guided by Experiences: Feasibility study of Experience-based Co-design in a Dutch University Hospital

10B.4 Germeni, E.G. (Evi) - “Stamped with an expiration date?”: Experiences and needs of less socio-economically privileged family cancer caregivers

10B.5 Brown, D.R.B. (Dot) - Communication network factors influencing disclosure of men facing a diagnosis of prostate cancer

10C Emotion and empathy 2 - Wednesday October 1 - 12.00-13.30

Chair: W. Langewitz

10C.1 Shaw, J.M. (Joanne) - The Impact of Delivery Style on Doctors’ Experience of Stress during Simulated Bad News Consultations

10C.2 Brandes, K. (Kim) - Exploring the determinants of cancer patients’ concern expression during a consultation

10C.3 Korsvold, L. (Live) - Tailored delivery of bad news to suffering adolescents and young adults with cancer

10C.4 Mellblom, A.V.M. (Anneli) - Patterns in talk about emotional concerns in follow-up consultations with adolescent survivors of cancer

10C.5 Martin, E.B. (Elliott) - Full Catastrophe Working: Clinicians’ Recognition and Management of Emotions during Difficult Healthcare Conversations

10D Miscellaneous 2 - Wednesday October 1 - 12.00-13.30

Chair: W. Eich

10D.1 Bergvik, S.B. (Svein) - Delayed provider responses - A Conversation Analysis approach


10D.3 Connie, C.T. - “Ethics in the communicative encounter: Seriously ill patients’ experiences of health professionals’ nonverbal communication”

10D.4 Ledford, C.J.W.L. (Christy) - Discovering relationships among patient activation, health literacy, and information seeking before the clinical appointment

10D.5 Jager, M. (Margot) - The impact of client-professional communication on adolescents’ participation and learning processes in psychosocial care
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10E  Adherence 2  Wednesday October 1 - 12.00-13.30
Chair:  A. Linn  Room: E-105/106
10E.1 Rupert, D.J. (Douglas)  How Do Patients Make Prescription Drug Decisions? The Role of Physicians, Pharmacists, and Personal Experience
10E.2 Lamiani, G.  Adherence in Hemophilia: Patients’ self-perception and physicians’ argumentative strategies
10E.3 Leone, D. (Daniela)  HIV patient’s adherence: a pilot study on illness perception representations
10E.4 Längst, G. (Gerda)  Meeting the needs of diabetes patients: sources of medication information and approaches of healthcare professionals
10E.5 Brooks, K.B. (Katie)  Discussions about ARV Treatment Adherence in Dominican Republic

10F  Workshop  Wednesday October 1 - 12.00-13.30
Fortin, A.H.F. (Auguste)  Teaching and using an evidence-based method for patient-centered interviewing

10G  Symposium  Wednesday October 1 - 12.00-13.30
Chair:  Essink-Bot, M-L  Room: E-108
Discussant: Hudelson, P.H.  "Teaching cross cultural communication to medical students: strategies and challenges from around Europe"

Closing session  Wednesday October 1 - 13.30-14.00
Chair:  E. Smets  Room: Forum
Looking forward to AACH 2015 in New Orleans and EACH 2016 in Heidelberg