

Symposium

An International Collaborative on Communication: Connecting Research, Education and Practice

International Conference on Communication in Healthcare

18 October 2011 – Chicago, Illinois, USA



**October 16-19, 2011
Chicago, Illinois, USA**

Excellent healthcare communication considers patient journeys – the experience of the patient, the flow of information – along with the complementarity of medical considerations and interpersonal ones (e.g., empathy, engagement and rapport); the connection between multidisciplinary research and the education, training and practice of healthcare practitioners; and the insights that can be gained by comparing healthcare communication within healthcare systems around the world.

What happens when an international group of clinicians, educators, and researchers collaborate to improve healthcare communication? Our goal is to bridge the gap between research, education, and clinical practice by sharing the work of an international collaboration on communication in healthcare.

The four symposium presentations represent the work of an international, multidisciplinary collaborative of healthcare communication experts—clinicians, educators, and academic researchers. Four presenters will share the work of this International Collaborative and describe how we have come together to understand and improve the role of communication in the delivery of compassionate, quality healthcare.

AGENDA

Welcome and Introduction

Health Communication in the 21st Century: Where have we been? Where are we going?

- Suzanne Kurtz, PhD, Washington State University, USA and University of Calgary, Canada

The Human Dimensions of Healthcare: Creating An International Charter

- Elizabeth A. Rider, MSW, MD, Harvard Medical School, USA
- Ming-Jung Ho, MD, DPhil, National Taiwan University, Taiwan
- William T. Branch, Jr., MD, Emory University School of Medicine, USA

Doctor-Patient Communication in Hospital Emergency Departments: Contextual Complexity and Competing Discourses

- Diana Slade, PhD, University of Technology, Sydney, Australia, & Hong Kong Polytechnic University
- Christian Matthiessen, PhD, Hong Kong Polytechnic University, Hong Kong

Translating Healthcare Communication Research into Clinical Education Resources

- Eleanor Flynn, MD, MEd, University of Melbourne, Australia
- Robyn Woodward-Kron, PhD, University of Melbourne
- Susy Macqueen, PhD, University of Melbourne
- Diana Slade, PhD, University of Technology Sydney, Australia, & Hong Kong Polytechnic University
- Victoria Smith, Lisa Townsend, Jane Stein-Parbury, Jacquie Widin, & Hermine Scheeres, University of Technology Sydney, Australia; and Geoff McColl & Gillian Webb, University of Melbourne

Discussion and Summary