

# EACH 2014 Conference - Full program

## Sunday September 28

### Plenary

**Chair:** A. Finset

Smets E.M.A. (Ellen)  
Levi, M.M. (Marcel)  
Groenewegen. P.P. (Peter)  
Deveugele, M. (Myriam)  
Saha, S (Somnath)

**Keynote** Frans B. M. de Waal, PhD

Welcome reception

**Sunday September 28 - 17.00-18.30**

**Room:** Forum

General Welcome  
President of the Board of Directors of the Academic Medical Centre of the University of Amsterdam  
Managing director of the NIVEL (Netherlands institute for health services research)  
President of EACH  
Welcome from AACH  
Prosocial Primates: Empathy in Animals and Humans

**Sunday September 28 - 18.30-1930**

## Monday September 29

### Plenary

**Chair:** G. Elwyn

Deveugele, M. (Myriam)  
Rosenbaum, Marcy

**Keynote** Anne M. Stiggelbout, PhD

**Monday September 29 - 8.30-9.45**

**Room:** Forum

Announcement of EACH, t-EACH and r-EACH meetings  
Announcement of Paring with Colleagues program  
Shared Decision Making: past, present, and future

### 01A *Teaching communication skills 1*

**Chair:** M. Deveugele

01A.1 Bellandi, T (Tommaso)  
01A.2 Joeke, 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**

**Room:** Forum

Training through simulation for an effective communication of sentinel events  
Teaching Medical Students about Dealing with Violence and Aggression in Medicine: Facing their Fears.  
Difficult patient encounters: setting a limit while preserving a good relationship  
Discussing serious news: Teaching communication skills through role play with bereaved parents  
Effects of Minimal vs. Intensive Intervention to Enhance Motivational Interviewing in HIV Care

### 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**

**Room:** E-102

The effect of Facebook social marketing campaigns on attitudinal norms towards women's health in Doctors' communication style or race/gender concordance: what is more important to patients when disclosing depression?  
Focus group on doctor-patient communication in standardized gynecological consultations. A gender analysis using mixed methods  
Primary Care Physician Communication Differences Based on Standardized Patient Gender and Race  
Physician Gender, Patient-Centeredness, and Patient Satisfaction: A Study in Three Practice Settings within a Hospital

### 01C *Nursing 1*

**Chair:** L. Ellington

01C.1 Pereira, L. (Lígia)  
01C.2 Bylund, C (Carma)  
01C.3 Mollerup, A.M. (Annette)  
01C.4 Noordman, J. (Janneke)

**Monday September 29 - 10.00-11.30**

**Room:** E-103

Preoperative anxiety in ambulatory surgery: the role of professional care  
Responding Empathically to Patients: Development of a Communication Skills Training Module for  
The effectiveness of the Healthy Skin Clinic, a tailored nurse-led counselling in hand eczema  
Consequences of task delegation for the process of care: female patients seem to benefit more

### 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**

**Room:** E-104

The easy-to-read perspective on text simplification of radiology reports for the layman  
Can we improve residents' patient centeredness while using electronic health records (EHR) during medical encounters?  
Impact of patient-accessible Electronic Medical Records in rheumatology: use, satisfaction and effects on empowerment  
Patient attitudes to a personal controlled health record – associations with health literacy? - Results from a survey among chronically ill patients

### 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**

**Room:** E-105/106

The psychometric properties of Option 5item, an observer measure of shared decision making process: interim-analysis  
Validating SDM-MASS as a compound measure for shared decision-making integrating patient's, physician's and observer's view  
Investigating a Training Supporting Shared Decision-Making (IT'S SDM): Multiperspective results from a multicenter RCT  
The underlying causal structure explaining patients' satisfaction for shared decision-making in chemotherapy  
Patient-reported measurement of shared decision making: The development, validation, and pilot implementation of CollaboRATE

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<b>01F</b>	<b><i>Non-verbal behaviour</i></b>	<b>Monday September 29 - 10.00-11.30</b>
<b>Chair:</b>	<b>L. Del Piccolo</b>	<b>Room: E-107</b>
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
<b>01G</b>	<b>Symposium</b>	<b>Monday September 29 - 10.00-11.30</b>
<b>Chair:</b>	<b>Gerwing, J.</b>	<b>Room: E-108</b>
	Discussant: Finset, A.	Re-conceptualizing language differences: Methodological and pedagogical opportunities from analysis of clinical dialogues
<b>01H</b>	<b>Symposium</b>	<b>Monday September 29 - 10.00-11.30</b>
<b>Chair:</b>	<b>Chair: Beckman, H.</b>	<b>Room: D-403</b>
		Soliciting Patient's Goals: Starting on the Right Path to Shared Decision Making
<b>01I</b>	<b>Workshop</b>	<b>Monday September 29 - 10.00-11.30</b>
		<b>Room: D-404</b>
	Quilligan, S.A. (Sally)	The introduction of the computer into the consultation: implications for medical education
<b>01J</b>	<b>Workshop</b>	<b>Monday September 29 - 10.00-11.30</b>
		<b>Room: D-407</b>
	Loureiro, E.M.F.L. (Elizabete)	Enhancing communication for effective and efficient Healthcare Teams
<b>01K</b>	<b>Workshop</b>	<b>Monday September 29 - 10.00-11.30</b>
		<b>Room: D-408</b>
	Sauvé, C. (Claire)	Peer-Led Discussion Modules: Introducing Concepts of Empathy in Inter-professional Communication in Healthcare
<b>Refreshment break</b>		<b>Monday September 29 - 11.30-12.00</b>
<b>02A</b>	<b><i>Teaching communication skills 2</i></b>	<b>Monday September 29 - 12.00-13.30</b>
<b>Chair:</b>	<b>S. Eidelman</b>	<b>Room: Forum</b>
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
<b>02B</b>	<b><i>Diversity 2</i></b>	<b>Monday September 29 - 12.00-13.30</b>
<b>Chair:</b>	<b>E. Jacobs</b>	<b>Room: E-102</b>
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
<b>02C</b>	<b><i>Nursing 2</i></b>	<b>Monday September 29 - 12.00-13.30</b>
<b>Chair:</b>	<b>H. Eide</b>	<b>Room: E-103</b>
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
<b>02D</b>	<b><i>Communication technology 2</i></b>	<b>Monday September 29 - 12.00-13.30</b>
<b>Chair:</b>	<b>R. Hulsman</b>	<b>Room: E-104</b>
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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<b>02E</b>	<b><i>Shared decision making 2</i></b>	<b>Monday September 29 - 12.00-13.30</b>
<b>Chair:</b>	<b>I. Henselmans</b>	<b>Room: E-105/106</b>
02E.1	Lavie-Ajayi, M. (Maya)	The perspectives of patients and physicians on health care for patients suffering from mental illness
02E.2	Loughland, C.M. (Carmel)	Communicating a schizophrenia diagnosis: The perceptions and experiences of patients and carers
02E.3	Van Audenhove, C. (Chantal)	The 'we DECide'-intervention: Advance care planning for nursing home residents with dementia
02E.4	Kirkpatrick, S. (Susan)	'I don't have a problem taking antidepressants, but it's just masking the problem'. What matters to people when they are diagnosed with depression?
<b>02F</b>	<b><i>Preparatory patient tools</i></b>	<b>Monday September 29 - 12.00-13.30</b>
<b>Chair:</b>	<b>J. van Weert</b>	<b>Room: E-107</b>
02F.1	O'Donnell, M. (Máire)	Sharing personalised clinical information with people with type 2 diabetes prior to their consultation: the effect on glycaemic control
02F.2	Brandes, K. (Kim)	An evaluation of advanced cancer patients' and caregivers' use of a Question Prompt List
02F.3	Coyne, I.C. (Imelda)	Development of an e-health intervention to provide information and prepare young people (with longterm illnesses)
02F.4	Zanini, C.	A pre-consultation sheet to capture chronic pain patients' perspective. A qualitative study
02F.5	Jacobs, M.	A web-based question prompt sheet for the initial follow-up consultation after esophageal cancer surgery
<b>02G</b>	<b>Symposium</b>	<b>Monday September 29 - 12.00-13.30</b>
<b>Chair:</b>	<b>Arora, N.K. (Neeraj)</b>	<b>Room: E-108</b>
	Discussant: Hesse, B.W.	Monitoring the Quality of Patient-Centered Communication in Cancer Care: Methods, Measures, and Population Surveillance
<b>02H</b>	<b>Symposium</b>	<b>Monday September 29 - 12.00-13.30</b>
<b>Chair:</b>	<b>Schulte, P.J.F.</b>	<b>Room: D-403</b>
	Discussant: Aelberts-van de Ven, C.	A new Dutch prototype of group psychoeducation for bipolar patients and their key-persons
<b>02I</b>	<b>Workshop</b>	<b>Monday September 29 - 12.00-13.30</b>
	Smith, R.C.S. (Robert)	<b>Room: D-404</b>
		Primary Care Mental Health: Diagnosis and Treatment
<b>02J</b>	<b>Workshop</b>	<b>Monday September 29 - 12.00-13.30</b>
	Hulsman, R.L. (Robert)	<b>Room: D-407</b>
		Video Fragment Rating: connecting self-evaluations and peer-feedback to web-based review of video taped clinical performance
<b>02K</b>	<b>Workshop</b>	<b>Monday September 29 - 12.00-13.30</b>
	Silverman, J.D. (Jonathan)	<b>Room: D-408</b>
		Training simulated patients for use in experiential communication teaching - sharing common challenges and solutions
<b>Lunch break</b>		<b>Monday September 29 - 13.30-14.30</b>
<b>Pairing with Colleagues program</b>		<b>Monday September 29 - 13.30-14.30</b>
<b>03A</b>	<b><i>Teaching communication skills 3</i></b>	<b>Monday September 29 - 14.30-16.00</b>
<b>Chair:</b>	<b>E. van Weel</b>	<b>Room: Forum</b>
03A.1	King, A.M.K. (Ann M.)	Targets for Improvement: Medical educators' views on trainees' communication skills
03A.2	Jünger, J.J. (Jana)	A national, longitudinal exemplary communication skills curriculum for undergraduate medical education – current state and prospects
03A.3	Schopper, H.K.	Observation and feedback on communication skills during clinical rotations
03A.4	Schmid, Dagmar	On the transfer of communication skills from the lab to the real world
03A.5	Bylund, C.L. (Carma)	Implementation of a Communication Skills Workshop for Physicians in Qatar
<b>03B</b>	<b><i>Diversity 3</i></b>	<b>Monday September 29 - 14.30-16.00</b>
<b>Chair:</b>	<b>J. Gerwing</b>	<b>Room: E-102</b>
03D.1	Woodward-Kron, R. (Robyn)	Junior doctor intercultural clinical communication: Lessons for transition to practice medical education
03D.2	Chewning, B.A. (Betty)	Pharmacists' Willingness to Attend a Workshop on Medication Regimen Adjustment for Muslim Patients during Ramadan
03D.3	Lewis, P.R. (Peter)	Review of a Standardized Patient Medical Student Training Exercise. Presenting and Promoting Culturally Humble & Competent Communication-Working with the Adult Amish Patient
<b>03C</b>	<b><i>Professional behaviour 1</i></b>	<b>Monday September 29 - 14.30-16.00</b>
<b>Chair:</b>	<b>C. Zimmerman</b>	<b>Room: E-103</b>
03C.1	Beach, M.C.B. (Mary Catherine)	What patient characteristics engender a respectful affect among physicians?
03C.2	Van der Cingel, C.J.M. (Margreet)	Compassion, a guiding principle for quality of care. In search of compassion as a core-competence for caregivers
03C.3	Adams, Rachel	The Role of Linguistic Politeness in Patients' Participation in Decision-Making in Primary Care
03C.4	Rimondini, D.R. (Michela)	You only have one chance for a good impression!
03C.5	Flickinger, Tabor	Is healthcare providers' respect for patients associated with communication behaviors in clinical encounters?

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<b>03D</b>	<b>Communication technology 3</b>	<b>Monday September 29 - 14.30-16.00</b>
<b>Chair:</b>	<b>J. Jansen</b>	<b>Room: E-104</b>
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
<b>03E</b>	<b>Shared decision making 3</b>	<b>Monday September 29 - 14.30-16.00</b>
<b>Chair:</b>	<b>I. Scholl</b>	<b>Room: E-105/106</b>
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
<b>03F</b>	<b>Sexual health and related topics</b>	<b>Monday September 29 - 14.30-16.00</b>
<b>Chair:</b>	<b>R. Street</b>	<b>Room: E-107</b>
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. (Somnath)	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
<b>03G</b>	<b>Symposium</b>	<b>Monday September 29 - 14.30-16.00</b>
<b>Chair:</b>	<b>Esssink-Bot, M-L.</b>	<b>Room: E-108</b>
		Decision-making and participation in bowel cancer screening: Challenges and interventions for low health literate individuals
<b>03H</b>	<b>Symposium</b>	<b>Monday September 29 - 14.30-16.00</b>
<b>Chair:</b>	<b>Locock, L.</b>	<b>Room: D-403</b>
		Patients and families as equal partners in healthcare quality improvement - using Experience - based Co-design (EBCD)
<b>03I</b>	<b>Workshop</b>	<b>Monday September 29 - 14.30-16.00</b>
		<b>Room: D-404</b>
	Rietmeijer, C.B.T. (Chris)	Training of context-specific, goal-driven doctor-patient communication
<b>03J</b>	<b>Workshop</b>	<b>Monday September 29 - 14.30-16.00</b>
		<b>Room: D-407</b>
	Claramita, M.C. (Mora)	A cross cultural shared decision making: When 'Yes, doctor' may not mean agreement
<b>03K</b>	<b>Workshop</b>	<b>Monday September 29 - 14.30-16.00</b>
		<b>Room: D-408</b>
	Campbell, T.C. (Thomas)	'Just don't tell my mother!' Difficult family interviews at the end of life
<b>Refreshment break</b>		<b>Monday September 29 - 16.00-17.00</b>
<b>Meet EACH, tEACH and rEACH</b>		<b>Monday September 29 - 16.00-17.00</b>
<b>P1</b>	<b>Poster session 1</b>	<b>Monday September 29 - 16.00-17.00</b>
<b>P1.01</b>	<b>Basic and applied research</b>	<b>Room: Forum Lounge</b>
P1.01.02	Kurtz, SM (Suzanne)	Moving beyond the Course: Advocating for Clinical Communication Programs
P1.01.03	Timmermans, DRM (Danielle)	Why we still do not know how to measure whether participants make informed decisions for cancer screening?
P1.01.04	Visser, A.P. (Adriaan)	Dutch psycho-social interventions for oncology patients: Balancing between effectiveness and health care policy
P1.01.05	Meirovich, PHD (Adaya)	Practice what you preach- Medical student-centered tutoring as a model for patient-centered medicine
P1.01.06	OSAKA, W (WAKAKO)	Usefulness of Personal Stories in Women's Decision-Making for Breast Cancer Treatment: Qualitative Study
P1.01.08	Morony, S (Suzanne)	Development and evaluation of a health literacy program for Australian adults undertaking foundation skills training
P1.01.09	Newton, V.A. (Veronica)	How can an expert patient programme develop cognitive learning in a Podiatry context?
P1.01.10	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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P1.01.13 Sassen, B. (Barbara)	Results of Randomized Controlled Trial: Can we simultaneously support Healthcare Professionals and Patients in a Web-based intervention?
P1.01.14 Cocksedge, S (Simon)	Teaching healthcare staff to share information: mixed-methods investigation of experiential inter-professional training
P1.01.15 Stach Parejo, LSP (Lucinea)	Delirium as a focus of attention for Intensive Care Nurses
P1.01.16 Bieber, CB (Christiane)	How Does a Shared Decision-Making (SDM)-Intervention Affect Participation in Breast and Colon Cancer Patients?
P1.01.17 Engelhardt, E.G. (Ellen)	Breast cancer patients' involvement in decisions: perspective and type of adjuvant therapy matter
P1.01.18 Blom, L.T.G (Lyda)	How to prepare pharmacy students for pharmaceutical care? The development of communication skills
P1.01.19 Bermek, G (Gülçin)	The Relationship of attitude towards tooth brushing with subjective norm and perceived behavioral control
P1.01.20 Sozen Sahne, B. (Bilge)	The Importance of Internet for Professional Communication: Preliminary Findings from Turkish Chambers of Pharmacists' Websites
P1.01.21 Chutka, D. S. (Darryl)	Assessing and Teaching Effective Communication Skills to Medical Students
P1.01.22 Bourquin, C (Céline)	Perspectives on clinicians training needs in end-of-life communication: Results of an ongoing study
P1.01.23 De Vleminck, A	Barriers and facilitators for general practitioners to engage in advance care planning: a systematic review.
P1.01.25 Schinckus, L (Louise)	Development and validation of a questionnaire to assess the implementation fidelity of health education programs
P1.01.26 Hanya, M (Manako)	The influence of pharmacists' communication during the sales of OTC drugs on patients' satisfaction
P1.01.27 Heo, Jaesung	Effects of Education Video about Radiotherapy Process on Patient Satisfaction and Treatment Accuracy
P1.01.28 Begrambekova, JB (Julia)	Effect of the HF patients education and monitoring on clinical and economical outcomes.
<b>P1.02 Teaching communication skills</b>	
P1.02.01 Barbosa, A (António)	Resident's confidence in relational skills through a short training program
P1.02.02 Traino, HM (Heather)	Pilot Results of a Behavioral Communication Intervention for Patients with End-Stage Renal Disease Awaiting Transplantation
P1.02.03 Wuensch, AW (Alexander)	Does structured feedback improve communication skills of medical students? RCT about an optimized training course
P1.02.04 Ofstad, EHO (Eirik)	Patient-physician dialogue in the world of film; an open-source index available for teaching communication skills
P1.02.05 Quirindongo-Cedeno, OQC (Onelis)	Physician Perception of their Communication Skills and Interest in Additional Training
P1.02.06 Brembo, E (Espen Andreas)	Living with hip osteoarthritis: What experiences and needs do patients have in clinical decision making and daily living?
P1.02.07 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?
P1.02.08 Boeijinga, A. (Anniek)	The road to healthy lifestyle changes: Using narratives to bridge the intention-behavior gap
P1.02.09 Jansen, K.L.	The State of Communication Education in US Family Medicine Residency Programs
P1.02.10 Vagha, PROF (Jayant)	Co-students as linguistic preceptors for enhancing linguistic communication skills in undergraduate medical students.
P1.02.11 Shibli-Rahhal, A (Amal)	Introduction of an early clinical experience for first-year medical students: one school's experience
P1.02.12 Manna, RM (Ruth)	Discussing Death, Dying, and End-of-Life Care: Development of a Communication Skills Training Module for Nurses
P1.02.13 Parker, F (Fiona)	The Use of Patients with Diabetes for Teaching Communication Skills in Long-Term Conditions.
P1.02.14 Cameron, KA (Kenzie)	Deconstructing Fear of Independence Loss (FOIL) among Seniors
P1.02.15 Vermandere, Mieke	The ars moriendi model for spiritual history taking: a mixed method evaluation
P1.02.16 Novack, DH (Dennis)	Effectiveness of a modular, media rich, online resource for blended learning of healthcare communication skills
P1.02.18 Cappelletti, Erika	Need for Information and Psychological Correlates among Patients with Cardiovascular Diseases
P1.02.19 Acke, Sofie	A tool to assess and communicate health risks in dental practices during pregnancy.
P1.02.20 Smith, SKS (Sian)	Radiotherapy for people with cancer: what do written information materials tell them?
P1.02.21 Outram, S (Sue)	Discussing schizophrenia: A qualitative study of practitioner-patient communication barriers in psychiatry.
P1.02.22 Kelly, B (Brian)	ComPsych: Improving clinician competency in communication about schizophrenia
P1.02.23 Engelhardt, E.G. (Ellen)	Breast cancer specialists' views on risk prediction models and their use in clinical practice
P1.02.24 Balsters, M.J.H. (Martijn)	Different Processing of Fear and Emotional Tears in Autism as Clinically Relevant Variables
P1.02.25 Nagamatsu, Y (Yasuko)	Educational Program for Nurses about communication skill in care of Malignant Pleural Mesothelioma
P1.02.26 Miliche, S (Stephanie)	Emotional competence training: an effective new way of treatment in migraine sufferers
P1.02.27 PAPAGEORGIOU, AP (ALEXIA)	Issues relating to the performance of newly qualified doctors during the transition from medical student to F1
P1.02.28 Sleath, BLS (Betsy)	Provider Education about Glaucoma and Glaucoma Medications During Video-taped Medical Visits
<b>P1.03 Shared decision making</b>	
P1.03.01 Kavanaugh, K (Karen)	Shared Decision Making for Prenatal Life Support Decisions for Extremely Premature Infants
P1.03.02 Phelan, SM (Sean)	The impact of medical school climate on weight bias and preparedness to counsel obese patients
P1.03.03 COVINHAS, ANA-LUCIA	Health literacy (hl) and metabolic control (a1c) in patients with type i diabetes
P1.03.04 Meirovich, PHD (Adaya)	Attitudes and behavior' development of medical students through their undergraduate medical education
P1.03.05 Silva, MJP (Maria Júlia)	Feedback communication skills: perceptions of undergraduate nursing
P1.03.06 Perkovic, L.P. (Lada)	Barriers to using communication skills in healthcare practice
P1.03.07 Diviani, N. (Nicola)	Health literacy and desire for autonomy in the interaction between physicians and obstinate pain patients

## EACH 2014 Conference - Full program

P1.03.08 Do Ó, Dulce	Promotion of healthy food choices for children in first grade
P1.03.09 Rothenfluh, F.B. (Fabia)	Toward a grounded conceptualization of medical error disclosure competence (MEDC)
P1.03.10 Sundler, AJS (Annelie J)	Person centered care and communicative challenges in home care
P1.03.11 Behzad, MS (Fatemeh)	Improving health literacy as a strategy to facilitate early intervention for chronic patients
P1.03.12 Ownby, RL (Raymond)	Working Memory, Executive Function, and Novel Problem Solving in Health Literacy
P1.03.13 Al-Itejawi, H.H.M. (Hoda)	Participatory design of a decision aid for prostate cancer patients aimed at the implementation in clinical practice
<b>P1.04 Information provision</b>	
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
<b>P1.05 Emotion and empathy</b>	
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 Martinelli, 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, L (Léonore)	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 Hotoleanu, CH (Cristina)	The impact of teaching medical communication: the patient's perspective
<b>P1.06 Communication in chronic conditions</b>	
P1.06.01 Lewandowska, Magdalena	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 Brenneman, AB (Anthony)	Early Application of Communications Curriculum Using an Incremental Model of Skill Development During the M1 Year
P1.06.12 Manna, 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 point of childhood diagnosis of epilepsy: parents' perspectives
P1.06.15 Gemmiti, 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 Carretier, J (Julien)	A website to inform the public on cancer risks linked to exposure to environmental factors
P1.06.18 Møller 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. (Annemiek)	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 (Steffy)	Talking Mats, an overview of the literature
P1.06.25 Su, SZH (Zhaohui)	Health literacy studies with the chinese population: a systematic literature review

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P1.06.26	Smits, C (Carolien)	Deciding with multiple participants about what to do when: Shared Decision-Making in dementia care networks
<b>04A</b>	<b>Teaching communication skills 4</b>	<b>Monday September 29 - 17.00-18.30</b>
<b>Chair:</b>	<b>C. Bachman</b>	<b>Room: Forum</b>
04A.1	Langer, T. (Thorsten)	How Medical Students Learn to Judge - a Qualitative Longitudinal Cohort Study of Medical Students in Germany
04A.2	Wallander Karlsen, M.M.W.K.	Confirming Communication Tool
04A.3	Görlitz, A.G. (Anja)	The assessment of communication skills in undergraduate medical education in German-speaking countries - a survey
04A.4	Lutz, G.K. (Gabriele)	Role of creativity in clinical communication education. A qualitative explorative study
04A.5	Gobat, N.H. (Nina)	Assessing medical student agenda mapping: initial validation of the Evaluation of AGenda mapping skill Instrument (EAGL-I)
<b>04B</b>	<b>Diversity 4</b>	<b>Monday September 29 - 17.00-18.30</b>
<b>Chair:</b>	<b>B. Schouten</b>	<b>Room: E-102</b>
04B.1	Realpe, A.X. (Alba)	Black Caribbean and White British people talking about depression: how their disclosure to doctors contribute to disparities in depression care?
04B.2	Rimondini, D.R. (Michela)	Inter-country comparison of lay people preferences toward doctors communication style: a European cross-national research.
04B.3	Cook, C.M. (Catherine)	Optimising cultural safety and comfort during gynaecological examinations: New Zealand accounts from indigenous Māori women
04B.4	Hölzel, L.P.	Development and testing of culture-sensitive patient information material in a double-blind randomised-controlled trial (KULTINFO)
04B.5	Camerini, A.L.	Cultural differences in predicting patient involvement in doctor-patient consultation: Insights from Switzerland and Northern-Italy
<b>04C</b>	<b>Professional behaviour 2</b>	<b>Monday September 29 - 17.00-18.30</b>
<b>Chair:</b>	<b>W. Veldhuijzen</b>	<b>Room: E-103</b>
04C.1	Veldhuijzen, W. (Wemke)	Coming to shared goals in primary care consultations: following the problem interpretation of the doctor, that of the patient, or developing a shared problem understanding.
04C.2	Hammond, M.F. (Margaret)	Patients' perspectives on 'What makes a good doctor': relating these to the communication curriculum
04C.3	Meyer, E.C.	Voices from behind the shadows: A qualitative study of radiologists' experiences with difficult conversations
04C.4	Gross, S.E. (Sophie Elisabeth)	The initial clinical interview – can it reduce patients' fear?
04C.5	Son, D. (Daisuke)	The Process and Effects of Transformative Learning in Café-style Health Communication among Health Professionals and Citizens/Patients
<b>04D</b>	<b>Communication technology 4</b>	<b>Monday September 29 - 17.00-18.30</b>
<b>Chair:</b>	<b>E. Kachur</b>	<b>Room: E-104</b>
04D.1	Moorhead, A.M. (Anne)	Public engagement with social media for healthcare communications
04D.2	Bol, N. (Nadine)	Eye-catching?! The effect of attention to cognitive and affective illustrations on recall of e-health information
04D.3	Shen, M.J. (Megan)	Patient-physician communication about internet information: A qualitative study
04D.4	Lauwerier, E.	Patient preferences for education strategies in individuals with a chronic disease
<b>04E</b>	<b>Shared decision making 4</b>	<b>Monday September 29 - 17.00-18.30</b>
<b>Chair:</b>	<b>D. Timmermans</b>	<b>Room: E-105/106</b>
04E.1	Shepherd, S.C.S (Sarah)	Health providers' evaluation of Decision Navigation: Does it work well with my practice?
04E.2	Pieterse, A.H. (Arwen)	Decision consultations on preoperative radiation in rectal cancer: Limited explicit justification of treatment choice
04E.3	Engelen, A. (Annelies)	Men's and GP's perspectives on providing decision support for early detection of prostate cancer
04E.4	Henselmans, I. (Inge)	Treatment decision making in advanced cancer: communication about patient values and preferences
04E.5	Ziebland, Sue	Barriers to shared decisions in the most serious of cancers: a qualitative study of patients with pancreatic cancer
<b>04F</b>	<b>Speed pitches 1</b>	<b>Monday September 29 - 17.00-18.30</b>
<b>Chair:</b>	<b>P. Gulbrandsen</b>	<b>Room: E-107</b>
04F.1	Selleger, V.J. (Veronica)	Draw your dream: an artistic tool for reflection on students' career choices
04F.2	Cinar, A.	A holistic approach to empower communication skills of patients with diabetes type 2: Health Coaching
04F.3	Kim, S (Sara)	Dialogue Speed Sim: Deliberate Practice of Communication Skills in Perspective Taking and Emotion Handling
04F.4	Fogarty, C.T.F.	Improving patient-centered behavior with the electronic health record (E.H.R.): A mindful training approach
04F.5	Buntinx, J.	Development and evaluation of an educational game preventing alcohol and drug abuse: a two-way street
04F.6	Ringby, Betina P.T.	Students Communicate their Professional Passion through Pecha Kucha
04F.7	Ansmann, L. (Lena)	Benefits of networking for early-career academics and the role of professional societies
04F.8	Quilligan, S.A.	Ward based peer assisted learning: a novel approach to learning clinical communication for medical students
04F.9	Smith, S.K.S.	Socio-economic differences in informed decision-making about prenatal screening for Down syndrome: a review and agenda for future research

## EACH 2014 Conference - Full program

04F.10	Nielsen, A.	Shared decision making – an action research project in midwifery
04F.11	Shaath, M; Jones, E	Patient Requirements of an Information Technology Aid For Bariatric Patient Education
<b>04G</b>	<b>Symposium</b>	<b>Monday September 29 - 17.00-18.30</b>
		<b>Room: E-108</b>
<b>Chair:</b>	Blanch Hartigan, D.	Patient-Provider Communication in Cancer Survivorship and End of Life Care
<b>04H</b>	<b>Symposium</b>	<b>Monday September 29 - 17.00-18.30</b>
		<b>Room: D-403</b>
<b>Chair:</b>	Del Piccolo, L.	Psycho-physiological correlates of communication in healthcare setting
<b>04I</b>	<b>Workshop</b>	<b>Monday September 29 - 17.00-18.30</b>
		<b>Room: D-404</b>
	Indseth, T.I. (Thor)	Addressing language barriers and low health literacy by teaching effective communication
<b>04J</b>	<b>Workshop</b>	<b>Monday September 29 - 17.00-18.30</b>
		<b>Room: D-407</b>
	Galarneau, D.R. (Sophie)	Spin the Wheel to better communicate!
<b>04K</b>	<b>Workshop</b>	<b>Monday September 29 - 17.00-18.30</b>
		<b>Room: D-408</b>
	Kurtz, S.K. (Suzanne)	Core Values and Clinical Communication: Interdependent Dimensions of Care
<b>EACH Annual General Meeting</b>		<b>Monday September 29 - 18.30-19.30</b>

## Tuesday September 30

<b>Plenary</b>		<b>Tuesday September 30 - 8.30-9.45</b>
<b>Chair:</b>	<b>E. van Weel-Baumgarten</b>	<b>Room: Forum</b>
	Jonathan Silverman, President-elect of EACH	It's all so disappointingly slow. Should EACH, whose strengths are research and teaching, move into the world of implementation, advocacy and politics?
<b>Keynote</b>	Annie Cushing. PhD	Learning Patient-Centred Communication: The Journey and the Territory
<b>05A</b>	<b>Teaching communication skills 5</b>	<b>Tuesday September 30 - 10.00-11.30</b>
		<b>Room: Forum</b>
<b>Chair:</b>	<b>C. Rietmeijer</b>	
05A.1	Pollak, K.I.P. (Kathryn)	Teaching primary care physicians MI techniques for discussing weight with overweight and obese adolescents: Results of Teen CHAT
05A.2	Grosfeld, F.J.M. (Frans)	What is the relationship between feedback preference and self-efficacy in communication tasks?
05A.3	Weiland, A. (Anne)	Impact of a communication training focused on patients with unexplained physical symptoms on doctor's capability
05A.4	Weiland, A. (Anne)	Evaluation of a communication training for medical specialists focused on patients with unexplained physical symptoms
05A.5	Peyman, Nooshin	Effective Provider-Patient Communication: Improving health literacy in chronic patients
<b>05B</b>	<b>Diversity 5</b>	<b>Tuesday September 30 - 10.00-11.30</b>
		<b>Room: E-102</b>
<b>Chair:</b>	<b>D. Roter</b>	
05B.1	Czapka, E.A. (Elzbieta)	Invisible rights: Polish migrants in Norway experience barriers to translation
05B.2	Aelbrecht, K.	The role of language in end-of-life care for ethnic minority cancer patients.
05B.3	Weber, O. (Orest)	Misunderstandings in chronic pain settings with linguistically diverse patients
05B.4	Schinkel, S. (Sanne)	Patient participation in general practice: what do Turkish-Dutch patients want, feel and do?
05B.5	Jacobs, Elizabeth	Language and Cultural Barriers to Effective Communication in Primary Care
<b>05C</b>	<b>Interprof. communication 1</b>	<b>Tuesday September 30 - 10.00-11.30</b>
		<b>Room: E-103</b>
<b>Chair:</b>	<b>K. Douma</b>	
05C.1	Goedhuys, Jo	The relation between communication-OSCE results and patient-centeredness questionnaire results of general practice trainees
05C.2	Cholli, P. (Preetam)	Communication, Team Dynamics, and Satisfaction with Care: The Parents' Perspective
05C.3	Langer, T. (Thorsten)	The Value of Interprofessional Learning: Mutual Insights and Actions Influencing Practice
05C.4	Harvey, P.J. (Pamela)	Faults in their stars: Literature for teaching about adolescent illness
<b>05D</b>	<b>Pediatrics 1</b>	<b>Tuesday September 30 - 10.00-11.30</b>
		<b>Room: E-104</b>
<b>Chair:</b>	<b>T. Vatne</b>	
05D.1	Lie, H.C. (Hanne)	Providing information about late effects after childhood lymphomas: Survivors' preferences for what, how and when.
05D.2	Callery, P. (Peter)	"I'm not going to lie - I haven't taken it" adherence in adolescent endocrine care
05D.3	Coyne, I.C. (Imelda)	Transitioning of young people (with longterm illnesses) from child to adult healthcare services
05D.4	Sattoe, J.N.T. (Jane)	Discussing non-medical issues during consultations with chronically ill adolescents: Experiences with Individual Transition Plans
05D.5	Koster, E.S. (Ellen)	Towards effective adherence-enhancing interventions in asthmatic adolescents: results from online focus groups



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<b>05E</b>	<b>Information provision 1</b>	<b>Tuesday September 30 - 10.00-11.30</b>
<b>Chair:</b>	<b>E. Smets</b>	<b>Room: E-105/106</b>
05E.1	Carpenter, 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-literate audience.
05E.3	Hölzel, L.P.	Usefulness Scale for Patient Information Material (USE) - Development and Psychometric Properties
05E.4	Linnard-Palmer, L.L.P. (Luanne)	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
<b>05F</b>	<b>Life style communication 1</b>	<b>Tuesday September 30 - 10.00-11.30</b>
<b>Chair:</b>	<b>K. Gudzun</b>	<b>Room: E-107</b>
05F.1	Van Houtum, L. (Lieke)	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
<b>05G</b>	<b>Symposium</b>	<b>Tuesday September 30 - 10.00-11.30</b>
<b>Chair:</b>	<b>Karger, A.</b>	<b>Room: E-108</b>
	Discussant: Langewitz, W.	How to use eLearning for teaching communication: Challenges, pitfalls and best-practice-samples
<b>05H</b>	<b>Symposium</b>	<b>Tuesday September 30 - 10.00-11.30</b>
<b>Chair:</b>	<b>Ruben, M.A.</b>	<b>Room: D-403</b>
		The Effect of Communication on Physical Pain
<b>05I</b>	<b>Workshop</b>	<b>Tuesday September 30 - 10.00-11.30</b>
	Reis, S.P.R. (Shmuel)	<b>Room: D-404</b>
		Integrating the Electronic Health Record and Patient-Centered clinical encounter: A Skills-Based
<b>05J</b>	<b>Workshop</b>	<b>Tuesday September 30 - 10.00-11.30</b>
	Van Zwieten, M.C.B. (Myra)	<b>Room: D-407</b>
		Moral mindfulness in shared decision making: integrated reflection and communication skills training for health professionals
<b>05K</b>	<b>Workshop</b>	<b>Tuesday September 30 - 10.00-11.30</b>
	Van Nuland, M.L.M. (Marc)	<b>Room: D-408</b>
		"Now, let's assess communication skills!" - How to integrate assessment into your communication skills curriculum
<b>Refreshment break: 11.30 - 12.00</b>		
<b>06A</b>	<b>Cancer 1</b>	<b>Tuesday September 30 - 12.00-13.30</b>
<b>Chair:</b>	<b>S. Saha</b>	<b>Room: Forum</b>
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)	Conversations and cake in cancer care. A qualitative study of trust in voluntary peer support
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
<b>06B</b>	<b>Diversity 6</b>	<b>Tuesday September 30 - 12.00-13.30</b>
<b>Chair:</b>	<b>P. Schulz</b>	<b>Room: E-102</b>
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	Meeuwesen, L. (Ludwien)	Experiences of informal interpreters in medical care
<b>06C</b>	<b>Interprof. communication 2</b>	<b>Tuesday September 30 - 12.00-13.30</b>
<b>Chair:</b>	<b>L. Noble</b>	<b>Room: E-103</b>
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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<b>06D</b>	<b><i>Pediatrics 2</i></b>	<b>Tuesday September 30 - 12.00-13.30</b>
<b>Chair:</b>	<b>H. Lie</b>	<b>Room: E-104</b>
06D.1	Meyer, Elaine C.	The Setting and Quality of Communication at End of Life in the Pediatric Intensive Care Unit
06D.2	Haase, J.E. (Joan)	Parent intervention for resilience and communication during high risk cancer treatment: A mixed methods approach
06D.3	Majorano, Marinella	Children in a Day Hospital: The waiting room as a relational space
06D.4	Carpenter, D.M. (Delesha)	Quality of life and asthma morbidity trigger communication and education in pediatric settings
<b>06E</b>	<b><i>Information provision 2</i></b>	<b>Tuesday September 30 - 12.00-13.30</b>
<b>Chair:</b>	<b>D. Blanch Hartigan</b>	<b>Room: E-105/106</b>
06E.1	Weert, J.C.M. van (Julia)	Introducing an investigative framework for older patients' processing of information and recall of health information
06E.2	Bol, N. (Nadine)	The role of personalization and age congruency in online narrative health communication
06E.3	Damman, O.C. (Olga)	The communication of online information about the quality of healthcare providers
06E.4	Langewitz, W.A. (Wolf)	Improving patient recall of information – the book metaphor
06E.5	Van Bruinessen, I.R. (Inge)	The impact of watching simulated consultations with cancer patients on psychophysiological stress response and recall
<b>06F</b>	<b><i>Life style communication 2</i></b>	<b>Tuesday September 30 - 12.00-13.30</b>
<b>Chair:</b>	<b>M.C. Beach</b>	<b>Room: E-107</b>
06F.1	Scalici, F. (Francesca)	Perceived parents' and peers' approval and middle school students' intention to smoke.
06F.2	Swan, E.C.	Profiling healthy eaters: determining factors which predict healthy eating practices amongst Dutch adults
06F.3	Ludolph, R. (Ramona)	Making health communication more effective: The role of regulatory fit. A systematic review.
06F.4	Gudzune, K.G. (Kimberly)	Does doctor shopping that results from negative weight-related clinical experiences influence current patient-provider relationships?
06F.5	Van Dillen, S.M.E. (Sonja)	Weight-related goals set by Dutch practice nurses in consultations with overweight and obese patients
<b>06G</b>	<b>Symposium</b>	<b>Tuesday September 30 - 12.00-13.30</b>
<b>Chair:</b>	Scholl, I. (Isabelle)	<b>Room: E-108</b>
	Discussant: Barr, P.J. (Paul)	Measurement of dimensions of patient-centered care - current state and implications for research and practice
<b>06H</b>	<b>Symposium</b>	<b>Tuesday September 30 - 12.00-13.30</b>
<b>Chair:</b>	McCaffery, K.J.	<b>Room: D-403</b>
		Communicating overdiagnosis: issues, ethics and challenges for effective communication
<b>06I</b>	<b>Workshop</b>	<b>Tuesday September 30 - 12.00-13.30</b>
	Sellegger, V.J. (Veronica)	Coming out': three simple steps for reflection on medical students' stereotypes, taboos and cultural values
<b>06J</b>	<b>Workshop</b>	<b>Tuesday September 30 - 12.00-13.30</b>
	Fogarty, C.T.F. (Colleen)	<b>Room: D-404</b>
		Promoting Mindful Interaction while using Electronic Technologies: A group training intervention for medical education
<b>06K</b>	<b>Workshop</b>	<b>Tuesday September 30 - 12.00-13.30</b>
	Pauly, Rebecca	<b>Room: D-407</b>
		Crafting and Communicating Ones Message: The elevator Speech, the Tweet and Beyond
<b>Lunch break</b>		<b>Tuesday September 30 - 13.30-14.30</b>
	Van Nuland, Van Weel	<b>Room: D-408</b>
		Research of teaching and learning communication skills: welcome all to join this new SIG!
<b>rEACH Special Interest Group</b>		<b>Tuesday September 30 - 13.30-15.30</b>
<b>07A</b>	<b><i>Cancer 2</i></b>	<b>Tuesday September 30 - 14.30-16.00</b>
<b>Chair:</b>	<b>L. Siminoff</b>	<b>Room: Forum</b>
07A.1	Jacobs, M. (Marc)	Topics that need to be discussed in the initial follow-up consultation after esophageal cancer surgery
07A.2	Gaglio, B.G. (Bridget)	Interventions to improve provider-patient communication during cancer care: Current knowledge and future directions
07A.3	Ernstmann, N. (Nicole)	Patient-physician-relationship and health related quality of life of colon cancer patients
07A.4	Ho, Evelyn	Observing Patient-Provider Communication about Complementary and Alternative Medicine in Routine Oncology Visits
07A.5	Baudendistel, I. (Ines)	A personal electronic health record in cross-sectoral cancer care: Meeting the needs of patients with colorectal cancer and their health care providers
<b>07B</b>	<b><i>Diversity 7</i></b>	<b>Tuesday September 30 - 14.30-16.00</b>
<b>Chair:</b>	<b>L. Meeuwssen</b>	<b>Room: E-102</b>
07B.1	Saha, S. (Somnath)	Provider cultural competence and racial disparity in doctor-patient relationships
07B.2	Indseth, T.I. (Thor)	Comprehensiveness and clarity in formulation of tasks, do patient's language skills make a difference?
07B.3	Beusekom, M.M. van (Mara)	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
<b>07C</b>	<b><i>Interprof. communication 3</i></b>	<b>Tuesday September 30 - 14.30-16.00</b>
<b>Chair:</b>	<b>A. van Dooren</b>	<b>Room: E-103</b>
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
<b>07D</b>	<b><i>Pediatrics 3</i></b>	<b>Tuesday September 30 - 14.30-16.00</b>
<b>Chair:</b>	<b>M. Grootenhuis</b>	<b>Room: E-104</b>
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. (Maghboeba)	Daughter-initiated health communication: A pilot study
<b>07E</b>	<b><i>Information provision 3</i></b>	<b>Tuesday September 30 - 14.30-16.00</b>
<b>Chair:</b>	<b>K. McCaffery</b>	<b>Room: E-105/106</b>
07E.1	Kasper, J. (Jürgen)	A new graph for communicating treatment effects - a web-based randomized controlled trial
07E.2	Kunneman, M. (Marleen)	No relation between the way risks are mentioned and rectal cancer patients' interpretation of risks
07E.3	Bogaerts, N.M.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
<b>07F</b>	<b><i>Life style communication 3</i></b>	<b>Tuesday September 30 - 14.30-16.00</b>
<b>Chair:</b>	<b>K. Mazor</b>	<b>Room: E-107</b>
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. (Elka)	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	Willaing, Ingrid	Active involvement and communication about self-management in diabetes
07F.5	Paiva, Ana-Cristina	Empowerment of newly-arrived persons to a diabetes clinic
<b>07G</b>	<b>Symposium</b>	<b>Tuesday September 30 - 14.30-16.00</b>
<b>Chair:</b>	<b>Tsimtsiou, Z.</b>	<b>Room: E-108</b>
	Discussant: Essers, G.	OSCEology - unresolved questions and major challenges
<b>07H</b>	<b>Symposium</b>	<b>Tuesday September 30 - 14.30-16.00</b>
<b>Chair:</b>	<b>Smith, R.C.</b>	<b>Room: D-403</b>
		Implications of a scientific biopsychosocial model
<b>07I</b>	<b>Workshop</b>	<b>Tuesday September 30 - 14.30-16.00</b>
		<b>Room: D-404</b>
	Williams, M.W. (Mandy)	Identifying and providing appropriate support for students struggling with clinical communication skills
<b>07J</b>	<b>Workshop</b>	<b>Tuesday September 30 - 14.30-16.00</b>
		<b>Room: D-407</b>
	Rehman, S. (Shakaib)	What can we learn from Ninjas and Neuroscience? Empathy: Let's practice
<b>07K</b>	<b>Workshop</b>	<b>Tuesday September 30 - 14.30-16.00</b>
		<b>Room: D-408</b>
	Lane, D.R. (Rob)	Communication in Trouble: Patients with "Personality Disorders" in your practice
<b>Refreshment break</b>		<b>Tuesday September 30 - 16.00-17.00</b>
<b>P2</b>	<b><i>Poster session 2</i></b>	<b>Tuesday September 30 - 16.00-17.00</b>
<b>P2.07</b>	<b><i>Intercultural communication</i></b>	<b>Room: Forum Lounge</b>
P2.07.01	Aranha 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
P2.07.09 Ries, Z.	Culture-specific factors in written patient information for persons with migration background
P2.07.10 Skjeggestad, ES (Erik)	When a misunderstanding happens, how do immigrant doctors and their Norwegian colleagues handle them?
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 (Konosoang)	The communicative experiences and challenges of patients and physicians in language discordant HIV/AIDS care settings
P2.07.13 Sulstarova, MS (Brikela)	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 Zendedel, R (Rena)	Informal interpreting in general practice: perspective of Turkish migrant patients
<b>P2.08 Inter-professional communication</b>	
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 Körner, 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 Nicolai, 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 Snaphaan, 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
<b>P2.09 Patient perspectives</b>	
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	Counselees' needs fulfilment 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 Ratajska, 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 practices
P2.09.16 Mullan, JRM (Judy)	Are psychiatric 'virtual-clinics' useful educational resources for rural medical practitioners?
P2.09.17 Omori, K (Koji)	The Measurement of "CHIIKI-IRYO" Health Literacy in Japan -The older, the higher Health Literacy-
P2.09.18 Silva, MJPS (Maria Júlia Paes)	Nursing visit: Information and reception to the family in one intensive care unit in Brazil
P2.09.19 SAKYO, Y.S (YUMI)	An Analysis of Online Health Counselling Content on a Website Administered by a Nursing College
P2.09.20 Sar, S. (Sevgi)	Evaluation of the Pharmacy Services for the Geriatric Patients in terms of Health Communication
P2.09.21 Schaad, BS (Béatrice)	Grievance in hospitals: a symptom of a lack of communication between health care professionals and their patients
P2.09.22 Serrabulho, LURDES	The importance of therapeutic education for young people with type 1 diabetes
P2.09.23 Simonj, P. (Charlotte)	Patients are encouraged to enjoy physical exercises in exercise-based cardiac rehabilitation
P2.09.24 Wiegard, B.	Health information on the Internet: Who is searching for what, when and how?
P2.09.25 Winning, TA (Tracey)	Patients' and dental student-clinicians' demographics: are these associated with patients' ratings of communication?

## EACH 2014 Conference - Full program

- P2.09.26 Yeh, JUNG HUI (Becky) Building and Breaking: Trust Of Cancer Patients to Physicians
- 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 BÆKAGER, 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 Eyüboğlu, Ezgi Validation of a Turkish Version of the Short Test of Functional Health Literacy (S-TOFHLLA)
- P2.10.10 Heinen, MM (Maud) Feasibility and effectiveness of the 'Tell-us Card' Communication Tool on hospital patients' participation and quality of Care.
- P2.10.11 Hinton, L (Lisa) Blood pressure monitoring in pregnancy: patient and staff perspectives. A qualitative study.
- 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 Nukrian, PRESENTANTION (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 identify 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-learning**
- P2.12.01 Baumbblatt, 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-Munguía, L (Lucia) Taking care of ourselves: A workshop to prevent and manage stressful consultations.
- P2.12.13 Sandoval, 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 Wee, M (Michelle) Junior Doctor's (House Officer / Medical Officer) Orientation
- P2.12.16 Weijs, CA (Cynthia) Health professionals' personal use of facebook: impacts on client impressions of credibility in canada
- P2.12.17 Weijs, CA (Cynthia) Social Media and Public Health: A Cross Canada Study of Public Health Practitioners.
- P2.12.18 Woermann, 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.K (Nayomi) Knowledge and Attitudes towards suicidal behavior among people in Kahatagasdigiliya, 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.
P2.13.11 Urban, MU (Mona)	The Foucaultian Dispositif Analysis – An Approach for the Research on Health Communication
<b>08A</b>	<b>Community approaches</b>
<b>Chair:</b>	<b>L. Siminoff</b>
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-
08A.3 Chewing, B.C. (Betty)	MedWise Fidelity and Outcomes: Working with Community Organizations to Increase Older Adults' Medication Communication
08A.4 Watermeyer, J.M. (Jennifer)	Walking but really dead: Community perspectives on TB care and adherence in a developing context
08A.5 Gibson, A.N.G. (Amelia)	"A better place: Exploring the influence of place and local communities on health-related information behavior"
<b>08B</b>	<b>Diversity 8</b>
<b>Chair:</b>	<b>G. Makoul</b>
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 judgment 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
<b>08C</b>	<b>Interprof. communication 4</b>
<b>Chair:</b>	<b>J. Noordman</b>
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 Hahlweg, 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
<b>08D</b>	<b>End of life</b>
<b>Chair:</b>	<b>M. van Nuland</b>
08D.1 Roelands, M. (Marc)	Asking a physician for euthanasia, deep continuous sedation or non-treatment when being terminal ill
08D.2 Reblin, M. (Maija)	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
<b>08E</b>	<b>Information provision 4</b>
<b>Chair:</b>	<b>K. Kaphingst</b>
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
<b>08F</b>	<b>Speed pitches 2</b>
<b>Chair:</b>	<b>H. de Haes</b>
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	Chegary, 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.	HopiTAAAL: 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-companion interaction
08F.11	Pires, C.P.	Unsafe use of abbreviations and symbols in Portuguese package inserts
<b>08G</b>	<b>Symposium</b>	<b>Tuesday September 30 - 17.00-18.30</b>
		<b>Room: E-108</b>
<b>Chair:</b>	Ammentorp, J. (Jette)	"Clear-cut communication with patients" - a large scale communication intervention
<b>08H</b>	<b>Workshop</b>	<b>Tuesday September 30 - 17.00-18.30</b>
		<b>Room: D-403</b>
	Cole-Kelly, K. (Kathy)	Seamless curriculum: bringing the basic sciences and communication skills curriculum together throughout the 4 years of medical school
<b>08I</b>	<b>Workshop</b>	<b>Tuesday September 30 - 17.00-18.30</b>
		<b>Room: D-404</b>
	Baumblatt, G.L.B. (Geri)	Emotionally-intelligent Patient Communication to Engage Patients and Improve Shared Decision Making
<b>08J</b>	<b>Workshop</b>	<b>Tuesday September 30 - 17.00-18.30</b>
		<b>Room: D-407</b>
	Brown, S.D.B. (Stephen)	Exploring how moral values, uncertainty and social morays influence prenatal counseling: A video-based educational approach
<b>08K</b>	<b>Workshop</b>	<b>Tuesday September 30 - 17.00-18.30</b>
		<b>Room: D-408</b>
	Loureiro, E.M.F.L. (Elizabeth)	"Difficult Patient Encounter": How to deal with them?

## Wednesday October 1

<b>Plenary</b>		<b>Wednesday October 1 - 8.30-9.45</b>
<b>Chair:</b>	<b>R. Hulsman</b>	<b>Room: Forum</b>
	Finset, Arnstein	Jozien Bensing Award
	Humphris, Gerry	Poster Prize
<b>Keynote</b>	Pam Kato	On Serious Gaming
<b>09A</b>	<b>Communication&amp;mental health</b>	<b>Wednesday October 1 - 10.00-11.30</b>
<b>Chair:</b>	<b>A. Finset</b>	<b>Room: Forum</b>
09A.1	Figueiredo-Braga, M (Margarida)	Communication with psychotic patient: the role of self-efficacy and communication strategies.
09A.2	Tai-Seale, Ming	Mental Health Discussion During Annual Physicals: Less Than Half Have It and For Less Than One Minute
09A.3	Politi, P. (Pierluigi)	Non-verbal interventions for non-verbal people. A brief history of the Invisible Orchestra project.
09A.4	Andersen, E.M.A. (Elisabeth Muth)	Social practices of "lay-diagnosis" of unexplained bodily experiences in an online discussion forum
09A.5	Helmer, E. (Eva)	Mental health care in Belgium: towards a recovery oriented practice?
<b>09B</b>	<b>Diversity 9</b>	<b>Wednesday October 1 - 10.00-11.30</b>
<b>Chair:</b>	<b>K. Aelbrecht</b>	<b>Room: E-102</b>
09B.1	Mantwill, S.M. (Sarah)	Relationship of Health Literacy and Medication Costs in a Sample of Diabetic Patients in Switzerland
09B.2	Depping, M.K. (Miriam K.)	Health Literacy and Shared Decision-Making: Two Complementary Fields of Research
09B.3	Muscat, D.M (Danielle)	Promoting shared decision making in adults with low health literacy in adult education settings
09B.4	Ownby, R.L. (Raymond)	Age-Related Cognitive Changes, Health Literacy, and Quality of Life
09B.5	Tsai, T.I. (Tzu-I)	The Immigrant Health Literacy Program: Problem Based Learning
<b>09C</b>	<b>Emotion and empathy 1</b>	<b>Wednesday October 1 - 10.00-11.30</b>
<b>Chair:</b>	<b>J. Shaw</b>	<b>Room: E-103</b>
09C.1	Van Ryn, M.V.R. (Michelle)	Predictors of empathic and patient-centered care: results of a longitudinal study of 3500 medical
09C.2	Brugel, S.	Engagement and sincerity as missing links in our understanding of clinical empathy
09C.3	Preusche, I. (Ingrid)	Eliciting and quantifying beliefs of medical undergraduate students determining the intention to perform empathic behavior
09C.4	Thompson, Laura	Psychiatrist questions, the therapeutic alliance and empathy in schizophrenia
09C.5	De Haes, J.C.J.M. (Hanneke)	Does source of patient recruitment affect the impact of communication on trust?
<b>09D</b>	<b>Miscellaneous 1</b>	<b>Wednesday October 1 - 10.00-11.30</b>
<b>Chair:</b>	<b>G. Humphris</b>	<b>Room: E-104</b>
09D.1	Bellandi, T.B. (Tommaso)	Patient safety on the press in Italy, a preliminary investigation of the terms and trend
09D.2	Schöpf, A.C.	KOKOS – a communication skills training for patients with chronic diseases
09D.3	Hiller, A. (Amy)	Are theoretical models of health care communication applicable in the physiotherapy setting?

## EACH 2014 Conference - Full program

09D.4	Zill, J.M.Z. (Jördis 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
<b>09E</b>	<b><i>Adherence 1</i></b>	<b>Wednesday October 1 - 10.00-11.30</b>
<b>Chair:</b>	<b>S. van Dulmen</b>	<b>Room: E-105/106</b>
09E.1	Náfrádi, 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, Dorthe	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
<b>09F</b>	<b><i>Information exchange</i></b>	<b>Wednesday October 1 - 10.00-11.30</b>
<b>Chair:</b>	<b>E. Smets</b>	<b>Room: E-107</b>
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 patient 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
<b>09G</b>	<b><i>Symposium</i></b>	<b>Wednesday October 1 - 10.00-11.30</b>
<b>Chair:</b>	<b>Holmberg, C.</b>	<b>Room: E-108</b>
	Discussant: Waters, E.	Rethinking Probabilistic Risk Information and Individual Health Decision Making
<b>Refreshment break</b>		<b>Wednesday October 1 - 11.30-12.00</b>
<b>10A</b>	<b><i>Patient safety</i></b>	<b>Wednesday October 1 - 12.00-13.30</b>
<b>Chair:</b>	<b>C. Shields</b>	<b>Room: Forum</b>
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
<b>10B</b>	<b><i>Care givers</i></b>	<b>Wednesday October 1 - 12.00-13.30</b>
<b>Chair:</b>	<b>L. Zandbelt</b>	<b>Room: E-102</b>
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
<b>10C</b>	<b><i>Emotion and empathy 2</i></b>	<b>Wednesday October 1 - 12.00-13.30</b>
<b>Chair:</b>	<b>W. Langewitz</b>	<b>Room: E-103</b>
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
<b>10D</b>	<b><i>Miscellaneous 2</i></b>	<b>Wednesday October 1 - 12.00-13.30</b>
<b>Chair:</b>	<b>W. Eich</b>	<b>Room: E-104</b>
10D.1	Bergvik, S.B. (Svein)	Delayed provider responses - a Conversation Analysis approach
10D.2	Butalid, L. (Ligaya)	Psychosocial factors of low back pain in general practice: doctor-patient communication in 1989-1995 and 2001-2008
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



## **EACH 2014 Conference - Full program**

### **10E Adherence 2**

**Chair:** A. Linn

10E.1 Rupert, D.J. (Douglas)

10D.2 Lamiani, G.

10D.3 Leone, D. (Daniela)

10D.4 Längst, G. (Gerda)

10D.5 Brooks, K.B. (Katie)

### **10F Workshop**

Fortin, A.H.F. (Auguste)

### **10G Symposium**

**Chair:** Essink-Bot, M-L.

Discussant: Hudelson, P.H.

### **Closing session**

**Chair:** E. Smets

**Wednesday October 1 - 12.00-13.30**

**Room: E-105/106**

How Do Patients Make Prescription Drug Decisions? The Role of Physicians, Pharmacists, and Personal Experience

Adherence in Hemophilia: Patients' self-perception and physicians' argumentative strategies

HIV patient's adherence: a pilot study on illness perception representations

Meeting the needs of diabetes patients: sources of medication information and approaches of healthcare professionals

Discussions about ARV Treatment Adherence in Dominican Republic

**Wednesday October 1 - 12.00-13.30**

**Room: E-107**

Teaching and using an evidence-based method for patient-centered interviewing

**Wednesday October 1 - 12.00-13.30**

**Room: E-108**

"Teaching cross cultural communication to medical students: strategies and challenges from around Europe"

**Wednesday October 1 - 13.30-14.00**

**Room: Forum**

Looking forward to AACH 2015 in New Orleans and EACH 2016 in Heidelberg