

ICCH^{PORTO}

1 - 4 September 2018



International Conference on Communication in Healthcare

Porto, Portugal, 1 – 4 September 2018



Academy of
Communication
in Healthcare



Porto

Situated in Northern Portugal, Porto entices with its higgledy-piggledy medieval centre, divine food and wine and charismatic locals.

The region is famed for the production of Port, which is still stored in the vast cellars that stretch along the banks of the mighty Douro River.

The city has an excellent Metro network making it very easy to get around.

The average temperatures in September are between 14°C – 24°C with a chance of rain.

Faculty of Engineering, University of Porto

The ICCH 2018 conference will take place at the Faculty of Engineering, University of Porto. It is located on the northern edge of the city and serviced by three Metro stations on line D (Yellow).

The full address is:

FEUP – Faculdade de Engenharia da Universidade do Porto, (*Faculty of Engineering, University of Porto*) Rua Dr. Roberto Frias, s/n, 4200 – 465 Porto, Portugal

For full details on how to get to FEUP, please use [this link](#).

Accommodation

Please note that accommodation is not included in the ticket price and all delegates are required to book their own accommodation in the city.

Below are a selection of hotels with good transport links to the conference venue. There are plenty of others for you to choose if you prefer, including air BnB.

Hotels close the conference venue (approximately 10-20 minute walk):

Four Star: ★★★★★

- [Axis Business and Spa Hotel](#), Rua Maria Feliciano, 100
- [Eurostars Oporto](#), Rua do Mestre Guilherme Camarinha, 212

Two Star: ★★

- [Hotel Ibis Porto](#), Sao Jao, Rua Dr. Placido Costa

City Centre Hotels, within easy walking distance of Aliados or Sao Bento Metro Stations:

Four star: ★★★★★

- [Exe Almada Porto](#), 361 Rua do Almada
- [Mercure Porto Centro Hotel](#), 116 Praça da Batalha
- [NH Collection Porto](#), Batalha, 60-65 Praça da Batalha

Three star: ★★★

- [Grand Hotel do Porto](#), 197 Rua de Santa Catarina
- [Best Western Hotel Inca](#), 52 Praça Coronel Pacheco
- [Hotel da Bolsa](#), 101 Rua de Ferreira Borges

Two star: ★★

- [Grande Hotel de Paris](#), 27-29 Rua da Fabrica
- [Hotel Ibis Porto](#), 29 Rua da Alegria



We are delighted to offer the following pre-conference workshops which take place in advance of the ICCH conference.

Two day workshop

Dates and Times:

Friday 31 August	9am – 4pm
Saturday 1 September	9am – 2.30pm

Costs:

EACH / ACH Member	£350
Non-member	£400
Undergraduate student	£150

- [Experiential Communication Skills Teaching: What to Teach – Skills, Structure and How to Analyse an Observed Interaction](#)

Jonathan Silverman & Jane Ege Møller

One day workshops

Date and Time:

Saturday 1 September	9am – 2.30pm
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Costs:

EACH / ACH Member	£175
Non-member	£200
Undergraduate student	£125

- [Communication skills for public engagement via the production of research, and patient education and didactic podcasts](#)

Antoon Cox

- [Managing conflict in healthcare relationships](#)

Calvin Chou & James Bell

- [Why and how to conduct a realist review? Applying a new method of systematic review in research and policy-making](#)

Fien Mertens & Peter Pype

- [Visual design in health communication research – why, when, how](#)

Mara van Beusekom & Kevin Shaw

- [Training clinicians to communicate mindfully: a workshop on deep listening, shared mind and presence](#)

Ronald Epstein & Michael Krasner

Location

All pre-conference workshops take place at the main conference venue: Faculty of Engineering, University of Porto

Register

To book on to a pre-conference workshop, you can add this to your conference registration.



Conference Programme



Saturday 1 September

- 12:00 – 17:00** Conference registration open
- 13:30 – 15:00** Pairing with Colleagues
- 15:00 – 16:00** New attendees orientation session

- 17:00 – 18:30** **Plenary:** How to assess communication and other complex skills? The assessment literature in transition



*Cees van der Vleuten,
Professor of Education*

and Director of the School of Health Professors Education, Maastricht University, NL

- 18:45 – 20:00** Welcome Drinks Reception
- 18:45 – 20:00** Poster Session 1

Sunday 2 September

- 07:30 – 08:30** Conference registration open

- 08:30 – 10:00** **Plenary:** Re-thinking communication with the seriously ill



*Ronald Epstein, MD,
Professor of Family
Medicine, Psychiatry
and Oncology and*

Director of the Center for Communication and Disparities Research, University of Rochester Medical Center, US

- 10:00 – 10:30** Refreshment break
- 10:30 – 12:00** **Parallel Session 1**
(see page 5 for details)
- 12:00 – 13:30** Pairing with Colleagues
- 12:30 – 13:30** PEC meeting
- 12:30 – 13:30** Special Interest Group meetings
- 12:00 – 13:30** Lunch

Sunday 2 September (continued)

- 13:30 – 15:00** **Parallel Session 2**
(see page 5 for details)
- 15:00 – 15:30** Refreshment break
- 15:30 – 17:00** **Parallel Session 3**
(see page 5 for details)
- 17:15 – 18:15** Poster Session 2
- 18:15 – 19:15** EACH Annual General Meeting

Monday 3 September

- 08:30 – 10:00** **Plenary:** In pursuit of 'patient engagement': Challenges, barriers and breakthroughs



*Meg Gaines, Director
of the Center for Patient
Partnerships and Professor
of Law, University of Wisconsin, US*

- 10:00 – 10:30** Refreshment break
- 10:30 – 12:00** **Parallel Session 4**
(see page 6 for details)
- 12:00 – 13:30** Lunch
- 12:30 – 13:30** Roundtable Discussions
(see page 7 for details)
- 13:30 – 15:00** **Parallel Session 5**
(see page 6 for details)
- 15:00 – 15:30** Refreshment break
- 15:30 – 17:00** **Parallel Session 6**
(see page 6 for details)
- 19:30 – 23:00** Conference Dinner –
Palácio da Bolsa,
Rua de Ferreira Borges,
4050-253 Porto, Portugal
(see page 4 for details)

Conference Programme



Conference Dinner

Monday 3 September | 19:30 – 23:00

This year's conference dinner will be held in the historical Palácio da Bolsa.

Located in the historic centre of Porto, the Palácio da Bolsa (Stock Exchange Palace) is the city's crowning jewel and a World Heritage site. The interior of the Palácio, was magnificently decorated by several artists.

We welcome all conference delegates to attend a welcome drink, followed by dinner in this splendid venue.

We are delighted to announce that the conference dinner is included in the price of the conference and therefore open to all conference delegates to attend.

We look forward to welcoming you all to this splendid venue!

Tuesday 4 September

08:30 – 10:00 **Plenary:** Realistic medicine – changing culture and practice in the delivery of health and social care



*Catherine Calderwood,
Chief Medical Officer
for Scotland, UK*

10:00 – 10:30 Refreshment break

10:30 – 12:00 **Parallel Session 7**
(see page 8 for details)

12:00 – 12:30 Refreshment break

12:30 – 14:00 **Parallel Session 8**
(see page 8 for details)

14:00 – 14:30 Refreshment break

14:30 – 15:00 Closing Plenary



Palácio da Bolsa

© By Hugo Cadavez from Viseu, via Wikimedia Commons



Parallel Session 1 – Sunday 2 September | 10:30 – 12:00

Work in Progress Oral Presentations	Symposia	Oral Presentations	Workshops
<ul style="list-style-type: none"> Decision making and family 	<ul style="list-style-type: none"> Uncertainty in healthcare: building a research program and community PLACE4CARERS: Caregiver engagement to improve ageing in place for hard-to-reach communities 	<ul style="list-style-type: none"> Assessing learner communication skills Communication in cancer care 1 Empathy Health literacy 1 Intercultural communication Patient needs Shared Decision Making 1 – Measurement 	<ul style="list-style-type: none"> Double Act – Maximising the partnership potential of facilitator and simulated patient during experiential communication skills teaching Set-up for success: The requirements for the effective delivery of communication in healthcare events How to make information leaflets with images for low-literate patients Problem-based learning of Shared Decision Making by designing decision aids with medical students

Parallel Session 2 – Networking | Sunday 2 September | 13:30 – 15:00

Further details to follow

Parallel Session 3 – Sunday 2 September | 15:30 – 17:00

Innovative Technology Oral Presentations	Symposia	Oral Presentations	Workshops	Fringe
	<ul style="list-style-type: none"> Innovative approaches to measuring and monitoring medication use in clinical and research settings National quality and safety standards: An untapped lever to improve healthcare communication 	<ul style="list-style-type: none"> Communication in cancer care 2 Communication teaching non-medical students Communication training undergraduate student Health behaviour and health promotion Patient and provider perspectives Patient centredness 1 – Conceptual modules and theory Shared Decision Making 2 – Provider Perspective 	<ul style="list-style-type: none"> Teaching embodied awareness in medical education: Strategies for physician nonverbal communication Teaching health care providers how to work effectively with health care interpreters 	<ul style="list-style-type: none"> Remarkable lines: Exploring significant illness through narrative, drama, poetry and music Opening Pandora's box of emotions in communication training to facilitate patient-centredness Hit the bulls eye: Effective goal setting

Parallel Session 4 – Monday 3 September | 10:30 – 12:00

Symposia	Oral Presentations	Workshops
<ul style="list-style-type: none"> Choice awareness: Just a small part of Shared Decision Making, but indispensable for the whole Development and implementation of a workplace communication program, 5 international perspectives Student symposium 	<ul style="list-style-type: none"> Communication technologies for healthcare practice 1 Health literacy 2 Integrated approaches to undergraduate teaching Physician communication behaviour, tools and interventions Risk communication Shared Decision Making 3 – Intervention Uncertainty 	<ul style="list-style-type: none"> Written assessment of communication skills: How to write effective questions using patients' vignettes Mind mapping for family meetings in palliative care Telling one story: Using improv to teach interprofessional empathy skills To be or to do, that is the question: Making aspirational goals into tangible behavioural actions'

Roundtable Discussions – Monday 3 September | 12:30 – 13:30 (see page 7 for details)

Parallel Session 5 – Monday 3 September | 13:30 – 15:00

Work in Progress Oral Presentations	Symposia	Oral Presentations	Fringe	Workshops
<ul style="list-style-type: none"> Education 	<ul style="list-style-type: none"> The influence of patient and physician attitudes on clinical communication in primary care and oncology settings Emotions in doctor-patient interaction: Perspectives from research, education and clinical practice 	<ul style="list-style-type: none"> Communication technologies for healthcare practice 2 Health information (appraisal) research Patient centredness 2 – Patient needs and caregiver perspectives Self-management 1 Shared Decision Making 4 – theory Teacher development and perspective 	<ul style="list-style-type: none"> An image is worth a thousand words: How pictographic design can redefine health communication Innovation and creativity as business drivers for better healthcare communication 	<ul style="list-style-type: none"> Using the Standards for Universal reporting of patient Decision Aid Evaluations (SUNDAE) guidelines Teaching medical students how to communicate with patients with mental disorders How to make and use online evidence based patient information Linking professionalism and communication skills in OSCE stations

Parallel Session 6 – Monday 3 September | 15:30 – 17:00

Work in Progress Oral Presentations	Symposia	Oral Presentations	Workshops
<ul style="list-style-type: none"> Patient provider communication 	<ul style="list-style-type: none"> Patient-centred communication for surgeons and procedural specialists: A call to action and strategies for success in teaching non-technical skills Using Twitter and other social media to promote your work as a researcher 	<ul style="list-style-type: none"> Communication technologies for healthcare practice 3 Intercultural communication – interpreters Learning from patient experiences (teaching undergraduate) Patient participation Shared Decision Making 5 – Observation Teaching methods Training for professionals 	<ul style="list-style-type: none"> Experiencing Balint groups: A training tool Great White Shark swims nearby! Communication in trouble: Patients with 'personality disorders' in your practice What really matters to patients? Using research to help teach goal-setting in practice



Roundtable Discussions – Monday 3 September | 12:30 – 13:30

A meeting of the minds: Exploring practical and intellectual synergies between business and health communication disciplines.

Danielle Blanch-Hartigan, Jennifer Yule, Krista Hill Cummings, Marianne Schmid Mast

Anyone can learn how to communicate or not?

Iestke Siemann, Ellemieke Rasenberg, Anke Smeenk

Clinical communication in Portugal: Enhancing the dialogue between academia and healthcare providers.

Pedro Morgado, Nuno Madeira

Developing effective communication skill instruction and practice in resource impoverished settings.

Carey Candrian, Kirsten Broadfoot

Development of an intervention to train self-management support competencies in healthcare professionals.

Veerle Duprez, Veerle Lemaire, Ilse Vandepoel, Ann Van Hecke, Dorien Wuyts

E-consultations (e-cons).

Anette Grønning

Enhancing multidisciplinary communication in oncology settings.

Mark Leys, Melissa Horlait

Interprofessional communication in healthcare: When and how do we best equip our students?

Anthony Brenneman, Susanne Lindqvist, Thanakorn Jirasevijinda

Medical decision-making and informed consent: How to enhance practice?

Julia Lühnen, Susanne Buhse, Justin Clapp, Lee Fleisher, Audrey Ferron Parayre, Anke Steckelberg, Alexandra Freeman

Research and resources for workplace based communication learning.

Marcy Rosenbaum, Noelle Junod Perron, Jane Ege Møller, Katrien Bombeke

The VR-CoDES system: Application and discussion of future directions in research and training.

Lidia Del Piccolo, Margarida Figueiredo-Braga, Gerry Humphris, Anneli Mellblom, Arnstein Finset





Parallel Session 7 – Tuesday 4 September | 10.30 – 12:00

Work in Progress Oral Presentations	Symposia	Oral Presentations	Workshops
<ul style="list-style-type: none"> Patient tools 	<ul style="list-style-type: none"> Returning genetic results and communication about genetic risk in cancer Physicians are only human. The influence of physician characteristics on their medical practice Shared Decision Making: For what types of decisions, for which reasons, and under which circumstances? 	<ul style="list-style-type: none"> Counsellors and other service providers Emotional distress Ethics and professionalism Information provision Interprofessional communication Organisation change Postgraduate communication education 	<ul style="list-style-type: none"> The teaching and assessment of triadic communication skills Medical practice and teaching how we see it affects how we do it Developing a systematic review in medical communication: An interactive example using tools for undergraduate assessment

Parallel Session 8 – Tuesday 4 September | 12.30 – 14:00

Work in Progress Oral Presentations	Symposia	Oral Presentations	Workshops
<ul style="list-style-type: none"> Interprofessional communication 	<ul style="list-style-type: none"> State of the art methods for teaching inhaler technique Communication in healthcare in the Iberian Peninsula (SP3CS and UFV): Trends and future directions 	<ul style="list-style-type: none"> Communication and children/adolescents Engaging stakeholders in communication policy Mobile health Provision and appraisal of health information Self-management 2 Shared Decision Making 6 – tools Social factors of patients and the influence of communicative behaviour 	<ul style="list-style-type: none"> Towards effective Shared Decision Making: How to stimulate workplace based learning and feedback? Teaching about personal communication style Understanding what matters to patients: A hands-on workshop



Thank you to our sponsors:



There are a limited number of sponsorship packages available for both commercial and non-commercial companies.

All interested sponsors must apply by contacting [Fiona Whitelock](#).

Please note that only offers of support that fit within EACH's sponsorship policy.





For any questions relating to ICCH 2018
please use the contact details below:

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ICCH PORTO

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