International Symposium on Communication in Health Care 2019

The Human Dimension in Medicine and Health Care

11-12 February 2019
Clinical Sciences Building,
Lee Kong Chian School of Medicine, NTU – Singapore
Welcome

Communication, compassion, person-centredness – all the core values that shape healthcare provision and delivery in our community, integrate to define what we understand as the human dimension of healthcare.

Nanyang Technological University’s School of Humanities and Lee Kong Chian School of Medicine are honoured to host the International Symposium on Communication in Health Care 2019. The Symposium brings together healthcare professionals, clinicians, linguists, communication scholars, educators and practitioners from around the world to share their ideas, experience, and latest research findings on this theme. The symposium also features two stakeholders’ panels, providing a forum for dialogue among clinicians, patients, caregivers, educators and students to interact and share their views and experience with one another.
# Contents

Welcome Messages
- Prof. Kang Kwong Luke (Chair, School of Humanities, NTU) .......................... 4
- Prof. Diana Slade (Professor of Applied Linguistics and Director of Institute for Communication in Health Care, Australian National University) ........................................................................... 4
- Prof. Naomi Low-Beer (Vice-Dean Education, Lee Kong Chian School of Medicine, NTU) ............................................................................................................................... 5
- Dr. Elizabeth Rider (Harvard Medical School and Boston Children’s Hospital, USA; Chair, International Advisory Board, Institute for Communication in Healthcare, ANU; Director, *International Charter for Human Values in Healthcare*) .................................................................................................................. 5

List of Participants ........................................................................................................ 6
Symposium Programme ................................................................................................... 8
  - Day 1 (February 11) .................................................................................................. 8
  - Day 2 (February 12) ............................................................................................... 11
Abstracts .......................................................................................................................... 14
  - Paper Presentations ............................................................................................... 14
  - Panels ..................................................................................................................... 24
  - Short Communications .......................................................................................... 25
  - Posters ................................................................................................................. 28
Symposium Organizing Committee .............................................................................. 30
Acknowledgements ......................................................................................................... 30
Important Contact Information ...................................................................................... 31
Welcome Message from Prof. Kang Kwong Luke  
Chair, School of Humanities, Nanyang Technological University

It’s NTU’s pleasure to play host to this year’s International Symposium on Communication in Health Care. We are honoured to be partnering with our distinguished collaborators from ANU, HKU, Harvard and other universities around the world, to discuss the latest findings and ideas relating to the theme of the human dimension in medicine and healthcare. During this symposium, we will be featuring two stakeholders’ panels. It would not have been possible to offer these timely and topical panel discussions without our partners in the clinics, the community and the industry, and for that we are most thankful. I am also most grateful to our organising committee and our local committee for their dedication and generous help and assistance in every stage of the planning and running of this symposium, which I am sure will be a great success!

Welcome Message from Prof. Diana Slade  
Professor of Applied Linguistics and Director of Institute for Communication in Health Care, Australian National University

Welcome to the 2019 International Symposium on Communication in Health Care (ISCH) at Nanyang Technological University (NTU). We launched the ANU Institute for Communication in Health Care (ICH) during the International Symposium on Communication in Health Care (ISCH) held at the ANU in 2018. This ISCH was a very exciting and successful event and resulted in the establishment of the International Consortium for Communication in Health Care: Research, Education and Practice. We are delighted that NTU and HKU have joined the ANU as founding members of this consortium.

The consortium’s mission is to conduct evidence-based research that will lead to a far greater understanding of the role of communication in a wide range of healthcare contexts. We are committed to producing groundbreaking translational research that will enable healthcare practitioners and patients to better work together as teams, and to improve the quality and effectiveness of healthcare delivery around the world. We thank Professor K.K. Luke, Professor May O. Lwin, and their teams at NTU for organising such a wonderful event and look forward to meeting you all and learning about your research over the coming days.
Welcome Message from Prof. Naomi Low-Beer  
Vice-Dean (Education), Lee Kong Chian School of Medicine, NTU

On behalf of the Lee Kong Chian School of Medicine, a partnership between Imperial College London and NTU, Singapore, welcome to the International Symposium on Communication in Health Care 2019, to be held at the Clinical Sciences Building of our Novena Campus in Singapore. We are delighted to be hosting this symposium in partnership with NTU’s School of Humanities and with the participation of our esteemed international collaborators, who will be joined by delegates from a range of professional backgrounds.

As a medical school committed to innovative ways of training the next generation of physicians for patient-centred practice, we look forward to this symposium as an exciting platform for local and international thought leaders to engage with researchers, health professionals, patients, educators and students. This promises to bring a rich diversity of perspectives on the human dimension in medicine and healthcare.

Welcome Message from Dr. Elizabeth Rider  
Director of Academic Programs, Institute for Professionalism and Ethical Practice, Boston Children’s Hospital, USA  
Director, International Charter for Human Values in Healthcare

We are delighted to welcome you to the International Symposium on Communication in Health Care 2019. The human dimension of care — core values and skilled communication vital to health care interactions — are fundamental to the practice of compassionate, ethical and safe relationship-centred care. Yet, despite increasing awareness and hundreds of studies showing the importance of good communication and relationships in healthcare, communication, compassion, and healing have diminished.

Since initiating our International Charter for Human Values in Healthcare, we have learned that, regardless of our diversity, we share common categories of core values. Values articulated in the Charter inform ongoing and evolving projects and programmes in clinical care, training, research, and organisational change efforts. We have much to celebrate. We are presented with an ideal opportunity to transform the quality of communication and relationships, and to restore the primacy of core values in order to create more compassionate healthcare around the world.
List of Participants

Dr. Alethea Yee, National Cancer Centre Singapore
Mr. Aloysius Chow, Lee Kong Chian School of Medicine, NTU
Asst. Prof. Andy Ho, School of Social Sciences, NTU
Assoc. Prof. (Adj) Augustinus Laude, School of Materials Science, NTU and Tan Tock Seng Hospital
Dr. Bernadette Bartlam, Lee Kong Chian School of Medicine, NTU
Mr. Cameron Milliner, Takeda Pharmaceutical Company Ltd.
Ms. Chen Lin Ng, Lee Kong Chian School of Medicine, NTU
Ms. Chenjie Zhang, Hong Kong Baptist University
Assoc. Prof. Cheong Pak Yean, Yong Loo Lin School of Medicine, NUS
Ms. Ching Ching Lee, Khoo Teck Puat Hospital
Dr. Choo Hwee Poi, Tan Tock Seng Hospital
Prof. Christian M.I.M. Matthiessen, The Hong Kong Polytechnic University
Mrs. Christie Chrisma Panaligan, Animal Research Facility
Ms. Clarissa Toh, Lee Kong Chian School of Medicine, NTU
Mr. Daran Huang, Lee Kong Chian School of Medicine, NTU
Dr. Diana Ruth Andrea Baron, Lee Kong Chian School of Medicine, NTU
Prof. Diana Slade, Australian National University
Dr. Elizabeth Rider, Harvard Medical School and Boston Children's Hospital
Ms. Emma Cartwright, Lee Kong Chian School of Medicine, NTU
Mr. Emmanuel Tan, Lee Kong Chian School of Medicine, NTU
Dr. Eng Koon Ong, National Cancer Centre Singapore
Mr. Eugene Woon, Lee Kong Chian School of Medicine, NTU
Dr. Fang Li, School of Health Humanities, Peking University
Dr. Gayathri Kumari Wijayarathna, Lee Kong Chian School of Medicine, NTU
Mr. Geronimo Jimenez, Lee Kong Chian School of Medicine, NTU
Asst. Prof. Graham John Matthews, School of Humanities, NTU
Dr. H. E. (Brook) Longmaid Iii, Beth Israel Deaconess Hospital-Milton (USA)
Dr. Hanley Ho, Tan Tock Seng Hospital
Prof. Helen Elizabeth Smith, Lee Kong Chian School of Medicine, NTU
Mr. Hugo Wing Yu Tam, School of Humanities, NTU
Ms. Hui Shan Chia, National Healthcare Group Pharmacy
Prof. Imogen Mitchell, Medical School, Australian National University
Asst. Prof. Jack Pun, Department of English, City University of Hong Kong
Ms. Jacqueline Jie Ying Tan, School of Humanities, NTU
Dr. Jamie Zhou, National Cancer Centre Singapore
Ms. Jessie Eng Ramdat, Tan Tock Seng Hospital
Ms. Jialun Sandra Xy, National Healthcare Group Pharmacy
Dr. Joanna Emilia, Ren Ci Community Hospital
Prof. Kang Kwong Luke, School of Humanities, NTU
Dr. Kadek Ratih Dwi Oktarini, School of Humanities, NTU
Dr. Katie Ekberg, School of Health and Rehabilitation Sciences, The University of Queensland
Asst. Prof. Hyekyung Kim, Wee Kim Wee School of Communication and Information, NTU
Assoc. Prof. Konstadina Griva, Lee Kong Chian School of Medicine, NTU
Ms. Lai Kiow Sim, Khoo Teck Puat Hospital
Dr. Li Lian Liew, Yishun Health Singapore
Ms. Li Zi Leong, Lee Kong Chian School of Medicine, NTU
Asst. Prof. Lim Ni Eng, School of Humanities, NTU
List of Participants

Dr. Ling Meng, South China Normal University
Ms. Lishan Yang, Lee Kong Chian School of Medicine, NTU
Ms. Liza Goncharov, Australian National University
Ms. Low Jenny, Tan Tock Seng Hospital
Dr. Mansha Hari Khemlani, Khoo Teck Puat Hospital
Ms. Marilyn Turkovich, Charter for Compassion
Dr. Mary Lee Ching Ling, Health Outcomes & Medical Education Research, National Healthcare Group
Prof. May O. Lwin, Wee Kim Wee School of Communication and Information, NTU
Dr. Michael Fung, Khoo Teck Puat Hospital
Asst. Prof. Miho Asano, Saw Swee Hock School of Public Health, NUS
Dr. Ming Ai Lam, Tan Tock Seng Hospital
Prof. Nan Wang, Department of Public Administration, Hunan University
Prof. Naomi Low-Beer, Lee Kong Chian School of Medicine, NTU
Dr. Nguyen Quoc Khanh Le, School of Humanities, NTU
Ms. Nisha Mullatti, Charter for Compassion/MCI
Ms. Nuruh Hidayah Binte Sarifi, Khoo Teck Puat Hospital
Assoc. Prof. Olga Zayts, School of English, The University of Hong Kong
Ms. Pavitar Kaur Gill, Patient Voices
Prof. Peter Schulz, University of Lugano
Dr. Pier Spinazze, Lee Kong Chian School of Medicine, NTU
Asst. Prof. (Adj.) Png Keng Siang, Yong Loo Lin School of Medicine, NUS & Tan Tock Seng Hospital
Dr. Pooli Ming Lum, Lee Kong Chian School of Medicine, NTU
Dr. Preman Rajalingam, Lee Kong Chian School of Medicine, NTU
Ms. Regina Wang, Khoo Teck Puat Hospital
Dr. Ritu Jain, School of Humanities, NTU
Mr. Roland Kim Poh Chong, Tan Tock Seng Hospital
Dr. Sek Hwee Yung, Tan Tock Seng Hospital
Dr. Stuart Ekberg, School of Psychology and Counselling, Queensland University of Technology
Prof. Susan Danby, School of Early Childhood and Inclusive Education, Queensland University of Technology
Mr. Tangming Zou, Lee Kong Chian School of Medicine, NTU
Dr. Tanya Tierney, Lee Kong Chian School of Medicine, NTU
Dr. Thi Thuy Minh Nguyen, National Institute of Education, NTU
Mr. Wai Chi Jesse Yip, Hong Kong Baptist University
Ms. Wan Ling Woo, Alexandra Health Pte. Ltd.
Dr. Wern Ee Tang, Lee Kong Chian School of Medicine, NTU
Dr. Yang Fang, Lee Kong Chian School of Medicine, NTU
Dr. Yan-Ling Wong, Lee Kong Chian School of Medicine, NTU
Dr. Yasmin Chamberlain, Lee Kong Chian School of Medicine, NTU
Ms. Ying Ying Lee, Institute of Mental Health, Singapore
Assoc. Prof. (Adj) Yong Hwang Mervyn Koh, Lee Kong Chian School of Medicine, NTU
Dr. Yuri Rykov, Lee Kong Chian School of Medicine, NTU
Dr. Yvonne Tse Crepaldi, School of Humanities, NTU
Mr. Zhengpeng Luo, School of English, The University of Hong Kong
Symposium Programme

Sunday, 10th February 2019
18:00 – 20:00 Welcome Reception and Pre-Registration
Venue: Level 4, Foyer, Ong Tiong Tat and Irene Tan Liang Kheng Auditorium, Clinical Sciences Building, Lee Kong Chian School of Medicine Novena Campus, NTU

Monday, 11th February 2019
Venue: Level 4, Ong Tiong Tat and Irene Tan Liang Kheng Auditorium, Clinical Sciences Building, Lee Kong Chian School of Medicine Novena Campus, NTU

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 – 8:30</td>
<td>Registration</td>
</tr>
<tr>
<td>8:30 – 9:15</td>
<td>Opening ceremony&lt;br&gt;MC: Prof. May O. Lwin</td>
</tr>
<tr>
<td></td>
<td>Prof. James Best – Dean, Lee Kong Chian School of Medicine, NTU</td>
</tr>
<tr>
<td></td>
<td>Prof. Joseph Liow – Dean, College of Humanities, Arts and Social Sciences, NTU</td>
</tr>
<tr>
<td></td>
<td>Prof. Kang Kwong Luke – Chair, School of Humanities, NTU</td>
</tr>
<tr>
<td></td>
<td><strong>Launch of “International Consortium for Communication in Health Care: Research, Education and Practice”</strong></td>
</tr>
<tr>
<td></td>
<td>Prof. Diana Slade – Australian National University</td>
</tr>
<tr>
<td></td>
<td>Prof. Imogen Mitchell – Australian National University</td>
</tr>
<tr>
<td></td>
<td>Dr. Elizabeth Rider – Harvard Medical School</td>
</tr>
<tr>
<td></td>
<td>Assoc. Prof. Olga Zayts – The University of Hong Kong</td>
</tr>
<tr>
<td></td>
<td>Prof. Naomi Low-Beer – Lee Kong Chian School of Medicine, NTU</td>
</tr>
<tr>
<td></td>
<td>Prof. Kang Kwong Luke – School of Humanities, NTU</td>
</tr>
<tr>
<td></td>
<td>Prof. May O. Lwin – Wee Kim Wee School of Communication and Information, NTU</td>
</tr>
<tr>
<td>09:15 – 10:30</td>
<td><strong>Recent Research on Healthcare Communication: Insights for Singapore</strong>&lt;br&gt;Chair: Assoc. Prof. Olga Zayts</td>
</tr>
<tr>
<td></td>
<td>1. Prof. K.K. Luke, Dr. Tanya Tierney, Asst. Prof. Lim Ni Eng, Asst. Prof. (Adj.). Png Keng Siang, Assoc. Prof. (Adj.) Laude Augustinus, Dr. Ratih Oktarini, Dr. Yvonne Tse Crepaldi – School of Humanities &amp; Lee Kong Chian School of Medicine, NTU and Tan Tock Seng Hospital</td>
</tr>
<tr>
<td></td>
<td>“Research on in-situ Medical Communication in Singapore: Some Recent Developments”</td>
</tr>
</tbody>
</table>
### Symposium Programme

**Monday, 11th February 2019-continued**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.00 – 11.00</td>
<td>Morning Tea</td>
</tr>
<tr>
<td>11.00 – 12.20</td>
<td><strong>Conversational Practices in Clinical Care</strong></td>
</tr>
<tr>
<td></td>
<td>Chair: Asst. Prof Lim Ni Eng</td>
</tr>
</tbody>
</table>
| 1.00 – 11.00    | 1. Prof. Diana Slade & Dr. Suzanne Eggins – College of Arts and Social Sciences, Australian National University  
|                 | “Challenges in Translating Communication Research: Making a Difference in Hospital Practices”        |
| 1.30 – 12.30    | 2. Prof. May O. Lwin – Wee Kim Wee School of Communication and Information, NTU  
|                 | “Can Social Media Enhance Healthcare Support? Developing Caregiving Psychosocial Support Networks in Singapore”        |
| 1.30 – 12.30    | 3. Dr. Elizabeth Rider – Harvard Medical School  
|                 | “Transforming Healthcare Relationships: Sustaining Values and the Human Dimensions of Care”        |
| 1.30 – 12.30    | 4. Prof. Theng Yin Leng – Wee Kim Wee School of Communication and Information, NTU  
|                 | “’Uberising’ Health Coaching: Addressing the Increasing Demand for Just-in-Time, Bite-Sized and Affordable Health Coaching for Older Adults”        |
| 10:30 - 11.00   | **Morning Tea**                                                                                                    |
| 11:00 – 12:20   | **Conversational Practices in Clinical Care**                      |
|                 | Chair: Asst. Prof Lim Ni Eng                                        |
| 1.00 – 11.00    | 1. Prof. Diana Slade & Dr. Suzanne Eggins – College of Arts and Social Sciences, Australian National University  
|                 | “‘You’re Good to Go’: A Critical Analysis of Discharge Interactions with Elderly”        |
| 1.30 – 12.30    | 2. Prof. Susan Danby – School of Early Childhood and Inclusive Education, Queensland University of Technology  
|                 | “Communicative Practices of Speech Therapists from Near and Far: Play-Based Interventions in Face-to-Face and Telehealth Settings”        |
| 1.30 – 12.30    | 3. Assoc. Prof. Olga Zayts – School of English, The University of Hong Kong  
|                 | “‘There is a Potential Danger There’: Talk about Death and Dying in Genetic Counselling Consultations for Sudden Arrhythmic Death Syndromes”        |
| 1.30 – 12.30    | 4. Dr. Katie Ekberg – School of Health and Rehabilitation Sciences, The University of Queensland  
|                 | “Parent-Directed Commentaries During Paediatric Hearing Care Appointments: A Practice in Family-Centred Care”        |
| 12:20 – 13:30   | **Lunch and Poster Presentations**                                  |
# Symposium Programme

**Monday, 11th February 2019-continued**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
</table>
| 13:30 – 15:00 | **Stakeholder Panel 1**  
**Patient-Centred Care: Perspectives from the Healthcare Ecosystem**  
Introduction: Prof. Naomi Low-Beer  
Moderator: Dr. Ritu Jain  
1. Ms. Pavitar Kaur Gill – Patient Voices  
2. Prof. Maurice van Steensel – Professor, Dermatology and Skin Biology, Lee Kong Chian School of Medicine, NTU  
3. Assoc. Prof. Wong Teck Yee – Senior Consultant, Family Physician, Tan Tock Seng Hospital & Assistant Dean, Lee Kong Chian School of Medicine, NTU  
4. Mr. Cameron Milliner – Head of Public Affairs and Patient Advocacy (APAC), Takeda Pharmaceutical Company Ltd.  
5. Ms. Ho Ying Na – Student, Lee Kong Chian School of Medicine, NTU |
| 15:00 – 15:40 | **Short Communications**  
Chair: Prof. Diana Slade  
1. Asst. Prof. Miho Asano – Saw Swee Hock School of Public Health, NUS  
“Navigating Multiple Sclerosis”  
2. Assoc. Prof. Nan Wang – Department of Public Administration, Hunan University China  
“Delivering Treatment Recommendations in Chinese Paediatric Consultations: a Conversation Analytic Study of Physicians’ Prescribing Behaviours and Medical Authority”  
3. Dr. Ling Meng – South China Normal University  
“The Effectiveness of Bad News Delivery in One Emergency Department in China” |
| 15:40 – 16:10 | **Afternoon Tea** |
| 16:10 – 17:10 | **Building Relationships in Healthcare**  
Chair: Prof. Susan Danby  
1. Dr. Stuart Ekberg – Faculty of Health, Queensland University of Technology  
“Joining the Dots: on the Therapeutic Use of a Mundane Communication Practice” |
Symposium Programme

Monday, 11th February 2019-continued

Time | Event
--- | ---
2. | Asst. Prof. Jack Pun, Assoc. Prof. Angela Chan, Dr. Suzanne Eggins and Prof. Diana Slade – City University of Hong Kong, The Hong Kong Polytechnic University and Australian National University
“Better Nursing Handover – Nurses’ Perceptions on Their Handover Practices in a Chinese Hospital in Hong Kong”

3. | Asst. Prof. Andy Ho – School of Social Sciences, NTU
“Caring for Caregivers: Building Sustained Resilience with Mindful-Compassion Art Therapy (MCAT)”

18:00 – 21:00 | Conference Dinner (For participants who have selected this option)

---

Tuesday, 12th February 2019

Venue: Level 5, Learning Studio, Clinical Sciences Building, LKCMedicine Novena Campus, NTU

Time | Event
--- | ---
09:00 – 10:20 | Transforming Healthcare Communication Through Education
Chair: Prof. Peter Schulz

1. | Prof. Naomi Low-Beer – Lee Kong Chian School of Medicine, NTU
“Preparing Tomorrow’s Doctors for Collaborative, Patient-Centred Practice”

2. | Dr. Tanya Tierney – Lee Kong Chian School of Medicine, NTU
“Teaching Communication: Nurturing Compassion”

3. | Assoc. Prof. Cheong Pak Yean, Dr. Goh Lee Gan and Dr. Ong Chooi Peng – Yong Loo Lin School of Medicine, NUS and National University Health System (NUHS)
“Learning and Teaching the Human Dimension of Medicine”

4. | Prof. Christian Matthiessen and Dr. Locky Law – The Hong Kong Polytechnic University
“Dramatised Medical Consultations: What Are They Like and How Can We Use Them”

10:20 – 10:50 | Morning Tea
## Symposium Programme

**Tuesday, 12th February 2019 – continued**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>10:50 – 12:10</strong></td>
<td><strong>Health Literacy</strong>  &lt;br&gt;Chair: Prof. Christian M.I.M Matthiessen</td>
</tr>
<tr>
<td></td>
<td>1. Prof. Peter Schulz – Institute of Communication and Health, University of Lugano  &lt;br&gt;“The Harmful Consequences of Uninformed Health Empowerment”</td>
</tr>
<tr>
<td></td>
<td>2. Prof. Helen Elizabeth Smith – Lee Kong Chian School of Medicine, NTU  &lt;br&gt;“Health Literacy: The Household as an Unexplored Dimension”</td>
</tr>
<tr>
<td></td>
<td>3. Assoc. Prof. Konstadina Griva, Mr. Kevin Fu Yuan Lam, Mr. Mooppil Nandakumar, Dr. Eric Khoo, Ms. Vanessa Yin Woan Lee, Ms. Agustine Kang, Prof. Stanton P Newman – Lee Kong Chian School of Medicine, NTU; Department of Psychology, NUS; National Kidney Foundation Singapore; Yong Loo Lin School of Medicine, NUS; National University Health System and School of Health Sciences, City University of London  &lt;br&gt;“Health Literacy in Multi-Morbidity: Latent Profile and Network Analyses to Identify Critical At-Risk Sub-Groups and Domains for Interventions”</td>
</tr>
<tr>
<td></td>
<td>4. Asst. Prof. Lim Ni Eng, Prof. Luke Kang Kwong, Asst. Prof. (Adj.). Png Keng Siang &amp; Dr. Ratih Oktarini – School of Humanities, NTU and Tan Tock Seng Hospital  &lt;br&gt;“Health Literacy in Action in a Singapore Clinic”</td>
</tr>
<tr>
<td><strong>12:10 – 13:10</strong></td>
<td><strong>Lunch</strong></td>
</tr>
<tr>
<td><strong>13:10 – 13:30</strong></td>
<td><strong>Communicating End of Life</strong></td>
</tr>
<tr>
<td></td>
<td>Prof. Imogen Mitchell &amp; Prof. Zsuzsoka Kecskes – Medical School, Australian National University  &lt;br&gt;“Communication by Clinicians in End-of-Life Care – How Can We Get It Right?”</td>
</tr>
<tr>
<td><strong>13:30 – 15:00</strong></td>
<td><strong>Stakeholder Panel 2</strong>  &lt;br&gt;<em>End-of-Life Care</em></td>
</tr>
<tr>
<td></td>
<td>Introduction: Prof. Naomi Low-Beer  &lt;br&gt;Moderator : Dr. Tanya Tierney</td>
</tr>
<tr>
<td></td>
<td>1. Dr. Hum Yin Mei, Allyn – Senior Consultant, Centre for Geriatric Medicine, Tan Tock Seng Hospital</td>
</tr>
<tr>
<td></td>
<td>2. Sister Geraldine Tan – Executive Director, St Joseph’s Home</td>
</tr>
<tr>
<td></td>
<td>3. … (continued)</td>
</tr>
</tbody>
</table>
### Symposium Programme

**Tuesday, 12th February 2019 – continued**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>15:00 – 15:30</td>
<td><strong>Afternoon Tea</strong></td>
</tr>
<tr>
<td>15:30 – 16:20</td>
<td><strong>Short Communications</strong></td>
</tr>
<tr>
<td></td>
<td>Chair: Dr. Stuart Ekberg</td>
</tr>
<tr>
<td></td>
<td>“A Patient’s Voice: Blogging and the Use of Social Media in Reinventing One’s Life Narrative with Chronic Illness”</td>
</tr>
<tr>
<td>15:30 – 16:20</td>
<td>2. Mr. Geronimo Jimenez Larrain – Lee Kong Chian School of Medicine, NTU</td>
</tr>
<tr>
<td></td>
<td>“Overview of Systematic Reviews of Advance Care Planning: Summary of Evidence and Global Lessons”</td>
</tr>
<tr>
<td>15:30 – 16:20</td>
<td>3. Asst. Prof. Jack Pun, Asst. Prof. Winnie Chor and Asst. Prof. Linda Zhong – City University of Hong Kong and Hong Kong Baptist University</td>
</tr>
<tr>
<td></td>
<td>“An Exploratory Study of Meaning Negotiation in Traditional Chinese Medicine (TCM) Consultation – A Case Study of Hong Kong”</td>
</tr>
<tr>
<td>15:30 – 16:20</td>
<td>4. Ms. Marilyn Turkovich, Executive Director, Charter for Compassion International</td>
</tr>
<tr>
<td></td>
<td>“Networking Compassionate Healthcare”</td>
</tr>
<tr>
<td>16:20 – 16:50</td>
<td><strong>Closing remarks by Prof. Kang Kwong Luke, Chair, School of Humanities, NTU</strong></td>
</tr>
<tr>
<td></td>
<td>Participants’ Reflections</td>
</tr>
<tr>
<td>18:30 – 20:30</td>
<td><strong>Reception at the Australian High Commissioner's Residence (for invited participants)</strong></td>
</tr>
</tbody>
</table>
Caring for Caregivers: Building Sustained Resilience with Mindful-Compassion Art Therapy (MCAT)

Asst. Prof. Andy Ho
School of Social Sciences, NTU

Health and social care professionals, especially those immersed in palliative and hospice care, are prone to burnout and compassion fatigue given the intense emotional and existential nature of their work. Previous research has provided strong evidence that supports the inclusion of art therapy within clinical supervision for reducing work-related stress and enhancing emotional health. Integrating mindfulness meditation with art therapy, with reflective awareness complementing emotional expression, has immense potential for self-care and collegial support. This paper presents the theoretical underpinnings and clinical framework of Mindful Compassion Art Therapy (MCAT), as well as, the findings of a Waitlist Randomized Control Trial that support MCAT’s robust efficacy for reducing burnout, promoting wellness, cultivating compassion, and building sustained resilience. Narratives of MCAT participants will be shared to illuminate the inner workings of this innovative psycho-socio-spiritual intervention for supporting professional caregivers.

Keywords: Professional Self-Care, Mindful-Compassion, Sustained Resilience

Learning and Teaching of the Human Dimensions of Medicine

Assoc. Prof. Cheong Pak Yean¹, Dr. Goh Lee Gan² & Dr. Ong Choi Peng²
¹Yong Loo Lin School of Medicine, NUS
²National University Health System (NUHS)

Introduction. Third year medical students after their first clinical exposure were instructed to share any salient experience verbally within their group of 8 and then draw a picture each group for presentation to the class. Method. Senior doctors contributed clinical vignettes and commentaries to 70 such drawings from an archive of 200 collected over six years. One such work is presented as example. Result. The drawings of novice medical students tacitly communicated values and insights held also by senior doctors. The combined work becomes a shared resource for the learning and teaching of the human dimensions of medicine.

Keywords: Drawings, Tacit Communication. Clinical Vignettes, Shared Insights.
Transforming Healthcare Relationships: Sustaining Values and the Human Dimensions of Care

Dr. Elizabeth Rider
Harvard Medical School
Boston Children's Hospital
Institute for Communication in Healthcare, ANU
International Charter for Human Values in Healthcare

The human dimensions of care—core values and skilled communication—are fundamental to the practice of compassionate, safe relationship-centered care, yet these dimensions have not received the emphasis necessary to make them central to every healthcare encounter. Attending to these provides the moral basis of healthcare and improves outcomes.

This presentation will consider: (a) current challenges to healthcare relationships; (b) concepts for relational competency including patient-centered and relationship-centered care, and ‘everyday ethics’; (c) The International Charter for Human Values in Healthcare as a foundational framework for teaching and practice; and (d) research results from a national (US) multi-site study that examined factors that inhibit or promote physicians' humanistic teaching and practice.

*Keywords: Values, Relationship-centered Care, Humanism*

Research on in-situ Medical Communication in Singapore: Some Recent Developments

Prof. Luke Kang Kwong¹, Dr. Tanya Tierney², Asst. Prof. Lim Ni Eng¹, Asst. Prof. (Adj.) Png Keng Siang²,³,⁵, Assoc. Prof. (Adj.) Laude Augustinus²,⁴&⁶, Dr. Ratih Oktarini¹, and Dr. Yvonne Tse Crepaldi¹

¹School of Humanities, NTU
²Lee Kong Chian School of Medicine, NTU
³Department of Urology, Tan Tock Seng Hospital
⁴National Healthcare Group Eye Institute, Tan Tock Seng Hospital
⁵Yong Loo Lin School of Medicine, NUS
⁶School of Materials Science and Engineering, NTU

In this paper we introduce the practice of carrying out in-situ research into communication and interaction in medical settings. This field of research has been actively pursued in Europe, the US and Australia (amongst other countries), producing useful findings and results. Since 2017 our team at NTU has been working closely with doctors and patients to look into the realities of communication and interaction in local settings, exploring multiple challenges and opportunities there.

*Keywords: Doctor-Patient Interaction, Conversation Analysis, In-situ Communication*
Better Nursing Handover—Nurses’ Perceptions on Their Handover Practices in a Chinese Hospital in Hong Kong

Asst. Prof. Jack Pun¹, Prof. Angela Chan², Dr. Suzanne Eggins³ and Prof. Diana Slade³
¹Department of English, The City University of Hong Kong
²School of Nursing, The Hong Kong Polytechnic University
³College of Arts and Social Sciences, Australian National University

This paper reports on on-going research about Better Nursing Handover training at a bilingual hospital in Hong Kong. Communication training was delivered to 50 nurses based on actual practices and a new communication protocol, focusing on the ISBAR structure and the quality of care, namely CARE protocol. We will explain how we developed our educational module in response to the communication problems identified in video-recorded handovers. After assessing the communication issues from the framework of the interactional and informational strategies, we conclude by highlighting the differences between how the nurses conducted the handovers before and after the training.

Keywords: Communication Skills Training, Nursing Communication, Bedside Handover

Health Literacy in Action in a Singapore Clinic

Asst. Prof. Lim Ni-Eng¹, Prof. Luke Kang-Kwong¹, Asst. Prof. (Adj.) Png Keng Siang²&³ & Dr. Ratih Öktarini¹
¹School of Humanities, NTU
²Department of Urology, Tan Tock Seng Hospital
³Yong Loo Lin School of Medicine, NUS

The correlation between poor health literacy and the patient’s inability to effectively communicate with physicians or health-care providers is a well-known fact. Yet, even with our growing concern in addressing this problem, the definition of what exactly constitutes ‘health literacy’ remains elusive (Choon 2011). Using video-recordings of first-visit consultations in a Singapore hospital’s Urology clinic as data, we will demonstrate how issues of health literacy come into play in establishing intersubjective understandings. In conclusion, it is argued that the detailed analysis of authentic individual medical consultations can illuminate key parameters of health literacy that are critical yet deficient within contextualized medical settings, which can consequently form the basis for focused communicative training sessions to improve the quality of healthcare delivery and outcome.

Keywords: Health Literacy, Conversation Analysis, Intersubjectivity
Health Literacy; the Household as an Unexplored Dimension
Prof. Helen Elizabeth Smith
Lee Kong Chian School of Medicine, NTU

Traditionally most studies of health literacy focus on the individual, but more recently there has been recognition of the need to broaden the conceptualization of health literacy beyond the individual to include micro (family, social networks) and macro (community and society) levels. The aim of the study is to explore the range of health literacy within households in Singapore and to collect data that will inform the design of an intervention to improve household health literacy. In parallel we are planning to use this research opportunity to test the feasibility of recruiting, training and working with community-based PPI collaborators.

Keywords: Household, Health Literacy, Patient and Public Involvement

Health Literacy in Multi-Morbidity – Latent Profile and Network Analyses to Identify Critical at Risk Sub-Groups and Domains for Interventions
Assoc. Prof. Konstadina Griva¹, Mr. Kevin Fu Yuan Lam², Mr. Mooppil Nandakumar³, Dr. Eric Khoo⁴, Ms. Vanessa Yin Woan Lee², Ms. Agustine Kang², Prof. Stanton P Newman⁶

¹Lee Kong Chian School of Medicine, NTU
²Department of Psychology, National University of Singapore
³National Kidney Foundation Singapore
⁴Yong Loo Lin School of Medicine, National University of Singapore
⁵National University Health System
⁶School of Health Sciences, City University of London

Health literacy (HL) skills are essential for accessing and understanding information and communication of health needs. This study examined profiles and networks of HL skills in N =221 multimorbid patients with diabetes and end-stage renal disease. Latent Profile Analysis identified three distinct HL profiles: low (16%), moderate (63%) and high (21%). Low HL was associated with Chinese ethnicity, lower education, hopelessness, anxiety and depression. Network Analysis identified “ability to find information”, “ability to engage with providers” and “health-system navigation” as the most central domains whose activation is likely to activate other domains/skills. Targeting these domains might make interventions more cost-effective.

Keywords: Health Literacy, Multimorbidity, Profiling
Can Social Media Enhance Healthcare Support?: Developing a Caregiving Psychosocial Support Network in Singapore

Prof. May O. Lwin
Wee Kim Wee School of Communication and Information, NTU

Caregiving has increasingly becoming a burden for many Singaporeans. In this project, we first assess the caregiving needs of families of people with disabilities. Using the knowledge gained, we designed and developed a mobile-based system to generate social networks to provide psychosocial support for caregivers. The prototype is being pilot-tested amongst caregivers and the research findings will be used to generate a base system which can eventually be adapted and customized for various healthcare contexts.

*Keywords: Health literacy, Empowerment, Decision Making*

Dramatized Medical Consultations: What are They Like and How Can We Use Them?

Prof. Christian Matthiessen & Dr. Locky Law
Department of English, Hong Kong Polytechnic University

Healthcare is a central part of life, and consequently contexts of healthcare have long been a fertile source of drama, including the long series of stage plays, films and TV series ranging, say, from Molière’s The Imaginary Invalid to Dominic Minghella’s Doc Martin. Medical dramas may involve many different dramatic elements, e.g. suspense, tragedy, comedy, romance; and they involve a wide range of healthcare practitioners with many different character traits and forms of bedside manner — e.g. idealists (e.g. The Citadel), sadists (e.g. The Marathon Man), misanthropes (e.g. House M.D.). Here we propose to examine examples of dramatizations of medical consultations, focussing on the portrayal of the doctor-patient relationships — against the background of studies of actual doctor-patient consultations, and the growing concern with the quality of care and safety, patient experiences and the focus on patient-centred or relationship centred care (e.g. Matthiessen, 2013; Slade et al., 2015). Dramatic portrayals of doctor-patient relationships are interesting in their own right as part of the study of plays, films and TV series as manifestations of verbal art with literary themes (cf. Hasan, 1985); but the study of such portrayals can also give us good examples to use in accounts of medical consultations e.g. in the context of in-service training or basic training, complementing re-enacted consultations based on authentic healthcare encounters. We will draw examples from dramatizations where the doctor’s attitude towards and engagement with the patient are crucial to the dramatic development (often manifestations of the tension between field-based goals and tenor-based goals in healthcare) — including instalments of MD House (see Law, 2017) and Priestley’s Last Holiday. Based on our analysis of such examples, we can develop an archive of illustrations of good and bad consultations. Supplementing work within “narrative medicine”, this is thus a contribution to “dramatized medicine” (cf. Bonamigo & Destefani, 2010; Turow, 2010).
The LKCMedicine Curriculum: Preparing tomorrow’s Doctors for Collaborative, Patient-centred Practice

Prof. Naomi Low-Beer
Lee Kong Chian School of Medicine, NTU

The ability of medical professionals to explain, listen and empathize form the cornerstone of patient-centred care, and these qualities can impact on both health outcomes and patients’ experience of care. In addition, communication among members of the healthcare team is necessary for effective teamwork, which affects not only the quality of working relationships but also patient safety. How can we nurture these skills and guard against burnout and compassion fatigue? This talk will explore innovative ways in which a medical education programme can prepare tomorrow’s doctors for collaborative, patient-centred practice of the future.

Keywords: Medical Education, Empathy, and Patient-centered Care

‘You’re good to go’: A Critical Analysis of Discharge Interactions with Elderly Patients in an Australian Hospital’s Emergency Department

Dr. Suzanne Eggins & Prof. Diana Slade
Institute for Communication in Health Care, Australian National University

Communication problems are a major contributor to poor outcomes for patients transferring from acute care in hospital to primary care at home, accounting for 41% of preventable hospital readmissions. As part of a three-year project in Australia, we are using critical linguistic ethnographic methods to identify risk factors for readmission and barriers to successful transitions of care for elderly patients, one of the high-risk patient groups. In this paper we offer a critical analysis of sequences of interactions leading up to discharge recorded between patients and medical and nursing professionals in the emergency department of an Australian hospital. We link problematic communication practices to a culturally entrenched hospital-centred definition of discharge, focusing particularly on the implications of (1) the impermeable barrier between hospital and community; (2) the diffuse nature of discharge communication; (3) the absence of a social medicine approach to discharge. We end by exploring whether and how linguists can contribute to improving discharge practices and, ultimately, outcomes for patients, carers and health service providers.
Teaching Communication: Nurturing Compassion

Dr. Tanya Tierney  
Lee Kong Chian School of Medicine, NTU

Effective communication is central to medical practice, and has been increasingly prioritized in medical school curricula. Clinical Communication teaching at LKCMedicine is a central theme running throughout the five year curriculum and complements real patient contact at each stage. Students have repeated opportunities to practice increasingly complex skills with simulated patients in a safe setting. Whilst the communication curriculum focuses on the development of patient-centred interviewing skills, it also supports students’ personal and professional development through encouraging reflection, self-awareness and mindful presence. These practices are known to foster compassion and empathy for patients and reinforce the importance of student wellbeing as a central pillar to effective practice. This talk will outline the Clinical Communication teaching and how these additional activities nurture compassion and empathy.

*Keywords: Communication skills, Compassion, Teaching*

“Uberising” Health Coaching: Addressing the Increasing Demand for Just-in-Time, Bite-Sized and Affordable Health Coaching for Older Adults

Prof. Then Yin Leng  
Wee Kim Wee School of Communication and Information, NTU

Singapore is one of the fastest ageing countries in Asia. The speed of demographic ageing is happening at an alarming rate. With a growing population of older adults aged 65 years and above, challenges from age-related disabilities and diseases, caregiver stress, and reductions in the number of available family caregivers due to factors such as declining fertility rates, has led to elderly care via the informal system to be insufficient. Hence, caregiving services are an increasing need for the rapidly ageing population of Singapore. In this talk, I will describe an on-going project that aims to address the increasing demand for caregiving services for older adults especially in the management of diabetes and psychosocial care by proposing a human-centric ecosystem to “uberise” health coaching to harness innovative and smart technologies to deliver technology-enabled, just-in-time, bite-sized and affordable training modules on caregiving. The talk will discuss challenges faced and lessons learned.

*Keywords: Health Coaching, Older Adults, Caregivers*
The Harmful Consequences of Uninformed Health Empowerment

Prof. Peter Schulz
Institute of Communication & Health, University of Lugano

Research in the health domain has examined both the negative impact of healthcare consumers’ powerlessness, which is associated with ill health, and the benefits of empowerment in terms of improved health status. What research has almost completely neglected to address in this connection is the interplay of empowerment and health literacy to achieve beneficial health outcomes. This paper will present results from a survey and an experimental study that suggest that health literacy is essential if health empowerment is to improve the patient’s health decisions and outcomes. Without an adequate level of health literacy, patients’ empowerment may even lead to dangerous self-management of their own disease.

*Keywords: Health Literacy, Empowerment, Decision Making*

Communicative Practices of Speech Therapists from Near and Far: Play Based Interventions in Face-to-face and Telehealth Settings

Prof. Susan Danby
School of Early Childhood and Inclusive Education, Queensland University of Technology

Therapeutic interventions increasingly are being delivered via telehealth, especially where populations are geographically dispersed, as in Australia. Although telehealth increases equity of access for children to access speech therapy Australia-wide, it is often viewed less positively than ‘local’ face-to-face interaction. Taking up this issue, this presentation compares play-based speech therapy sessions for children delivered using the different modalities of face-to-face and video communication. Play-based interventions with children rely heavily on the use of toys as a resource for encouraging specific goal-activated outcomes, but video communication sessions do not provide such opportunities for children to physically manipulate the toys. While potentially a drawback, analysis shows how speech therapists differentially designed their use of toys to take advantage of the differing contexts of the therapeutic settings and conditions of interaction.

*Keywords: Communication, Telehealth, Clinical Settings*
“There is a Potential Danger There”: Talk about Death and Dying in Genetic Counselling Consultations for Sudden Arrhythmic Death Syndromes

Assoc. Prof. Olga Zayts
School of English, University of Hong Kong

Discourse-oriented studies in healthcare consistently show that talk about death is treated with ‘interactional caution’ by both physicians and patients (e.g. Perry et al., 2014). In this paper I examine 40+consultations from genetic counselling for Sudden Arrhythmic Death Syndromes (SADS). SADS refers to conditions that lead to sudden unexpected death without an observable cardiac structural defect in patients (Vavolizza et al, 2015). Drawing on theme-oriented discourse analysis (Roberts and Sarangi, 2005), I explore how genetic professionals broach the topic of death in these consultations. Talk about death is indirect and mitigated through the use of generalization strategies, hypothetical scenarios and allusive language. It is initiated by genetic professionals, and occurs at the stages of disclosure of test results, family history-taking, or explanation-giving about SADS. Such, it facilitates clients’ decision-making about testing of other family members, and ensuring clients’ adherence to recommended preventative measures. Overall, it contributes to ensuring clients’ well-being in the future.

Keywords: Genetic Counselling, Discourse Analysis, Talk about Death

Joining the Dots: on the Therapeutic Use of a Mundane Communication Practice

Dr. Stuart Ekberg
Queensland University of Technology

This conversation analytic study explores the human dimensions of healthcare by directly comparing everyday and clinical communication. Comparison of 55 hours of psychotherapy and 30 hours of mundane interactions identified differences in the use of references to prior conduct (e.g. “in other sessions you’ve kind of talked about this sense of being disconnected”). Although used to accomplish diverse objectives across both settings, this practice is more often used in therapy to proffer candidate patterns in clients’ experiences. The findings of this study highlight ways in which everyday communication practices are adapted to suit the local context of clinical encounters.

Keywords: Psychotherapy, Mundane Interaction, Conversation Analysis
Parent-Directed Commentaries During Paediatric Hearing Care Appointments: A Practice in Family-centred Care

Dr. Katie Ekberg
School of Health and Rehabilitation Sciences, University of Queensland

Family-centred care is recognized as best practice within services for children with hearing loss. However, little is known about how family members are actually involved within appointments. This study used conversation analysis to examine 48 video-recorded paediatric hearing habilitation appointments. Analysis focused on ‘parent-directed commentaries’, where health professionals shifted their attention to the parent(s) to describe or evaluate their observations during appointment tasks. The commentaries accomplished several important functions, including providing parents with reassurance of their child’s progress during a task. The findings provide an example of practical, interactional resources that health professionals can draw on to facilitate family-centred care.

Keywords: Conversation Analysis, Clinician-parent Interaction, Family-centred Care

Communication by Clinicians in End of Life Care – How Can We Get It Right?

Prof. Imogen Mitchell & Prof. Zsuzsoka Kecskes
Medical School, Australian National University

Communication at the end of life between a person, their family, and health professionals is at the core of a positive end-of-life experience, provides an opportunity to explore any questions or concerns, and can reduce anxiety for patients and families. For clinicians these conversations help establish the person’s priorities and wishes, supporting them to make informed decisions. However, is not clear which health professional should lead end-of-life discussions, when and with whom to have the conversation; this is especially of concern when the patient is too confused or unconscious to understand or is a child. Barriers and solutions will be discussed.
Stakeholders Panel 1
Patient-centered Care: Perspectives from the Healthcare Ecosystem
Moderator: Dr. Ritu Jain

Speakers:
1. Ms. Pavitar Kaur Gill – Patient Voices
2. Prof. Maurice Van Steensel – Professor, Dermatology and Skin Biology, Lee Kong Chian School of Medicine, NTU
3. Dr. Wong Teck Yee – Senior Consultant Family Medicine and Assistant Dean, Lee Kong Chian School of Medicine
4. Mr. Cameron Milliner – Head of Public Affairs and Patient Advocacy (APAC), Takeda Pharmaceutical Company Ltd.
5. Ms. Ying Na – Student, Lee Kong Chian School of Medicine, NTU

The focus of this panel is to analyze the elements and scope of communication in patient-centered healthcare. It evaluates the current multi-cultural, multi-lingual health ecosystem in which roles of health care professionals and patients are transitioning from received notions of providers (doctor-knows-best approach) and receivers (passive recipients) of care to one where partnership and co-creation are likely to result in better outcomes. Such a panel would highlight the need for an approach in which empathetic and successful communication encompasses physical as well as psychological, cultural, and socioeconomic factors for positive outcomes for all stakeholders in healthcare.

Stakeholders Panel 2
End of Life Care
Moderator: Dr. Tanya Tierney

Speakers:
1. Dr. Hum Yin Mei, Allyn – Senior Consultant, Centre for Geriatric Medicine, Tan Tock Seng Hospital
2. Sister Geraldine Tan – Executive Director, St Joseph’s Home
3. Assoc. Prof. Toh Han Chong – Senior Consultant, Medical Oncology and Medical Director, National Cancer Centre Singapore
4. Mr. Ching Hongrui – Caregiver, Dover Park Hospice
5. Student – Lee Kong Chian School of Medicine

In her book “On Death and Dying”, Elisabeth Kübler-Ross states; “We have to take a good hard look at our own attitude toward death and dying before we can sit quietly and without anxiety next to a terminally ill patient”. Whilst effective communication is crucial in any specialty, the context of end of life brings a specific set of challenges. Delivering news of a potentially life-limiting condition; the transition from curative to palliative care; attending to the patient and their family as they navigate the various medical, psychological and spiritual needs; being present (both physically and mindfully) at the time of death; supporting the grieving relatives afterwards. This panel will discuss the issues, the challenges and the rewards; drawing on the experience and expertise of the various panel members.
Overview of Systematic Reviews of Advance Care Planning: Summary of Evidence and Global Lessons

Mr. Geronimo Jimenez Larrain
Lee Kong Chian School of Medicine, NTU

Advance care planning (ACP) involves important decision-making about future medical needs. Given the high volume and disparate nature of ACP research, we aimed to synthesize ACP-related evidence, and identify relevant contextual elements, program features, implementation principles and impacted outcomes to inform policy and practice.

We produced an overview which included eighty systematic reviews, covering over 1,660 original articles. We found limited, low-quality evidence that points to several ACP benefits such as improved EOL communication, documentation of care preferences, dying in preferred place, and healthcare savings. Recurring features that make ACP programs effective include repeated and interactive discussion sessions, decision aids, and interventions targeting multiple stakeholders.

This preliminary evidence highlights several elements that influence the ACP process and provides a variety of features that could support successful, effective and sustainable ACP implementation. However, this evidence is compartmentalized and limited. Further studies evaluating ACP as a unified program are needed to develop programs able to unleash its full potential.

*Keywords*: Advance Care Planning, End-of-life, Evidence Synthesis

An Exploratory Study of Meaning Negotiation in Traditional Chinese Medicine (TCM) Consultation—A Case Study of Hong Kong

Asst. Prof. Jack Pun¹, Asst. Prof. Winnie Chor² & Asst. Prof. Linda Zhong³
¹Department of English, City University of Hong Kong
²Department of English Language and Literature, Hong Kong Baptist University
³School of Chinese Medicine, Hong Kong Baptist University

This study is the first to explore TCM communications in the Hong Kong context. Based on 20 hours of conversations (in Cantonese) between TCM doctors and their patients in the diagnostic interviews, the study explores how the doctor-patient relationship is negotiated in the course of the consultation, while both the doctor and the patient are constantly trying to manage and maintain common ground. Particular attention has been paid to the identification of specific linguistic and discourse strategies that TCM doctors have employed to establish doctor-patient rapport, so that a better understanding of patient-centered care in the TCM context is obtained.

*Keywords*: Traditional Chinese Medicine (TCM), Meaning Negotiation, Hong Kong
A Patient’s Voice: Blogging and the Use of Social Media in Reinventing One’s Life Narrative with Chronic Illness

Ms. Pavitar Kaur Gill
Patient Voices

The focus of this talk is the personal experience of how blogging and social media have helped a chronically ill patient find her voice. The chronically ill may often find themselves suffering in isolation despite wanting to live socially active lives. The effects of debilitating illness on daily functioning can be quite severe. Patients who find themselves at home or in hospital for prolonged periods of time, may find that blogging and the use of social media is helpful in keeping them connected to the world at large. Patients find a new voice and express themselves more readily and conveniently and, as they do, they are writing, editing and reinventing their personal narratives of life with chronic illness. This alleviates their suffering, and helps them find meaning in life.

*Keywords: Blogging, Narrative, Chronic Illness*

Delivering Treatment Recommendations in Chinese Pediatric Consultations: A Conversation Analytic Study of Physicians’ Prescribing Behaviors and Medical Authority

Prof. Nan Wang
Department of Public Administration, Hunan University

Antibiotic over-prescription and bacterial resistance is one of the biggest global public health crises. The problem is particularly severe in China. Past research has concluded it to be a supply-side problem; however, the prescribing rates remained high after the major provider payment scheme reform. Using Conversation Analysis, I investigate physicians’ treatment recommendations in the Chinese pediatric consultations. The results reveal that physicians tend to use less authoritarian forms of recommendation and caregivers initiate treatment discussion actively. The findings suggest that the problem is at least partially attributable to caregivers’ pressure and the physicians’ authority is lower compared to the US.

*Keywords: Treatment Recommendations, Medical Authority, Antibiotic Prescriptions*
The Effectiveness of Bad News Delivery in One Emergency Department in China

Dr. Ling Meng
South China Normal University

Drawing on the data of a cerebral hemorrhage patient’s 15 physician-patient’s family member conversations within three days, from he was sending to the emergency department to he died and employing conversation analysis, this ethnographic study examines the effectiveness of physicians’ bad news delivery to a patient’s family members in one emergency department in Guangzhou, China. The findings revealed that the effective realization of bad news emerged from intimate collaboration between a deliverer and a recipient.

*Keywords: Bad News, Conversation Analysis, Emergency Department*

Navigating Multiple Sclerosis

Asst. Prof. Asano Miho
Saw Swee Hock School of Public Health, NUS

Multiple sclerosis (MS) is a chronic neurological disease affecting over two-million people worldwide. One of the hallmarks of MS is periodic and unpredictable relapses, commonly associated with decreased functioning and quality of life. The existing evidence currently does not paint a clear picture as to how people with MS perceive their relapse experience and manage the consequences. This talk introduces the nature, extent and rationale of post-relapse health services utilization based on data collected from North American adults with MS, and highlights the potential need for and importance of effective health communication within this population in order to optimize recovery.

*Keywords: Health Services Utilization, Chronic Disease, Decision Making*

Networking Compassionate Healthcare

Ms. Marilyn Turkovich
Charter for Compassion

The Charter for Compassion, an international organization dedicated to addressing complex problems in cities, works in over 425 communities from mega-cities to small towns, in 54 countries. One of its twelve sectors is healthcare. Through collaborative efforts and in conjunction with local Charter partners, the healthcare sector shares benchmark programs through its compassionate city initiatives. This presentation will briefly address three projects: Volunteers in Medicine of Southern Nevada (USA), Hearts in Healthcare (New Zealand) and Compassion Integrity Training: A Secular Ethics Approach to Cultivating Human Values (USA).
1. Understanding Decision-making in Multidisciplinary Team Meetings through Interpretative Repertoires and Discursive Devices
   Dr. Mary Lee Ching Ling¹, Ms. Ong Yu Han¹ & Dr. Tina Martimianakis²
   ¹Health Outcomes & Medical Education Research (HOMER), National Healthcare Group
   ²The Wilson Centre, University of Toronto
   Keywords: (Shared) Decision-making, Interprofessional Communication; Interpretative Repertoires

2. Establishing the Principles of De-roling in Simulated Patient practice: a focus group study
   Mr. Gabriel Tan, Dr. Tanya Tierney, Dr. Diana Andrea Barron
   Lee Kong Chian School of Medicine, NTU
   Keywords: Simulated patients, Wellbeing, Simulation

3. Of Communication and Conflict Management
   Mr. Emmanuel CP Tan
   Lee Kong Chian School of Medicine, NTU
   Keywords: Conflict Management, Difficult Conversation, Negotiation

4. The Power of Self-disclosure in Online Support Groups for Anxiety and Depression: A Three-layer Analysis
   Mr. Wai Chi Jesse Yip
   Hong Kong Baptist University
   Keywords: Self-disclosure, Online Support Groups, Multiple Functions

5. ‘zhēngtǐguān’ in TCM Consultations: Interactional Analysis of the Concept of Holism in TCM
   Ms. Chenjie Zhang
   Hong Kong Baptist University
   Keywords: Holism, TCM, Interaction

6. Team-teaching in TBL: Bridging Content- and Process-driven Expertise in Large Group TBL
   Ms. Lishan Yang, Mr. Emmanuel CP Tan, Dr. Preman Rajalingam
   Lee Kong Chian School of Medicine, NTU
   Keywords: Team-teaching, Team-based Learning, Teaching Perspectives
7. Empathy Before Entering Practice: A Qualitative Study on Drivers of Empathy in Healthcare Professionals from the Perspective of Medical Students

Ms. Ho Yun Ying¹, Dr. Laurence Tan², Dr. Yu Chou Chuen³, Ms. Le Mai Khanh³, Dr. Tanya Tierney¹ and Dr. James Low²&³

¹Lee Kong Chian School of Medicine, NTU
²Yishun Health Singapore
³Geriatric Education and Research Institute

Keywords: Empathy, Drivers, Healthcare

8. Creating Healthy Home Environments: Motives and Barriers to Healthy Food Consumption Behaviours

Prof. May O. Lwin¹, Ms. Ysa Marie Therese M Cayabyab¹ and Dr. Trang X. Ta²

¹Wee Kim Wee School of Communication and Information, NTU
²Australian National University

Keywords: Food Consumption, Motives, Barriers

9. Cancer Fatalism and Cancer Prevention Behaviours in Singapore

Asst. Prof. Kim Hye Kyung
Wee Kim Wee School of Communication and Information, NTU

10. Autism Online, Vulnerability and the Importance of Voice in Healthcare

Dr. Vered Seidman
Centre for Healthy and Sustainable Cities\Wee Kim Wee School of Communication and Information, NTU

11. Graphic Medicine by NTU Students

Asst. Prof. Graham John Matthews
School of Humanities, NTU
Symposium Organising Committee

Assoc. Prof. (Adj) Augustinus Laude, School of Materials Science and Engineering, NTU and Tan Tock Seng Hospital
Prof. Helen Elizabeth Smith, Lee Kong Chian School of Medicine, NTU
Ms. Jacqueline Jie Ying Tan, School of Humanities, NTU
Dr. Kadek Ratih Dwi Oktarini, School of Humanities, NTU
Prof. Kang Kwong Luke, School of Humanities, NTU
Asst. Prof. Lim Ni Eng, School of Humanities, NTU
Prof. May O. Lwin, Wee Kim Wee School of Communication and Information, NTU
Prof. Naomi Low-Beer, Lee Kong Chian School of Medicine, NTU
Asst. Prof. (Adj.) Png Keng Siang, Yong Loo Lin School of Medicine, NUS and Tan Tock Seng Hospital
Ms. Pavitar Kaur Gill, Patient Voices
Dr. Ritu Jain, School of Humanities, NTU
Dr. Tanya Tierney, Lee Kong Chian School of Medicine, NTU
Dr. Yvonne Tse Crepaldi, School of Humanities, NTU

Acknowledgements

The NTU-ANU Research Collaboration Initiative
Mr. Bruce Gosper, Australian High Commissioner to Singapore
Dr. Su-Ann Tan, Southeast Asia Liaison Office, Australian National University
Lee Kong Chian School of Medicine, NTU
School of Humanities, NTU

Student Helpers

Shire, now part of Takeda Pharmaceutical Company
“Takeda is a patient-focused, values-based, R&D-driven global biopharmaceutical company committed to bringing better health and a brighter future to people worldwide.”
Takeda – Better Health, Brighter Future
Important Contact Information

Emergency
Police: 999 (Toll-free)
Ambulance / Fire Brigade: 995 (Toll-free)
Non-Emergency Ambulance: 1777
Flight Information: 1800-542-4422
City Search: 1900-777-7777
Tourism Information: 1800-736-2000
Directory Assistance: 100

Taxi
Comfort & City Cab: +65 6552 1111
SMART Taxis: +65 6485 7777
SMRT Taxis: +65 6555 8888
Premier Taxis: +65 6363 6888
Trans-Cab: +65 6555 3333
Prime Taxi: +65 6778 0808
Yellow-Top Taxi: +65 6293 5545
Limousine Cab: +65 6535 3534

Grab mobile app

Credit cards
American Express: +65 6880 1111
JCB: +65 6734 0096
Master Card: 1800-110-0113
Diners Club: +65 6416 0800
VISA: 1800-448-1250