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香港理工大學

Department of English and Communication
英文及傳意學系

COMET 2022

20th International and Interdisciplinary Conference on Communication, Medicine and Ethics

13 – 15 July 2022

The Hong Kong Polytechnic University, Hong Kong, China

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Programme and abstracts

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Event Schedule

Date	Tim			
07/13/2022	02:00 PM	02:20 PM	Welcoming and Opening	Bernadette Watson; Engle Angela Chan; Srikant Sarangi
07/13/2022	02:20 PM	03:00 PM	Plenary Speaker - Professor Robyn Woodward-Kron Q&A	Robyn Woodward-Kron; Srikant Sarangi
07/13/2022	04:00 PM	05:30 PM	Clinical Communication (D1A1)	
07/13/2022	04:00 PM	04:30 PM	Australian hospital experiences of people living with deafblindness: The report card	Annmaree Watharow
07/13/2022	04:30 PM	05:00 PM	The Co-Construction of Empathic Communication in Interpreter-Mediated Medical Consultations: A Multi-Method Study	Laura Theys
07/13/2022	05:00 PM	05:30 PM	Doctors, Patients, and Interpreters' Views on the Co-Construction of Empathic Communication in Interpreter-Mediated Consultations: a Qualitative Content Analysis of Video Stimulated Recall Interviews	Cornelia Wermuth; Heidi Salaets
07/13/2022	04:00 PM	05:30 PM	Ethics (D1B1)	
07/13/2022	04:00 PM	04:30 PM	Increasing hype in NIH funding applications: 1985 - 2020	Neil Millar
07/13/2022	04:30 PM	05:00 PM	The practices of patient privacy protection amongst university nursing students in Hong Kong: The effect of social media	Gigi Ling
07/13/2022	05:00 PM	05:30 PM	Chinese Overseas Students' Communicating Risk and Anxiety Caused by the Outbreak of COVID-19	Haiyan Zhang
07/13/2022	04:00 PM	05:30 PM	Work-in-progress roundtable	
07/13/2022	04:00 PM	04:30 PM	Communicating within the interprofessional healthcare team: how do graduate registered nurses develop effective communication skills as they transition to practice?	Robyn Dickie
07/13/2022	04:30 PM	05:00 PM	Narrative-based shared decision making in the chronic illness context	Weiwei Lu
07/13/2022	05:00 PM	05:30 PM	Cultural perspectives on health stigma: multilevel evidence from three cultures	Stefano Occhipinti
07/13/2022	07:00 PM	08:30 PM	Clinical Communication (D1A2)	
07/13/2022	07:00 PM	07:30 PM	Language Use in Psychotherapy: Cross-Approach and Between-Speaker Differences in Four Therapeutic Approaches	Han Qiu
07/13/2022	07:30 PM	08:00 PM	Living with eczema: how does eczema affect a child and their parent's psychological wellbeing and quality of life	Irene Kit-man CHEUNG
07/13/2022	08:00 PM	08:30 PM	An Overview of Telemedicine in Indonesia: The Regulation and Its Implementation	Diah Arimbi
07/13/2022	07:00 PM	08:00 PM	Ethics (D1B2)	
07/13/2022	07:00 PM	07:30 PM	Moral Distress Trajectories of Physicians 1 year after the COVID-19 outbreak: A Grounded Theory study	Giulia Lamiani
07/13/2022	07:30 PM	08:00 PM	Media Practices and New "Illnesses"	Giorgia Riboni
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07/13/2022	07:00 PM	08:30 PM	Work-in-progress roundtable	
07/13/2022	07:00 PM	07:30 PM	Facebook Group for Women Living with Endometriosis: A Preliminary Investigation on Social & Emotional Support	Kiran Kaur
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07/13/2022	09:00 PM	10:30 PM	Health Communication (D1B3)	
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07/13/2022	09:30 PM	10:00 PM	"They have arms, legs, fingers, and toes": Examining the Use of Medical Knowledge in Nonlegislative Debate on Abortion in the U.S. House of Representatives	Polina Shvanyukova
07/13/2022	10:00 PM	10:30 PM	Examining the Impact of Conspiracy Belief and Authoritarian Personality on COVID-19 Vaccines Uptake Intention	Vincent Huang
07/13/2022	09:00 PM	10:30 PM	Work-in-progress roundtable	
07/13/2022	09:00 PM	09:30 PM	Life-story Documentation for Empathy Development Among Dental Students: Preliminary Findings and Insights from An Interdisciplinary Communication-Focused Study Conducted During the Pandemic	Ayeshah Syed
07/13/2022	09:30 PM	10:00 PM	A corpus-assisted analysis of metaphorical framings in discourse surrounding alcohol use disorder.	Sinead Jackson
07/13/2022	10:00 PM	10:30 PM	'Caring for my grandma is killing me': Caregiver burnout in navigating moral/ethical dilemmas on an online caregiver forum	Minghui Sun
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07/13/2022	11:00 PM	11:59 PM	Work-in-progress roundtable	
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07/14/2022	02:30 PM	03:00 PM	Narratives in elderly inpatients' interaction with doctors in a Chinese hospital	Wei Zhang
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07/14/2022	02:00 PM	03:30 PM	Clinical Communication (D2A1)	
07/14/2022	02:00 PM	02:30 PM	Evolving and intricate exchanges: An interview study of interprofessional communication in rehabilitation	Julia Paxino
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07/14/2022	03:00 PM	03:30 PM	Developing a test of comprehension of non-literal language in medical conversational context	Phoebe Lin
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07/14/2022	02:30 PM	03:00 PM	Investigate the Effects of Problematic Social Media Use and Technostress on Psychological Well-being by Taking Social Support as a Crucial Moderator	Jingwen Liang
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07/14/2022	04:30 PM	05:00 PM	What can talk do in palliative care? A systematic review	Xin Zhang
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07/14/2022	05:00 PM	05:30 PM	Introducing Age.Vol.A: digital tools to promote communication between seniors, foreign caregivers and families	Daniel Russo
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07/14/2022	04:30 PM	05:00 PM	Metaphors in medical research papers on telemedicine: A comparative study of publications in English and Chinese	Molly Xie Pan; Liyang Shan
07/14/2022	05:00 PM	05:30 PM	Negotiating Pragmatic Force of Advice on Covid-19: Towards an Integrated Approach	Ming-Yu Tseng
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07/14/2022	08:30 PM	10:00 PM	Effect(s) of Digital Photography on Patient Perception in Aesthetic Plastic Surgery	Veesh Swamy
07/14/2022	08:30 PM	10:00 PM	Medical students learning dysphagia and humanistic care…	
07/14/2022	08:30 PM	10:00 PM	Measuring workplace well-being: A scoping review of instruments	Elorm Donkor
07/14/2022	08:30 PM	10:00 PM	Optimizing a AI mental health app for traumatized minor refugees	Monika Luzi Beyer
07/15/2022	02:00 PM	03:30 PM	Discourses of mental health and stigma in a changing world: Sociolinguistic perspectives (Panel - 1/2)	
07/15/2022	02:00 PM	02:30 PM	A scoping review of discourses of mental health and stigma in changing times	Olga Zayts
07/15/2022	02:30 PM	03:00 PM	Looking on the bright side: Rewards and reframing in the mental health discourses of end-of-life care workers	David Matthew Edmonds
07/15/2022	03:00 PM	03:30 PM	"Experts by experience": Sharing lived experience narratives as a mental health anti-stigma strategy	Stephanie Ng
07/15/2022	02:00 PM	03:30 PM	Hospital Management (D3A1)	
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07/15/2022	02:30 PM	03:00 PM	COVID-19: The impact on language and communication in health workers	Louise Cummings
07/15/2022	03:00 PM	03:30 PM	A Multi-pronged Approach to Enhance Patient Safety Reporting Culture in a Hong Kong Public Hospital Obstetrics & Gynaecology Department	Man Hon Yeung
07/15/2022	02:00 PM	03:30 PM	Training & Education (D3B1)	
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07/15/2022	02:30 PM	03:00 PM	Enhancing clinical communication skills of nursing students from culturally and linguistically diverse backgrounds: An investigation of student and educator perspectives	Sharon Yahalom
07/15/2022	03:00 PM	03:30 PM	Exploring the feasibility of simulation-based education on undergraduate students' palliative care communication: Innovating a practice-based theory approach	Engle Angela Chan
07/15/2022	04:00 PM	05:30 PM	Discourses of mental health and stigma in a changing world: Sociolinguistic perspectives (Panel - 2/2)	
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07/15/2022	04:30 PM	05:00 PM	What do popular stock media stock images tell us about dementia? A critical multimodal discourse approach	Kevin Harvey
07/15/2022	05:00 PM	05:30 PM	Killer, thief, or companion? Dementia metaphors and stigma in the British press	Gavin Brookes
07/15/2022	04:00 PM	05:30 PM	Hospital Management (D3A2)	
07/15/2022	04:00 PM	04:30 PM	Investigating the subjective experience of first caregiver – patient encounters	Christophe Coupé
07/15/2022	05:00 PM	05:30 PM	Reconsidering patient centred care: between autonomy and abandonment	Alison Pilnick
07/15/2022	04:00 PM	05:30 PM	Training & Education (D3B2)	
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Date	Tim			
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07/15/2022	07:00 PM	08:30 PM	Language usage (D3A3)	
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07/15/2022	07:30 PM	08:00 PM	A Corpus-based Approach to Metaphors in COVID-19 News	Yichao Gong
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07/15/2022	08:45 PM	09:15 PM	"I'm not the mother who lies in bed for days… interviews with mothers with a mental illness	Monika Schamschula
07/15/2022	09:15 PM	09:45 PM	Communication skills training using task-based language teaching approach for nursing undergraduates	Catherine Shee-hei Wong
07/15/2022	10:00 PM	10:40 PM	Plenary Speaker - Professor Richard L. Street, Jr. Q&A	Richard Street; Bernadette Watson
07/15/2022	10:50 PM	11:50 PM	Conference Closing	Srikant Sarangi

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Welcoming and Opening

Speaker(s): Bernadette Watson; Engle Angela Chan; Srikant Sarangi

07/13/2022 (02:20 PM - 03:00 PM, HKT (UTC+8))   Whova live streaming channel A

Plenary Speaker - Professor Robyn Woodward-Kron Q&A

Speaker(s): Robyn Woodward-Kron; Srikant Sarangi

Professor Robyn Woodward-Kron

Department of Medical Education, Melbourne Medical School, University of Melbourne, Australia

Learning healthcare through interaction: A language perspective on clinical education

Much of healthcare is facilitated through interactive talk and writing: diagnosing, collaboratively making treatment decisions, carrying out treatment, coordinating care, handing over care. For health professional students, learning the influential patterns of talk and writing, the *discursive practices* of healthcare, is integral to becoming a health practitioner. When students transition from classroom to clinical learning, the texts and communicative events in which they engage will have the primary goal of doing healthcare rather than learning to do healthcare. Part of this transition involves learning how to learn when teaching is not overt but experiential, which is immersive and unpredictable.

In this presentation, I identify intraprofessioanl, interprofessional, and health professional-patient communicative events or activities in the clinical setting that are potentially pedagogically rich for health professional students. Through the lens of genre and activity theory – an approach to discourse analysis that distinguishes between text types or communication events according to their social purpose and contextual variables. I will discuss how clinical supervisors can scaffold valued discursive practices for student learning. I also intend to argue that there are bi-directional benefits for patients and students when students can engage in meaningful, authentic communication.

Bio
Robyn Woodward-Kron is a Professor in the Department of Medical Education, Melbourne Medical School at the University of Melbourne. Informed by her PhD in educational linguistics, her research interests are at the intersection of language and communication and health professions education, with a particular focus on intercultural communication. In addition, she has long-standing collaborations with clinician researchers, for example, to develop resources to promote inclusiveness for culturally and linguistically diverse people in clinical trials; and in translational research in a range of clinical settings including critical care, dementia, cancer education, and osteo-arthritis. She was made a Fellow of the Australian and New Zealand Association of Health Professions Education in 2019. She was also very pleased to convene with colleagues the COMET 2013 Conference in Melbourne.

07/13/2022 (04:00 PM - 05:30 PM, HKT (UTC+8))   Whova live streaming channel A

Clinical Communication (D1A1)

Speaker(s): Annmaree Watharow; Cornelia Wermuth; Heidi Salaets; Laura Theys

Australian hospital experiences of people living with deafblindness: The report card

Speaker(s): Annmaree Watharow

Australian hospital experiences of people living with deafblindness: The report card

Annmaree Watharow

Abstract

Gaps abound in the literature about what happens when people living with deafblindness go to hospital. Anecdotally however, both from my own lived experiences and professional work, and within communities, stories are repeatedly told about how hazardous being a patient in an Australian hospital is for those living with dual-sensory loss.

This presentation will outline the intricacies of these negative experiences, specifically through the results of the quantitative component of a mixed-methods study looking into the experiences of those with dual-sensory loss in Australian hospitals. In this research, the 2017 Australian Hospital Patient Experience Question Set was used to determine the patient experiences of 18 adult participants who self-identify as deafblind or dual-sensory impaired.

The quantitative results from this research form a distressing snapshot of the status quo in Australian hospitals immediately pre-Covid. Experiences of disparate care, inaccessible environments, and a lack of communication in the ways that patients living with deafblindness require predominate. Only 17% of participants report: "I am treated as a human being", with just 11% of participants reporting: "I understand what professionals say".

These figures indicate that shared decision making, assurance of patient safety and the successful communication of critical hospital discharge instructions are impossibilities for many patients in the current Australian hospital systems.

This is not a report card to hold proudly. The findings of this research showcase the requirement for urgent remedial action to be undertaken by both professionals and institutions. This is necessary to construct systems of healthcare which permit the comprehensive communication required for all patients to receive just, and equitable treatment.

The Co-Construction of Empathic Communication in Interpreter-Mediated Medical Consultations: A Multi-Method Study

Speaker(s): Laura Theys

The Co-Construction of Empathic Communication in Interpreter-Mediated Medical Consultations: A Multi-Method Study

Laura Theys, Cornelia Wermuth, Heidi Salaets
KU Leuven, Campus Antwerp – Antwerp, Belgium

Abstract

Background: Empathic communication (EC) is a crucial part of patient-centered care (Hojat et al., 2020) but might be challenged due to language and cultural barriers in interpreter-mediated interactions (IMCs) (Krystallidou et al., 2018, 2019). Up till date, there is a dearth of research on how doctors, patients, and professional interpreters co-construct EC in IMCs (Theys et al., 2019).

Objectives: To investigate how doctors, patients, and professional interpreters co-construct EC by means of speech, gaze, and body orientation and how these participants experience and understand each other's' behavior during empathic interactions.

Methods: We identified empathic interactions in 7 real-life video recorded IMCs by means of the Empathic Communication Coding System (Bylund and Makoul, 2002) as adapted for IMCs (Krystallidou et al., 2018). Verbal and nonverbal aspects of the identified empathic interactions were analyzed by means of the Empathic Communication Analytical Framework (Theys et al., 2021). Individual participants were questioned about the observed behavior in the identified empathic interactions during 20 video stimulated recall interviews.

Findings: Doctors, patients, and interpreters struggle to adequately co-construct EC. A lack of alignment between participants' verbal and nonverbal practices are often associated with patients not feeling recognized in their experiences. Moreover, interpreters' incongruent behavior could jeopardize the co-construction of EC in IMCs.

Conclusion: The co-construction of EC in IMCs is a complex interactional phenomenon. Currently, interpreters and doctors' professional practice is insufficiently attuned to the complexity of these situations. Interprofessional education and reflective practice can help doctors and interpreters face the challenges in empathic interactions.

Keywords: Client-Professional Encounters, Interpreter Mediated Healthcare Delivery, Intercultural Communication in Health, Empathic Communication, Patient-Centered Healthcare, Multimodal Interaction Analysis

Doctors, Patients, and Interpreters' Views on the Co-Construction of Empathic Communication in Interpreter-Mediated Consultations: a Qualitative Content Analysis of Video Stimulated Recall Interviews

Speaker(s): Cornelia Wermuth; Heidi Salaets

Doctors, Patients, and Interpreters' Views on the Co-Construction of Empathic Communication in Interpreter-Mediated Consultations: a Qualitative Content Analysis of Video Stimulated Recall Interviews

Laura Theys, Cornelia Wermuth, Heidi Salaets
KU Leuven, Campus Antwerp – Antwerp, Belgium

Abstract

Background: Empathic communication (EC) is a crucial part of patient-centered care (Hojat et al., 2020). In interpreter-mediated consultations (IMCs), interpreters and doctors' actions might compromise the co-construction of EC (Krystallidou et al., 2018, 2019). However, more research is needed to explore how doctors, patients, and professional interpreters experience and understand their own empathic interactions in IMCs (Theys et al., 2019).

Objectives: To investigate how doctors, patients, and professional interpreters experience and understand their own and others' verbal and nonverbal communicative actions during EC.

Methods: We identified empathic interactions in 7 real-life video recorded IMCs by means of the Empathic Communication Coding System (Bylund and Makoul, 2002) as adapted for IMCs (Krystallidou et al., 2018). In 20 video stimulated recall interviews, individual participants were shown the video excerpts of the identified empathic interactions and questioned about their understanding and experiences during these interactions. Pairs of coders analyzed the interviews by means of qualitative content analysis.

Findings: Doctors and patients' actions might not always be oriented at creating empathy. Moreover, aspects of doctors and interpreters' professional practices might jeopardize the co-construction of EC in IMCs. Nonetheless, doctors and patients found ways to connect with each other on the level of EC that is not always limited by the interpreters' alterations or disengaged demeanor.

Conclusion: Our results provide evidence that the co-construction of EC is subject to a transactional process between cognitive, affective, and interactional components of clinical empathy. Contextual factors such as organizational limitations and subjective reasoning shape empathic interactions in IMCs.

Keywords (4 to 6): Client-Professional Encounters, Interpreter Mediated Healthcare Delivery, Intercultural Communication in Health, Empathic Communication, Patient-Centered Healthcare

07/13/2022 (04:00 PM - 05:30 PM, HKT (UTC+8))   Whova live streaming channel B

Ethics (D1B1)

Speaker(s): Neil Millar; Gigi Ling; Haiyan Zhang; Margo Turnbull

Increasing hype in NIH funding applications: 1985 - 2020

Speaker(s): Neil Millar

Increasing hype in NIH funding applications: 1985 – 2020

Neil Millar
University of Tsukuba, Japan

Bojan Batalo
University of Tsukuba, Japan

Brian Budgell
Canadian Memorial Chiropractic College

Abstract

Bio-medical research articles contain increasing levels of promotional language (e.g. words such as *robust*, *innovative*, *unprecedented*). This phenomenon, referred to as *hype*, may bias or impede evaluation of new knowledge and undermine clarity. Whether similar trends are present in the genre of grant application has yet to be explored.

In this study we assessed the use of hype in successful National Institutes of Health (NIH) funding applications between 1985 and 2020. From all abstracts in the NIH RePORTER archive (approximately 900,000), we automatically extracted adjectives, and assessed their frequencies in 2020 relative to 1985. We retained adjectives that have shifted significantly in frequency (p <0.001) and that carry a promotional sense (i.e., hype), and assessed patterns of change by plotting yearly frequencies (1985-2020). Based on shared semantic properties, we identified 7 broad meanings commonly expressed by hype.

Hype in NIH funding applications has increased. Of 139 adjectives identified as hype, 130 increased in frequency (on average by 1,378%), while 9 decreased (on average by 44%). Hype most often serves to promote the significance (e.g. *imperative*), novelty (*revolutionary*), scale (*massive*) and rigour (*careful*) of the project, the utility of the expected outcomes (*impactful*), the qualities of the investigators and research environment (*renowned*), and the gravity of the problem (*dire*).

We discuss the extent to which increasing levels of hype may be problematic and factors influencing the production of hype. Our findings should serve to sensitize applicants, reviewers, and funding agencies to the increasing prevalence of subjective, value-laden language in funding applications

Keywords: grants; medical writing; evaluative language; medical ethics

The practices of patient privacy protection amongst university nursing students in Hong Kong: The effect of social media

Speaker(s): Gigi Ling

The practices of patient privacy protection amongst university nursing students in Hong Kong: The effect of social media

Dorothy Ngo Sheung Chan, Miranda Heung Yan To,

Summer Kong Nam Ha, Gigi Cheuk Chi Ling

The Nethersole School of Nursing, the Chinese University of Hong Kong,

Hong Kong SAR, China.

Abstract

Background: Protecting patients' privacy and confidentiality is the responsibility of healthcare professionals. Nursing students, as members of the healthcare team, should bear the same responsibility. With the increased use of information and communication technology (ICT) and social media, there is an increased risk of communicating and disclosing patients' information via these channels.

Purpose: The aim of this study was to explore nursing students' practices related to patient privacy protection and the association between such practices and the use of ICT and social media.

Methods: This was a cross-sectional study involving 319 nursing students at a university in Hong Kong. A survey was performed to collect data related to demographics, clinical experience, and the use of ICT and social media platforms and the practices of patient privacy protection, as measured using the Patient Privacy Scale.

Results: Nursing students generally showed good practices of patient privacy protection, with a mean total score of 119.7 out of 135. The regular use of Instagram by nursing students was associated with better practices of patient privacy protection. However, this was not observed amongst those who were regular users of Twitter. There was no association between the use of ICT and the practices of patient privacy protection.

Conclusion: These findings improve our understanding of nursing students' practices of patient privacy protection and their association with the use of ICT and social media. The results indicate the need to revisit the current strategies for enhancing the patient privacy protection practices of nurses, with a focus on their use of social media.

Keywords: patient privacy, nursing, professional practice, social media

Chinese Overseas Students' Communicating Risk and Anxiety Caused by the Outbreak of COVID-19

Speaker(s): Haiyan Zhang

Chinese Overseas Students' Communicating Risk and Anxiety Caused by the Outbreak of COVID-19

ZHANG Haiyan

Faculty of Languages & Communication Studies, Beijing Jiaotong University , Beijing,

Abstract

With the increasingly reported cases of verbal and non-verbal attacks upon Chinese overseas students since the outbreak of COVID-19, impacts caused by the discriminatory intercultural confrontation have aroused intense research interest (Croucher et al., 2020). This study will scrutinize the communicating risk and anxiety that Chinese overseas students (COS) encounter in the aspects of situations, impacts, reasons and self-protection approaches.

386 COS studying currently in English spoken and European countries, aging from 17 to 35, were randomly selected to respond to the questionnaire. Subjects included graduates (230), undergraduates(107), Ph.D candidates(22), etc. Semi-structured interviews were conducted among 65 interviewees via Tencent Video, and interviews were digitally recorded and transcribed verbatim.

Findings indicate that 45.5% subjects admit to have experienced the non-verbal attack, and 59.8% report their Chinese friends or classmates receive verbal abuse at least once. Higher percentage (81%) of the subjects assume they suffer from the communicating risk and anxiety, demonstrating the negative influences on their psychology, behavior and attitudes towards intercultural communication. Besides, the older the subjects are, the more cases are reported about their communicating risk （r=.186**, p=.000<.01), the more worried they tend to feel about being attacked verbally and non-verbally（r=.244**, p=.000<.01；r=.202** ；p=.000<.01）, and the more likely they will change their attitude about study abroad into a negative way (r=.407**，p=.000<.01). Generally, subjects are not found to alter their attitudes towards overseas studies. Approaches are also suggested to help address COS' communicating risk and anxiety during the intercultural confrontations in this paper.

Keywords: Intercultural Communication; risk and anxiety; Chinese overseas students; Effects; Approaches; COVID-19

07/13/2022 (04:00 PM - 05:30 PM, HKT (UTC+8))   Whova live streaming channel C

Work-in-progress roundtable

Speaker(s): Robyn Dickie; Weiwei Lu; Stefano Occhipinti; Srikant Sarangi

Communicating within the interprofessional healthcare team: how do graduate registered nurses develop effective communication skills as they transition to practice?

Speaker(s): Robyn Dickie

Communicating within the interprofessional healthcare team: how do graduate registered nurses develop effective communication skills as they transition to practice?

Robyn Dickie
School of Nursing, Midwifery and Social Work, The University of Queensland, Australia

Dr Marion Tower,
School of Nursing, Midwifery and Social Work, The University of Queensland

Professor Bernadette Watson,
Department of English and Communication, The Hong Kong Polytechnic University

Associate Professor Neil Cottrell, Director of Interprofessional Education, Faculty of Health and Behavioural Sciences/UQ School of Pharmacy, Australia

Abstract

Ineffective communication is cause of up to 91% of all adverse patient events in healthcare facilities (Sutcliffe, Letwon and Rosenthal, 2004). There are many confounding variables that impact upon the graduate nurses' ability to work and communicate effectively within an interprofessional team, in particular the social context in which the graduate is trying to integrate into (Watson et al., 2012).

We know that workplace communication is essential in everyday healthcare activities and it is expected that Graduate Registered Nurses (GRN) should be 'work ready' to undertake collaborative care (Duchscher & Windey, 2018; Duchscher, 2008; Graf, Jacob, Twigg, & Nattabi, 2020; Missen, McKenna, & Beauchamp, 2015; Murray, Sundin, & Cope, 2019). While communication skills are taught during undergraduate nursing education, they are predominately focused on patient and nursing team interactions. There is little research about how graduate nurses develop interprofessional communication skills during their initial transition to clinical practice.

This mixed-methods sequential, exploratory study aims to understand how graduate registered nurses develop effective communication skills within interprofessional teams during their everyday clinical practice. Identification and the subsequent understanding of graduate nurses' development of workplace communication behaviours during healthcare team interactions during their transition to clinical practice is essential to improving interprofessional communication and collaboration.

Few studies examining graduate nurse experience have used theories to underpin their findings (Thomson, Outram, Gilligan, & Levett-Jones, 2015). The incorporation of social identity, communication accommodation and transition theories within this study seek to deeply understand the key drivers of the development of effective communication behaviours in graduate nurses. This research forms the second study of the presenter's doctorate. As a work-in-progress, further discussion with international experts and colleagues regarding the themes found within initial data analysis would be beneficial.

Narrative-based shared decision making in the chronic illness context

Speaker(s): Weiwei Lu

Narrative-based shared decision making in the chronic illness context

Weiwei Lu

City University of Hong Kong, China

Abstract

According to Patient Centered Approach, shared decision-making (SDM) is the focus of analysis. When SDM is applied in the chronic illness context, there are three key elements, including information provision, mutual engagement and decision making based on patients' preferences. From the literature review, previous studies mainly focus on the medical information exchange and understanding patients' preferences, but little is discussed on the area of mutual engagement.

It is believed that mutual sharing can facilitate information sharing, which in return, narrow the information asymmetry. However, based on a relational perspective, engagement is a kind of relational agency that emerges in a temporal and relational context, such a sharing still could not mitigate the power imbalance between doctors and patients that may hinder the mutual engagement in SDM.

This presentation aims to demonstrate how narrative communication exerts influences on power dynamics and relational agency during the SDM process in the chronic illness context. The narrative communication here refers to the co-construction of new narratives of illness. This presentation will discuss a preliminary model of a narrative-based shared decision making to improve mutual engagement in the communication. The current study will further develop a substantive theory of recontextualization that can be applied in transformative communications.

Keywords: Relational agency, co-construction of narratives, power imbalance, shared decision making, qualitative research

Cultural perspectives on health stigma: multilevel evidence from three cultures
Speaker(s): Stefano Occhipinti

Cultural perspectives on health stigma: multilevel evidence from three cultures

Prof Stefano Occhipinti
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Prof Liz Jones
Monash University Malaysia

Mr Aron Pamoso
University of Southern Philippines Foundation

Dr Angelica Ang
Ateneo de Manila University

Dr Marshaley Baquiano
University of the Philippines Visayas

Dr Jin Ying
University of Macau

Ms Melissa Elwin
Griffith University

Abstract

Stigmatization is associated with a large set of negative health behaviors and outcomes. Stigma itself is a multilevel, group-based phenomenon and is most amenable to a research perspective that is correspondingly multimodal. A key deficit of stigma research is the lack of a coherent model of culture. The research that examines health stigma in Asia is almost exclusively focused on mental health. Further, much of the research that does incorporate culture is based on Asian immigrant populations in Western cultures. By contrast, research on the cultural, psychological, and communicative underpinnings of health stigma in Asia is severely lacking. Accordingly, the current mixed methods research project addresses this deficit. Respondents from Hong Kong, the Philippines, and Australia took part in either an interview study (N = 83) in which they freely discussed potentially stigmatizing conditions; or a quantitative, online survey arm (N = 1413) in which perceptions of health conditions (selected based on the interview arm: mental health conditions; obesity; HIV; contagious conditions; autism spectrum disorder [ASD]) were gathered regarding perceived public stigma, personal stigma, and control beliefs. Preliminary analyses compare both Asian cultures to Australia. Highlights included: consistency between qualitative and quantitative components; a specific stigma for ASD in Hong Kong; and a complex but systematic

pattern in the construction of stigma-relevant control beliefs across cultures in contrast to traditional, dimensional cultural analyses. Results are discussed in terms of theories of stigma in health communication and directions for future analyses and research will be advanced for discussion.

07/13/2022 (07:00 PM - 08:30 PM, HKT (UTC+8))   Whova live streaming channel A

Clinical Communication (D1A2)

Speaker(s): Han Qiu; Irene Kit-man CHEUNG; Diah Arimbi

Language Use in Psychotherapy: Cross-Approach and Between-Speaker Differences in Four Therapeutic Approaches

Speaker(s): Han Qiu

Language Use in Psychotherapy: Cross-Approach and Between-Speaker Differences in Four Therapeutic Approaches

Han Qiu

Department of English and Communication, The Hong Kong Polytechnic University, Hong Kong SAR, China

Dennis Tay

Department of English and Communication, The Hong Kong Polytechnic University

Abstract

The influence of therapeutic approaches and therapeutic roles (i.e., therapists and clients) on language use has long been a topic of interest for the study of mental health communication. In this study we illustrate how computerized text analysis can be combined with statistical methods and qualitative discourse analysis to analyze systematic linguistic patterns in large-scale data. The dataset consisted of 155 therapeutic sessions (over 1,057,000 words) that are illustrative of four approaches, i.e., psychoanalysis, humanistic therapy, Cognitive Behavioral Therapy (CBT), and eclectic therapy. The transcripts were divided according to therapeutic approaches and therapeutic roles and processed using Linguistic Inquiry Word Count (LIWC) in terms of four summary variables, i.e., analytical thinking, clout, emotional tones, and authenticity. To account for potential clustering at the dyad and the session level, a series of linear mixed-effects models were fitted. The quantitative findings were then illustrated using linguistic examples and discussed from a discourse analytic perspective. The approach demonstrates how quantitative methodologies support the analysis of large-scale data and expand the research scope permitted by traditional discourse analysis. The findings underline professional knowledge and institutionalized roles as key factors influencing the use of therapeutic language, providing meaningful insights for the clinical understanding and future research into therapeutic language.

Keywords: therapist and client language, therapeutic approaches, linguistic styles, LIWC analysis

Living with eczema: how does eczema affect a child and their parent's psychological wellbeing and quality of life

Speaker(s): Irene Kit-man CHEUNG

Living with eczema: how does eczema affect a child and their parent's psychological wellbeing and quality of life

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Department of Social work and Social Administration
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Irene Kit-man Cheung, PhD student, The University of Hong Kong
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Cecilia Lai Wan Chan, Emeritus Professor, The University of Hong Kong,
YL Fung, Lecturer, The University of Hong Kong

Eczema, the most commonly seen chronically relapsing skin disorder among children all over the World. Research found out that around 70% of patient with eczema had their onset at the age of 5. In addition, eczema patients experienced a cluster of overlapping physical and psychological conditions such as sleeping disturbance, intense itching, dry and cracked skin, in which caused negative impact on their daily functioning, psychological wellbeing as well as quality of life. Such a negative influence does not only apply on the patients, but as well as their caregiver and the whole family. Despite pharmacological treatments of eczema such as oral prescription or using ointment had been well-documents and had shown its effect, however, patient's treatment adherence was not optimistic in which those treatments were being criticised as not permanent or completely cured the eczema.

In our study a holistic psychological group intervention was applied on primary school aged children with eczema and their main caregiver, which aimed at promoting their psychological wellbeing as well as improving their quality of life. Findings indicated that the concept "living with eczema" was well accepted by participants which shown on their improved negative emotions, enhanced holistic wellbeing and decreased severity of eczema condition. Moreover, our research findings demonstrated children's eczema condition was having a direct effect on their caregiver's psychological wellbeing. Hence, promoting the "living with eczema" concept would not only benefit the patient, as well as their caregiver and the whole family.

Keywords: Health, Wellbeing and the Lifespan, Quality of Life and Quality of Care, Holistic intervention, Evidence-based social work practice

07/13/2022 (08:00 PM - 08:30 PM, HKT (UTC+8))   Whova live streaming channel A

An Overview of Telemedicine in Indonesia: The Regulation and Its Implementation

Speaker(s): Diah Arimbi

An Overview of Telemedicine in Indonesia: The Regulation and Its Implementation

Diah Arimbi

Universitas Nahdlatul Ulama Purwokerto, Indonesia

Abstract

Several countries have implemented telemedicine before the pandemic, both in terms of regulation and implementation. This is different from Indonesia, the use of telemedicine in Indonesia is growing due to the pandemic of COVID-19. the emergence of COVID-19 is also one of the causes for the issuance of policies regarding Telemedicine. In 2019, the Regulation of Minister of Health of Indonesia No. 20 of 2019 was issued regarding the Implementation of Telemedicine among Health Service Facilities. This study is descriptive research using the normative juridical method. The Regulation of Minister of Health of Indonesia No. 20 of 2019 outlines the provision of Telemedicine services that are limited to conducting consultations between health service facilities for diagnosis through types of services, costs, rights, and obligations, funding from telemedicine services, guidance, and supervision. However, this regulation does not oversee the administration of Telemedicine between doctors and patients. By regulation, Indonesia still needs legality and deeper studies, especially if telemedicine penetrates the relationship between doctors and patients, including the technology needed. One of the pressing needs for regulation and implementation of telemedicine is because it is not known whether after COVID-19 this will take place or not.

Keywords: telemedicine, Indonesia, regulation, health services

07/13/2022 (07:00 PM - 08:00 PM, HKT (UTC+8))   Whova live streaming channel B

Ethics (D1B2)

Speaker(s): Olivia Ngan; Giorgia Riboni; Margo Turnbull

Moral Distress Trajectories of Physicians 1 year after the COVID-19 outbreak: A Grounded Theory study

Speaker(s): Giulia Lamiani

Moral Distress Trajectories of Physicians 1 year after the COVID-19 outbreak: A Grounded Theory study

Giulia Lamiani
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Davide Biscardi, Unit of Clinical Psychology, Santi Paolo e Carlo Hospital, Milan, Italy
Elaine C Meyer, Center for Bioethics, Harvard Medical School, Boston, USA and Boston Children's Hospital, Boston, USA

Alberto Giannini, Pediatric Intensive Care Unit, Spedali Civili di Brescia Hospital, Brescia, Italy
Elena Vegni, Department of Health Sciences, University of Milan, Italy and Unit of Clinical Psychology, Santi Paolo e Carlo Hospital, Milan

Abstract

The COVID-19 pandemic has confronted emergency and critical care physicians with unprecedented ethically challenging situations (Smallwood et al., 2021). The aim of this paper was to explore physicians' experience of moral distress during the pandemic. A qualitative multicenter study was conducted using Grounded Theory. We recruited 15 emergency and critical care physicians who worked in six hospitals from the Lombardy region of Italy. Semi-structured interviews about their professional experience of moral distress were conducted from November 2020–February 2021 (1 year after the pandemic outbreak). The transcripts were qualitatively analyzed following open, axial, and selective coding (Strauss & Corbin, 1990). A model of moral distress was generated around the core category of Being a Good Doctor. Several Pandemic Stressors threatened the sense of Being a Good Doctor, causing moral distress. Pandemic Stressors included limited healthcare resources, intensified patient triage, changeable selection criteria, limited therapeutic/clinical knowledge, and patient isolation. Emotions of Moral Distress included powerlessness, frustration/anger, and sadness. Physicians presented different Individual Responses to cope with moral distress, such as avoidance, acquiescence, reinterpretation, and resistance. These Individual Responses generated different Moral Outcomes, such as moral residue, disengagement, or moral integrity. The Working Environment, especially the team and organizational culture, was instrumental in restoring or disrupting moral integrity. Our findings suggest that, in order to restore moral integrity, it was important for physicians to reframe morally distressing situations and find new ways of enacting own values, and perceive a cooperative and supportive working environment.

Keywords: COVID-19; ethics; moral distress; intensive care; emergency medicine; grounded theory

Media Practices and New "Illnesses"

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Dermot Heaney
Università degli Studi di Milano

Abstract

The increasing medicalization of society represents a stimulating object of study for the medical community, ethical philosophers and also linguists. Of particular interest to the latter is the process through which life problems receive "medical diagnoses and are subject to medical treatment, despite dubious evidence of their medical nature" (Conrad, 2007, p. 3). Such a process involves a social construction of reality (Berger & Luckmann, 1966) in which discourse and discursive categories assign ordered meanings to collective human experience. As a result, behavior or psychic states depicted as problematic can be ascribed a pathological status and discursively constructed as an illness –language and discourse (of which the media is an influential distillation) being "the depository of institutionalized collective "sedimentations"" (Conrad & Schneider, 1980, p. 21). In the same way, the strategic use of discursive and generic conventions has the potential to create a non-existent pathology and mislead the public. This paper sets out to investigate the media representations of conditions that may have been medicalized and compares the ways in which they are framed conceptually, defined linguistically, and popularized to lay audiences. By comparing data sets of different genres comprising mainline journalism, online commentary, and scientific articles on examples of medicalization, and examining them with the methodological tools provided by Critical Discourse Analysis (cf. Fairclough 1989; 1991), the authors will trace the processes through which language can be employed both in the name of genuine medical information and for more questionable ethical ends.

Hong Kong Chinese parental expectations of raising a child with disability in the decision-making for prenatal testing and termination of pregnancy

Speaker(s): Olivia Ngan

Hong Kong Chinese parental expectations of raising a child with disability in the decision-making for prenatal testing and termination of pregnancy

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Abstract

Background and Objective: Prenatal testing is widely available in clinical practice in Hong Kong. The study aimed to examine attitudes toward prenatal testing and termination of pregnancy (TOP) among parents in relation to their views on raising a child with a disability.

Methods: An explanatory sequential mixed-methods study was conducted. A survey among 274 parents was followed by 26 interviews. Using multivariate analysis, the relationships between attitudes were examined. Thematic analysis was used to identify the reasons behind the attitudes.

Results: Parents reported different expectations of a child with disability, of which affecting their attitudes of termination of pregnancy. Parents reported more positive attitudes toward raising a child with disability and more moral views about TOP. Significant associations were found between attitudes toward prenatal testing, raising a child with disability, reproductive autonomy, and TOP. Three major themes were identified: (1) meanings of parenthood from genetic tests; (2) views toward TOP and parental responsibility; and (3) implications of advanced extended prenatal genetic testing.

Conclusions: Perceived social-cultural norms of disabilities and parental expectations of raising a child with disability influence decision-making regarding TOP. As more conditions of the fetus are able to be detected, the implications of the technology and disabilities need to be addressed in antenatal care.

Keywords: Parental Experience, Disability, Health, Social Acceptance, Bioethics

07/13/2022 (07:00 PM - 08:30 PM, HKT (UTC+8))   Whova live streaming channel C

Work-in-progress roundtable

Speaker(s): Kiran Kaur; Xiaoyan Huo; Yumin Lin; Srikant Sarangi

07/13/2022 (07:00 PM - 07:30 PM, HKT (UTC+8))   Whova live streaming channel C

Facebook Group for Women Living with Endometriosis: A Preliminary Investigation on Social & Emotional Support

Speaker(s): Kiran Kaur

Facebook Group for Women Living with Endometriosis: A Preliminary Investigation on Social & Emotional Support

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Faculty of Creative Industries
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Malaysia

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Language Academy,
Faculty of Social Sciences and Humanities
Universiti Teknologi Malaysia (UTM)

Abstract

Many Facebook groups were based on the basis that people going through similar experiences can better understand one another and offer mutual emotional and practical support (Barak.et al. 2008). Health-related social media support groups give patients new ways to connect with others facing similar issues. In the Malaysian context, there is still a lack of understanding about Endometriosis in terms of the diagnosis, symptoms and treatment. Therefore, Malaysian women with Endometriosis turn to support groups such as MyEndosis and Endometriosis Malaysia to seek and receive emotional support and information. These two Facebook support groups have 3.1k and 7.8k members, respectively, indicating that Malaysian women need substantial support. To better understand the types of support women, seek and get on these platforms, a preliminary investigation was carried out. The results of this analysis will be used to establish how women living with Endometriosis in Malaysia are socially and emotionally supported. The paper will address the following areas: 1) the types of social support sought by women with endometriosis, 2) the types of social support received by women on these Facebook support group , 3) types of categories of emotional support gathered from these support groups for the search period of September 2021. For all the above-mentioned areas, both Facebook Postings and Comments were used to draw several conclusions. Based on the preliminary data analysis, many women in these online social support groups share informational and emotional perspectives, particularly on the relationship between social support and women's health. There are also some intriguing findings concerning the various types of emotional support provided to endometriosis patients online. The expected outcome will assist women in gaining useful information and understanding how social support groups may play a role in their emotional well-being when dealing with chronic diseases such as endometriosis.

Keywords: Health Communication; Social Media; Online Support; Endometriosis; Social Support; Emotional Support.

News Framing of the Initial COVID-19 Outbreak on BBC News and CNA News YouTube Channel

Speaker(s): Xiaoyan Huo

News Framing of the Initial COVID-19 Outbreak on *BBC News* and *CNA News* YouTube Channel

HUO XIAOYAN

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Universiti Teknologi Malaysia

DR. NOOR AIREEN BINTI IBRAHIM

Language Academy, Faculty of Social Sciences and Humanities,
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Abstract

The COVID-19 pandemic is an unprecedent disease outbreak of global magnitude. In the early days of the outbreak, how news outlets with dissimilar cultural contexts constructed and framed the COVID-19, can have impacts on the perception and subsequent health behaviours, and the progression of the virus in the country (Wallace et al., 2021). News frames shape social realities by drawing attention to certain aspects of the issue while obscuring others (Entman, 1993). Within each frame, the selection of metaphors, lexicons can also exert nuanced effects. Sometimes visuals are also employed in conjunction with verbal contents to reinforce impacts of frames (Bock, 2020). The purpose of this research was to identify the dominant frames in *BBC News* and *CNA News* when constructing the initial COVID-19 outbreak amid intense uncertainties, and explore the distinctive representations regarding the Chinese government's containment measures in Western and Asian news media. Inductive qualitative content analysis was utilized to extract frames. The data were retrieved from both news outlets' YouTube COVID-19 outbreak playlists, which covers the first reportage of the COVID-19 to the first community transmission. 27 and 87 news clips from *BBC News* and *CNA News* were downloaded, respectively. Since this study examines exclusively framing of news media coverage, clips concerning lengthy livestreams of domestic and international governmental press briefings were excluded. Consequently, 27 clips from *BBC News* and 58 from *CNA News* constituted the final data. The finding of this study can acquaint media practitioners about the patterns of COVID-19 reporting in news outlets with different cultural contexts, and inform reporting of future outbreaks.

Keywords (4 to 6): COVID-19, news framing, YouTube, media and health communication, Western perspective, Asian perspective

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TikTok as source of palliative care support: A content analysis

Yumin Lin

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Abstract

Palliative care is designed for patients with terminal illnesses to provide relief from the symptoms and stress, which improves the quality of life of the patients and their families. Younger adults are not familiar with palliative care. However, they are expected to play central roles and take more responsibilities in medical and palliative decision-making in the family. The lack of knowledge hinders the fulfillment of those expectations.

As a popular App among the younger generation, TikTok is used by health organizations and professionals to provide health information. However, the user-generated conent with personal stories and experiences might draw more attention from young adults.

To imitate the user patterns on TikTok, we will create a new account on TikTok and search for terms related to palliative care to generate an initial list of content. By liking the videos on the list and following the content providers, we rely on TikTok's algorithm to create a recommendation page consisting exclusively of palliative-related videos. Consequently, a random sample of 100 videos with personal stories and experiences will be drawn from the recommendations.

The study will provide a descriptive portrayal of TikTok user-generated videos on palliative care. Moreover, we aim to investigate how these videos potentially support young adults in making relevant decisions. According to WHO, palliative care provides support to overcome physical, psychological, social, and spiritual challenges patients and their families are facing. The sample will be coded based on the types of support and how the support is offered. Keywords: Palliative care, TikTok, content analysis, young adults

07/13/2022 (09:00 PM - 10:30 PM, HKT (UTC+8))   Whova live streaming channel A

Clinical Communication (D1A3)

Speaker(s): Nor Hazila Mat Lazim; Jekaterina Nikitina; Alessandra Agnese Grossi

Using tools for treatment decision making on antidepressants

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Faculty of Languages and Linguistics, Universiti Malaya, Kuala Lumpur, Malaysia

Ng Chong Guan, Aya Ahmed Abousheishaa
Faculty of Medicine, Universiti Malaya, Kuala Lumpur, Malaysia

Abstract

Decisions about antidepressants for major depressive disorder (MDD) are preference-sensitive, making the implementation of shared decision making (SDM) particularly necessary for clinicians and patients to jointly discuss the course of treatment. A multicentre clinical trial was conducted to assess the effectiveness of an encounter patient decision aid (PDA) for MDD patients (NLM, NCT04761757). Higher patient involvement and decision-making readiness were found in the intervention arm, where psychiatrists used the PDA with patients guided by a Booklet of Scripts (BOS), compared to the control consultations in which only the BOS was used (Abousheishaa et al., 2021). Yet, little is known about communicative practices of psychiatrists and patients while using these tools. Using activity analysis (Sarangi, 2010), this study examines how treatment decisions are made using these tools in clinical encounters. Data comes from the control and intervention consultations, totalling 17 and 16 audio recordings, respectively. Structural mapping of the consultations revealed that psychiatrists partially use the BOS and/or PDA in interaction with their patients. Although psychiatrists mostly dominated the conversation in both consultation arms, patients asked more questions when PDA was used. Preliminary findings suggest that using BOS to elicit patient perspectives on treatment helps to prepare the ground for decision making, in that patients' preferences or values can be integrated into treatment decisions. Meanwhile, the practice of broadcasting information from the PDA booklet might hinder patient involvement in sharing their perspectives. Interactional evidence on communicative practices that encourage or inhibit patient involvement may serve as the basis for refining and developing recommendations on SDM in this study context.

Keywords: shared decision making, patient involvement; antidepressants; tools; psychiatric consultations, activity analysis

Interpreter-mediated healthcare encounters: potential areas of intervention

Speaker(s): Jekaterina Nikitina; Giulia Montenovo

Interpreter-mediated healthcare encounters: potential areas of intervention

Giulia MONTENOVO
Università degli Studi di Milano, Milan, Italy

Jekaterina NIKITINA
Saint Camillus International Medical University, Rome, Italy

Abstract

The need for healthcare interpreting has grown substantially in Italy over the last few decades. A country traditionally exposed to a very high tourist presence, Italy has in recent years also seen a surge in migration (Baraldi & Gavioli, 2016), which has broadened the scope, diversified the coverage, and increased the urgency of interpreting services calling for an integration of linguistic assistance services to ensure equal access to healthcare.

Interpreter-mediated medical encounters face a number of challenges, including lack of clear national and international policies (Bischoff, 2020), interprofessional trust and respect (Brisset, Leanza & Laforest, 2012) and comprehension of each other's role and its boundaries (Bot, 2006). Although the importance of these factors has been widely recognized in scholarly literature, it remains problematic in everyday practice. A clearer understanding of how these two groups of professionals see their roles in the course of interpreter-mediated encounters is essential to identify potential areas of intervention.

To gather information useful for this purpose, this study administered an ad hoc questionnaire and structured interviews, respectively, to healthcare professionals and medical interpreters in Italy. The methodology combines ethnographic methods of survey research and sociolinguistically oriented discursive approaches, including Goffman's (1981) notion of participation framework.

The findings illustrate a number of common challenges, including the ethical dimension, and areas of potential improvement where these two professional categories can adjust to each other and work towards a more productive collaboration. The results may be of use to institutions providing training to both healthcare professionals and interpreters to equip them to address the issue.

Keywords: healthcare interpreting; participation framework; interpreter-mediated healthcare services; healthcare interpreting ethics.

Family consent to organ donation in a multicultural setting: towards the construction of a relational culture for healthcare professionals in intensive care units

Speaker(s): Alessandra Agnese Grossi

Family consent to organ donation in a multicultural setting: towards the construction of a relational culture for healthcare professionals in intensive care units

Alessandra Agnese Grossi

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Center for Clinical Ethics, Department of Biotechnologies and Life Sciences, University of Insubria, Varese, Italy

Stefano Bonometti

Department of Human Sciences, Innovation and Territory, University of Insubria, Como, Italy

Abstract

Appropriate communicative practices are critical for healthcare professionals (HCP) to relate with bereaved families for the acquisition of consent to organ donation (OD) in intensive care units (ICU). Conversations surrounding OD are complex. First, given the high symbolic value of the concepts and practices attached to the process at stake (i.e. end-of-life care, death, organ procurement, etc.). Second, because of the numerous actors involved in the communication process (i.e. transplant coordinators, clinicians, nurses, and grieving family members). The increasing ethnic and cultural diversity characterizing our societies poses additional challenges to the complexity inherent to communication within this setting. These include language barriers, medical mistrust, different representations of death, body, and end-of-life care, religious practices at the end of life, and uncertainty of the position of one's religion about OD among families. This frequently requires the involvement of additional allied HCPs such as cultural mediators and religious leaders to improve family members' and HCPs' relational experience and understanding. The importance of education and training of HCPs in ICUs to enable family-centered care is well-established, especially when it comes to relating with ethnic minority individuals about OD. Based on an ongoing project in Italy, we propose a novel educational approach adapted to the emergent need for a collaborative educational model aimed at building a relational culture about OD among (allied) HCPs in ICUs which recognizes and respects cultural differences to improve this symbolically charged experience for ethnic minority families and HCPs. The model builds from symbolic interactionism theory, boundary crossing theory, and activity theory.

Keywords: intercultural relations, ethnic minorities, healthcare professional education, organ donation, intensive care

07/13/2022 (09:00 PM - 10:30 PM, HKT (UTC+8))   Whova live streaming channel B

Health Communication (D1B3)

Speaker(s): Xu Huimin; Polina Shvanyukova; Vincent Huang

'All for One, it starts with you': A multimodal critical discourse analysis of Singapore's COVID-19 vaccination video

Speaker(s): Xu Huimin

'All for One, it starts with you': A multimodal critical discourse analysis of Singapore's COVID-19 vaccination video

Huimin Xu

National Institute of Education, Nanyang Technological University

Abstract

The current COVID-19 pandemic has caused an unprecedented public health crisis in the world. Since the introduction of the first vaccine for COVID-19, persistent vaccination hesitancy and skepticism have been widely spread across the globe, posing a considerable challenge for healthcare and policymakers (Benis et al., 2021). Despite the availability of vaccines in many countries, the overall vaccination rate in the world remains relatively low. According to a study (Interpol, 2021), poor health literacy and misinformation circulating on social media could be reasons for vaccination hesitancy. Singapore is not an exception. In February/March 2021, Singaporeans' vaccination acceptance rate was at a low of 60-70% (Statista, 2021). The Singapore government launched an online vaccination campaign called VacciNationSG in March 2021, aiming to increase the vaccination rate (The Strait Times, 2021). By late September, 82% of the Singapore population had been vaccinated (Ministry of Health, 2021). Thus, it would be interesting to see if the campaign has successfully persuaded the public to take the vaccination. This proposed study focuses on a widely circulated YouTube video promoting vaccination in Singapore during the COVID-19 outbreak and examines how the success of the video's positive message about vaccination is couched within the ideological narratives about the national community. By applying a multimodal critical discourse analysis (MCDA) approach, this study aims to contribute to the existing body of research by exploring how the Singapore government employs various discursive practices to persuade the public for vaccination ostensibly while reinforcing social solidarity and cohesion in fact.

"They have arms, legs, fingers, and toes": Examining the Use of Medical Knowledge in Nonlegislative Debate on Abortion in the U.S. House of Representatives

Speaker(s): Polina Shvanyukova

"They have arms, legs, fingers, and toes": Examining the Use of Medical Knowledge in Nonlegislative Debate on Abortion in the U.S. House of Representatives

Polina Shvanyukova
University of Udine, Udine, Italy

Abstract

In December 2021, U.S. Supreme Court Justices held oral arguments in Dobbs v. Jackson Women's Health Organization. For the first time since 1973, the Court has agreed to consider a case - which addresses the constitutionality of Mississippi's law on pre-viability abortions - that directly challenges Roe v. Wade. The decision to hear the case signals a tangible possibility that the Court intends to approve the constitutionality of a state law banning abortions after 15 weeks (Spindelman 2021). Possibly the most important abortion rights case in generations, Dobbs v. Jackson became a popular topic for stirring one-minute speeches, an important form of nonlegislative debate used by Members of Congress to express their views on bills, policy issues, etc., about which their constituents care (Rocca 2007, Schneider 2017). This study analyzes a corpus of nonlegislative one-minute speeches on the topic of abortion delivered on the House Floor during the 1st session of the 117th Congress (between January 3, 2021 to January 3, 2022). The focus here is on the use of communicative and persuasive power to develop arguments on abortion-related issues, and, more specifically, on the ways in which Congressmen and Congresswomen use medical knowledge to justify their agendas. A total of 150 speeches (approx. 25,000 tokens) will be analyzed using a qualitative discourse and functional-semantic analysis (Tardy & Swales 2014, Bhatia 2017, Giglioni 2020) with the aim of identifying 1) the rhetorical strategies used to engage with controversial debates in prenatal medicine about, for example, the moral status of unborn life (Gillon 2001, Schmitz & Clarke 2021, Simkulet 2022), issues in prenatal testing (Shakespeare 2017, Zollo & Picardi 2021), etc., and 2) the specific legitimizing techniques (van Leeuwen 2008) employed to make claims about "the vital interest" (Cap 2006: 7) of the groups these politicians represent.

Keywords: Abortion; prenatal medicine; moral status of fetus; one-minute speeches; nonlegislative debate; U.S. House of Representatives

Examining the Impact of Conspiracy Belief and Authoritarian Personality on COVID-19 Vaccines Uptake Intention

Speaker(s): Vincent Huang

Examining the Impact of Conspiracy Belief and Authoritarian Personality on COVID-19 Vaccines Uptake Intention

Vincent Huang
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5 Hereford Road, Kowloon Tong, Hong Kong

Shuning Pan
Independent Researcher

Abstract

This study extends existing research on promoting COVID-19 vaccination by considering the impact of conspiracy belief and authoritarian personality in the Chinese context. Based on the health behavior theories as well as research on conspiracy belief and authoritarian personality, we consider the impact of risk perception, perceived benefits and barriers, contextual factors (i.e., descriptive and injunctive norms), conspiracy theory belief, and authoritarian personality on the vaccine uptake intention. An online survey (N = 372) including 206 males and 166 females, ranging from 18-56 years old (M=26.94, SD=5.75) suggested that, surprisingly, perceived severity, cues to action (exposure), perceived community benefits, perceived barriers (safety) and conspiracy belief (both COVID-19 related and general) had negative impact. This could be explained by the impact of effective and swift measures that deal with the COVID-19 cases in mainland China. Although the participants have been exposure to or have experience of lockdown, usually the Chinese government is very effective in curbing the spread of the COVID-19 virus, which may lead the participants believe that vaccination is not necessary. Conspiracy theory belief was negatively associated with and the authoritarian personality was positively associated with the vaccine uptake intention. This suggests that we should consider the information and political environments of vaccination promotion.

Keywords: COVID-19 vaccine, conspiracy belief, authoritarian personality, China

07/13/2022 (09:00 PM - 10:30 PM, HKT (UTC+8))   Whova live streaming channel C

Work-in-progress roundtable

Speaker(s): Ayeshah Syed; Sinead Jackson; Minghui Sun; Srikant Sarangi

Life-story Documentation for Empathy Development Among Dental Students: Preliminary Findings and Insights from An Interdisciplinary Communication-Focused Study Conducted During the Pandemic

Speaker(s): Ayeshah Syed

Life-story Documentation for Empathy Development Among Dental Students: Preliminary Findings and Insights from An Interdisciplinary Communication-Focused Study Conducted During the Pandemic

Ayeshah Syed
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Abstract

To better equip future dentists to serve special needs communities, curricula should emphasize humanistic values and interpersonal skills such as empathetic communication, which is linked to better diagnosis, patient satisfaction and health outcomes (Beattie et al., 2011). Pedagogical approaches to cultivate empathy include tasks incorporating elements from the arts and humanities (Bas-Sarmiento et al., 2020). However, collaboration between the humanities and dental educators is relatively new in Malaysia. Our team of applied linguists and clinicians set out to explore life-story documentation as a pedagogical approach to cultivate empathy among dental students. We designed a communication training programme and a life-story documentation task, embedded in a quasi-experimental design.

Adapting our study to online mode post-pandemic, we recruited seventeen dental students and eight older adults via personal networks. Over eight weeks, the students completed communication skills training and were assigned in pairs to conduct a life-story interview with an older adult and retell the stories in a multimodal biography and narrative. Sessions on interviewing older adults, building rapport and narrative writing were led by the applied linguists, while the clinicians discussed patient engagement. Various types of data were collected, including pre and post survey responses measuring students' empathy and perceptions of aging, student reaction vlogs recorded throughout the process, the resulting life-stories and biographies and recorded interviews and training sessions. In this Work-In-Progress, presentation, we will describe the research process and preliminary findings, including challenges and lessons learned from conducting an interdisciplinary communication-focused study during the pandemic.

Keywords: dental education, life-story documentation, empathy development, interdisciplinary research

A corpus-assisted analysis of metaphorical framings in discourse surrounding alcohol use disorder.

Speaker(s): Sinead Jackson

A Corpus-Assisted Analysis of Metaphorical Framings in Discourse Surrounding Alcohol Use Disorder

Sinead Jackson

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Abstract

Background: Metaphor has been demonstrated to be a powerful communicative tool, offering insight into how people think and reason. Use of metaphor is particularly illuminating in communication about difficult or sensitive topics. Yet, despite discussion around alcohol use disorder (AUD) being commonly couched in metaphorical language, there is yet to be any large-scale research into metaphorical uses of language in AUD discourse. Of the research that does exist, the use of positive metaphorical framing has been shown to be of benefit to both AUD sufferers and healthcare professionals (Frameworks, 2015). This study will analyse the forms and functions of metaphors in AUD discourse, revealing how those affected think and reason about their experiences. The analysis will foreground evidence of empowerment, with implications for both the understanding of empowerment in linguistic theory and patient-practitioner communication in clinical settings.

Methods: A specialised corpus of 1,000,000 words of internet communication concerning AUD will be collected from two stakeholder groups: individuals suffering with AUD and addiction focused healthcare organizations. Data will be collected from online support forums and public websites. The corpus will be analysed for systematic patterns of metaphor using an innovative combination of qualitative analysis and quantitative corpus linguistic methods.

Contribution: This study will offer a significant contribution to metaphor research in applied linguistics. It will provide an important example of how linguistic theory may contribute to discussions in health communication. Finally, it will engage with the current conversation around the ethics of using online forums as a source of healthcare discourse.

Keywords: Alcohol Use Disorder, Communication Studies, Health and Social Care, Metaphor Analysis, Empowerment, Corpus Linguistics

'Caring for my grandma is killing me': Caregiver burnout in navigating moral/ethical dilemmas on an online caregiver forum

Speaker(s): Minghui Sun

'Caring for my grandma is killing me': Caregiver burnout in navigating moral/ethical dilemmason an online caregiver forum

Minghui Sun

Department of Applied Linguistics, The Pennsylvania State University, State

Abstract

Though caregiver burnout has been heavily investigated in domains such as Nursing, Gerontology, and Psychology (Vitaliano et al., 1991; Bastawrous, 2013; Tramonti, 2019), detailed, in-depth analysis of the language used by caregivers to express their negative emotionsis rare (Strauss et al., 2019). Drawing on data collected from an online caregiver forum, this study aims to explore the ways in which caregivers discuss their burnout experiences andnavigate moral/ethical dilemmas in taking care of older people. In particular, this study adoptsthe distinction between moral and ethical aspects of caring by Foucault (1993) and Robbins (2009), with the former referring to everyday habitual acts and the latter to conscious reflectionand evaluation on those habitual acts. Preliminary results from the corpus analysis of 4025postsin recent ten years (from year 2012 to year 2022) under the category of "caregiver burnout"suggest that 1) the five most common types of negative emotions include anger, anxiety, guilt, depression and embarrassment, conveyed by caregivers either explicitly or implicitly throughspecific word choice and sentence patterns; 2) caregivers constantly make ethical judgments onthe moral acts of both themselves and the ones they take care of, and such ethical judgments co- currently shape as well as are shaped by the burnout-related sentiments as revealed in their posts. This study sheds light on caregiver emotion management and extends the ways to better support caregivers in this technology-mediated world.

Keywords: Caregiver; burnout; moral/ethical dilemmas; peer support; online forum; older people

07/13/2022 (11:00 PM - 11:59 PM, HKT (UTC+8))   Whova live streaming channel A

Clinical Communication (D1A4)

Speaker(s): Cathrin Larsen; Marion Chirwa Kajombo; Agnieszka Sowińska

Manifestations of eHealth literacy in nurse-patient communication

Speaker(s): Cathrin Larsen

Manifestations of eHealth literacy in nurse-patient communication

Cathrin Brøndbo Larsen

SEKOM, Department of Language and Literature, NTNU-Norwegian University of Science and Technology, and Department Rheumatology, St.Olavs University Hospital

Arild Faxvaag

Department of Neuromedicine and Movement Sciences, NTNU and Department of Rheumatology, St.Olavs University Hospital, Trondheim, Norway

Heidi Gilstad

Department of Language and Literature, Norwegian University of Science and Technology, Trondheim, Norway

Abstract

This study presents insights about eHealth literacy (eHL) in nurse-patient communication in rehumathology consultations. eHL concerns the complexity of competencies needed for health communication in the digitalized modern society (Norman and Skinner, 2006). eHL is context spesific, and includes technological aspects as well as individual and social factors (Griebel et al, 2018). Previous studies on eHL apply quantitative methods to measure eHL, rather than looking at what actually happens in the face-to-face interaction between the healthcare professionals and their patient. RQ1: In what way do patients present their eHL in the interaction? RQ2: How are patients' knowledge gaps addressed by the nurse?

Video recordings and observational data was collected from nurse-patient consultations in a Norwegian hospital setting. The encounters were part of a standardized patient pathway for patients newly diagnosed with inflammatory joint disease. The consultation is the first meeting point after the patient has been diagnosed and marks the beginning of lifelong treatment. The overall aim of the consultations is to start the process of making the patients self-sufficient.

The analysis shows that consultations typically consist of information giving, training, and counselling. Through these activities we looked at how knowledge gaps were identified, either by the patient or the nurse, and various ways of addressing these gaps. We also looked closer at how the patient and nurse positioned each-other when addressing the knowledge gaps (knowledgeable – less knowledgeable, etc…). The study offers an insight into how nurses address eHL issues in their everyday patient encounters.

Keywords: Ehealth literacy; nurse-patient communication; video/observation; patient empowerment

Communicating linguistic taboo topics in gynaecological consultations in a cultural conservative Malawian hospital setting.

Speaker(s): Marion Chirwa Kajombo

Communicating linguistic taboo topics in gynaecological consultations in a cultural conservative Malawian hospital setting

Marion Chirwa Kajombo
Malawi Univresity of Science and Technology (MUST), Thyolo Malawi.

In medical consultations, doctors serve through the clinical gaze which combines the doctor's expertise in seeking evidence on and in the patient's body, as well as listening to the patient (Foucault 1973). Thus, open communication is a requirement for successful medical consultation. This requirement may face challenges in conservative settings like Malawi, where Fieldler (2015) that sex, sexuality and gynaecology are taboo topics. This sociolinguistic paper presents findings from sixteen interviews and 8 simulated consultations from a total of 12 Malawian women and 4 male gynaecologists where Chichewa (a lingua-franca of most Malawian urban areas) was used. The study uses Interactional Sociolinguistics methods to avail that the taboo topics in this setting include: the direct reference to sex and sexual organs, suggesting and confirming infertility and unjustified requests for physical examination were considered taboo. Furthermore, using Situated Discourse Analysis (Gee 2004), the main argument is that success in consultations that include the listed taboo topics, is a result of politics building activities which establish relationship and distribute respect and dignity mainly to towards the patient, for communication to be successful. This study shows how linguistic strategies are used to negotiate the juxtaposed medical and socio-cultural requirements to successfully attain the goals of gynaecological consultations in a conservative Malawian hospital.

Keywords: Chichewa, Gynaecological Consultations, Intercultural Communication, Malawi, Sociolinguistics, taboo topics.

07/13/2022 (11:00 PM - 11:59 PM, HKT (UTC+8))   Whova live streaming channel B

Health Communication (D1B4)

Speaker(s): Yanfen CHEN; Chris tang; Anna Anselmo

07/13/2022 (11:00 PM - 11:30 PM, HKT (UTC+8))   Whova live streaming channel B

The Image of Traditional Chinese Medicine (TCM) in COVID-19 News--- A Corpus-based Analysis of Chinese and Overseas News

Speaker(s): Yanfen CHEN

The Image of Traditional Chinese Medicine (TCM) in COVID-19 News
--- A Corpus-based Analysis of Chinese and Overseas News

Chen Yanfen

Ludwig-Maximilians-Universität München, Munich, Germany

Abstract

Traditional Chinese Medicine (TCM) has provoked surging attention worldwide amid the recent COVID-19 pandemic. In both Chinese and international media, there was ample news coverage on its efficacy in treating COVID-19. Rather than arguing for the proclaimed effect from the perspective of medical science, this paper investigates how TCM images were constructed in COVID-19 newspapers and webs by different countries, and what social and cultural reasons were hidden behind constructions. Three TCM news corpora, Chinese Newspaper Corpus, Overseas Newspaper Corpus, and Overseas Web Corpus were self-compiled from January, 2020 to December, 2021. Using corpus-based discourse analysis and data mining technique, I unravel the main topics and sentiments in each TCM corpus. The research finding show a) The focuses of Chinese newspapers were international cooperation and the combination of TCM with Modern Western Medicine (MWM). TCM was depicted highly positive due to the efficient herbal remedies, acupuncture and other exercises. b) Overseas newspapers emphasized negative impact of wildlife trafficking, and criticized herbal medicine by its animal components and lack of scientific evidence. Acupuncture, however, was widely adored. c) Overseas news on web shed more light on herbal plants and pharmaceutical trade, and the general tone was a bit more positive than that in newspapers. TCM is actually a complicated entity that integrated national identity, cultural inherent, and philosophical principles. This empirical study thus contributes to a better comprehension of TCM in modern China and helps to enhance cultural awareness in inter-cultural health communication between China and the West.

Keywords (4 to 6): Covid-19; Traditional Chinese Medicine; news discourse; discourse analysis; corpus-based analysis; data mining

07/13/2022 (11:30 PM - 11:59 PM, HKT (UTC+8))   Whova live streaming channel B

Tailoring COVID advice for minority ethnic communities with an oral language tradition

Speaker(s): Chris tang

Tailoring COVID advice for minority ethnic communities with an oral language tradition

Chris Tang, Mark Cabling, Gabriella Rundblad
School of Education, Communication and Society,
King's College London

Julie Begum, Ansar Ahmed Ullah
Swadhinata Trust & Diwas Bisht
Department of Social Sciences, Loughborough University

Abstract

UK's Bangladeshi communities have been disproportionately affected by COVID-19 related morbidity and mortality due to a cross-section of socioeconomic, geographical and health related factors (Public Health England 2020). Compounding this vulnerability was a lack of clear messaging tailored to the needs of a group who share an oral language (Sylheti) – a language that is uncodified and rarely written. Oral language groups tend to learn about emerging issues based on observation and interactions with their immediate reality and through participation in a kind of "corporate introspection" (Ong 1982). Tailored advice, thus, needs to account for how risk is framed in an oral language and for the role of social networks in the interpretation and validation of new information.

Our talk reports on a UKRI funded study looking at how older Bangladeshis and younger members of their close and wider social network accessed, interpreted and shared advice about COVID-19. Our multi-layered analysis of 37 interviews identified fundamental differences in how COVID advice was expressed and conceptualised in Sylheti compared to English and into oral information sharing practices during the pandemic. Drawing upon this analysis, we developed a series of outreach videos and an animated film as a way of accessing and engaging social networks for this and other groups with an oral language tradition. In the talk, we will present and unpack the film and videos as examples of linguistic and cultural tailoring and draw together the implications for developing more inclusive health communication practices in ethnically diverse societies.
Keywords: Tailoring messages, oral language, social networks, COVID-19, ethnic minorities

07/13/2022 (11:00 PM - 11:59 PM, HKT (UTC+8))   Whova live streaming channel C

Work-in-progress roundtable

Speaker(s): Lola Marinato; Giuditta Caliendo; Johanna Falby Lindell; Srikant Sarangi

Metaphors of perinatal loss: A communicative tool to share invisible grief

Speaker(s): Lola Marinato; Giuditta Caliendo

Metaphors of perinatal loss: A communicative tool to share invisible grief

Lola Marinato

PhD student in English Linguistics, Université de Lille,
Savoirs, Textes, Langage [STL] UMR CNRS 8163

Giuditta Caliendo

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Abstract

Perinatal death is an extremely recurrent social issue, yet often silenced and stigmatised in Western societies. This deeply entrenched taboo deepens the social isolation that follows the loss of a baby during or right after pregnancy and contributes to making this bereavement invisible in society.

Our ambition is to raise awareness and break the silence around perinatal loss by providing a better understanding of the linguistic choices made by bereaved parents in communicating their experience about the event. More specifically, this project investigates the metaphors used in French by parents describing their experience of perinatal death. The study is methodologically inspired by a project entitled "Death before Birth" 1 (Littlemore et al. 2019, Littlemore et al. 2020).

Metaphor analysis is a useful tool in understanding the thought process of an individual as the metaphors a person uses can provide insights into their mental state following an emotional experience of bereavement, and into the ways in which they come to terms with it (Semino 2018). These metaphors enable bereaved parents to share their experience with people who lack "experiential knowledge" (Borkman 1976).

In order to run this study on metaphors, we are building a corpus of testimonies by conducting interviews with French speaking bereaved parents. Special relevance will be given to the voice of fathers so as to identify the way(s) in which their experiences resemble and differ from those of mothers in terms of the metaphors used.

Keywords: Perinatal loss, metaphor analysis, discourse analysis, taboo, invisible grief

Empathy and humility in complex migrant patient-provider interactions

Johanna Falby Lindell

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Morten Sodemann, Department of Clinical Research, University of Southern Denmark

Abstract

The increase of immigration to Denmark has increased population diversity. This challenges existing healthcare systems and may result in increasing health inequality (Rosenkrands et al. 2020). Immigrant patients with complex problems such as chronic pain, depression and/or PTSD often face significant obstacles to communicating their problems in part due to language barriers (Sodemann 2020).

Using Conversation Analysis, this pilot study investigates the triadic interaction between patients, doctors, and interpreters during 12 assessment consultations at a pioneering clinic for migrant patients with complex health issues. Most of the patients have been in the health care system for years, even decades, with un- or misdiagnosed illnesses before being referred to the clinic.

Drawing on the notion of empathic opportunities (Suchman et al. 1997; Zimmermann et al. 2007) and epistemics (Heritage 2012) we explore the unfolding of the patients´ concerns. The preliminary results suggest that, in the face of empathic opportunities the clinicians do not always respond emphatically with e.g. formulations (Heritage & Watson 1979; Deppermann 2011). Instead, they often ask a series of ancillary questions (Heritage 2011). We explore how this interactional device and what we term the epistemic humility of the physician as knowledgeseeker can create opportunities for the patient to share his/her own knowledge and understanding of health-related factors. We ask how doctors work to maintain a caring, empathic stance while steering away from an emotionally distressing topic and while also attending to the institutional constraints of the consultation (Ruusuvuori 2007; Beach & Dixon 2001).

Keywords: Conversation Analysis, doctor-patient interaction, interpreter mediated healthcare, intercultural communication

07/14/2022 (12:00 AM - 12:30 AM, HKT (UTC+8))   Whova live streaming channel A

Clinical Communication (D1A4)

Speaker(s): Cathrin Larsen; Marion Chirwa Kajombo; Agnieszka Sowińska

"They say it's because I'm migrainous. . ." Contested identities of students with invisible disabilities in medical consultations

Speaker(s): Agnieszka Sowińska

"They say it's because I'm migrainous. . ." Contested identities of students with invisible disabilities in medical consultations

Agnieszka Sowinska

Department of Experimental Linguistics, Nicolaus Copernicus University, Torun, Poland
Escuela de Inglés, Universidad Católica del Norte, Antofagasta, Chile

Abstract

The aim of the paper is to examine the identity construction by students with invisible disabilities as disclosed in medical consultations at a Chilean university health centre. I work on the assumption that analysing the discursive processes through which students with invisible disabilities construct, negotiate and resist their roles and identities may contribute to a better understanding of living and studying with an invisible condition. Taking a discourse analytic approach (Bucholtz & Hall, 2005), I consider identity as a dynamic and negotiable process that takes place in specific interactional occasions. The findings reveal that the students sometimes construct contested identities as patients, students, or experts during medical consultations, responding to conflicting expectations of others and their own. In particular, they evoke specific labels and attributes, sometimes projected upon them by others; make covert reference to specific roles and responsibilities through implicatures; tell stories to share their experience and to legitimize their invisible symptoms and suffering, their actions or their position at the university; or construct "me" vs. "them" dichotomy, that is, negotiate their identities in opposition to others (e.g. specialists or teachers).

Keywords: contested illnesses, invisible disability, discourse analysis, discursive processes, doctor-patient interaction, identity construction

07/14/2022 (12:00 AM - 12:30 AM, HKT (UTC+8)) Whova live streaming channel B

Health Communication (D1B4)

Speaker(s): Yanfen CHEN; Chris tang; Anna Anselmo

Terminology and Medical Reporting: Terminological Resources, Neology, and COVID-19

Speaker(s): Anna Anselmo

Terminology and Medical Reporting: Terminological Resources, Neology, and the COVID-19 Syndemic

Anna Anselmo
"Kore" University of Enna

Abstract

This paper aims to investigate the terminological needs of journalists reporting medical news in the context of the current COVID-19 syndemic. Health crises highlight the media's fundamental role in disseminating accurate and relevant medical news. Such accuracy and relevance depend on the journalists' ability to interact with medical experts, to use medical terminology appropriately, to define their terms for the benefit of a generalist audience, and to successfully assess research methodology and the quality of data. While before the syndemic medical journalism tended to be a specialisation, in the past couple of years, COVID-19 has brought medical news into the mainstream and non-specialist journalists have had to catch on fast. Moreover, reporting the syndemic has also implied awareness of sociological, political, and economic phenomena, often lexicalised through neologisms.

Starting from these premises, this paper firstly presents the work context – medical journalism – and the professional group selected – dubbed 'occasional medical journalists', a subset of medical journalists – and analyses their terminological needs. Secondly, it offers a critical description of a selection of terminological and terminographic resources currently available to the professional category at hand, highlighting room for improvement. Thirdly, it explores the interdependence between COVID-19 and neology, and how this can impact the work of journalists. Lastly, it provides some sample *ad hoc* terminological entries conceived to facilitate the correct use of specialist terminology in the press.

Keywords: COVID-19, the media, medical reporting, terminology, terminological resources, neology

Panel

Health Discourse in Ageing Society (Panel - 1/2)

Speaker(s): Boyd H. Davis; Lihe Huang; Yiru Xu; Wei Zhang; Deyu Zhou; Xin Zhang

Formulaic sequences in the discourse of people living with dementia

Boyd H. Davis

University of North Carolina at Charlotte, USA

Abstract

Most analyses of formulaic language (FL) find that persons living with dementia (PLWD) use more FL than do cognitively unimpaired speakers (Bridges and Sidtis 2013), to maintain or to simulate local coherence (Pistono et al. 2018: 391). However, there's a bit more going on in the use or choice of various types of FL, whether it be the use of lexical and referential bundles (Conrad & Biber 2004), extender-phrases, different kinds of multiword expressions or repeated collocations. In the three sections of this discussion, we primarily draw on three data sources: the first section is a contextualizing overview of three new books (2020-2021) by Wray and by Van Lancker Sidtis, focusing respectively on Theory and Clinical studies of FL. The second discusses a set of examples focused on extenders from a speaker of English in the Carolinas Conversation Corpus, compiled with Margaret Maclagan, and the third section is keyed to highlight analyses of qualitative interviews with African and Caribbean speakers in the IDEMCare corpus (UK), and a sampling of interviews from a range of senior facilities in Norway and the UK. The conclusion discusses the need for multilingual, multicultural interventions involving caregiver education to learn to recognize and engage more successfully with dementia discourse and its inclusion of FL.

Keywords: formulaic language, dementia, corpora, discourse analysis

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Narratives in elderly inpatients' interaction with doctors in a Chinese hospital

Wei Zhang,
Dongyi Zhu2 & Lihe Huang1
1Research Center for Ageing, Language and Care, Tongji University, China
2School of International Studies, Shaanxi Normal University, China

Abstract

Narrative in conversation is a common activity through which past experiences, events, etc. are shared. Research has shown that not only the content of the telling, but also the position in the conversation where the telling is started have implications for what the narratives are used to do in given moments of the unfolding interaction. It is also common that patients sometimes tell stories about discovery of possible medical conditions. Previous research found that in primary care medical encounters outpatients often tell stories at the beginning or during the history-taking phase in ways that justify their medical visits and demonstrate that they are reasonable persons who are observant but not too lax about their own health.

In order to better understand heal-related discourse involving elderly people, this presentation reports a preliminary study of narratives by Chinese elderly patients who are hospitalized for a range of medical conditions. Using the methodology of conversation analysis, we examine the characteristics and placement of the inpatients' narratives in their interaction with doctors during routine rounds. Possible interactional functions of the narratives are explored. Doctor's responses are also examined and discussed. Our preliminary findings suggest that similar to other patients as reported in the literature, elderly inpatients use narratives to respond to doctor's questions. Doctors sometimes also encourage patients to give narratives. Both occasions are sometimes taken by the elderly as opportunities for reminiscing about their past thus resulting in possible misalignment with the doctor's agenda at hand. Keywords: patients' narratives, elderly inpatients, Chinese medical interaction, conversation analysis

Keywords: patients' narratives, elderly inpatients, Chinese medical interaction, conversation

Analysis

Self-identity Construction and Pragmatic Compensation in A Chinese DAT Elder's Discourse

Speaker(s): Lihe Huang

Self-identity Construction and Pragmatic Compensation in A Chinese DAT Elder's Discourse

Lihe Huang*, Qi Zhu & Deyu Zhou

Research Center for Ageing, Language and Care, Tongji University, China

Abstract

With the acceleration of aging in China, the interaction between elders and caregivers remains as an important topic to be further explored in health discourse in ageing society. In the interaction process, the identity constructed by elders can reflect their pragmatic strategy and communicative ability. In this sense, this study explores how the identity is constructed of elders who have Dementia of the Alzheimer Type (DAT) by examining the communicative disorder in daily interactions with other interlocutors. Specifically, this paper evaluates a conversation between one Chinese elder with early-stage DAT and the interviewer and analyzes the identity construction processes in the discourse in depth. Based on the case study, this paper confirms the five dimensions of age-identity taxonomy provided by Coupland as: 1) disclosure of chronological age, 2) age-related categories/role reference, 3) age-identity concerning health, decrement, and death, 4) adding time-past perspective, and 5) self-association with the past. Meanwhile, two more approaches to the age-identity taxonomy were developed, i.e., address behavior and cross-generational contrast. Self-identity to realize interactional goals is typically constructed at the individual level, although rarely at the relational level. The DAT elder conducts compensation in the interaction by adopting verbal and non-verbal strategies to bridge cognitive disorders such as memory loss, difficulties finding words, or meeting the desire to enhance the pragmatic effects of their identity. This shows that the self-identity construction also facilitates the DAT elders in generating a discourse strategy when encountering pragmatic impairment.

Keywords: age-identity, dementia, pragmatic compensation, discourse strategy, gerontolinguistics

07/14/2022 (02:00 PM - 03:30 PM, HKT (UTC+8)) Whova live streaming channel A

Clinical Communication (D2A1)

Speaker(s): Julia Paxino; Joel Hensley; Phoebe Lin; Keiko Tsuchiya

Evolving and intricate exchanges: An interview study of interprofessional communication in rehabilitation

Speaker(s): Julia Paxino

Evolving and intricate exchanges: An interview study of interprofessional communciation in rehabilitation

Julia Paxino

Department of Medical Education, Melbourne Medical School, Level 7, Medical Building, Grattan St, The University of Melbourne, Victoria 3010 Australia

Professor Robyn Woodward-Kron1, Dr Charlotte Denniston1, Professor Elizabeth Molloy1
1 Department of Medical Education, Melbourne Medical School, Level 7, Medical Building, Grattan St, The University of Melbourne, Victoria 3010 Australia

Objectives: Interprofessional communication in rehabilitation is important for patient care yet relatively few studies have investigated how it is enacted in this context. This study explored interprofessional communication of healthcare professionals in rehabilitation teams, employing a lens of Activity Theory to examine communication as a materially and socially mediated process.

Methods: Qualitative interviews with 24 healthcare professionals from Australia and New Zealand were conducted. Interviews were facilitated by a discourse map, informed by a scoping review on interprofessional communication in rehabilitation. This map prompted discussion during interviews and provided an anchor for data analysis using Activity Theory.

Findings: Healthcare professionals described integrating formal and informal processes to share information. Although meetings played an important role, often communicative work was reportedly performed outside these formal encounters.

Communication tools, the physical objects or modalities relied upon as part of the communication process (medical records, phones, computers), were integral to coordinating patient care. However, juggling many tools was described as an additional 'synthesis burden' and carried risk that some information was missed.

Discussion: Utelising activity theory allowed us to identify the evolving and intricate nature of information sharing in rehabilitation teams. Our findings reinforce the need to observe smaller, informal communication episodes to understand their contribution to shared knowledge and decision making in rehabilitation. Further, scrutiny of how communication tools are utelised is needed to reduce the communication workload for rehabilitation teams and minimise communicative errors.

Research needs to reflect the inherent complexity of communication to expand the current conceptualisation of interprofessional communication.

Keywords: Interprofessional, communication, qualitative, rehabilitation

A survey of intercultural nursing perspectives in Japan

Speaker(s): Joel Hensley

A survey of intercultural nursing perspectives in Japan

Joel Hensley

Miyazaki Prefectural Nursing University, Miyazaki, Japan

Abstract

As part of an ongoing research project into the state of intercultural, or cross-cultural, nursing (CCN) in Japan, a questionnaire survey was developed and administered, first as a pilot, including follow-up interviews, among nursing faculty at a Japanese nursing university, and then among nurses, midwives, and public health nurses working at public and private hospitals throughout Japan. The survey investigated nurses' intercultural awareness, attitudes, knowledge, and behavior to gauge the current state of intercultural nursing in Japan. As follow-up interviews are currently underway as part of the project, results from the nationwide survey will be presented. Results and analyses have indicated that domains were significant, correlated, and reliable. Furthermore, while nurses in Japan have positive attitudes and an awareness of CCN, they may lack the appropriate knowledge to provide CCN care. At the same time, nurses' experience abroad may be related to their CCN outlook.

Keywords (4 to 6): cross-cultural nursing, intercultural communication, ENP, ESP

Developing a test of comprehension of non-literal language in medical conversational context

Speaker(s): Phoebe Lin

Developing a test of comprehension of non-literal language in medical conversational context

Phoebe Lin

The Hong Kong Polytechnic University, Hong Kong SAR

Abstract

The ability to detect and comprehend non-literal language (e.g., *you overstepped the mark, he's running around in circles, she stabbed him in the back*) develops naturally during childhood. However, this ability may be compromised among individuals with language disorders, autism spectrum disorders and schizophrenia (Benjamin, Newton, & Ebbels, 2000; Saban-Bezalel & Mashal, 2019; Titone, Holzman, & Levy, 2002) and those who speak English-as-a-foreign-language (EFL). To communicate effectively and accurately, healthcare professionals need to be aware of their use of non-literal language in client communication and have the means to assess the clients' ability to comprehend non-literal language.

A database of 41,973 familiar English expressions was recently developed in which items are arranged in a descending order of their frequencies of use in everyday speech and writing. This paper presents the aim, design and effectiveness of a 40-item non-literal language competence test developed, based on the list, for assessing healthcare support seekers' ability to comprehend non-literal language in a clinical context. The test takes the format of a discourse completion task (DCT), in which non-literal expressions are embedded in unbiased medical conversational contexts. The task requires support seekers to choose the most appropriate response from among 5 choices, including I don't know. This paper also discusses the results of a pilot study designed to validate the validity and reliability of the non-literal competence test using data from 50 local EFL learners.

Keywords:Client-professional encounters, patient communication, non-literal language, competence test, language comprehension, medical conversation

07/14/2022 (02:00 PM - 03:30 PM, HKT (UTC+8))   Whova live streaming channel B

Community Care Communication (D2B1)

Speaker(s): Jingwen Liang; Jean KIM; Kaoru Amino; Louise Cummings

Internationalization of care communication in East Asia − Linguistic expectations affected by the Uncertainty Avoidance Index −

Speaker(s): Kaoru Amino

Internationalization of care communication in East Asia
− Linguistic expectations affected by the Uncertainty Avoidance Index −

Kaoru Amino

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Abstract

The internationalization of senior care, partly due to multicultural environments, as in Singapore and Australia (Scharoun, 2017), and to the introduction of foreign human resources into the EU care industry (Vincenti et al., 2018), has raised concerns about communication gaps in multilingual and multicultural environments. Even a homogenous country, such as Japan, is no exception to this worldwide trend.

Shanghai in China hosts the fourth-largest number of Japanese residents, and many of its senior Japanese residents may face cultural or linguistic gaps in their care communication.

This study clarifies a potential communication gap in care facilities in multicultural environments in East Asia, mainly caused by social assumptions and expectations regarding linguistic behavior.

Based on the conversational data of multilingual contacts between Japanese seniors and Chinese caregivers, linguistic elements related to the Uncertainty Avoidance Index (UAI) (Hofstede et al., 1991), a measure of attitudes toward unknown incidents or outsiders, are observed.

As details of the linguistic surface structure associated with UAI, usages of Sentence Final Particle (SPF) and Turn Construction Unit (TCU) are extracted to identify co-construction elements. In addition, discontinuance of talking and ellipsis of subjects are also examined as elements related to Solicitation.

Through this analysis, this study tries to reveal different linguistic expectations for care communication, depending on differences of language and culture in the multilingual senior care environment in East Asia, and consider the further application of this study to construct multilingual platform to assist caregivers.

Keywords: Linguistic expectation, Uncertainty Avoidance, Discourse analysis, Field of communication, Multilingual care

Investigate the Effects of Problematic Social Media Use and Technostress on Psychological Well-being by Taking Social Support as a Crucial Moderator

Speaker(s): Jingwen Liang

Investigate the Effects of Problematic Social Media Use and Technostress on Psychological Well-being by Taking Social Support as a Crucial Moderator

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Overview description

Focusing on identifying the antecedents of psychological well-being, this study proposes that problematic social media use and technostress are the negative predictors, whereas social support is a positive independent variable. Further, social support effectively works as a moderator to adjust the negative influences of problematic social media use and technostress on the dependent variable (see Figure 1).

By adopting Griffiths' (2005) and Young's (1998) conceptualization frameworks, the current study proposes a six-dimension model to describe the addictive symptoms of problematic social media use (relapse, craving, mood modification, negative consequences, loss of control, salience). Technostress refers to the inability to cope with new technologies in a healthy manner (Brod, 1984). Techno-overload, social-overload, and emotional exhaustion are the three components of technostress (e.g., Ragu-Nathan et al., 2008; Maier et al., 2012; Brooks et al., 2016). Social support is commonly considered essential in improving individuals' mental health. Previous research has demonstrated that social support is a moderator of negative psychological status (e.g., Xie & Xie, 2019; Shi, 2021).

In May to June 2021, a probability sample of 700 Hong Kong residents, aged 18-54, were contacted using a computer-assisted telephone interviewing (CATI) system. The preliminary data analyses have confirmed the dimensional models for the proposed constructs, and demonstrated the significant direct effects of problematic social media use, technostress, and social support. More detailed analyses on the moderating effects of social support are under test. The mechanism among the targeted variables will be systematically elaborated in the full report.

Keywords: Problematic social media use, technostress, social support, psychological well-being

The effect of subjective social status on quality-of-life changes in elderly Chinese women

Speaker(s): Jean KIM

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Abstract

Background: Hong Kong currently possesses the highest life expectancy for women in the world (UNDP, 2020) yet simultaneously reports the highest income inequality levels among industrialized regions. Given these factors, maintaining old age quality of life (QOL) is a major challenge for Hong Kong social policy.

Subjective social status (SSS), one's self-perceived social position, is increasingly used as a predictor of various health conditions. SSS encompasses not only concrete socio-economic factors but also intangible aspects of status over one's entire life course. We examine the association between SSS and long-term change in QOL in older Chinese women.

Methods: This study recruited 1519 community-dwelling Chinese women (age $\geq$ 65 years) over a 4-year follow-up. Participants completed SF-12 physical health (PCS) and mental health (MCS) QOL scales. This study analyzed baseline SSS-Society (self-perceived social status within Hong Kong) and SSS-Community (self-perceived status within one's own social network) as predictors of QOL changes. Multiple-linear-regression was performed on 4-year follow-up SF-12 PCS and MCS scores after adjusting for baseline SF-12 scores, traditional socioeconomic indicators, demographic variables, clinical conditions, and lifestyle variables.

Results: In the multivariable analyses, lower SSS-Society was associated with declines in both physical and mental health component scores. SSS-Community, however, was only associated with declines in mental health component scores.

Conclusion: SSS which captures multiple aspects of status over one's life course may be an underappreciated determinant of long-term elderly health. Strategies to reduce perceived social inequalities may improve old age QOL in elderly women. SSS may be used in patient-doctor communications to assess risk of QOL decline.

Keywords: Subjective Social Status, Quality of Life, Geriatric Social Medicine, Gerontology, social inequalities

Health Discourse in Ageing Society (Panel - 2/2)

Speaker(s): Boyd H. Davis; Lihe Huang; Yiru Xu; Wei Zhang; Deyu Zhou; Xin Zhang

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Corpus Approach to the Study of Discourse in Ageing Society – Building Multimodal Corpus of Gerontic Discourse in China

Deyu Zhou

Research Center for Ageing, Language and Care, Tongji University, China

Abstract

The study of discourse of the aged population and linguistic issues in ageing society has raised great attention worldwide in the context of population aging. Among all approaches to the gerontolinguistic study, the corpus approach can show its advantages in data volume, velocity, variety, and veracity. As ageing is a course of lifelong development, a chronological investigation is critical for individuals or age groups. Therefore, to thoroughly study the language ability of the aged population, a more extensive database including speech production from the whole spectrum of age groups with different cognitive statuses is needed. In this regard, we have started to construct the Multimodal Corpus of Gerontic Discourse (MCGD) in China since 2003, with a cohort study design. Discourses in MCGD now reflect the physiological, psychological, and social health status of today's elders in different corhorts, and provide references for the ageing studies, on the linguistic and non-linguistic levels, respectively. This presentation 1) reports how MCGD benefits in describing cohorts' language ability and showing the progress of language development while ageing, especially on the level of multimodal pragmatics in Chinese context; 2) illustrates how MCGD may contribute to the study of issues in ageing society; and 3) shows our plan in interface studies (with other clinical multimodal data (fMRI, etc.) collected in MCGD). We believe that the advocation of the corpus approach to the study of elders' linguistic ability remain an important topic to be further explored.

Keywords: corpus, multimodal, ageing, language

Panel

07/14/2022 (04:30 PM - 05:00 PM, HKT (UTC+8))　　　　Whova live streaming channel C

What can talk do in palliative care? A systematic review

Speaker(s): Xin Zhang

What can talk do in palliative care? A systematic review

Xin Zhang & Yijin Wu

Center for Medical Humanities in the Developing World , Qufu Normal University, China

Abstract

With the rapid growth of aging population, the demand for palliative care services is increasing at a fast pace. Talk-in-interaction is an indispensable component of palliative care in that part of the care services are provided by the communication with patients and their families. A number of studies have reported that palliative care conversations could effectively ease depression and anxiety in patients and their family members. The aim of this presentation is to report a systematic review which synthesizes existing research articles concerning conversations between patients, family members and service providers in the setting of palliative care, and examine the value and significance of conversations in such context. The review adhered to PRISMA and was reported in accordance with inductive content analysis. Web of Science, MEDLIN, PubMed and Embase were searched for studies published in English between January 1, 2012 and January 15, 2022. This review included articles that used the method of conversation analysis in their examination of the communication between patients, their families and care providers. A total of 2452 articles were retrieved. Titles, abstracts and full-text were screened and analyzed by the two researchers, and 18 articles were retained. Themes and subthemes are still under discussion. The findings from the review provide insights into how service providers use talk to understand patients' symptoms or concerns. The current review contributes to bettering understanding the role that talk plays in palliative care and has implications for improving the effectiveness of care providers' interaction with the patients.

Keywords: aging population, palliative care, conversation analysis, systematic review

A study of caregiver's role in "programmatic discourse" involving elderly patient with Alzheimer's Disease

Speaker(s): Yiru Xu

A study of caregiver's role in "programmatic discourse" involving elderly patient with Alzheimer's Disease

Yiru Xu & Li Yi

School of Foreign Languages, Sun Yat-sen University, Guangzhou, China

Abstract

Dementia has become a global health concern with the extension of life expectancy in the world, especially in countries with large aging population. It poses challenge to both health professionals and affected persons when they meet for medical examination involving cognitive assessment. The implementation of such assessment tests is often conducted following prewritten protocols, and exhibits characteristics captured by the term "discours programmateurs" (programmatic discourse) (Adam 2001). Previous research examined contingencies in implementing cognitive assessment tests (Jones et al. 2020), and the role of accompanying persons in medical consultation (Laidsaar-Powell et al. 2013). This study focused on the role caregivers accompanying patients with Dementia of the Alzheimer Type (DAT) participating in a programmatic discourse setting comparable to cognitive tests but constrained more by prespecified protocols than primary care consultations. It is based on data from the MALICE project (Maladie d'ALzheimer, Impacts sur la Communication et l'Empathie) in France. Ten patients and their caregivers were invited to participate in a psychological experiment where the patients were instructed to complete a series of tasks. For this study, the details in the interaction between the researcher, patients and caregivers during the experiment form the database. Through the analysis of the verbal and multimodal markers of the interaction, four patterns of interactional configurations were identified, and caregivers' contribution to the interaction was analysed using the method of conversation analysis. This research highlighted the interactional and cognitive difficulties in the design and implementation of programmatic discourse and has implications for standardized cognitive assessment tests.

Keywords: programmatic discourse; Alzheimer's Disease; elderly patient; caregiver's role

07/14/2022 (04:00 PM - 05:30 PM, HKT (UTC+8))   Whova live streaming channel B

Community Care Communication (D2B2)

Speaker(s): Qianwen Yu; Yumin Lin; Daniel Russo; Louise Cummings

Sharing peer advice: A case study of Chinese patients' narratives in an online support group for mental health

Speaker(s): Qianwen Yu

Qianwen Joyce Yu
Department of English, City University of Hong Kong

Abstract

Recent years have seen a number of studies of illness narratives in online health communication, especially since the COVID-19 pandemic; they have shown how narratives are used to report patients' experience or to offer medical advice in various contexts. However, few studies have sought to explore the communicative features of these online narratives in the Chinese context. Given the insufficient and uneven distribution of mental health resources and the intense stigma attached to mental illness, an increasing number of Chinese patients with mental disorders turn to online support groups (OSGs) for advice. We have limited understanding of these patients' lived experience or the potential of online illness narratives to be interpersonal tools for sharing advice.

Drawing on computer-mediated discourse analysis and approaching narrative as a situated, co-constructed interaction, this study scrutinises narrative passages from a Chinese OSG to illustrate how individuals with mental illness interact in an online advisory context. The detailed analysis of narrative functions unpacks the potential of OSGs to provide storytelling opportunities for Chinese patients with mental disorders, allowing them to voice their concerns and experiences within the peer-to-peer network of relational understanding and support. This study also identifies a distinct feature of narrative activities – the illness blog – and illustrates how its occurrence is related to the Chinese sociocultural context. Understanding narrative functions and the influence of cultural values on individual engagement in narrative activities can help raise awareness of illness narratives as a communication tool and facilitate culturally sensitive reactions of healthcare professionals towards patients' narratives.

Keywords: illness narrative; online support group; mental health; discourse analysis; mainland China

Time to Talk about Death: Meaning-making Perspectives of Death and Dying in Chinese Online Community

Speaker(s): Yumin Lin

Time to Talk about Death: Meaning-making Perspectives of Death and Dying in Chinese Online Community

Yumin Lin

Wee Kim Wee School of Communication and Information, Nanyang Technological University, Singapore

May O. Lwin

Wee Kim Wee School of Communication and Information, Nanyang Technological University, Singapore

Abstract

As an unavoidable topic for humankind, mentioning death is considered disrespectful and unlucky in China. The global pandemic can reshape individual perspectives of death through wide media coverage. However, these mediated death does not necessarily increase the familiarity and existential acceptance of death. Understanding how people discussed and perceived death have significant values in shaping healthy death perspectives.

We applied a text-based analysis on answers under question "How do you think about death" on Zhihu in October 2021. Results revealed a generally neutral sentiment, with slightly negative tendency. Concepts associated with meaning-making have made noticeable appearances (Figure 1). Consistent with the Confucianism and Buddhist's view of life, many depicted death as natural, causal, and cyclic process in life.

Figure 1. Word Cloud of Zhihu Answers (n= 115)

The perceptions of death as meaning reflections pervade the responses. Respondents reflected on the meaning of life to be "fulfillment of oneself because death is inevitable." Others interpreted the meaning of relationships through narrations about the death of loved ones and friends. Some explored the meaning of existence by stating that "death proofs that we have ever existed." The theme corresponds to Social Constructionist Model of Grieving where individuals generate and appropriate meaning through the grief of death.

Our findings revealed meaning-making as an essential component in the perspectives of death in China. Death taboo has been softened in social media, and young adults can reflect on death from a scientific and philosophical stance. Chinese death education should facilitate active death discussion and assist meaning-making process through reflective thinking about death.

Keywords: meaning-making, death perspective, death taboo, death education

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Introducing Age.Vol.A: digital tools to promote communication between seniors, foreign caregivers and families

Alessandra Vicentini
University of Insubria, Varese, Italy

Kim Grego (University of Milan), Daniel Russo (University of Insubria), Daniele Grechi (University of Insubria), Giulia Rovelli (University of Insubria)

Abstract

This presentation introduces Age.Vol.A.– Ageing, Volunteers, Assistants. Multilingual tools for Assisting the Ageing, a research project on ageing issues focusing on the demographic and social situation of Varese, an 80,000-inhabitant city in North-West Italy, with 13% of its population over 65 and foreigners representing over 8% of the province's population, a significant proportion of whom is employed as caregivers to assist elderly people at home. Age.Vol.A. starts from the assumption that, between home-assisted Italian seniors and their non-Italian caregivers, there exists a linguistic and cultural barrier as well as a digital divide, which tends to increase the physical and social isolation of the elderly population (Russo *et al.*, 2019; Vicentini & Grego, 2019; Vicentini *et al.*, 2020).

The paper intends to offer an overview of the output of this research project, i.e. a multilingual website and a multilingual smartphone application aimed at providing the foreign caregivers with terminology and practical information related to their assisted and the institutions aimed to assist those who assist the elderly, from health and healthcare to administrative issues. The terminology is divided into three macro areas – health, institutions, daily life – with secondary fields according to various communicative situations. The concept of the digital tools rests on the notions of translanguaging in migrant communities (Canagarajah, 2013; Hafner & Jones, 2015; Schreiber, 2015) as a means to deploy communication practices which digital tools can support through adaptive moves through linguistic, textual, and audiovisual media.

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Keywords: ageing, app, website, caregivers

07/14/2022 (04:00 PM - 05:30 PM, HKT (UTC+8))   Whova live streaming channel A

Language usage (D2A2)

Speaker(s): Roxanne Holly Padley; Molly Xie Pan; Ming-Yu Tseng; Sal Consoli

A Linguistic Analysis of Breast Cancer and Breast Reconstruction Discourses: "Rebuilding" Female Identity

Speaker(s): Roxanne Holly Padley

A Linguistic Analysis of Breast Cancer and Breast Reconstruction Discourses: "Rebuilding" Female Identity

Roxanne H. Padley

Department of Humanities, University of Salerno, Italy

Department of Medicine, Surgery and Dentistry "Scuola Medica Salernitana," University of Salerno, Italy

Abstract

Shifts in the dissemination of medical knowledge are generally founded upon shared epistemological discourse among doctors (Sarangi, 2015), often popularised in the media (Gotti, 2014). Effective information dissemination is particularly paramount when breaking bad news e.g. breast cancer diagnosis, the possibility of mastectomy (and potential reconstruction) [Brédart et al., 2005].

In Greek mythology, breasts often equate to female sexuality, beauty and fertility (Iavazzo et al., 2009). Therefore, breast cancer diagnosis represents a significant psycho-sexual challenge of resilience for women who may feel "mutilated" and "less feminine." Moreover, the pandemic itself has led to the cancellation of most reconstructions (Di Pace et al, 2020).

The aim of this study is to investigate written and spoken discourses on the topic of breast cancer diagnosis and shared-decision making under the constraints of the pandemic, an emerging area in linguistic analysis.

The written corpus will be selected from scientific peer-reviewed papers compared with online recontextualised texts. The spoken corpus will be semi-structured interviews with breast surgeons. Analysis will be twofold (qualitative and quantitative) using sociolinguistic and corpus linguistic methodologies [Baker, 2010].

Results are likely to reveal innovative discourses surrounding the communicative and decisional challenges encountered for breast cancer patients during this period.

Keywords: Breast cancer discourses; discourse analysis; shared decision making; identity.

Metaphors in medical research papers on telemedicine: A comparative study of publications in English and Chinese

Speaker(s): Molly Xie Pan; Liyang Shan

Metaphors in medical research papers on telemedicine: A comparative study of publications in English and Chinese

Molly Xie Pan

College of Foreign Languages and Literatures, Fudan University, Shanghai

Liyang Shan

College of Foreign Languages and Literatures, Fudan University, Shanghai

Abstract

Covid-19 has accelerated the growth of telemedicine, i.e. the delivery of medical care online using Information and Communication Technology (ICT). Research articles are important resources not only for sharing the development of telemedicine but also for exploring pedagogical implications for instructing second language learners in academic English writing. While metaphors were found to be frequent in medical research papers written in English on topics of *cancer* and *tissue engineering* (Moghadam & Samar, 2020), metaphor types and source domains are unclear when it comes to the topic of *telemedicine* in different languages.

This ongoing study aims to address the above issues by comparing the frequency, source domains, and types of metaphors in 60 research papers on telemedicine written in English and 60 such publications written in Chinese. Stratified random sampling was adopted to collect the English publications from the databases of Web of Science, Wiley Online Library (Journal), PubMed, and 60 publications in Chinese were collected from CNKI. Searching terms were 'telemedicine'/ '远程医疗' and 'Covid-19'/'新冠肺炎' with the period from Dec 2019 to the present.
Metaphor Identification Procedure VU University Amsterdam (MIPVU) (Steen, Dorst, Herrmann, Kaal, Krennmayr & Pasma, 2010) will be applied to identifying metaphors with inter-rater reliability examinations. Preliminary findings showed that frequent source domains in English publications were PLANT, WAR, and BODY, whereas frequent source domains in Chinese publications were BUILDING, BODY, and JOURNEY, signalling different conceptualizations underpinning the academic discourses. Pedagogical implications will be discussed.

Keywords: Metaphor; Telemedicine; Research articles; Chinese language and English language

Negotiating Pragmatic Force of Advice on Covid-19: Towards an Integrated Approach

Ming-Yu Tseng

Department of Foreign Languages and Literature, National Sun Yat-sen University, Taiwan

Abstract

In pragmatic studies of speech acts, the notion of illocutionary force modification has been extensively discussed (Caffi, 2007; Holmes, 1984; Sbisà, 2001; Thaler, 2012). Mitigation and reinforcement are two phenomena that often accompany speech act performance. Nevertheless, they co-occur in discourse and they intersect with other discourse features (e.g. solidarity and affect). This study explores an alternative perspective that recasts mitigation and reinforcement in relation to discourse aspects that may affect them. More specifically, this study concerns how the notion of illocutionary force modification can be extended in the context of delivering Covid-19 advice and what term can be used to characterise force negotiation of advising acts in multimodal discourse. Illocutionary force inevitably interacts and contests with a constellation of other forces: rhetorical, social, cognitive, and affective. Based on 30 one-minute videos produced by Taiwan's Centers for Disease Control, this study addresses how the force of advice is negotiated in the verbal and nonverbal modes. Analysis of data focuses on the verbal strategies for the four forces (persuasion, solidarity, metaphor, and affect) and on the multimodal displays of affect. I suggest the use of the term *elasticity* to characterise the interaction of the named forces in operation (Zhang, 2015). Advice-giving in the ever-changing Covid-19 context may be stretched in diverse ways (e.g. mixed with solidarity building or a striking affective stance), thus achieving an effect beyond mitigation or reinforcement. Societies may need differing configurations of the four forces when delivering Covid advice, especially where strong resistance is likely to arise.

Keywords: advice; affect; elasticity; force negotiation; persuasion; solidarity

Plenary Speaker - Professor Raanan Gillon Q&A

Speaker(s): Professor Raanan Gillon

Professor Raanan Gillon

Imperial College, London, UK
MB BS, BA (philosophy), MRCP (UK), FRCP (Lond), Hon DSc (Oxon),
Hon RCM

The four principles approach- an international and intercultural basis for health care ethics

In this lecture Raanan Gillon will outline and defend the 'four principles approach' (the 4pa) to medical ethics, now usually (and in his view regrettably) called 'principlism', introduced by the Americans Beauchamp and Childress in the 1970s and quite widely accepted internationally- but also vigorously criticised by some. He will explain that almost all the doctors, medical students and others whom he has taught about the approach over the last forty years find that they can accept within their own moral approach a prima facie moral commitment to benefiting at least some others ('beneficence'), to trying to avoid harming others ('non-maleficence') , to respecting other people's deliberated or thought out choices *for themselves* ('respect for autonomy'), and to being just or fair in their dealings with others. Explaining two major and admitted inadequacies of the approach (dealing with conflicts between the principles and their specifications, and deciding on their scope- to whom or to what do they apply and to what extent?) Professor Gillon explains that the 4pa is by no means an ethics panacea and can certainly not provide ethical algorithms. But he will ask participants if they too accept those prima facie principles in their own moral approach whatever that may be, and if not to explain why not in the discussion that will follow his lecture. He will argue that the 4pa seems to be widely acceptable to individuals internationally and interculturally and is compatible with the *universalizable* claims of all 'overarching' philosophical and religious theories of ethics that he has studied, including the major religions and the three most widely accepted philosophical approaches of deontology, utilitarianism and virtuism or virtue ethics. The 4pa can thus provide an internationally and interculturally acceptable basis for health care ethics. In considering objections to the approach he will pay especial attention to the compatibility and the interrelationship of the 4pa with virtue ethics.

Bio
Raanan Gillon is a hybrid of retired NHS GP and philosopher/medical ethicist. He is Emeritus Professor of Medical Ethics at Imperial College London, and still does a little teaching, mostly tutoring medical students and also on the Imperial College annual one week intensive course in medical ethics which he started in 1983. He is past chairman and now honorary president of the Institute of Medical Ethics. He was editor of the Journal of Medical Ethics for 20 years and a part-time NHS GP for 28 years. He has published extensively on medical ethics and his elderly book 'Philosophical Medical Ethics' is in its 13th print (with a possible second edition in 'prolonged gestation'). He was senior editor of and contributor to a massive and prize winning multi-author textbook, Principles of Health Care Ethics. In 1999 he was a co-recipient of the American Hastings Center Beecher award for contributions to ethics and the life sciences. He is an enthusiastic proponent

of 'the four principles approach' for both medical ethics and for ethics in general. His career-long association with the British Medical Association, of which he was President for 2019-20, included long service on its Medical Ethics Committee, its International Committee and also as one of its representatives at the World Medical Association and at the Standing Committee of European Doctors (CPME).

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COMET Researcher Award & COMET2023

Speaker(s): Srikant Sarangi; Nicole Müller

COMET 2023

21st International and Interdisciplinary Conference
Communication, Medicine and Ethics
19-22 June 2023

Hosted by

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The COMET conference aims to bring together scholars from different disciplinary backgrounds, involving various healthcare specialities and the human and social sciences. A special emphasis will be on the dissemination of ongoing research in language/discourse/communication studies in relation to healthcare education, patient participation and professional ethics.

Plenary Speakers (to be announced)

The Pre-COMET Masterclass is scheduled for 19 June 2023

The Call for Papers with the Deadline for submission of proposals will follow soon.

Local Organising Committee

Nicole Müller, Anne Marie Devlin, Aoife Fleming, Helen Kelly, Anne Marie Martin Colm Ó Tuathaigh, Catherine Sweeney, Valeria Venditti

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07/14/2022 (08:30 PM - 10:00 PM, HKT (UTC+8))　　　　　Whova live streaming channel A

Poster Session

Speaker(s): Magdalena Zabielska; Veesh Swamy; Ki Sum Samson Wong; Elorm Donkor; Monika Luzi Beyer; Srikant Sarangi

It gave the impression that I wasn't welcome: A discourse analysis of foreigners' disempowering experiences with healthcare institutions in Poznań (Poland)

Speaker(s): Magdalena Zabielska

It gave the impression that I wasn't welcome: A discourse analysis of foreigners' disempowering experiences with healthcare institutions in Poznań (Poland)

Magdalena Zabielska
Adam Mickiewicz University in Poznan

Abstract

Although over the last couple of years many Polish cities have attracted a large number of foreign visitors, many of whom decided to stay here permanently, healthcare institutions do not receive funds to cover the costs of interpreting/translating services (Głodowska, 2019, pp. 108-109). Also, "[h]ealthcare is the domain of immigrants' participation in social life of Poland about which relatively little is known" (Koss-Goryszewska, & Pawlak, 2018, p. 178).

This poster presents the preliminary results of the study of foreigners' experiences with healthcare institutions in the Polish city of Poznań, as shared during narrative interviews (Jovchelovitch, & Bauer, 2000). The 40 interviews were conducted between Nov. 2020-Sept. 2021 and were addressed at people with no or weak knowledge of Polish. The selected fragments were transcribed and analysed qualitatively to determine the ways in which the participants discursively constructed their experience of regular check-ups and consultations as well as various (emergency) situations when they sought medical advice or help but could not communicate (effectively). The analysis confirms the results obtained in the few similar studies conducted in Poznań (Mińkowska, 2010; Luck et al., 2019) and in Poland in general (Wąsikiewicz-Firlej, Szczepaniak-Kozak, & Lankiewicz, In press). The interviews feature accounts labelled as *nightmares*, *massacres* or *traumas* and include such themes as problems identified, coping strategies, participants' personal take on the situations reported and suggestions for improvement. Discourse-wise these are small stories (Bamberg, & Georgakopoulou, 2008) of primarily unsuccessful visits and consultations, accompanied by emotional expressions in which they convey their feelings of helplessness, frustration and of being out of place.

Keywords: intercultural communication, interpreting, translation, narrative interview, small stories

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Effect(s) of Digital Photography on Patient Perception in Aesthetic Plastic Surgery

Viswanath Swamy

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Abstract

Digital photography in aesthetic plastic surgery serves as a primary tool in communicating post-operative results. Before-and-after photography is considered the single most important factor to prospective plastic surgery patients (Sorice et. al, 2017, p. 1051). Digital photography, however, is subject to several post-processing modifications and enhancing manipulations that can alter true end-results. Furthermore, the process of photography and its defining characteristics of lighting, focal length, and plane of focus, amongst others, can distort vantage points and enhance results. This in turn can severely impact the perception of prospective patients leading to unrealistic expectations, negative emotional consequences, and in severe cases, body dysmorphia. Some studies have indicated that most published photography in plastic surgery favor visual enhancement in postoperative results (Vaca et. al, 2021, p. 2). This suggests several ethical issues on the utilization of photography and the striking moral impacts it may impose in the field of aesthetic plastic surgery. This presentation reviews the current literature on the particular effect(s) of modern digital photography have on 'perception' in aesthetic plastic surgery. Literature searches are conducted through online databases including Medline, Embase, Cochrane Review, and Scopus using keyword combinations. The central research goal of this presentation is to (1) define the current understood effects of digital photography on patient perception, (2) explicate the potential consequences of current photography usage, and (3) suggest alternative models that support accurate perception and eliminate photographic misrepresentation.

Keywords:Plastic surgery, photography bias, photographic misrepresentation, aesthetics, postoperative results, scope of practice

Medical students learning dysphagia and humanistic care… in a kitchen

Speaker(s): Ki Sum Samson Wong

Medical students learning dysphagia and humanistic care… in a kitchen

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Willa LAI, The Project Futurus, Hong Kong SAR

Abstract

"Let thy food be thy medicine and medicine be thy food." – Hippocrates (400 BC)

Besides nutrition, the lived 'dining experience' is also instrumental to older patients' psychological wellbeing.

In Hong Kong, the prevalence of dysphagia in older adults has been shown to be as high as 57.1% in aged care facilities. (Pu et al., 2017) Dysphagia can be a result of stroke, dementia, head and neck cancer, or the normal ageing process. Swallowing difficulties present additional challenges to patient care such as malnutrition, dehydration, aspiration pneumonia, unpleasant mealtime experience. It is imperative for medical students to develop insight into psychological wellbeing of this unique patient group.

Culinary medicine is a trending field of medicine that combines sciences and culinary arts to create food that promote that is delicious, appealing, and promotes wellness. A U.S. study involving 627 medical students reported that a hands-on cooking and nutrition elective at a teaching kitchen outperformed didactic lectures in improving student attitudes and competencies in counselling patients on nutrition. (Monlezun et al, 2015)

In collaboration with an award-winning social enterprise The Project Futurus, we piloted a culinary medicine workshop in the medical humanities curriculum in a medical school in Hong Kong. It is hoped that this novel pedagogy could raise medical student's interest in learning about dysphagia and in working with older patients. (219 words)

Keywords: Culinary Medicine; Dysphagia; Medical humanities; Reflective learning; Teaching innovation

Measuring workplace well-being: A scoping review of instruments

Speaker(s): Elorm Donkor

Measuring workplace well-being: A scoping review of instruments

Elorm Donkor[1], Katherine Sze[1], Dong Dong[1], Roger Chung[1], Jean H. Kim[1]

[1]Jockey Club School of Public Health and Primary Care, The Chinese University of Hong Kong

Abstract

Background: The evolving nature of occupations, changing composition of the workforce and advent of the Internet have led to the development of many instruments to measure workplace well-being in recent decades. However, there exist limited reviews of these instruments, particularly based on the World Health Organization framework for Healthy Workplace

Goal: This paper identifies and summarizes existing instruments based on the workplace wellbeing domains and psychometric properties reported.

Methods: A scoping review using Boolean search strategy and MeSH terms was used to identify relevant research articles and grey literature on workplace well-being instruments from 1960 to the present. MEDLINE (OVID), Embase (OVID), PsycINFO (OVID), EBSCOhost (Business Source Complete), Web of Science Core Collection, and Google Scholar databases were searched. Retrieved instruments were synthesized according to WHO's Avenues of Influence for a Healthy Workplace.

Results: Heterogeneous instrument types with varied scoring systems were identified. Overall, most of the studies reported adequate psychometric properties. Less than one percentage of instruments covered all domains of WHO's framework avenues. Whereas most instruments were found to align with the psychosocial work environment domain (such as work organization, culture, and emotional stressors), only a small portion included a domain on physical work environment. Community engagement was also not commonly included within the retrieved instruments.

Conclusion: There is an indication of partiality of instruments towards measuring psychosocial aspects of workplace well-being rather than overall workplace well-being. Hence, the urgent need to develop an up-to-date and encompassing instrument for measuring worker's well-being.

Keywords: Workplace, well-being, instruments, measures, scoping, review

Optimizing a AI mental health app for traumatized minor refugees

Speaker(s): Monika Luzi Beyer

Optimizing a AI mental health app for traumatized minor refugees

Luzi M. Beyer

Professorship for "Methods of Quantitative Research in Social and Health Care"; Alice Salomon
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Abstract

In the project TraM ("Traumatized underage refugees understand and support") a health app is being developed to improve the wellbeing of underage refugees with trauma and PTSD. This app will include health information, support via chat, and artificial intelligence for self-screening of PTSD. As a first step, a quantitative needs assessment (N=55) on requirements was implemented. Media usage, attitudes towards peers and professional support, as well as topic preferences for information materials on well-being were surveyed. This revealed clear preferences for chats in text form (instead of video chats) and interactions with peers (instead of experts). It also showed that the target group has limited interest in information about health, but is more interested in information about job search and education.

The second step was to adapt the content of the app: Chat portal with trained peers and as well as culture-, language- and age-appropriate information. As a third step, a cognitive walkthrough study with open questions on suggestions for improvement is implemented with the front end (graphical user interface). The focus will be on spontaneous statements and assessments of the target group with regard to colors, layout and website structure. This qualitative study will be the basis to optimize design and usability, simplify interaction and promote technology acceptance.

The project will provide valuable insights for the use of mixed methods to optimize low-threshold health support and to improve the acceptance of new health technologies among vulnerable target groups in order to cope with social challenges.

Keywords: Mental Health App, Well-being of minor refugees, PTSD, AI self-screening

Discourses of mental health and stigma in a changing world: Sociolinguistic perspectives (Panel - 1/2)

Speaker(s): Olga Zayts; David Matthew Edmonds; Stephanie Ng; Michelle O'Reilly; Kevin Harvey; Gavin Brookes

Discourses of mental health and stigma in a changing world: Sociolinguistic perspectives

David Matthew Edmonds, Stephanie Ng, Olga Zayts.
Research and Impact Initiative on Communication in Healthcare (HKU RIICH),
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Discourses of mental health and stigma in a changing world: Sociolinguistic perspectives

For the last two years, we have lived in a rapidly changing world because of the COVID-19 pandemic. Alongside the spread of the disease, we have also endured a "parallel pandemic" of poor mental health. Widespread adverse mental health is a pertinent sociocultural concern in offline and online contexts, evidenced by the growing literature exploring strategies to bring awareness to and destigmatize mental health (e.g., Chan et al., 2017; Sindoni, 2020)

This panel takes this parallel pandemic as its impetus, while also moving beyond the context of COVID-19. We investigate discourses of mental health and stigma from a sociolinguistic perspective. Our panel includes papers addressing how mental health and stigma are negotiated in communicative channels and spaces—online (e.g., social media and online stock images) and offline (e.g., end-of-life care and mental health worker training). Drawing on a range of methodological approaches (e.g., discourse analysis, narrative inquiry, and corpus linguistics) and empirical data from different global healthcare contexts, contributors will present their analyses and meta-reflections on how conceptions of mental health are maintained, reproduced, and challenged through language. Contributors will also highlight the challenges and the opportunities of conducting research on mental health discourses.

Our panel is an act of de-stigmatization itself, as a venue to 'hear the voices' of those experiencing adverse mental health through examining their stories. The panel contributes to a move beyond a simple 'deficit' focus on mental health discourses to also address how resilience and de-stigmatization are achieved. Furthermore, the panel will consider strategies for how support can best be fostered for those with adverse mental health in offline and online contexts. Finally, our panel will explore the cultural tensions present in discourses about mental health and stigma.

Keywords: mental health discourses; stigma; sociolinguistics; online communication; interpersonal communication.

Panel

A scoping review of discourses of mental health and stigma in changing times

Speaker(s): Olga Zayts

A scoping review of discourses of mental health and stigma in changing times

Olga Zayts, David Matthew Edmonds, Stephanie Ng.

This paper serves as a both an overview and scoping review for the panel "Discourses of mental health and stigma in a changing world: A sociolinguistic perspective".

We live in dynamic and changing times, in particular, because of the COVID-19 pandemic. We are also enduring a "parallel pandemic" of poor mental health on a global scale during the pandemic (UNRIC, 2021). Mental health is a matter that is no longer just restricted to clinical contexts, and now pervades many offline and online contexts. In addition, increasing attention in sociolinguistics is given to examining strategies geared towards raising awareness of and destigmatizing mental health.

This paper provides a scoping review of existing sociolinguistic research on mental health and stigma. We review studies examining the construction of mental health and stigma in different communicative contexts, both online (e.g., social media and phone-based apps) and offline (e.g., clinical encounters and healthcare training). Our review also considers the contributions that different methodological approaches offer to our understanding of the construction of mental health in communication.

To conclude, the scoping review highlights the challenges and opportunities of conducting research on mental health communication, and the importance of considering different cultural contexts. We also discuss the issues of reflexivity in research on mental health communication, and how support can best be fostered for those with adverse mental health in offline and online contexts..

Looking on the bright side: Rewards and reframing in the mental health discourses of end-of-life care workers

Speaker(s): David Matthew Edmonds

Looking on the bright side: Rewards and reframing in the mental health discourses of end-of-life care workers

David Matthew Edmonds and Olga Zayts.

Those working in end-of-life care (EOLC) face death and manage conflict between patients and relatives, and thus, suffer burnout and adverse mental health (Dijxhoorn et al., 2021; Slocum-Gori et al., 2013). Given these difficulties, our project investigates the meanings that EOLC workers give to their mental health.

Drawing on data from a project examining the mental wellbeing of EOLC workers in Hong Kong and the United Kingdom, we explore how they construct their mental wellbeing in relation to their work. Drawing on 20 interviews with healthcare professionals and using theme-oriented discourse analysis, we investigate the mental health discourses and narratives of EOLC workers.

Data analysis revealed that respondents indeed reflected on the challenges posed to their mental health by EOLC work. Nevertheless, we identified two focal themes in their mental health discourses reflecting positive mental wellbeing. First, interviewees reflected on the personal rewards of working in EOLC. Building close relationships with and supporting patients was framed as a "privilege" that motivated and "energized" EOLC workers. Second, interviewees "rejected the negative"—emphasizing the positive impact of working in EOLC on their mental health. They achieved this through the discursive strategy of re-framing— recasting challenges to their mental health as 'positives.'

Our paper reconceptualizes mental health discourses in EOLC from a deficit focus to a consideration of how workers give positive meaning to their experiences and wellbeing. Finally, we reflect upon how these rewards and re-framings might form the basis for a strengths-based approach to mental health interventions for end-of-life care professionals.

"Experts by experience": Sharing lived experience narratives as a mental health anti-stigma strategy

Speaker(s): Stephanie Ng

"Experts by experience": Sharing lived experience narratives as a mental health anti-stigma strategy

Stephanie Ng and Olga Zayts

Since the onset of the COVID-19 pandemic, there has been a rising global concern about deteriorating mental health (MH) among the population. Tackling MH issues involves addressing MH stigma, which are negative attitudes directed toward individuals with MH problems based on their perceived deviance from societal norms. 1 Stigma has deleterious impacts on physical and mental health outcomes for individuals with MH problems, which have been further exacerbated by the pandemic. 2, 3, 4 Various strategies have been used in efforts to de-stigmatize MH, with contact-based approaches being amongst the most effective. 5 In these approaches, individuals in the stigmatized group interact with individuals outside of this group, allowing stigmatized individuals to be perceived more holistically and positively.

This study utilizes narrative inquiry 6 to examine the specific discursive and rhetorical devices used in MH stories shared by ten Hong Kong women. Data were 130 minutes of stories recorded in the context of workshops forming part of a Hong Kong-based anti-stigma campaign, which aimed to prepare participants to engage in contact-based activities. Data analysis revealed that metaphors, rhetorical questions, distancing techniques, and audience engagement statements were the most frequently used narrative strategies. This analysis of linguistic strategies used in narrating MH stories has significant implications for developing future contact-based interventions, allowing for the identification of common elements characterizing empowering narratives for de-stigmatizing MH. By foregrounding the voices of individuals who have experienced mental illness, this study also complements the growing interest in participatory approaches to addressing MH-related issues in society.

07/15/2022 (02:00 PM - 03:30 PM, HKT (UTC+8))   Whova live streaming channel A

Hospital Management (D3A1)

Speaker(s): Keiko Tsuchiya; Louise Cummings; Man Hon Yeung

Predictability and coordinated actions in emergency care interactions: trauma leaders' meta-episodic gaze projection

Speaker(s): Keiko Tsuchiya

Predictability and coordinated actions in emergency care interactions: trauma leaders' meta-episodic gaze projection

Keiko Tsuchiya
Yokohama City University, Japan

Frank Coffey
Nottingham University Hospital NHS Trust, UK

Alison Whitfield
Nottingham University Hospital NHS Trust, UK

Abstract

Emergency care interactions involve social interplay where team members collaborate with each other in ensuring the safety of patient. This presentation focuses on leaders' gaze direction and how they foresee orientation of activities, which is called *projection* (Auer, 2021; Dausendschön-Gay & Krafft, 2009; Holler & Kendrick, 2015). This study compares the gaze and verbal behaviours of senior and junior emergency department doctors as a team leader in simulation training, utilising a pair of eye-tracking glasses (Tobii Pro 2). A scripted trauma scenario with a simulated patient was performed twice, one with an experienced senior doctor (SD) and the other with a junior doctor (JD). The team comprised of a leader (wearing eye-tracker glasses), two foundation doctors, two nurses and a clinical support worker. How the SD and the JD respectively treated the activity of members' signing-in a trauma booklet before the patient's entry is described. From the analysis, it is indicated how the leaders projected the orientation of the activities, which was observable to researchers through his gaze behaviours, i.e., meta-episodic gaze projection, developed with his initial and prefatory gaze focuses on a target object, and his utterances to execute the activity of signing-in and requesting-to-scribe. This study also describes how leaders with different levels of medical experiences realise coordinated actions with their team members in emergency care simulation, potentially offering a useful benchmark for the assessment of leaders' communication skills for enhancing and sustaining resilient healthcare in emergency care settings.

Keywords: meta-episodic gaze projection, emergency care simulation, multimodal analysis, healthcare team interaction, eye-tracking

COVID-19: The impact on language and communication in health workers

Speaker(s): Louise Cummings

Covid-19: The impact on language and communication in health workers

Louise Cummings

Department of English and Communication, The Hong Kong Polytechnic University

Abstract

The COVID-19 pandemic has had a disproportionate impact on health workers, with the World Health Organization reporting some 115,500 deaths in health and care workers between January 2020 and May 2021 (WHO, 20021). Even in those health workers who do not develop serious disease, there is a high prevalence of the Long COVID syndrome which has implications for return to work and performance of occupational duties (Gaber et al., 2021). Cognitive-linguistic difficulties referred to as "brain fog" are a prominent feature of the Long COVID syndrome, and often persist in sufferers long after physical symptoms have resolved (Cummings, 2021). This talk examines the nature of these difficulties by examining language data from 92 adults with the Long COVID syndrome. One third of these adults are health and care workers who contracted SARS-CoV-2 through occupational exposure. These adults reported significant problems with cognition and language following acute COVID illness, with many unable to return to work (Cummings, 2022). The talk explores their self-reported cognitive-linguistic difficulties and relates them to problems with verbal recall, verbal fluency, and informativeness during discourse production.

Keywords: communication; COVID-19 pandemic; health worker; language; long COVID; occupational exposure

A Multi-pronged Approach to Enhance Patient Safety Reporting Culture in a Hong Kong Public Hospital Obstetrics & Gynaecology Department

Speaker(s): Man Hon Yeung

A Multi-pronged Approach to Enhance Patient Safety Reporting Culture in a Hong Kong Public Hospital Obstetrics & Gynaecology Department

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Ms. Avis Siu Ha LEUNG
Multi-Disciplinary Simulation and Skills Centre,
Queen Elizabeth Hospital, Hospital Authority, Hong Kong

Mr. Victor Kai Lam CHEUNG
Multi-Disciplinary Simulation and Skills Centre,
Queen Elizabeth Hospital, Hospital Authority, Hong Kong

Abstract

Background
Low quantity of voluntary incident reports has alarmed the management of the obstetrics and gynaecology department at Queen Elisabeth Hospital, Hong Kong. A multi-disciplinary team was formed to investigate and lead the changing process focusing on reporting culture and safety culture.

Objective

The following objectives are set: 1) To better understand the safety climate of the department, 2) To increase the quantity of received voluntary patient safety reports, 3) To bring a positive shift in safety climate.

Method

A continuous quality improvement framework of repeating project cycles was designed. Each cycle has four phases, 1) needs analysis by collecting and analysing qualitative and quantitative data on safety climate, 2) intervention formulation based on data analysis, 3) intervention implementation, where in the project cycle this presentation shall cover, the team enhanced the intra-department reporting channel and conducted Safety Culture Workshops, and 4) an embedding period to allow changes to take place in daily practices. Pre-post comparison of results for surveys conducted in the need analysis phase, as well as the quantity of safety reports submitted per month are collected as outcome measure.

Results

In 7 months, two out of the three objectives are fulfilled. The department gained understanding of its safety climate and increased the number of voluntary patient safety reports received. Yet, no link can be established between safety climate and quantity of voluntary safety reports as evidenced by relatively unchanged results in safety climate survey.

Conclusion

Continued efforts should be put into refreshing staff knowledge and exposure on patient safety, empowering colleagues, and refining the project's design. The subject should be further explored and bring enhancement to patient safety.

Keywords: Patient Safety, Reporting Culture, Safety Climate, Quality Improvement

07/15/2022 (02:00 PM - 03:30 PM, HKT (UTC+8))   Whova live streaming channel B

Training & Education (D3B1)

Speaker(s): Robyn Dickie; Sharon Yahalom; Engle Angela Chan

Interprofessional Education and Graduate Transition: A mixed method study
Speaker(s): Robyn Dickie

Interprofessional Education and Graduate Transition: A mixed method study

Robyn Dickie

PhD Student, School of Nursing, Midwifery and Social Work, The University of Queensland, Australia

Dr Marion Tower, School of Nursing, Midwifery and Social Work, The University of Queensland
Professor Bernadette Watson, Director, International Research Centre for the Advancement of Health Communication (IRCAHC), Department of English
The Hong Kong Polytechnic University, Hung Hom, Kowloon, Hong Kong

Associate Professor Neil Cottrell, Director of Interprofessional Education, Faculty of Health and Behavioural Sciences/UQ School of Pharmacy

Aim/purpose

This research aimed to identify and explore factors impacting a graduate's ability to utilise teamwork and communication behaviours developed during interprofessional education (IPE) during workplace encounters while transitioning to clinical practice.

Project description

IPE a well-established educational strategy and is linked to the delivery of high-quality health care (Wright & Brajtman, 2011). This longitudinal, mixed methods study examined health science students (HSS) across eleven (n=11) professions and formed study 1 of the author's PhD studies. HSS from 3 universities across 3 Australian states (n=43) completed a self-report questionnaire prior to graduation and at 3-6 months during the graduate year. Perceptions and experiences of IPE activities were gathered using the Interdisciplinary Education Perception Scale (IEPS) (McFayden et al., 2007) and the Attitudes Toward Health Care Teams Scale (ATCHS) (Curran et al., 2008). Further IPE activity information, demographic and open-ended questions exploring enablers and challenges within interprofessional encounters were included.

Project outcomes

Results suggest that HSS IPE experience is varied. IEPS and ATCHS scores demonstrated little difference between pre-commencement and mid-transition scores. Qualitative data analysis using a social identity and communication accommodation theory lens revealed that health science graduates experienced challenging interactions most commonly with nurses. The context of the interaction (hospital vs clinic, team meeting vs unplanned ward interaction) may contribute to this outcome, however, requires further exploration.

Conclusions

HSS value IPE and contextual factors impact workplace interactions. As the largest workforce, graduate nurse interactions and how they develop effective communication behaviours requires further exploration. Nursing and IPE education needs to acknowledge and accommodate for contextual factors that impact graduate communication interactions.

Keywords: Healthcare communication, graduate, nurses, interprofessional, education

Enhancing clinical communication skills of nursing students from culturally and linguistically diverse backgrounds: An investigation of student and educator perspectives

Speaker(s): Sharon Yahalom

Enhancing clinical communication skills of nursing students from culturally and linguistically diverse backgrounds: An investigation of student and educator perspectives

Sharon Yahalom
Monash University, Melbourne, Australia

Malcolm Elliott
Monash University, Melbourne, Australia

Rebecca Brough
Alfred Health, Melbourne, Australia

Abstract

Nursing students are required to communicate effectively with patients and staff at clinical placement. Students from culturally and linguistically diverse backgrounds (CALD) are more likely to have negative placement experiences than local students, especially in terms of communication (Koch et al., 2015; San Miguel & Rogan, 2009). This qualitative study investigated how CALD nursing students approached communication challenges at placement and enhanced their clinical communication skills, from both their own and their educators' perspectives.

Data collection comprised 16 semi-structured interviews with CALD nursing students, academic staff and clinical educators. Participants were asked to describe communication challenges at placement and the strategies employed by CALD nursing students and their educators to address and overcome these challenges and develop their communication skills.

The results showed that the main challenges CALD nursing students faced were mismatches between their own expectations and those of the educators and patients, loss of confidence in their ability to communicate, and difficulty adjusting to the highly-specific cultural and linguistic demands placed on them. At times, the educators felt unequipped to assist students with these challenges. Strategies employed by the students included seeking assistance from university support services, observing and modelling nursing interactions and setting individualised communication goals.

The findings from this study suggest that given the right tools and supports, CALD nursing students can communicate confidently at placement. Additionally, educators would welcome training to assist them in working with CALD students. The findings could be adapted for professional development sessions with educators and workshops with CALD nursing students.

Keywords: clinical communication skills; CALD nursing students; nursing communication; healthcare education

Exploring the feasibility of simulation-based education on undergraduate students' palliative care communication: Innovating a practice-based theory approach

Speaker(s): Engle Angela Chan

Exploring the feasibility of simulation-based education on undergraduate students' palliative care communication: Innovating a practice-based theory approach

Chan, Engle Angela

The Hong Kong Polytechnic University, Hong Kong

Abstract

Effective palliative care communication is essential for the care of patients and family members who live with uncertainty and anxiety. While simulation-based education (SBE) is increasingly being used to prepare nursing students in palliative care, the standardized SBE approach only allows students to learn what is planned and delivered. This study explores an innovative approach to students' unscripted emergent learning of palliative care communication through SBE. An ethnographic qualitative method, based on the sociomaterial approach, is adopted for observations and explorations of human and non-human elements, such as the use of equipment, body space, and non-verbal communication, which are often taken for granted in palliative care communication.

Twenty-seven final-year nursing students participated in the study. Six simulation-based learning sessions were conducted. Data were collected through post-simulation debriefing focus group interviews, map drawing exercises, and field observations, to capture students' learning processes and outcomes.

Some students came to realize the importance of caring for patients' family members; using open-end questions; and being aware of patients' emotions and of the best time to talk. Students recognized that non-verbal elements such as a tap on the shoulder can be a powerful means to offer comfort. Other non-human elements including chairs, medical charts, and beds also played a role in facilitating care and communication, causing students to recognize the interactions and relations between human and non-human elements.

This pilot study provides us with a glimpse of how SBE can be further expanded in preparing students to learn beyond standardized and scripted approaches.

Keywords: Palliative care communication, simulation-based education, sociomaterial approach, nursing students

Discourses of mental health and stigma in a changing world: Sociolinguistic perspectives (Panel - 2/2)

Speaker(s): Olga Zayts; David Matthew Edmonds; Stephanie Ng; Michelle O'Reilly; Kevin Harvey; Gavin Brookes

Discourses of mental health and stigma in a changing world: Sociolinguistic perspectives

David Matthew Edmonds, Stephanie Ng, Olga Zayts.
Research and Impact Initiative on Communication in Healthcare (HKU RIICH),
School of English, The University of Hong Kong, Hong Kong.

Discourses of mental health and stigma in a changing world: Sociolinguistic perspectives

For the last two years, we have lived in a rapidly changing world because of the COVID-19 pandemic. Alongside the spread of the disease, we have also endured a "parallel pandemic" of poor mental health. Widespread adverse mental health is a pertinent sociocultural concern in offline and online contexts, evidenced by the growing literature exploring strategies to bring awareness to and destigmatize mental health (e.g., Chan et al., 2017; Sindoni, 2020)

This panel takes this parallel pandemic as its impetus, while also moving beyond the context of COVID-19. We investigate discourses of mental health and stigma from a sociolinguistic perspective. Our panel includes papers addressing how mental health and stigma are negotiated in communicative channels and spaces—online (e.g., social media and online stock images) and offline (e.g., end-of-life care and mental health worker training). Drawing on a range of methodological approaches (e.g., discourse analysis, narrative inquiry, and corpus linguistics) and empirical data from different global healthcare contexts, contributors will present their analyses and meta-reflections on how conceptions of mental health are maintained, reproduced, and challenged through language. Contributors will also highlight the challenges and the opportunities of conducting research on mental health discourses.

Our panel is an act of de-stigmatization itself, as a venue to 'hear the voices' of those experiencing adverse mental health through examining their stories. The panel contributes to a move beyond a simple 'deficit' focus on mental health discourses to also address how resilience and de-stigmatization are achieved. Furthermore, the panel will consider strategies for how support can best be fostered for those with adverse mental health in offline and online contexts. Finally, our panel will explore the cultural tensions present in discourses about mental health and stigma.

Keywords: mental health discourses; stigma; sociolinguistics; online communication; interpersonal communication.

Parental navigations of courtesy stigma in their children's mental health assessments: A discursive investigation

Michelle O'Reilly

To diagnose a child with a mental health condition in the UK, requires an initial mental health assessment from the specialist Child and Adolescent Mental Health Service (CAMHS). This initial appointment for the child and their family members is designed to as a screening appointment to determine the case of clinical need. During this appointment, the parents, and the child, rhetorically organise their accounts in ways that illustrate the difficulties they are experiencing at home and other social settings to present a 'doctorable' problem. In this paper, the discursive analysis explores naturally occurring video-recordings of 28 families attending this service for an assessment, each lasting approximately 90-minutes. Findings indicate three central issues for parents. First, in their presenting a case for the need for mental health services, they construct their worries and concerns for their child. They do this through a pathologizing discourse, reporting extreme versions of behaviour. Second, they illustrate the impact of the child's behaviour on the family, particularly in terms of issues faced in social settings. Third, they express an emotional burden on them as parents as they attend to the actual or perceived reactions of others to their child's unreasonable behaviour. Collectively, the navigation of such fears and impact indicates the challenge of anticipated and perceived courtesy stigma, as parents illustrate the extremity of their child's behaviour creating an emotional response for them. It is concluded that in building a case for a doctorable problem, the familial experiences of their child's behaviour within a social landscape are navigated as evidence for the pathology of the child.

What do popular stock media stock images tell us about dementia? A critical multimodal discourse approach

Speaker(s): Kevin Harvey

What do popular stock media stock images tell us about dementia? A critical multimodal discourse approach

Kevin Harvey

This study critically examines a broad range of common stock and media images that depict dementia and aging. By looking through these visual depictions of cognitive decline, I aim to draw attention to the way in which older people with dementia are routinely represented in objectifying and de-humanizing terms—terms which emphasise disease and deficit at the expense of the whole person. As well as introducing a multimodal critical discourse approach that can be adopted by other researchers examining the ideological underpinnings of health and illness imagery, I aim to underscore the importance of critically interrogating visual representations of dementia, stock images in particular —a much neglected, yet profoundly influential, cultural resource that can shape the ways we think about and respond to illness and disease.

Killer, thief, or companion? Dementia metaphors and stigma in the British press

Speaker(s): Gavin Brookes

Killer, thief, or companion? Dementia metaphors and stigma in the British press

Gavin Brookes.

In this talk, I examine the most frequent metaphors that are used to represent dementia in British tabloid newspapers over a ten-year period (2010-2019). The analysis takes a corpusbased approach to metaphor identification and analysis, utilising in particular the corpus linguistic technique of collocation analysis. Metaphors are considered in terms of the 'targets' they frame, which include the following aspects of dementia: (i.) prevalence; (ii.) causes; (iii.) symptoms and prognosis; (iv.) lived experience; (v.) responses. A range of metaphors are identified, with the tabloids exhibiting a particular preference for metaphors which construct dementia as an agentive and violent entity, people with dementia as passive victims, and which foreground preventative responses to dementia such as pharamacological intervention and individual behaviour change. It is argued that such metaphors have the potential to contribute to dementia stigma and place focus on preventing or eliminating dementia while backgrounding responses which may help people to 'live well' with the syndrome in the here-and-now. Metaphors which frame dementia as a companion or the experience of dementia as a journey are put forward as potentially lessstigmatising alternatives which might better reflect the particularities of this complex public health issue.

07/15/2022 (04:00 PM - 05:30 PM, HKT (UTC+8))   Whova live streaming channel A

Hospital Management (D3A2)

Speaker(s): Christophe Coupé; Giulia Lamiani; Alison Pilnick

Investigating the subjective experience of first caregiver – patient encounters

Speaker(s): Christophe Coupé

Investigating the subjective experience of first caregiver – patient encounters

Christophe D. M. Coupé

Department of Linguistics, The University of Hong Kong, Hong Kong, China

Magali Ollagnier-Beldame

Laboratoire Interactions, Corpus, Apprentissages, Représentations (ICAR), CNRS & University of Lyon, Lyon, France

Abstract

From nurses to dentists and doctors, caregivers undergo significant initial and life-long training. Leaving aside the case of psychotherapy, this training rarely addresses, however, the subjective side of practice, especially the lived experience of caregiving. What do practitioners and patients do, think, or feel, and how do barely perceptible actions or perceptions impact on the therapeutic relationship and outcome (Barber et al., 2000)? Answering these questions can help build fruitful relationships with patients and be a source of formative self-knowledge.

We investigate the lived experience of caregivers during their first meeting with a patient. We rely on micro-phenomenological interviews which offer fine-grained, first-person descriptions of someone's holistic experience in a given situation, beyond generalizations about know-how or habits (Petitmengin et al., 2019; Valenzuela-Moguillansky & Vásquez-Rosati, 2019). We show how the subjective experience of meeting a new patient can be structured with i) categories of micro-experiential acts (gathering information, assessing and performing actions), ii) the scopes of these acts, which involve outer but also inner perceptions, various elaborations, regulations and interventions and iii) a range of experiential modalities.

We focus on how language is used for more than exchanging information, with attention paid to various facets of a patient's linguistic activity and a range of illocutionary acts (Austin, 1962) to adjust one's behavior or offer support. We also highlight the richness of caregivers' lived experience and what they share across professions and practices, promoting an encompassing 'phenomenology of care' which we argue should find its place in educational approaches in health.

 Keywords: subjective experience; caregiver – patient relationship; micro-phenomenology; explicitation interview; language; speech acts

Reconsidering patient centred care: between autonomy and abandonment

Speaker(s): Alison Pilnick

Reconsidering patient centred care: between autonomy and abandonment

Professor Alison Pilnick, FAcSS

Professor of Language, Medicine and Society and Director for Equality Diversity and Inclusion/Staff Development,
Room B28
School of Sociology and Social Policy
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PCC is typically framed as a moral imperative, necessary to prevent a return to the outmoded medical paternalism of the past. However, empirical research repeatedly fails to show a clear link between the adoption of PCC and improvement in health outcomes. These results are largely considered as professional failings, to be remediated through 'better' training in PCC; as a result empirical research is largely focused on the extent to which practice does not live up to checklists of PCC criteria.

Drawing on a large corpus of healthcare interactions collected from a range of settings over a 25 year period, and analysed using conversation analysis, I will consider how there can be good organisational and interactional reasons for what may look from a PCC perspective like 'bad' healthcare practice. Conceptualisations of PCC typically foreground the importance of patient autonomy, to be exercised through choice and control; the analysis presented here highlights the problems with these consumerist underpinnings of PCC, and shows how the interactional consequence of attempting to enact them can be the sidelining of medical expertise that patients want or need.

Concluding that reform would be better directed at considering how this expertise can be re-centred in contemporary healthcare, the analysis illustrates why values-driven policy can be problematic in practice, and points to the importance of using analyses of healthcare interaction to inform healthcare policy making from the outset, rather than simply as a barometer of its success.

07/15/2022 (04:00 PM - 05:30 PM, HKT (UTC+8))   Whova live streaming channel B

Training & Education (D3B2)

Speaker(s): Qing Huang (Sunny); Catherine Shee-hei Wong; Ki Sum Samson Wong

Towards a communication-focused ESP course for Chinese nursing students: a needs analysis

Speaker(s): Qing Huang (Sunny)

Towards a communication-focused ESP course for Chinese nursing students: a needs analysis

Qing Huang

School of Foreign Languages, Huizhou University, Huizhou, Guangdong, China

Qianwen Joyce Yu

Department of English, City University of Hong Kong, Kowloon, Hong Kong SAR, China

Abstract

With the growing popularity of ESP nursing courses worldwide, considerable work has been done to identify nursing students' specific learning needs and investigate whether these courses meet their needs. However, this line of research is mostly concerned with students' perceptions rather than their actual communicative behaviors in certain nursing scenarios, which they would likely to encounter in their future work. To address this gap, this study focuses on role-play conversations during injection events collected from 100 college nursing students of an ESP nursing course in mainland China. Drawing on the ethnographic discourse analytical approach, the study aims to demonstrate how Chinese nursing students use English to complete the language and communicative tasks required in nursing communication. It identifies the communication strategies that students adopt to provide nursing care in the simulated setting of injection. The findings suggest that the current ESP nursing course raises students' awareness of patients' emotional and physical needs, and develops students' informational skills such as giving instructions, negotiating treatment options, and explaining medical procedures. Yet the course does not sufficiently take into account the patient-centered approach to nurse-patient communication, which requires nurses' attention to the patient's perspective and the psychosocial context. This study sheds light on the specificity of ESP nursing courses and the challenges complicated by the changing nature of ESP in the globalized environment. It also provides implications for ESP curriculum development and highlights the importance of collaboration among language professionals and ESP practitioners.

Keywords: ESP nursing courses; needs analysis; nursing students; communication strategies; injection

"What is Old?" Adapting photo-elicitation as a learning tool to foster medical students' awareness of ageism in healthcare and to develop a humanist view of ageing

Speaker(s): Ki Sum Samson Wong

"What is Old?" Adapting photo-elicitation as a learning tool to foster medical students' awareness of ageism in healthcare and to develop a humanist view of ageing

Ki Sum Samson WONG
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Abstract

With the increased exposure to frail and vulnerable older patients, medical students may develop tendency to view the ageing negatively. Age-related biases might include seeing ageing as a frustrating process of decline, infirmity and decay. A recent cross-sectional survey in China reported that first-year medical students held more favourable attitudes toward older adults than senior students would, hinting attitudes might have been affected by knowledge in the medical school. (Zhao et al., 2020) This phenomenon is perhaps more worrisome at a time when COVID-19 has exacerbated intergenerational tension. Most recently, the United Nations Decade of Healthy Ageing (2021-2030) and has called for action to "change how we think, feel and act towards age and ageing".

Visual images evoke emotions, abstract ideas and our shared human experience. In narrative pedagogy, photography could be an effective modality to illustrate teaching themes. For instance, images of senile ad frail older adults could elicit learners' apprehension of and feelings toward geriatric care, thereby enabling dialogue about stereotypes and in turn facilitating empathy, insight, and perspective-taking. (Linz, 2011) Research also suggest that socializing medical students with healthy seniors through visual art could foster positive attitudes toward the other age group. (Gonzales et al., 2010)

In the HKU medical school, we sought to harness the potential of photo-elicitation for teaching. At workshops conducted at intergenerational settings, medical students jointly explored visual with

seniors in the community, and, guided by an interdisciplinary team of tutors, envisaged their future role as physician in enabling ageing well.

Keywords: Ageism; Photo-elicitation; Reflective learning; Medical education; Teaching innovation

07/15/2022 (07:00 PM - 08:30 PM, HKT (UTC+8))   Whova live streaming channel A

Language usage (D3A3)

Speaker(s): Elena Nichele; Yichao Gong; Dennis Tay

Advances in Privacy-Preserving Analysis of Online Communication Data for Health Message Designers: Coronavirus Discourses in the UK

Speaker(s): Elena Nichele

Advances in Privacy-Preserving Analysis of Online Communication Data for Health Message Designers: Coronavirus Discourses in the UK

Dr Emma McClaughlin

University of Nottingham, Trent Building, University Park, Nottingham, NG7 2RD

Professor Svenja Adolphs[1], Dr Dawn Knight[2], Dr Elena Nichele[3], Dr Emma McClaughlin[1], Dr Jeremie Clos[3], Professor Derek MacAuley[3], Dr Pepita Barnard[3], Dr Alexander Lang[4]

[1] School of English, University of Nottingham
[2] School of English, Communication and Philosophy, Cardiff University
[3] School of Computer Science, University of Nottingham
[4] Faculty of Engineering, University of Nottingham

Presenter and co-presenter: Professor Svenja Adolphs and Dr Dawn Knight

Abstract

During the Coronavirus pandemic, health measures have varied across the UK following geopolitical borders, which at times have accentuated socio-economic contrasts. Focusing on public health messaging tailored to specific geographic and social communities, we examine a new approach that allows us to track messaging reception over time, i.e. their 'trajectories' once released to the public. To achieve this, we have developed a new tool that enables a corpus linguistic analysis, which preserves the privacy of contributors, whilst capturing the reception of such messages over time. To illustrate our new approach, we focus on a small selection of UK COVID-19 public health messages: hands, face, space; social distancing; tier system; stay home; and rule of six. We have supplemented our findings with insights from public surveys and a public involvement panel.

Linguistic features that are of particular interest in the context of message effectiveness include pronouns and modal verbs, and we discuss these alongside external factors, including the popularity and credibility of the message source or historical grievances. Our findings offer support for health communications literature surrounding loss and gain framing (Keller & Lehmann, 2008), moralizing messaging (Tauber, 2018), and appeals to self-efficacy or fear (Berry, 2006).

We discuss our approach to privacy preserving analysis of health communication data, emphasizing a focus on (linguistic) data ethics afforded by advances in privacy preserving software development for the purpose of analyzing COVID-19 messaging. Our approach offers important benefits for health communication researchers and health message designers, who draw on online communication data.

References

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Täuber, S. (2018). Moralized health-related persuasion undermines social cohesion. Frontiers in psychology, 9, 909.

Keywords: corpus linguistics; privacy-preserving research; tailored health messages; UK; COVID-19; ethics

A Corpus-based Approach to Metaphors in COVID-19 News

Speaker(s): Yichao Gong

A Corpus-based Approach to Metaphors in COVID-19 News

Gong, Yichao
Hainan Normal University, Haikou, China

Abstract

Previous studies have shown that disease-related discourses employ metaphors to highlight or downplay certain aspects of diseases. COVID-19 discourse is no exception. The research compared metaphor use in COVID-19 news discourse in two countries with opposing ideologies—China and the United States. The research identified metaphors of COVID-19 in two corpora of news articles from *China Daily* (token = 450,929) and *The New York Times* (token = 1,242,202) in 2020 based on conceptual metaphor theory by using a corpus tool Wmatrix's USAS with Metaphor Identification Procedure (MIP). The metaphor identification started with the key semantic domain lists generated by Wmatrix, which were then selected and narrowed down. Concordance lines of the selected lemmas with metaphorical potential in each domain were examined with MIP for metaphor identification. The method retrieved rich linguistic metaphors, and four major conceptual metaphors were identified in both corpora: the WAR metaphor, the EDUCATION metaphor, the DISASTER metaphor, and the JOURNEY metaphor. Based on critical metaphor analysis, each conceptual metaphor was discussed regarding the motivations and functions. It is found that each conceptual metaphor emphasized specific aspect(s) of COVID-19, and the metaphor use in the two corpora showed both similarities and differences. The EDUCATION metaphor, the FIRE metaphor under the DISASTER metaphor, and the JOURNEY metaphor are more appropriate in the framing of COVID-19, whereas the WAR and other DISASTER metaphors can be risky when used in the pandemic situation.

Keywords: conceptual metaphor theory, critical metaphor analysis, Metaphor Identification Procedure, USAS, COVID-19 metaphors

Cluster analytic modeling of linguistic (a)synchrony in psychotherapy

Speaker(s): Dennis Tay

Cluster analytic modeling of linguistic (a)synchrony in psychotherapy

Dennis Tay

Department of English and Communication, The Hong Kong Polytechnic University

Han Qiu

Department of English and Communication, The Hong Kong Polytechnic University

Abstract

Interpersonal synchrony is the alignment of responses between social interactants, and is linked to positive outcomes in psychotherapy. While there is considerable interest in how synchrony manifests in therapist and client language use, existing work tends to be methodologically polarized and focuses on disparate levels and units of analysis. In this talk, we demonstrate a systematic and accessible approach to model linguistic (a)synchrony at the sessional level across the treatment span. We define linguistic (a)synchrony as (dis)similarity between therapists and clients' linguistic choices, particularly those that reflect socio-psychological stances adopted in therapy. Our approach involves i) computing linguistic variables on a session-by-session basis using the LIWC text analytic programme, ii) k-means cluster analysis to identify and derive a synchrony measure per dyad using basic *Python* code, and iii) qualitative analysis of examples in context. We demonstrate the approach on three sample dyads from psychoanalysis, cognitive-behavioral, and humanistic therapy. The resulting synchrony measures (psychoanalysis 33.3%, CBT 0%, humanistic therapy 25%) reflect the general theoretical assumptions of these therapy types. Further qualitative analysis in context reveals details of how (a)synchrony is co-constructed in therapist-client interaction. Our approach provides a systematic, replicable, and accessible tool for basic research as well as practitioners' self-reflection. Synchrony measures can also be linked to therapy outcome measures in future work to demonstrate the impact of linguistic synchrony on treatment.

Keywords: linguistic synchrony, synchrony measure, LIWC, cluster analysis

07/15/2022 (08:45 PM - 09:45 PM, HKT (UTC+8))   Whova live streaming channel A

Language usage (D3A4)

Speaker(s): Monika Schamschula; Catherine Shee-hei Wong

"I'm not the mother who lies in bed for days…"Contrast devices in qualitative interviews with mothers with a mental illness

Speaker(s): Monika Schamschula

"I'm not the mother who lies in bed for days…" Contrast devices in qualitative interviews with mothers with a mental illness

Monika Schamschula, MA, BA
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Selcan Basli, Mental Health Research Program, The Village, Ludwig Boltzmann Gesellschaft, Innsbruck, Austria/Department of Sociology, University of Innsbruck, Innsbruck, Austria

Abstract

Despite the growing body of research on mental health in the context of motherhood, there are few empirical studies that analyze the experiences of mothers with a mental illness with a focus on communicative strategies in research interviews. However, when considering the interview, not only as a neutral text, but as social interaction (Silverman, 2011), not only what, but also how it is told is relevant for gaining insights about the research field. From this perspective, this presentation will focus on the question of how, in narratives about mental illness, contrast devices (Arribas-Ayllon et al., 2011) are used to position oneself in relation to others. Based on a corpus of 19 interviews with mothers with a mental illness who participated in the Village Project (a project for children of parents with a mental illness) (see Christiansen et al., 2019), the analysis aims at showing that a focus on contrast devices is helpful to also pay attention to what is said between the lines and to interpret utterances within a contextual research approach. In this context for example, one common pattern seems to emerge in which the mental illness is connected to contrastive images of "good mother vs bad mother". The women's accounts are thus also shaped by stigma and by their attempts to cope with and counter these stigmatizing narratives. Making these narratives visible contributes to a better understanding of the social impact of mental illness in the context of motherhood and thus to raising awareness of support services.

Keywords: mental health, motherhood, contrastive analysis, qualitative interviews, stigma

Communication skills training using task-based language teaching approach for nursing undergraduates

Speaker(s): Catherine Shee-hei Wong

Communication skills training using task-based language teaching approach for nursing undergraduates

Catherine Shee-hei Wong
School of Education and Languages,
Hong Kong Metropolitan University, Hong Kong

Abstract

That nursing undergraduates can demonstrate effective communication skills with doctors, patients, and patients' family members is a foundation of their nursing professions. However, the traditional use of didactic lectures for communication skills training of nursing students is ineffective (Shorey et al., 2019). Task-based Language Teaching (TBLT) is an approach that aims to facilitate the acquisition of a second or foreign language by engaging learners in the performance of tasks (Ellis, 2021). While much discussion can be found regarding using TBLT in EFL, its effectiveness in enhancing nursing students' verbal and written communication skills as well as their responses to the implementation of TBLT in English for nursing classes is comparatively under-explored (Mulyadi et al., 2021).

This study aimed to examine the effectiveness of TBLT approach to enhancing communication skills of nursing students. It explored the learner motivation and interest of 60 Year 1 nursing undergraduates in a semester-long English proficiency course at a local university. The tasks included writing teacher-marked essays with revisions, developing a self-improvement plan, listening to nurse-patient and doctor-nurse conversations, role-playing patient interviews, composing a patient case report with revisions, and writing a reflective report. The participants' classroom discussions, reflective writings and responses in a follow-up questionnaire were collected and qualitatively analysed. Findings of this study indicated that by integrating TBLT into nursing students' communication skills training, the participants identified the value of such training and developed better motivation and interest in English learning, which may imply that the approach can assist nursing students in improving their communication skills.

Keywords:Communication skills training, Nursing undergraduates, Task-based language teaching, Learner motivation and interest, Using TBLT in English for nursing classes

Plenary Speaker - Professor Richard L. Street, Jr. Q&A

Speaker(s): Professor Richard L. Street, Jr.

Professor Richard L. Street, Jr.

Texas A&M University, USA

Modeling Pathways from Communication in the Medical Encounter to Improved Health

Does better communication produce better health outcomes? This research on clinician-patient communication reveals mixed results. For example, some studies have reported that communication factors—such as more active patient participation, physician information-giving, and use of participatory decision-making—predicted better biomedical (e.g., metabolic control, hypertension) and psychosocial (e.g., less anxiety) outcomes. Yet other studies, using similar measures, did not. This inconsistency in findings is in part due to the practice of using communication measures to predict health outcomes (a direct path), rather than also studying how communication could indirectly contribute to better health through its positive effects on factors (e.g., commitment to treatment, better self-management skills) that in turn lead to better outcomes. This presentation first describes a conceptual model identifying direct and indirect pathways linking communication to improved health. Second, different approaches to assess indirect pathways are discussed (e.g., through mediation effects, or descriptively). Examples of different pathways are described by reviewing findings of previous research. Third, when using communication variables as predictors researchers must also consider the best way to measure the variable of interest (e.g., patient self-report, observational measures). The presentation concludes with implications of this model for future research and clinical practice.

Bio

Richard L. Street, Jr. PhD, is Professor of Communication at Texas A&M University and Professor of Medicine at Baylor College of Medicine. His research focuses on clinician-patient communication, pathways linking communication to improved health outcomes, and strategies for increasing patient engagement in care.

He has led advancements in modeling pathways through which clinician-patient communication processes contribute to improved health outcomes. In this research, he has employed a diverse set of methodological approaches to analyzing communication, including discourse analytic methods whereby the function and content of effective patient participation, information exchange, and shared-decision-making are captured.

He has published over 240 articles and book chapters, as well as a number of books, and monographs. As a graduate advisor, six of his advisees have secured tenure track positions, two at R1 universities, since 2014. In 2003, he was named Outstanding Health Communication Scholar by the International Communication Association. In 2008, he received the L. Donohew Health Communication Scholar Award from the University of Kentucky. In 2010, he was awarded the Texas A&M Association of

Former Students Distinguished Achievement in Research Award. In 2012, he was given the George L. Engel award by the Academy on Communication in Healthcare for career contributions to the research, practice, and teaching of effective healthcare communication skills.

07/15/2022 (10:50 PM - 11:50 PM, HKT (UTC+8))   Whova live streaming channel A

Conference Closing

Speaker(s): Srikant Sarangi

20th International and Interdisciplinary Conference on Communication, Medicine and Ethics
(13 – 15 July 2022)

COMET 2023

21st International and Interdisciplinary Conference
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19-22 June 2023

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The COMET conference aims to bring together scholars from different disciplinary backgrounds, involving various healthcare specialities and the human and social sciences. A special emphasis will be on the dissemination of ongoing research in language/discourse/communication studies in relation to healthcare education, patient participation and professional ethics.

Plenary Speakers (to be announced)

The Pre-COMET Masterclass is scheduled for 19 June 2023

The Call for Papers with the Deadline for submission of proposals will follow soon.

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