

IRCCH 3rd International Symposium on Healthcare Communication
Communicating for Compassionate Healthcare:
Mobilizing Values to Practice

29th June 2015, M1603, 16/F, Li Ka Shing Tower, PolyU

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PROGRAMME

Program Facilitator: Prof. Phillip Della

8:30 – 8:50	Registration
8:50 – 9:10	Opening Session Professor Diana Slade Associate Professor E. Angela Chan Dr. Elizabeth A. Rider, MSW, MD Professor Phillip Della
9:10 – 9:30	<i>They Will Remember How You Made Them Feel</i> Marilyn Turkovich Interim Director Charter for Compassion International (CCI), USA
9:30 – 9:50	<i>Healthcare Conversations as an Ethical Practice: Compassion, Values, and Everyday Ethics</i> Dr. Elizabeth A. Rider, MSW, MD Director of Academic Programs, Institute for Professionalism & Ethical Practice Boston Children's Hospital / Harvard Medical School, USA Chair, Medicine Academy, National Academies of Practice, USA Global Compassion Council, Charter for Compassion International
9:50 – 10:10	<i>Activating the Interpersonal Dimension in Clinical Handover Interactions</i> Dr. Suzanne Eggins ¹ and Professor Diana Slade ² ¹ Research Fellow, Effective Communication in Clinical Handovers (ECCHo) Project University of Technology, Sydney, Australia ² Professor of Applied Linguistics University of Technology, Sydney, Australia, The Hong Kong Polytechnic University, Hong Kong, Director, International Research Centre for Communication in Healthcare
10:10 – 10:30	<i>Analogue Compassion in a Digital World: Encouraging Patient Involvement with Digital Media</i> Professor Rodney Jones Professor, Department of English Associate Director, Office of Education Development and Gateway Education City University of Hong Kong, Hong Kong
10:30 – 10:50	Coffee Break
10:50 – 11:10	<i>Is Compassion an Unrecognised Tool to Deliver Safer Patient Care in Hospitals?</i> Professor Dorothy Jones Professor Clinical Safety & Quality Curtin University, Australia

11:10 – 11:30	<p>Creating Compassionate Health Systems through the Integration of Spirituality into Whole Person Care: A Call to Action.</p> <p>Dr. Christina M. Puchalski, MD, MS, FACP, FAAHPM Professor, Medicine and Health Sciences Director, George Washington Institute for Spirituality and Health (GWish) The George Washington University, USA</p>
11:30 – 12:10	<p>Panel Discussion 1 – The Patient Experience: Interactive Session</p> <p>Ms. Helen Lui Maggie Keswick Jencks Cancer Caring Centre; Mr. K P Tsang International Alliance of Patients' Organizations (IAPO); Associate Professor E. Angela Chan (facilitator) The Hong Kong Polytechnic University;</p>
12:10-12:30	<p>Speaking up for Our Patients</p> <p>Dr. Ho Lap-yin Consultant Urologist, Department of Surgery Director, Multi-disciplinary Simulation and Skills Centre Queen Elizabeth Hospital, Hong Kong</p>
12:30 – 12:50	<p>Communicating at a Whole System Level: Empowering Health Workers in Sri Lanka</p> <p>Associate Professor May O. Lwin Associate Dean (Graduate Education), College of Humanities, Arts & Social Sciences Director, University Scholars Programme Nanyang Technological University, Singapore</p>
12:50 – 14:00	<p>Lunch</p>
14:00 – 14:20	<p>Humanism in Aging: Using Empathy and Compassion to Make Life Better in Old Age</p> <p>Dr. Joseph Kwan Clinical Associate Professor Honorary Consultant in Geriatric Medicine Department of Medicine, Li Ka Shing Faculty of Medicine The University of Hong Kong, Hong Kong</p>
14:20-14:40	<p>Training for 'Empathy' or Preventing 'Trained Empathy'?</p> <p>Professor Srikant Sarangi Professor in Humanities and Medicine, Aalborg University, Denmark Director, Danish Institute of Humanities and Medicine/Health (DIHM) Honorary Professor, Cardiff University, UK</p>
14:40 – 15:00	<p>Why Compassionate Care?</p> <p>Associate Professor Roger Dunston Associate Director, International Research Centre for Communication in Healthcare (IRCCH) University of Technology, Sydney, Australia</p>
15:00 – 15:05	<p>Launch Address by Prof. Sophia Chan, JP</p>
15:05 – 15:30	<p>Launch of Asia-Pacific Healthcare Hub of the Charter for Compassion International</p> <p>Professor Sophia Chan Prof. Tsui Ming-sum</p>

	<p>Professor Mary Spongberg Professor Diana Slade Dr. Elizabeth Rider Marilyn Turkovich</p>
15:30 – 15:50	Coffee Break
15:50 – 16:10	<p>Communicating for Compassionate Mentoring of Newly Graduated Nurses Associate Professor E. Angela Chan Associate Head (Undergraduate Studies), School of Nursing Associate Director, International Research Centre for Communication in Healthcare (IRCCH) The Hong Kong Polytechnic University, Hong Kong</p>
16:10– 16:30	<p>Exploring the Relationship between Compassion and Skilled Communication: Translating Compassion into Action Professor Suzanne Kurtz Clinical Professor, Clinical Communication Program (Founding Director) Washington State University, USA University of Calgary (Professor Emerita), Canada</p>
16:30 – 16:50	<p>CompassionST: Developing Compassion in Healthcare Associate Professor Daniel Martin Associate Professor, Department of Management, California State University, USA Director of Research, Charter for Compassion International, USA</p>
16:50 – 17:30	<p>Panel Discussion 2 – Summary and Next Steps: Interactive Session Associate Professor Roger Dunston University of Technology, Sydney; Professor Dorothy Jones Curtin University; Professor Suzanne Kurtz (facilitator) Washington State University;</p>
17:30 – 17:50	<p>Closing Session Professor Christian M.I.M. Matthiessen</p>
17:50 – 19:30	Reception

**Launch of Asia-Pacific Healthcare Hub of the Charter for Compassion International
15:00 – 15:30**

Launch ceremony by

1. Prof. Sophia Chan, JP (speaker for the launch)
2. Prof. Tsui Ming-sum
3. Prof. Mary Spongberg
4. Marilyn Turkovich
5. Prof. Diana Slade
6. Dr. Elizabeth Rider

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