

Curriculum Vitae

Annegret F. Hannawa, Ph.D.

Born on April 27, 1979, in Germany; ORCID: 0000-0001-5036-5065; Phone: +41 58 666 4482, Email: hannawaa@usi.ch; Websites: www.annegrethannawa.com; www.patientsafetycenter.org

Education

- Ph.D. (2009)** Arizona State University (USA); Communication Science; **Summa cum laude**
Emphasis: Interpersonal Communication in Healthcare, Research Methods
Dissertation: “When the Truth Hurts: Toward a Validation of the Physician Mistake Disclosure (PMD) Model” (Supervisor: Prof. Kory Floyd)
- M.A. (2009)** Arizona State University (USA); Measurement, Statistics, and Methodological Studies, Department of Psychology in Education (coursework completed)
- M.A. (2006)** San Diego State University (USA); Communication Science; **Summa cum laude**
- B.A. (2002)** San Diego State University (USA); Communication Science; **Summa cum laude**

Current Positions

- Since January 2016 Associate Professor (tenured) and Director, Center for the Advancement of Healthcare Quality & Patient Safety (CAHQS), www.patientsafetycenter.org, Faculty of Communication Sciences, Università della Svizzera italiana (USI), Lugano, Switzerland
- Since January 2016 Associate Faculty, Department of Health, Behavior & Society, The Johns Hopkins Bloomberg School of Public Health, USA
- Since November 2016 Hon. Research Fellow, School of Medicine, University of Cardiff, UK
- Since January 2014 Founding President, ISCOME Global Center for the Advancement of Communication Science in Healthcare (www.iscome.org)

Previous Positions

- July 2013 – Dec. 2015 Senior Assistant Professor (tenure-track), Faculty of Communication Sciences, Università della Svizzera italiana (USI)
- July 2011 – June 2013 Assistant Professor (tenure-track), Faculty of Communication Sciences, Università della Svizzera italiana (USI)
- July 2009 – June 2011 Assistant Professor (tenure-track), Dept. of Communication, Wake Forest University (WFU), USA; joint tenure-track appointment at the WFU School of Medicine

Institutional Responsibilities

- 2016 – present Founding director of the interdisciplinary competence center “CAHQS” (www.patientsafetycenter.org), Faculty of Communication Sciences, Università della Svizzera italiana (USI)
- 2011 – 2017 Doctoral committee member, Pro*Doc steering committee member, Fac. of Communication Sciences, Università della Svizzera italiana (USI)
- 2009 – 2011 Graduate committee, Dept. of Communication, Wake Forest University

Approved Research Projects

- 2019 – 2022 Consortium: Lippke S, Louwen F, Scholz C, Müller H & Wienert J. Cooperating partner: **Hannawa AF**. “Safe, digitally supported communication in obstetrics and gynecology: Digital SACCIA.” € 1'927'320.00; G-BA Innovationsfonds, Germany.
- 2013 – 2016 **Hannawa AF** (PI). “Toward a theoretical and empirical conceptualization of Medical Error Disclosure Competence (MEDC)”. CHF 238'807.00 project + CHF 37'670.00 supplementary grant; Swiss National Science Foundation.
- 2010-2011 **Hannawa AF** (PI). When competence saves lives: Operationalizing skillful physician disclosures of medical mistakes; USD 16'480; Social, Behavioral & Economic Research Grant, Wake Forest University.

Supervision of Graduate and Post-Graduate Students (at current position)

- Ph.D. dissertations Fabia Rothenfluh (beg. 2016), Rebecca Amati (beg. 2015)
- Master theses Elisa Marti (2018), Anastasia Kolyada (2018), Anastasia Potemkina (2018), Sonja Cestonato (2017), Fabiana Rizzieri (2016), Mukunda Neupane (2016), Svetlana Volodina (2015), Tamas Pap (2015), Chiara Marcora (2014), Michael Wise (2013), Laura Sefai (2012), Agnese Abolina (2011), Rebecca Amati (2011), Edoardo Madussi (2011).

Curriculum Vitae

Teaching Activities

July 2016 – present	Statistical data analysis (annual Ph.D. seminar); Qualitative data analysis (annual undergraduate and graduate seminars); Faculty of Communication Sciences, Università della Svizzera italiana (USI)
July 2011 – present	Interpersonal communication & health (annual graduate seminar); Statistical data analysis (annual graduate seminar); Faculty of Communication Sciences, Università della Svizzera italiana (USI)
July 2009 – June 2011	Introduction to Communication & Rhetoric; Empirical research methods; Persuasion; Nonverbal communication (all undergraduate); Department of Communication, Wake Forest University (USA)
May 2007 – May 2009	Nonverbal communication, Conflict communication, Relational and Interpersonal communication (all undergraduate); The Hugh Downs School of Human Communication, Arizona State University (USA)
Aug. 2004 – May 2006	Advanced public speaking; Oral communication (all undergraduate); School of Communication, San Diego State University

Memberships in Panels, Boards, etc.

2018 – present	“Curriculum for Schools” Board, World Patient Safety Movement, USA
2016 – present	Swiss Personalized Health Network (SPHN) Advisory board, ELSI (Ethical Legal Social Issues), Switzerland
2014 – present	Founding President (Executive board), Global Center for the Advancement of Communication Science in Healthcare (ISCOME www.iscome.org), USA
2017	WHO Board of Experts, Patient Safety Ministerial Summit, Bonn, Germany
2016	WHO Board of Experts, Patient Safety Summit, Florence, Italy
2013 – 2014	Founder of the COME (“Communicating Medical Error”) Interdiscipl. Research Network, which emerged from a grant-funded congress (www.come.usi.ch)
2012 – 2016	Deputy National Representative of Switzerland, European Association for Communication in Healthcare (EACH), (re-)elected for two terms.

Individual Scientific Reviewing Activities

2006 – present	Ad-hoc reviewer for the following journals: <i>Academic Medicine</i> , <i>International Journal for Quality in Healthcare</i> , <i>Communication Methods & Measures</i> , <i>Swiss Medical Weekly</i> , <i>Western Journal of Communication</i> , <i>Journal of Social & Personal Relationships</i> , <i>Journal of Family Communication</i> , <i>Health Communication</i>
2017	Court-appointed scientific expert for appraisal of a medical negligence case.
2013	Guest editor, special issue “Interdisciplinary perspectives on medical error” (issue 4/2013), <i>Journal of Public Health Research</i>
2012 – 2014	Editor of the journal <i>Studies in Communication Sciences</i>

Active Memberships in Scientific Societies

Since 2018	Gesellschaft für Medizinische Ausbildung (GMA)
Since 2012	International Society for Quality in Health Care (ISQua)
Since 2012	Schweizerische Ges. für Kommunikations- & Medienwissenschaft (SGKM)
Since 2009	European Association for Communication in Healthcare (EACH)

Organization of conferences

2018	Organizer of the public podium discussion “Safe Communication in Healthcare”, Center for the Advancement of Healthcare Quality & Patient Safety (CAHQS, www.patientsafetycenter.org), Università della Svizzera italiana (USI)
2016	ISCOME 2016 Workgroup meeting organizer (Lilienberg), co-funded by the SNF, https://www.iscome.org/iscome-2016-lilienberg-workgroup/
2015	ISCOME 2015 International conference organizer (Montecatini Terme, Italy) https://youtu.be/a_U7spTriXA
2014	Panel organizer “WellMed welcomes COME” (WellMed Conference, Greece)
2013	Panel Organizer and Discussion Leader: “Translational Efforts in Interpersonal Health Communication: Urgency, Barriers, and Solutions.” (ECCREA Conference)
2013	Organizer, grant-funded International Conference on Communicating Medical Error (“COME”; CHF 20,000), Monte Verità, Switzerland; www.come.usi.ch .

10. Prizes and Awards

2016	Joziens Bensing Research Award
2015	Top book award for “Communication Competence” (Hannawa & Spitzberg, 2015), National Communication Association (USA)

Curriculum Vitae

List of Publications (limited to the last 5 years)

For a complete list of publications, please visit “myResearch” at www.annegrethannawa.com.

1) Publications in international peer-reviewed scientific journals

Nr.	Year	NLM Reference	IF	GS
1.	2018	Hannawa AF. “SACCIA Safe Communication”: Five core competencies for safe and high-quality care. <i>Journal of Patient Safety and Risk Management</i> 2018;23(3): 99-107.	-	-
2.	2018	Hannawa AF, Frankel RM. “It matters what I think, not what you say”: Scientific Evidence for a Medical Error Disclosure Skills Model. <i>J of Patient Safety</i> ; doi: 10.1097/PTS.0000000000000524.	2.68	-
3.	2018	Amati R, Kaissi A, Hannawa AF. Determinants of good and poor quality as perceived by U.S. health care managers: A grounded taxonomy based on evidence from narratives of care. <i>Journal of Health Organization and Management</i> 2018;32(5):708-725.	0.80	
4.	2017	Hannawa AF. What constitutes “competent error disclosure”? Insights from a national focus group study in Switzerland. <i>Swiss Medical Weekly</i> 2017;147:w14427.	1.82	2
4.	2017	Øvretveit J, Wu A, Street R, Thilo F, Thimbleby H, Hannawa AF. Using and choosing digital health technologies: A communication science perspective. <i>Journal of Health Organization and Management</i> 2017;31(1):28-37.	1.07	2
5.	2016	Hannawa AF, Shigemoto Y, Little T. Medical errors: Disclosure styles, interpersonal forgiveness, and outcomes. <i>Social Science & Medicine</i> 2016;156:29-38.	2.73	16
6.	2016	Roter DL, Wolff JL, Wu AW, Hannawa AF. Patient and family empowerment as agents of ambulatory care safety and quality. <i>BMJ Quality & Safety</i> 2016; doi:10.1136/bmjqs-2016-005489.	3.99	5
7.	2015	Hannawa AF, García-Jiménez L, Candrian C, Rossmann C, Schulz PJ. Identifying the Field of Health Communication. <i>Journal of Health Communication</i> 2015;20:521-30.	1.78	20
8.	2014	Amati R, Hannawa AF. Physician-perceived contradictions in end-of-life communication: Toward a self-report measurement scale. <i>Health Communication</i> 2015;30:241-50.	1.48	4
9.	2014	Hannawa AF. Disclosing medical errors to patients: Effects of nonverbal involvement. <i>Patient Education & Counseling</i> 2014;94:310-13.	2.23	28
10.	2014	Hannawa AF, Kreps G, Schulz PJ, Smith S, Street R. Emerging issues and future directions in health communication. <i>Health Communication</i> 2014;29:955-61.	1.48	17
11.	2014	Amati R, Hannawa AF. Relational Dialectics Theory: Disentangling the tensions of end-of-life communication. <i>Health Communication</i> 2014;29:962-73.	1.48	13
12.	2014	Spitzberg BH, Cupach WR, Hannawa AF, Crowley JP. A preliminary test of a relational goal pursuit theory of obsessive relational intrusion and stalking. <i>Studies in Communication Sciences</i> 2014;14:29-36.	-	17
13.	2013	Hannawa AF, Beckman H, Mazor K, Paul N, Ramsey J. Building bridges: Future directions for medical error disclosure research. <i>Patient Education and Counseling</i> 2013;92:319-27.	2.23	20
14.	2013	Hannawa AF, Roter DL. TRACEing the Roots: A diagnostic “Tool for the Retrospective Analysis of Critical Events.” <i>Patient Education and Counseling</i> 2013;93:230-38.	2.23	4

IF = 2016 5-yr impact factor

GS = google scholar citations as of 08/18

Curriculum Vitae

2) Peer-reviewed books/monographs

Textbooks

-
- 2018 **Hannawa AF**, Postel S. "SACCIA Sichere Kommunikation": Fünf Kernkompetenzen mit Fallbeispielen aus der pflegerischen Praxis. Berlin/Boston: Walter deGruyter.
- 2017 **Hannawa AF**, Wendt A, Day L. New horizons in patient safety: "Safe communication" – Evidence-based core competencies with case studies from nursing practice. Berlin/Boston: Walter deGruyter.
- 2017 **Hannawa AF**, Jonitz G. Neue Wege für die Patientensicherheit: "Sichere Kommunikation" – Evidenzbasierte Kernkompetenzen mit Fallbeispielen aus der medizinischen Praxis. Berlin/Boston: Walter deGruyter.
- 2017 **Hannawa AF**, Juhasz R, Wu A. New horizons in patient safety: Understanding communication – Case studies for physicians. Berlin/Boston: Walter deGruyter.
-

Edited Books

-
- 2015 **Hannawa AF**, Spitzberg BH (Eds.). *Communication competence*. London: Mouton DeGruyter
-

Edited journal issues

-
- 2014 **Hannawa AF**. *Studies in Communication Sciences*, thematic section on "Communication in interpersonal relationships" (issue 1).
- 2013 **Hannawa AF**. Special issue: Interdisciplinary perspectives on medical error. *Journal of Public Health Research* (issue 4).
-

Editorials

-
- 2013 **Hannawa AF**. Heuristic thinking: Interdisciplinary perspectives on medical error. *Journal of Public Health Research* (volume 4).
- 2013 **Hannawa AF**. Editorial. *Studies in Communication Sciences* 2013;13:1-2.
-

2) Contributions to books

Book chapters and encyclopedia entries

-
- 2017 Amati R, Brook RH, Kaissi AA, **Hannawa AF**. Evolving dimensions of quality care: Comparing physician and managerial perspectives. In A. M. McDermott, M. Kitchener & M. Exworthy, *Managing improvement in healthcare: Attaining, sustaining and spreading quality*. Palgrave Macmillan.
- 2017 **Hannawa AF**. Validation. In J. Matthes, C. S. Davis, & R. F. Potter, *International encyclopedia of communication research methods*. Wiley.
- 2015 **Hannawa AF**. Miscommunication and error. In A. F. Hannawa & B. H. Spitzberg (Eds.), *Handbook of communication competence*. London: Mouton deGruyter.
- 2014 **Hannawa AF**. Arzt-Patient-Interaktion. In K. Hurrelmann & E. Baumann (Eds.), *Handbuch Gesundheitskommunikation*. Bern, Switzerland: Verlag Hans Huber.
- 2014 **Hannawa AF**. Communication and patient safety. In T. L. Thompson & G. J. Golson (Eds.), *Encyclopedia of health communication*. Thousand Oaks, CA: Sage.
- 2014 **Hannawa AF**. Disclosure of medical errors. In T. L. Thompson & G. J. Golson (Eds.), *Encyclopedia of health communication*. Thousand Oaks, CA: Sage.
-

3) Oral contributions to international conferences

-
- 2018 **Hannawa AF**. "Safe Communication in Healthcare" (Invited Presentation). Annual "Grand Challenges" Meeting, **Bill & Melinda Gates Foundation, Berlin, Germany**.
- 2018 **Hannawa AF**. "Protecting Patients from Harm: The Science of Safe Communication in Healthcare" (Invited Presentation). **BMJ International Forum on Quality and Safety in Healthcare, Amsterdam, Netherlands**.
- 2018 **Hannawa AF**. "Safe Communication in Hospitals" (Invited Presentation). **61. Jahrestagung des VKD (61th Annual Conference of the German Association for Hospital Directors), Lübeck, Germany**.
-

Curriculum Vitae

-
- 2018 **Hannawa AF.** "Patientensicherheit aus kommunikationswissenschaftlicher Sicht" (Invited Presentation). **30. Fachberufekonferenz der Bundesärztekammer (30th Health Professions Conference of the German Medical Association)**, Berlin, Germany.
- 2018 **Hannawa AF.** „Patient Safety Curricula in Schools" (Invited Panelist). **World Patient Safety, Science & Technology Summit**, London, UK.
- 2018 **Hannawa AF.** "Patientensicherheit, Fehlerkultur und "sichere" Kommunikation" ("Patient Safety, Safety Culture and "Safe" Communication"; Invited Presentation). **Deutscher Krebskongress (German Cancer Congress)**, Berlin, Germany.
- 2018 Amati R, **Hannawa AF**, Kaissi AA. "Towards the validation of an "Integrative Quality Care Assessment Tool" (INQUAT): Shifting the focus from outcomes to processes of care." **Second World Congress on Public Health and Health Care Management**, London, UK.
- 2018 Amati R, Brook RH, Kaissi AA, **Hannawa AF.** "Evolving dimensions of quality care: Comparing physicians and managerial perspectives." Paper presented at the **WellMed 2018 Conference**, Greece.
- 2017 **Hannawa AF.** "Communication in Healthcare -- The Close Relationship Between Communication Competence and Successful Medicine" (Keynote). **Kassenärztliche Bundesvereinigung (KBV): Nationales Qualitätszirkel-Tutorentreffen** (*German Association of Statutory Health Insurance Physicians: National Quality Circle Meeting of Tutors*), Berlin, Germany.
- 2017 **Hannawa AF.** "SACCIA Communication: New Pathways for Better Daily Care" (Keynote). **Gesellschaft für Qualitätsmanagement in der Gesundheitsversorgung (GQMG) Summercamp** (*German "Society for Quality Management in Healthcare" Summercamp*), Aschaffenburg, Germany.
- 2017 **Hannawa AF.** "New Horizons for Patient Safety: 'Safe' Communication" (Keynote). **Aktionsbündnis Patientensicherheit (APS) Jahrestagung 2017** (*German "Aktionsbündnis" for Patient Safety Annual Conference 2017*), Berlin, Germany.
- 2017 **Hannawa AF.** „Safe communication in healthcare – current scientific knowledge“ (Invited Expert); **National Press Conference**, 3rd International Patient Safety Day, Berlin, Germany.
- 2017 **Hannawa AF.** "Keeping Patients Safe: The Role of Competent Communication" (Invited Presentation). **Global Ministerial Patient Safety Summit 2017** *Bonn, Germany.*
- 2017 **Hannawa AF.** "Research priorities for safer, higher quality care" (Invited Panel discussion leader). Annual meeting of the **International Society for Quality in Healthcare** (ISQua), London.
- 2017 **Hannawa AF.** "Horizons for evaluation and accreditation: How do we assess "safe communication" as a core competency?" (Invited Panelist). Annual meeting of the **International Society for Quality in Healthcare** (ISQua), London.
- 2017 **Hannawa AF.** "Communication skills for safe and high-quality care" (Invited Panelist). Annual meeting of the **International Society for Quality in Healthcare** (ISQua), London.
- 2016 **Hannawa AF.** "Communication Issues in Patient Safety" (Invited Presentation). **WHO Global Summit: "Setting Priorities for Global Patient Safety"** *Florence, Italy.*
- 2016 **Hannawa, AF.** "Das Schweigen der Ärzte: Kommunikationswissenschaftliche Anregungen für ein ethisch sensibles Thema" ("The silence among physicians: Implications from the communication sciences for an ethically sensitive topic") (Keynote). **Thementag: "Das Schweigen der Ärzte: Ärztliche Kommunikation" (Conference entitled "The Silence of Physicians: Medical Communication")**, *Institute for History, Theory and Ethics of Medicine, University of Mainz, Germany.*
- 2015 **Hannawa, AF.** "Communication and Patient Safety: The Golden Bridge" (Keynote). **Conference: "Communication for the Prevention and Management of Adverse Events,"** Regione Autonoma della Sardegna, Cagliari/Sardinia, Italy.
- 2015 **Hannawa AF.** "Toward a grounded Conceptualization of Quality Care" (Keynote). **Safety and Quality Day 2015;** Centro Gestione Rischio Clinico e Sicurezza Paziente Toscana, Florence, Italy.
- 2015 Amati R, **Hannawa AF**, Kaissi AA, Bellandi T, Brook RH. "U.S. health care managers' perceptions of quality: Evidence from care scenarios." Paper presented at the annual meeting of the **International Society for Quality in Health Care** (ISQua), Doha, Qatar.
-

Curriculum Vitae

- 2015 Amati R, **Hannawa AF**, Kaissi AA, Bellandi T, Brook RH. "U.S. health care managers' perceptions of quality: Does communication matter? Evidence from episodes of care." Paper presented at the biannual meeting of the **International Society for Communication Science and Medicine (ISCOME)**, Montecatini Terme, Italy.
- 2015 Labrie N, **Hannawa AF**, Schulz PJ. "Doctor, I disagree": Development and preliminary validation of a Patient Argumentativeness Scale. Paper presented at the annual meeting of the **European Conference on Argumentation**, Lisbon.
- 2014 **Hannawa AF**. "IT, Safety and Communication" (Keynote). **Blezinger Conference: „The Hospital of the Future,**" Luzern, Switzerland.
- 2014 **Hannawa AF**. "Communication and Medical Error" (Keynote). First annual **European Medical Safety Conference**, European Surgical Institute, Hamburg, Germany, sponsored by Johnson & Johnson Medical Devices.
- 2014 **Hannawa AF**, Rothenfluh F. "Medical errors: Disclosure and forgiveness." Paper presented at the annual meeting of the **National Communication Association** (Interpersonal Communication Division), Chicago, IL.
- 2014 **Hannawa AF**, Rothenfluh F, Bellandi T. "A grounded conceptualization of medical error disclosure skills (MEDS)." Paper presented at the annual meeting of the **European Association for Communication in Healthcare**, Amsterdam, the Netherlands.
- 2014 **Hannawa AF**. "Medical error: Setting interdisciplinary disclosure standards to promote well-being." Paper presented at the **WellMed conference**, Alexandroupolis, Greece.
- 2014 Amati R, Pham J, **Hannawa AF**. "Tensions in process: Balancing the four dimensions of quality care." Paper presented at the annual meeting of the **COMET Society**, Lugano, Switzerland.
- 2014 Amati R, Surges-Tatum D, **Hannawa AF**. "The CEOLC ruler: A self-assessment tool to measure physicians." Paper presented at the annual meeting of the **National Communication Association** (Top Paper Panel, Assessment Division), Chicago, IL.
- 2013 **Hannawa AF**. "Integrating interpersonal communication research into patient safety efforts." Paper presented at the bi-annual meeting of the **ECREA** Interpersonal Communication and Social Interaction (ICSI) division, Lugano, Switzerland.
-

4) Outreach activities

- 2018 Organization of a public podium discussion "Safe Communication in Healthcare", Center for the Advancement of Healthcare Quality & Patient Safety (CAHQS, www.patientsafetycenter.org), Università della Svizzera italiana (USI)
- 2017 Court-appointed scientific appraiser of a medical negligence case.
- 2017 Spokesperson at the German National Press Conference dedicated to the 3rd International Patient Safety Day, Berlin, Germany.
- 2016 Organization of the ISCOME 2016 Workgroup meeting (Lilienberg), co-funded by the SNF, <https://www.iscome.org/iscome-2016-lilienberg-workgroup/>
- 2015 Organization of the grant-funded ISCOME 2015 International conference (Montecatini Terme, Italy), https://youtu.be/a_U7spTriXA
- 2014 Organization of a "WellMed welcomes COME" panel (WellMed Conference, Greece)
- 2013 Organization of a panel entitled: "Translational Efforts in Interpersonal Health Communication: Urgency, Barriers, and Solutions" at the ECREA Conference
- 2013 Organization of a grant-funded International Conference on Communicating Medical Error ("COME"; CHF 20,000), Monte Verità, Switzerland; www.come.usi.ch.
- 2013 Scientific Commentary for an Educational Film Series for Health Care Professions; Careum Foundation, Zurich, Switzerland
-

5) General contributions to science

- 2016 Founder of the "Center for the Advancement of Healthcare Quality & Patient Safety" (CAHQS, www.patientsafetycenter.org), Università della Svizzera italiana (USI)
- 2016 Founder of the research think tank "ISCOME Global Center for the Advancement of Communication Science in Healthcare" (www.iscome.org)
-