

ANNEGRET F. HANNAWA, PH.D.

Associate Professor (tenured) and Director,
*Center for the Advancement of Healthcare Quality
and Patient Safety* (www.patientsafetycenter.org),
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Associate Faculty,
Johns Hopkins Bloomberg School of Public Health, USA

Honorary Research Fellow,
School of Medicine, Cardiff University, United Kingdom

Founding President,
ISCOME Global Center for the Advancement of Communication Science in Healthcare
(<http://www.iscome.org>)

EDUCATIONAL HISTORY

Ph.D., Arizona State University; Communication Science, May 2009, *Summa cum laude*

Emphasis: Interpersonal Health Communication, Qualitative and Quantitative Research Methods and Designs
Dissertation: “When the Truth Hurts: Toward a Validation of the Physician Mistake Disclosure (PMD) Model”
Chair: Prof. Kory Floyd, Hugh Downs School of Human Communication
Committee: Prof. Paul Mongeau, Hugh Downs School of Human Communication
Prof. Marilyn Thompson, Department of Psychology in Education

M.A., Arizona State University; Measurement, Statistics, and Methodological Studies, Department of Psychology in Education (coursework completed)

Emphasis: Measurement, Statistics, and Methodological Studies
Chair: Prof. Marilyn Thompson, Department of Psychology in Education

M.A., San Diego State University; Communication Science, May 2006, *Summa cum laude*

Emphasis: Interpersonal Communication, Empirical Research Methods
Thesis: “My Child Can Beat Your Child, But Not Me’: Developing a Measure of Parental Self-Evaluation Maintenance (PSEM)”
Chair: Prof. Brian Spitzberg, School of Communication
Committee: Prof. Peter Andersen, School of Communication;
Prof. Scott Roesch, Department of Psychology

B.A., San Diego State University; August 2002, *Summa cum laude*

Major: Communication studies
Emphasis: Media Management

CURRENT ACADEMIC APPOINTMENTS

Faculty of Communication Sciences, Università della Svizzera italiana (USI)

Associate Professor of Health Communication (tenured)

JANUARY 2016 – present

- Founding director of the “Center for the Advancement of Healthcare Quality and Safety (CAHQS)”, a first university-based research center that casts an interdisciplinary bridge between communication science and patient safety;
- Co-founding member of USI’s Laboratory for Science Communication (LABCS)
- Coordinator of six interdisciplinary, global “ISCOME” research teams that investigate intersections between communication science and patient safety with respect to: (1) big data, (2) healthy aging, (3) patient/family activation, (4) patient-centered care, (5) digital health technologies, and (6) team coordination;
- Author of four interdisciplinary case studies books that introduce “SACCIA safe communication” as a core competency in the context of healthcare quality and safety;
- Initiator and international partner of a €2 million funded G-BA Innovationsfonds Consortium Grant that implements my SACCIA safe communication framework at the university hospitals Frankfurt and Ulm (in collaboration with the Aktionsbündnis Patientensicherheit)
- Principal investigator on a Swiss national grant that conceptualizes, operationalizes, and measures “Medical Error Disclosure Competence” (MEDC);
- Invited speaker at high-impact meetings, such as the ministerial summit for patient safety (over 40 health ministers), WHO summit for patient safety, World Patient Safety Summit (with Bill Clinton), Bill & Melinda Gate Foundation’s Grand Challenges meeting (with Bill Gates and Angela Merkel), TEDx, and others;
- Organizer of a public podium discussion at USI on “Safe Communication in Healthcare” (<http://www.patientsafetycenter.org/our-events>);
- Organizer of a grant-funded international scientific “ISCOME” meeting at the Lilienberg Foundation in Switzerland;
- Subject matter expert for the WHO, Swiss Ministry of Health, World Patient Safety Movement, U.S. National Certification Board for Alzheimer and Aging Care (NCBAC), and U.S. Osteopathic Communication Assessment and Training (OCAT)
- Scholarly contributions to numerous edited volumes and peer-reviewed journals;
- Instructor of undergraduate, graduate, and doctoral courses on interpersonal health communication and empirical research methods.

Department of Health, Behavior and Society; Bloomberg School of Public Health, Johns Hopkins University, USA

Associate Faculty Appointment

JANUARY 2016 – present

- Active inter-faculty collaborations in research, teaching, and student supervision.

School of Medicine; Cardiff University, United Kingdom

Honorary Research Fellow

NOVEMBER 2016 – present

- Active inter-faculty collaborations on social scientific research in the areas of healthcare quality and patient safety.

PAST ACADEMIC APPOINTMENTS

Faculty of Communication Sciences, Università della Svizzera italiana (USI)

Senior Assistant Professor (tenure-track)

JULY 2011 – DECEMBER 2015

- Founding president of the COME network and the ISCOME global research think-tank;
- Organizer of two large international grant-funded patient safety conferences;
- Principal investigator on a Swiss national grant that conceptualizes, operationalizes, and measures Medical Error Disclosure Competence;
- Editor of an international handbook on communication competence that received the “Book of the Year 2016” award by the U.S. National Communication Association (NCA);
- Scholarly contributions to numerous edited volumes and peer-reviewed journals;
- Instructor of graduate seminars on health communication and empirical data analysis.

Department of Communication, Wake Forest University (WFU), USA

Assistant Professor (tenure-track)

JULY 2009 – JUNE 2011

Conducted funded research on doctor-patient communication in the context of patient safety and the disclosure of medical errors. Taught courses in interpersonal and nonverbal communication, persuasion, and research methods. Served as graduate and undergraduate curriculum committee member.

Department of Social Sciences and Health Policy, WFU School of Medicine

Assistant Professor (joint tenure-track appointment)

NOVEMBER 2009 – JUNE 2011

Conducted funded research on medical error disclosure competencies at Wake Forest University’s Medical Center.

The Hugh Downs School of Human Communication, Arizona State University, USA

Graduate Teaching Associate

MAY 2007 – MAY 2009

Taught lower and upper division undergraduate courses in interpersonal, relational, nonverbal, and conflict communication.

Conflict Transformation Research Fellow

AUGUST 2006 – MAY 2007

Conducted research under the Hugh Downs conflict transformation strategic initiative.

School of Communication, San Diego State University, USA

Graduate Teaching Assistant

AUGUST 2004 – MAY 2006

Taught undergraduate courses in oral communication, discussion and analysis, and advanced public speaking.

GRANTS / FUNDING

Consortium (2019-2022): 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; G-BA Innovationsfonds Grant, Germany.

Hannawa, A. F. (2018). Third-party funding from Helsana (4'500 CHF), EOC (4'000 CHF), Dräger (4'000 CHF), SAMW (1'000 CHF), BancaSTato (1'000 CHF), Bern University of Applied Sciences (1'000 CHF), CSS Insurance (1'000 CHF) and Roche (1'000 CHF) for a public podium discussion entitled "Safe Communication in Healthcare" at USI on 15 May 2018 (Aula Magna).

Hannawa, A. F. (2015-2016). International Research Workshop entitled "*Interdisciplinary Horizons for Healthcare Quality and Patient Safety*". CHF 22,500, Swiss National Science Foundation (SNSF), Switzerland.

Hannawa, A. F. (2015-2016). International Workshop entitled "*Interdisciplinary Horizons for Healthcare Quality and Patient Safety*". CHF 5,000, Cancer League Switzerland.

Hannawa, A. F. (2015-2016). International Workshop entitled "*Interdisciplinary Horizons for Healthcare Quality and Patient Safety*". CHF 4,000, Swiss Academy for Medical Sciences (SAMS), Switzerland.

Hannawa, A. F. (2014-2015). ISCOME 2015 international conference entitled "*The Golden Bridge: Communication and Patient Safety*". CHF 5,000, Swiss Academy for Medical Sciences (SAMS), Switzerland.

Hannawa, A. F. (2013-2016). *Toward a theoretical and empirical conceptualization of Medical Error Disclosure Competence (MEDC)*. CHF 329,900 Swiss National Science Foundation (SNSF).

Hannawa, A. F. (2012). *COME2013: An Interdisciplinary Conference on "Communicating Medical Error" (COME)*. CHF 25,000, Centro Stefano Franscini, Switzerland.

Hannawa, A. F. (2010). *When competence saves lives: Operationalizing skillful physician disclosures of medical mistakes*. \$16,480 Social, Behavioral & Economic Research Grant, Wake Forest University, USA.

Hannawa, A. F. (2007). *When the truth hurts: Toward a validation of the Physician Mistake Disclosure (PMD) Model*. \$500 Herberger Grant, The Hugh Downs School of Human Communication, Arizona State University, USA.

PUBLICATIONS

Monographs

Hannawa, A. F. (2011). *When the truth hurts: Toward a validation of the Physician Mistake Disclosure (PMD) Model*. UMI Dissertation Publishing.

Co-Authored Books

Hannawa, A. F. & Postel, S. (2018). „SACCIA-Sichere Kommunikation“: *Fünf Kernkompetenzen mit Fallbeispielen aus der pflegerischen Praxis*. Berlin/Boston: Walter deGruyter.

Hannawa, A. F., Wendt, A., & Day, L. (2017). *New horizons in patient safety: "Safe communication" – Evidence-based core competencies with case studies from nursing practice*. Berlin/Boston: Walter deGruyter.

Hannawa, A. F., Juhasz, R., & Wu, A. (2017). *New horizons in patient safety: Understanding communication – Case studies for physicians*. Berlin/Boston: Walter deGruyter.

Hannawa, A. F. & Jonitz, G. (2017). *Neue Wege für die Patientensicherheit: "Sichere Kommunikation" – Evidenzbasierte Kernkompetenzen mit Fallbeispielen aus der medizinischen Praxis*. Berlin/Boston: Walter deGruyter.

Edited Books

Hannawa, A. F., & Spitzberg, B. H. (Eds., 2015). *Handbook of communication competence*. London: Mouton DeGruyter. This title received the **2016 Top Book Award** of the U.S. National Communication Association's (NCA) *Communication Apprehension and Competence Division*.

Book Chapters (peer-reviewed)

Amati, R., Brook, R. H., Kaissi, A. A., & Hannawa, A. F. (2017). 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.

Hannawa, A. F. (2017). Validation. In J. Matthes, C. S. Davis, & R. F. Potter, *International encyclopedia of communication research methods*. Wiley.

Hannawa, A. F. (2015). Miscommunication and errors. In A. F. Hannawa & B. H. Spitzberg (Eds.), *Handbook of communication competence*. London: Mouton deGruyter.

Hannawa, A. F. (2014). Arzt-Patient-Interaktion. In K. Hurrelmann & E. Baumann (Eds.), *Handbuch Gesundheitskommunikation*. Bern, Switzerland: Verlag Hans Huber.

Hannawa, A. F. (2014). Disclosure of medical errors. In T. L. Thompson & G. J. Golson (Eds.), *Encyclopedia of health communication*. Thousand Oaks, CA: Sage.

Hannawa, A. F. (2014). Communication and patient safety. In T. L. Thompson & G. J. Golson (Eds.), *Encyclopedia of health communication*. Thousand Oaks, CA: Sage.

Editorials

Hannawa, A. F. (2013). Heuristic thinking: Interdisciplinary perspectives on medical error. *Journal of Public Health Research* (v. 4/2013).

Hannawa, A. F. (2013). Editorial. *Studies in Communication Sciences*, 13, 1-2.

Hannawa, A. F. (2012). Medical error disclosure: A pressing agenda for public health researchers. *Journal of Public Health Research*, 1:e33, 214.

Edited Journal Issues

Hannawa, A. F. (2014). *Studies in Communication Sciences*, thematic section on "Communication in interpersonal relationships" (issue 1/2014).

Hannawa, A. F. (2013). Special issue: Interdisciplinary perspectives on medical error. *Journal of Public Health Research* (issue 4/2013).

Hannawa, A. F. (2013). *Studies in Communication Sciences* (issue 1/2013).

Journal Articles (peer-reviewed)

Hannawa, A. F. (2020). The Mind of an Academic, the Voice of a Patient: My field experience with safe communication. *Journal of Patient Safety and Risk Management*.

Hannawa, A. F., Spitzberg, B. H., Childress, M., Frankel, R., Pham, J., Wu, A. (2020). Communication Science Lessons for Patient Safety and Quality Care. *Journal of Patient Safety and Risk Management*.

Fischer, F., Helmer, S., Rogge, A., Arraras, J., Buchholz, A., Hannawa, A. F., et al. (2019). Outcomes and outcome measures used in evaluation of communication training in oncology - a systematic literature review, an expert workshop, and recommendations for future research. *BMC Cancer*, 19(808): 1-15.

Lippke, S., Wienert, J., Keller, F.M., Derksen, C. (...) & Hannawa, A. F. (2019). Communication and patient safety in gynecology and obstetrics - study protocol of an intervention study. *BMC Health Services Research*, Vol. 19, Article number: 908.

Hannawa, A. F. (2019). When facing our fallibility constitutes "safe practice": Further evidence for the Medical Error Disclosure Competence (MEDC) guidelines. *Patient Education & Counseling*, 102(10):1840-1846.

Pek, J. H., de Korne, D. F., Hannawa, A. F., Hong Leong, B. S., et al. (2019). Dispatcher-assisted cardiopulmonary resuscitation for paediatric out-of-hospital cardiac arrest: A structured evaluation of communication issues using the SACCIA safe communication typology. *Resuscitation*, 139, pp. 144-151.

Amati, R., Bellandi, T., Kaissi, A. A. & Hannawa, A. F. (2019). Testing the Integrative Quality Care Assessment Tool (INQUAT): Comparing U.S. and Italian managers' perceptions of quality. *International Journal of Health Care Quality Assurance*, 33(1):120-144.

Amati, R., Kaissi, A. A., & Hannawa, A. F. (2018). Determinants of good and poor quality as perceived by U.S. health care managers: A grounded taxonomy based on evidence from narratives of care. *Journal of Health Organization and Management*.

Hannawa, A. F. (2018). "SACCIA Safe Communication": Five core competencies for safe and high-quality care. *Journal of Patient Safety and Risk Management*, 23(3), 99-107.

Hannawa, A. F. & Frankel, R. M. (2018). "It matters what I think, not what you say": Scientific Evidence for a Medical Error Disclosure Skills Model. *Journal of Patient Safety*.

Hannawa, A. F. (2017). What constitutes "competent error disclosure"? Insights from a national focus group study in Switzerland. *Swiss Medical Weekly*, 147:w14427.

Øvretveit, J., Wu, A., Street, R., Thilo, F., Thimbleby, H., Hannawa, A. F. (2017). Using and choosing digital health technologies: A communication science perspective. *Journal of Health Organization and Management*, 31(1), 28-37.

Roter, D. L., Wolff, J. L., Wu, A. W., & Hannawa, A. F. (2017). Patient and family empowerment as agents of ambulatory care safety and quality. *BMJ Quality & Safety*, doi:10.1136/bmjqs-2016-005489.

Hannawa, A. F., Shigemoto, Y., & Little, T. (2016). Medical errors: Disclosure styles, interpersonal forgiveness, and outcomes. *Social Science & Medicine*, 156, 29-38.

Hannawa, A. F., García-Jiménez, L., Candrian, C., Rossmann, C., & Schulz, P. J. (2015). Identifying the Field of Health Communication. *Journal of Health Communication*, 20, 521-530.

Amati, R., & Hannawa, A. F. (2015). Physician-perceived contradictions in end-of-life communication: Toward a self-report measurement scale. *Health Communication*, 30, 241-250.

Amati, R., & Hannawa, A. F. (2014). Relational Dialectics Theory: Disentangling the tensions of end-of-life communication. *Health Communication*, 29, 962-973.

Hannawa, A. F. (2014). Disclosing medical errors to patients: Effects of nonverbal involvement. *Patient Education & Counseling*, 94, 310-313.

Hannawa, A. F., Kreps, G., Schulz, P. J., Smith, S., & Street, R. (2014). Emerging issues and future directions in health communication. *Health Communication*, 29, 955-961.

Spitzberg, B. H., Cupach, W. R., Hannawa, A. F., & Crowley, J. P. (2014). A preliminary test of a relational goal pursuit theory of obsessive relational intrusion and stalking. *Studies in Communication Sciences*, 14, 29-36.

Hannawa, A. F., & Roter, D. L. (2013). A diagnostic Tool for the Retrospective Analysis of Critical Events (TRACE). *Patient Education and Counseling*, 93, 230-238.

Hannawa, A. F., Beckman, H., Mazor, K., Paul, N., & Ramsey, J. (2013). Building bridges: Future directions for medical error disclosure research. *Patient Education and Counseling*, 92, 319-327.

Hannawa, A. F. (2012). Principles of medical ethics: Implications for the disclosure of medical errors. *Medicolegal and Bioethics*, 2, 1-11.

Hannawa, A. F. (2012). Die Kommunikation nach einem Zwischenfall –Die Bedeutung des nonverbalen Verhaltens. *Therapeutische Umschau*, 69(6), 363-366.

Hannawa, A. F. (2012). "Explicitly implicit": Examining the importance of physician nonverbal involvement during error disclosures. *Swiss Medical Weekly*, 142, w13576.

Guerrero, L. G., Hannawa, A. F., & Babin, E. (2011). The Communicative Responses to Jealousy Scale: Revision, empirical validation, and associations with relational satisfaction. *Communication Methods and Measures*, 5, 223-249.

Hannawa, A. F. (2011). Shedding light on the dark side of doctor-patient interactions: Verbal and nonverbal messages physicians communicate during error disclosures. *Patient Education and Counseling*, 84, 344-351.

Hannawa, A. F., & Spitzberg, B. H. (2011). A cross-validation of the Relational Entitlement and Proprietariness (REP) Scale. *Communication Methods and Measures*, 5, 1-27.

Mikkelsen, A. C., Myers, S., & Hannawa, A. F. (2011). The differential use of relational maintenance behaviors in adult sibling relationships. *Communication Studies*, 62(3), 258- 271.

Oroure, T., Spitzberg, B. H., & Hannawa, A. F. (2011). The good funeral: Toward an understanding of funeral participation and satisfaction. *Death Studies*, 35, 729-750.

Hannawa, A. F. (2009). Negotiating medical virtues: Toward the development of a Physician Mistake Disclosure (PMD) model. *Health Communication*, 24, 391-399.

Hannawa, A. F., & Spitzberg, B. H. (2009). „My Child Can Beat Your Child“: Toward a measure of Parental Self-Evaluation Maintenance (PSEM). *Journal of Family Communication*, 9, 23-42.

Floyd, K., Boren, J. P., Hannawa, A. F., Hesse, C., McEwan, B., & Veksler, A. E. (2009). Kissing in marital and cohabiting relationships: Effects on blood lipids, stress, and relationship satisfaction. *Western Journal of Communication*, 73, 113-133.

Hannawa, A. F., Spitzberg, B. H., Wiering, L., & Teranishi, C. (2006). „If I Can’t Have You, No One Can“: Development of a Relational Entitlement and Proprietariness Scale (REPS). *Violence and Victims*, 21(5), 539-560.

CONFERENCE PAPERS

Competitively Selected Conference Papers

Amati, R., Brook, R. H., Kaissi, A. A. & Hannawa, A. F. (2018). Evolving dimensions of quality care: Comparing physicians and managerial perspectives. Paper presented at the WellMed 2018 Conference, Greece.

Hannawa, A. F. (2016). Communication skills after a medical error I: A national focus group study. Paper presented at the annual meeting of the European Association for Communication in Healthcare (EACH), Heidelberg, Germany.

Hannawa, A. F. (2016). Communication skills after a medical error II: An experimental study. Paper presented at the annual meeting of the European Association for Communication in Healthcare (EACH), Heidelberg, Germany.

Amati, R., Hannawa, A. F., Kaissi, A., Bellandi, T., & Brook, R. (2015). *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.

Amati, R., Hannawa, A. F., Kaissi, A., Bellandi, T., & Brook, R. (2015). *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.

Labrie, N., Hannawa, A. F., & Schulz, P. J. (2015). *“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.

Amati, R., Pham, J., & Hannawa, A. F. (2014). *Tensions in process: Balancing the four dimensions of quality care*. Paper presented at the annual meeting of the COMET Society, Lugano, Switzerland.

Amati, R., Surges Tatum, D., & Hannawa, A. F. (2014). *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.

Hannawa, A. F., & Rothenfluh, F. (2014). *Medical errors: Disclosure and forgiveness*. Paper presented at the annual meeting of the National Communication Association (Interpersonal Communication Division), Chicago, IL.

Hannawa, A. F., Rothenfluh, F., & Bellandi, T. (2014). *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.

Hannawa, A. F. (2014). *Medical error: Setting interdisciplinary disclosure standards to promote well-being*. Paper presented at the WellMed conference, Alexandroupolis, Greece.

Shopik, N., Vallini, I., & Hannawa, A. F. (2014). *Medical error and doctor-patient relationships: An investigation of the investment model*. Paper presented at the annual meeting of the COMET Society, Lugano, Switzerland.

Hannawa, A. F. (2013). *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.

Hannawa, A. F. (2012). *“Explicitly Implicit”*: Examining the importance of physician nonverbal involvement during error disclosures. Paper presented at the annual meeting of the International Communication Association (Health Comm. Division), Phoenix, AZ.

Hannawa, A. F., & Roter, D. L. (2012). *A diagnostic Tool for the Retrospective Analysis of Critical Events (TRACE)*. Paper presented at the annual meeting of the International Society for Quality in Health Care (IsQua), Geneva, Switzerland.

Hannawa, A. F. (2011). *Actions speak louder than words: Effects of nonverbal physician behavior on error disclosure outcomes (First Poster Award)*. International Patient Safety Congress, Basel, Switzerland.

Hannawa, A. F. (2010). *When the truth hurts: Operationalizing skillful disclosures of medical mistakes in doctor-patient interactions*. Paper presented at the annual meeting of the European Communication Research and Education Association, Hamburg, Germany.

Hannawa, A. F. (2010). *Sharpening the focus: Toward an operationalizable definition of medical mistakes*. Paper presented at the annual meeting of the European Association for Communication in Healthcare, Verona, Italy.

Hannawa, A. F. (2010). *When competence saves lives: Operationalizing skillful physician disclosures of medical mistakes*. Paper presented at the annual meeting of the European Association for Communication in Healthcare, Verona, Italy.

Mikkelsen, A.C., & Hannawa, A. F. (2010). *The differential use of relational maintenance behaviors in adult sibling relationships*. Paper presented at the annual meeting of the National Communication Association (Family Communication Div.), San Francisco, CA.

Hannawa, A. F. & Petrocelli, J. (2010). *Sharpening the focus: Toward an operationalizable definition of medical mistakes*. Paper presented at the annual meeting of the European Association for Communication in Healthcare, Verona, Italy.

Hannawa, A. F. (2009). *When the truth hurts: Toward a validation of the Physician Mistake Disclosure (PMD) model*. Paper presented at the annual meeting of the National Communication Assoc. (**Top Paper Panel**, Health Communication Div.), Chicago, IL.

Mikkelsen, A., & Hannawa, A. F. (2009). *The communication of social support in adult full sibling and stepsibling relationships*. Paper presented at the annual meeting of the National Communication Association (**Top Paper Panel**, Family Communication Division), Chicago, IL.

Hannawa, A. F. (2008). *Negotiating medical virtues: Toward the development of a Physician Mistake Disclosure (PMD) model*. Paper presented at the annual meeting of the Western States Communication Association (Health Communication Division), Denver, CO.

Hannawa, A. F. (2008). *Sibling rivalry: A self-evaluation maintenance perspective*. Paper presented at the annual meeting of the Western States Communication Association (Interpersonal Communication Division), Denver/Boulder, CO.

Hannawa, A. F. (2008). *Toward a hierarchical, multi-group model of communicative defensiveness*. Paper presented at the annual meeting of the Western States Communication Association (Communication Theory Division), Denver/Boulder, CO.

Hannawa, A. F., & Spitzberg, B. H. (2008). *A cross-validation of the Relational Entitlement and Proprietariness (REP) Scale*. Paper presented at the annual meeting of the National Communication Association (Interpersonal Communication Division), San Diego, CA.

Floyd, K., Boren, J. P., Hannawa, A. F., Hesse, C., McEwan, B., & Veksler, A. E. (2008). *Effects of romantic kissing on blood lipids, stress, and relationship satisfaction among healthy adults*. Paper presented at the annual meeting of the National Communication Association (Family Communication Division), San Diego, CA.

Guerrero, L. K., Hannawa, A. F., & Gallagher, B. B. (2008). *The Communicative Responses to Jealousy Scale: Revision and empirical validation*. Paper presented at the annual meeting of the National Communication Association (Interpersonal Communication Division), San Diego, CA.

Spitzberg, B. H., Cupach, W. R., Hannawa, A. F., & Crowley, J. (2008, July). *Relational goal pursuit theory and its relations with relational entitlement and proprietariness belief system*. Poster presented at the International Association for Relationship Research, Providence, RI.

Spitzberg, B. H., Cupach, W. R., Hannawa, A. F., & Crowley, J. (2008, July). *Testing a relational goal pursuit theory of obsessive relational intrusion and stalking*. Paper presented at the International Association for Relationship Research, Providence, RI.

Hannawa, A. F. (2007). *Examining the "Fishbowl": An ethnography of parental interactions at two dance studios*. Paper presented at the annual meeting of the National Communication Association (Family Communication Division), Chicago, IL.

Hannawa, A. F. (2007). *Getting ready for the job market: A content analysis of recent NCA job postings*. Paper presented at the annual meeting of the National Communication Association (Student Division), Chicago, IL.

Hannawa, A. F. (2007). *"Looking Good": Toward the development of a performance-based face-evaluation maintenance model*. Paper presented at the annual meeting of the Western States Comm. Association (Communication Theory Division), Seattle, WA.

Spitzberg, B. H., Cupach, W. R., Hannawa, A. F., & Crowley, J. (2007, July). *Testing a relational goal theory of obsessive relational intrusion and stalking*. Presentation to the International Law & Psychiatry, Padua, Italy.

Hannawa, A. F. (2006). *I just want to blow up!': Toward an interpersonal model and measure of emotion control*. Paper presented at the annual meeting of the National Communication Association (**Top Paper Panel**, Student Division), San Antonio, TX.

Hannawa, A. F., Sills, E. K., & Spitzberg, B. H. (2006). *Toward the development and validation of a communicative defensiveness scale*. Paper presented at the annual meeting of the National Communication Association (Interpersonal Division), San Antonio, TX.

Hannawa, A. F. & Spitzberg, B. H. (2006). *“My Child Can Beat Your Child, But Not Me:” Developing a measure of Parental Self-Evaluation Maintenance (PSEM)*. Paper presented at the annual meeting of the National Comm. Assoc. (Family Comm. Division), San Antonio, TX.

Hannawa, A. F., & Spitzberg, B. H. (2006). *Further validation of the Relational Entitlement and Proprietariness Scale (REPS)*. Paper presented at the annual meeting of the International Association for Relationship Research (Interpersonal Division), Crete.

Hannawa (formerly Horsch), A. F. (2005). *Gossip for reflection: Promises of the Self-Evaluation Maintenance Model*. Paper presented at the annual meeting of the National Communication Association (Interpersonal Communication Division), Boston, MA.

KEYNOTES / EXPERT PRESENTATIONS

Patient Safety Movement Foundation: Covid-19 Webinar “A Way out of Despair into Hope”

APRIL 10, 2020

Invited Expert along with Edward Kelley (WHO)

“Grand Challenges” Meeting of the Bill & Melinda Gates Foundation

Berlin, Germany

OCTOBER 18, 2018

Expert presentation: “Patient Safety and Safe Communication”

61th Annual Conference of the German Association for Hospital Directors

Lübeck, Germany

MAY 4, 2018

Expert presentation: “Safe Communication in Hospitals”

BMJ International Forum on Quality and Safety in Healthcare 2018

RAI Exhibition and Convention Center, Amsterdam, The Netherlands

MAY 3, 2018

Expert presentation: “Protecting patients from harm: The science of safe communication in healthcare”

30th Health Professions Conference of the German Medical Association

Bunderärztekammer, Berlin, Germany

FEBRUARY 27, 2018

Keynote: "Patient Safety from a Communication Science Perspective"

World Patient Safety, Science & Technology Summit 2018

London, United Kingdom

FEBRUARY 23, 2018

Invited panelist: „Patient Safety Curricula in Schools”

German Oncology Congress 2018

City Cube, Berlin, Germany

FEBRUARY 21, 2018

Invited presentation: "Patient Safety, Safety Culture and Safe Communication"

German Association of Statutory Health Insurance Physicians

2017 National Quality-Circle Meeting of Tutors, Berlin, Germany

NOVEMBER 17, 2017

Keynote address: “Five core competencies for successful interpersonal communication in healthcare“

National Press Conference for the 2017 International Patient Safety Day

Berlin, Germany

SEPTEMBER 14, 2017

Invited expert presentation: „In focus: ‚Safe communication‘ in healthcare – current knowledge from the sciences“

German Society for Quality Management in Healthcare

2017 Summercamp: „From Daily Challenges to New Horizons“, Aschaffenburg, Germany

AUGUST 12, 2017

Keynote address: “SACCIA Communication: New pathways for better daily healthcare“

German Patient Safety Association

2017 Annual Conference „Patient Safety and Communication“, Berlin, Germany

MAY 4, 2017

Keynote address: “Horizons for Patient Safety: ‘Safe’ Communication”

Global Ministerial Patient Safety Summit 2017

Bonn, Germany

MARCH 29, 2017

Invited expert presentation: “Keeping Patients Safe: The Role of Competent Communication”

WHO Global Summit: “Setting Priorities for Global Patient Safety”

Florence, Italy

SEPTEMBER 26-28, 2016

Invited expert presentation: “Communication Issues in Patient Safety”

Conference: “The Silence of Physicians: Medical Communication”

Institute for History, Theory and Ethics of Medicine, University of Mainz, Germany

JANUARY 16, 2016

Keynote address: “The silence among physicians: Implications from the communication sciences for an ethically sensitive topic”

Safety and Quality Day 2015

Centro Gestione Rischio Clinico e Sicurezza Paziente Toscana, Florence, Italy

OCTOBER 6, 2015

Keynote address: “Toward a Grounded Conceptualization of Quality Care”

Conference: “Communication for the Prevention and Management of Adverse Events”

Regione Autonoma della Sardegna, Cagliari/Sardinia, Italy

MAY 20, 2015

Keynote address: “Communication and Patient Safety: The Golden Bridge”

Conference: „The Hospital of the Future”

Blezinger, Luzern, Switzerland

OCTOBER 18, 2014

Keynote address: “IT, Safety and Communication”

First Annual European Medical Safety Conference

European Surgical Institute, Johnson & Johnson Medical Devices, Hamburg, Germany

OCTOBER 7-8, 2014

Keynote address: “Communication and Medical Error”

Invited Expert Report on Medical Simulation

Physician Chamber Berlin, Germany

SEPTEMBER 10, 2013

Expert Presentation: “Simulation: Possibilities and Results in Medical Education”

AURORA Meeting

O.N.Da & ISES, Milano, Italy (co-sponsored by the European Parliament)

OCTOBER 25, 2012

Keynote address: “Communication Competence in Healthcare: Theoretical Approaches and Practical Applications”

Free University of Berlin, Germany

Excellence Cluster "Languages of Emotion"

AUGUST 17, 2010

Presentation: “When the Truth Hurts: Conceptualizing a Multimodal Approach to Mistake Disclosures in Doctor-Patient Interactions”

RESEARCH AWARDS

EUROPEAN ASSOCIATION FOR COMMUNICATION IN HEALTHCARE

Jozien Bensing Research Award, 2016 Conference, Heidelberg, Germany

NATIONAL COMMUNICATION ASSOCIATION, USA

2016 Top Book Award, Communication Apprehension & Competence Division
2014 Top Paper Award (co-author), Communication Assessment Division
2009 Top Paper Award (sole author), Health Communication Division
2009 Top Paper Award (co-author), Family Communication Division
2006 Top Paper Award (sole author), Student Section

NATIONAL PATIENT SAFETY FOUNDATION, SWITZERLAND

Top Poster Award (sole author), 2011 Int'l Patient Safety Congress

THE HUGH DOWNS SCHOOL OF HUMAN COMMUNICATION, ARIZONA STATE UNIVERSITY, USA

Hugh Downs Ph.D. Superior Researcher Award, 2007-2008
Hugh Downs Ph.D. Noteworthy Researcher Award, 2006-2007
Conflict Transformation Strategic Initiative Research Fellowship, 2006-2007

TEACHING

DOCTORAL SEMINARS

Faculty of Communication Sciences, Università della Svizzera italiana (USI)

Quantitative Research Methods (3 ECTS; 2016 – present)

This seminar introduces students to the statistical analysis of social scientific data sets. The course provide students with the ability to demonstrate knowledge of the most common data-analytical objectives and techniques; critically consume empirical research findings presented in scholarly journals and popular culture reports; assess the appropriateness of various data-analytical techniques in response to questions asked by communication researchers; select appropriate data-analytical strategies based on certain variables of interest; and conduct a variety of statistical analyses on their own empirical data sets. Upon completion of this seminar, students will be able to produce a quantitative empirical communication study.

GRADUATE COURSES

Faculty of Communication Sciences, Università della Svizzera italiana (USI)

Qualitative Research Methods (3 ECTS; 2016 – present)

This course exposes students to the core historical, epistemological and theoretical approaches to qualitative research. The course will highlight the various aspects of qualitative research, and compare its strength and weaknesses to quantitative research approaches. Students will also learn about the process of developing and conducting qualitative research in an applied sense (i.e., research designs, data collection, data analysis, and writing up the results). Students will apply various qualitative techniques to collect and analyze actual data. Finally, students will gain an understanding of the “quality” of qualitative research, particularly in light of common issues related to scientific validity and research ethics.

Interpersonal Communication and Health (3 ECTS; 2011 – present)

This seminar introduces the key concepts and theories that guide our understanding of dyadic human interaction in the context of health. The course integrates the most relevant theories of interpersonal communication with existing scholarship in health communication with the primary goals of developing students’ abilities to (1) define and describe the complex nature of health communication, (2) define key terms used by interpersonal health communication researchers and practitioners, (3) connect theoretical concepts of interpersonal communication to health contexts, and (4) generate theory-driven research by applying IPC frameworks to areas of health.

Statistical Data Analysis (6 ECTS; 2011 – present)

This seminar focuses on the statistical analysis of social scientific data sets. The course is especially designed to provide students with the ability to demonstrate knowledge of various data-analytical objectives and techniques; critically consume empirical research findings presented in scholarly journals and popular culture reports; assess the appropriateness of various data-analytical techniques in response to questions asked by communication researchers; select appropriate data-analytical strategies based on certain variables of interest; and conduct a variety of statistical analyses on their own empirical data sets. Upon completion of this seminar, students will be able to produce (i.e., conduct and properly write up) a complete empirical communication study.

The Hugh Downs School of Human Communication, Arizona State University

Advanced Multivariate Statistics (COM 608, with Prof. Kory Floyd; 2008 – 2009)

This course addresses statistical analysis of multivariate data. Students learn various multivariate statistical tests (i.e., k-way ANOVA, MANOVA, multiple regression analysis, multiple discriminant analysis, and factor analysis), the instances in which they are appropriate, and how to interpret the results of such tests.

UNDERGRADUATE COURSES

Faculty of Communication Sciences, Università della Svizzera italiana (USI)

Qualitative Research Methods (3 ECTS; 2016 – present)

This course exposes students to the core historical, epistemological and theoretical approaches to qualitative research. The course will highlight the various aspects of qualitative research, and compare its strength and weaknesses to quantitative research approaches. Students will also learn about the process of developing and conducting qualitative research and how to apply various techniques related to the collection and analysis of qualitative data.

Department of Communication, Wake Forest University

Introduction to Communication and Rhetoric (COM 100; 2009 – 2011)

This course provides an overview of key concepts and theories that guide our understanding of human communication in various contexts (i.e., interpersonal, small group, public, organizational, mass media, and intercultural communication). The primary goals of this course include developing students' abilities to (1) define and describe the complex nature of communication, (2) identify and describe the various contexts of communication study, (3) explain the various features of communication common to all contexts, (4) connect theoretical concepts of communication to real-life experience, (5) define key terms used by communication researchers and practitioners, and (6) begin to understand and speak the language of the communication discipline.

Empirical Research Methods in Communication (COM 220; 2009 – 2011)

This course focuses on social scientific methods for conducting communication research. The course is especially designed to provide students with the ability to demonstrate general knowledge of empirical research methods and objectives; critically consume empirical research presented in scholarly journals and popular culture reports; assess the appropriateness of various research methods in response to questions asked by researchers; understand how to design a preliminary communication study using social scientific research methods; select appropriate analysis strategies based on certain variables of interest; and conduct basic analyses with a given data set.

Persuasion (COM 353; 2009 – 2011)

This course is designed to provide students with an overview of the role communication plays in the social influence process. The primary goal of this class is to help students understand the techniques and factors that lead to changes in attitudes and behavior. After taking this class, students are able to (1) define key terms used by social influence researchers and practitioners, (2) explain, compare and contrast major classic and contemporary social influence theories and models, (3) assess the types of situations where each concept or theory would be most relevant, and (4) summarize the key ethical principles and implications involved in the social influence process.

Nonverbal Communication (COM 370; 2009 – 2011)

This special topics course is designed to introduce students to theory and research on how humans communicate nonverbally. We discuss several components of nonverbal communication, including the different nonverbal codes (facial expressions, gestures and touch, proxemics, vocalics, eye contact, and personal appearance), applications of these codes (impression management, deception, successful interviewing and how to sell oneself nonverbally), contextual influential factors on nonverbal communication such as sex and cultures, and the significance of nonverbal communication in legal and healthcare settings.

The Hugh Downs School of Human Communication, Arizona State University

Nonverbal Communication (COM 317; 2006 – 2009)

This course introduces students to theory and research on how humans communicate nonverbally. We discuss several components of nonverbal communication, including touch, proximity, vocal quality, eye contact, facial expression, personal appearance, gesturing, and gender and culture differences in nonverbal behavior.

Conflict Communication (COM 312; 2006 – 2009)

This course analyzes real-life strategies and scholarly explanations of communication used in the management of conflicts. The course material is both theoretical and practical in nature, and equips students to deal with relational conflict, feel more confident in negotiating, and be more informed about conflict and gender, bullying, and mediation.

Relational Communication (COM 310; 2006 – 2009)

This course concentrates on defining and understanding basic communication processes that occur within the context of close relationships, and is organized around three general topic areas: (1) developing and escalating relationships, (2) maintaining fair and satisfying relationships, and (3) coping with relational challenges.

Interpersonal Communication (COM 110; 2006 – 2009)

This course is designed to teach students fundamental concepts related to interpersonal communication across a variety of interactions, such as those with friends, co-workers, family members, and romantic partners. It focuses on learning the processes and challenges involved in interpersonal communication.

School of Communication, San Diego State University

Discussion and Analysis (COM 296; 2004 – 2006)

This course is designed for freshmen and elaborates topics discussed in the introductory oral communication course COM 103.

Advanced Public Speaking (COM 204; 2004 – 2006)

This course builds on Com 103 and teaches students skills and practice on extemporaneous speaking on subjects of current interest, both national and local, with stress on organization and delivery.

Oral Communication (COM 103; 2004 – 2006)

This course trains students in the fundamental processes of oral expression, methods obtaining and organizing material, outlining, and the principles of attention and delivery. As part of this course, students gain practice in the construction and delivery of various forms of speeches.

TEACHING AWARDS

The Hugh Downs School of Human Communication, Arizona State University

2007 – 2008 GPSA Teaching Excellence Award Nominee

School of Communication, San Diego State University

2006 – 2007 Outstanding Teaching Associate Award

SERVICE

SERVICE TO PROFESSIONAL ORGANIZATIONS

European Association for Communication in Healthcare (EACH)

- 2014 - 2016 Deputy National Representative of Switzerland (re-elected for 2nd term)
- 2012 - 2014 Deputy National Representative of Switzerland
- 2012 Panel Organizer and Discussion Leader: “The Dark Side of Doctor-Patient Interaction: An Interdisciplinary Discussion about Medical Errors” (St. Andrews, Scotland)

European Communication Research and Education Association (ECREA)

- 2013 Panel Organizer and Discussion Leader: “Translational Efforts in Interpersonal Health Communication: Urgency, Barriers, and Solutions.” (Lugano, Switzerland – Interpersonal Communication and Social Interaction division meeting)
- 2013 Invited Panelist “YECREA panel” (Lugano, Switzerland – Interpersonal Communication and Social Interaction division meeting)
- 2012 Paper reviewer for the 2012 ECREA conference

International Communication Association (ICA, Health Communication Division)

- 2012 Invited Panelist, Extended session: “Key Themes, Debates, and Conversations in Health Communication Theory, Research, and Application: Engaging Diverse Worldviews in Dialogue” (Phoenix, AZ)

ISCOME Global Center for the Advancement of Communication Science in Healthcare

- 2017 ISCOME-ISQUA Joint conference panels organizer (London, UK)
- 2016 ISCOME 2016 Workgroup meeting organizer (Lilienberg, Switzerland)
- 2015 ISCOME 2015 Conference organizer (Montecatini Terme, Italy)
- 2014-present ISCOME Director of Research Affairs
- 2014-present ISCOME Founding president-elect
- 2014 Panel organizer “WellMed welcomes COME” (*WellMed* Conf., Greece)
- 2013-2014 COME workgroup leader
- 2013 COME 2013 Workgroup meeting organizer (Washington DC, USA)
- 2013 COME 2013 International conference organizer (Ascona, Switzerland)

National Communication Association (NCA, USA)

- 2016 Panel Co-Chair: “Responding to the *Civic Call*: Communication Competence Theory and Scholarship Applied to Social Challenges in the 21st Century” (Philadelphia, PA)
- 2013 Panel Organizer and Discussion Leader: “*Connections* between Communication Theory and Patient Safety” (Washington, DC)
- 2012 Panel Organizer and Discussion Leader: “Emerging issues and future directions in health communication: A global discussion among the leading scholars of the field” (Orlando, FL)
- 2007 Conference Panel Chair, Interpersonal Communication Division
- 2006-2007 Conference Panel Chair, Family Communication Division

Patient Safety Foundation Switzerland

2014 Contributing expert and co-author of the PSS Quick-Alert entitled “Correct communication of prescriptions and diagnoses on the phone”

Swiss Health Ministry

2018-2019 Expert advisor and contributor to the National Patient Safety Report

Swiss Personalized Health Network (SPHN)

2016-present Advisory board, ELSI (Ethical Legal Social Issues)

Western United States Communication Association (WSCA)

2007-2008 Paper Reader (elected), Interpersonal Communication Interest Group
2007, 2008 Conference Panel Chair, Interpersonal Communication Interest Group
2006-2007 Secretary-elect, Interpersonal Communication Interest Group

World Health Organization (WHO)

2017-present Scientific expert for the “Global Patient Safety Challenge” project entitled “5 Moments for Patient Safety”
2017 Board of invited experts, Patient Safety Ministerial Summit, Bonn, Germany
2016 Board of invited experts, Patient Safety Summit, Florence, Italy

World Patient Safety Movement Foundation

2020 Invited Expert Contribution at the Covid-19 Webinar: A Way out of Despair into Hope, <https://www.youtube.com/watch?v=1U-zZGinUDc>
2017-present Scientific expert on the “Curriculum for Schools” Board

SERVICE TO THE UNIVERSITY

Università della Svizzera italiana (USI)

SERVICE TO THE FACULTY OF COMMUNICATION SCIENCES

2016-present Founding Director, Center for the Advancement of Healthcare Quality & Patient Safety (CAHQS), www.patientsafetycenter.org
2011-2017 Doctoral Committee Member (Collegio dottorale)
2014-2015 “COM2020” Strategic Task Force Member
2011-2015 “Adaptivity in Communication & Health” Pro-Doc Steering Committee
2012-2014 *Studies in Communication Sciences* (SCOMS) Editorial Board Member

Dissertations supervised:

2012-2019 Rebecca Amati, “Quality of Healthcare: Toward a Comprehensive and International Conceptualization and Assessment”

Master theses supervised:

2019 Francesca Nava Interpersonal communication in the context of anesthesia: A qualitative study (supervisor)
2019 Jsabelle Biaggi Communication, leadership and teamwork competencies in daily surgical practice (supervisor)
2019 Elisa Marti Patient Safety in the Digital Age: How Digital Health Technologies Affect Safe Communication in Health Care (supervisor)
2018 Sonja Cestonato “Communication and patient safety: An analysis of critical incident reports” (supervisor)

2017 Anastasia Potemkina	“Quality care: Perspectives of physicians and patients” (supervisor)
2017 Anastasia Kolyada	“Healthcare quality through the eyes of clinicians: Examining narratives from nurses and physicians” (supervisor)
2016 Fabiana Rizzieri	“How to manage the interplay of contradictory tensions in the conceptualization of quality care.” (supervisor)
2016 Mukunda Neupane	“A conjoint analysis of attribute importance in making choice for self and for others.” (co-examiner)
2015 Svetlana Volodina	“Communication causes of adverse events” (supervisor)
2015 Tamas Pap	“eHealth and the quality of care in Switzerland” (supervisor)
2014 Chiara Marcora	“Health literacy and communication science” (supervisor)
2014 Maria Lagomarsino	“Communication strategies to motivate children on healthy food consumption” (co-examiner)
2013 Michael Wise	“Killing two birds with one stone: An examination of compliance-gaining strategies and the recruitment of new blood and organ donors” (supervisor)
2012 Laura Sefai	“Determinants and promotion of oral hygiene behavior among primary school pupils in Kosovo: A study based on the Theory of Planned Behavior” (co-examiner)
2011 Agnese Abolina	“Applying the revised TMIM to dementia patients’ caregiver and physician communication” (supervisor)
2011 Rebecca Amati	“Health professionals’ role with respect to end-of-life patients” (co-supervisor)
2011 Edoardo Madussi	“Assessing communication skills in medical consultation: A regional case” (co-supervisor)

Wake Forest University

SERVICE TO THE DEPARTMENT OF COMMUNICATION

2010-11	Graduate Committee Member
2009-10	Undergraduate Curriculum Committee Member

Arizona State University

SERVICE TO ARIZONA STATE UNIVERSITY

2007-2008	Judicial Affairs Officer, University Hearing Board
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SERVICE TO THE HUGH DOWNS SCHOOL OF COMMUNICATION

2007	Guest lecture on ANOVA in Dr. Carlyle’s Research Methods Course
2006-2007	Open house student recruitment at the NCA conference

EDITORIAL SERVICE

Journal of Public Health Research

Fall 2013	Editor for an invited <i>open-access</i> special issue on the COME2013 conference, entitled “Interdisciplinary perspectives on medical error”
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Studies in Communication Sciences

2012-2014	Editorial board member
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Studies in Communication Sciences

2012-2013	Thematic section editor, “Communication in interpersonal relationships”
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Academic Medicine, Int’l Journal for Quality in Healthcare, Communication Methods & Measures, Swiss Medical Weekly, Western Journal of Communication, Journal of Social & Personal Relationships, Journal of Family Communication, Health Communication

2006-present	Ad-hoc Reviewer
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TRANSLATIONAL ENGAGEMENTS

- 2020 Developer of a series of science communication video vignettes for the U.S. National Certification Board for Alzheimer & Aging Care (NCBAC) and the U.S. Osteopathic Communication Assessment and Training (OCAT).
- 2020 Founder of “Coronavirus Blog” (<https://coronavirusblog.org/covid19resources>), a platform to support healthcare staff in Covid-19.
- 2018 Organizer of a public podium discussion at USI on “Safe Communication in Healthcare” (Video recording accessible at <http://www.patientsafetycenter.org/our-events>).
- 2017-18 Court-appointed scientific appraiser of a medical negligence case, Switzerland.
- 2017 Spokesperson at the German National Press Conference dedicated to the 3rd International Patient Safety Day, Berlin, Germany.
- 2017 Interview for the Daily News of the German TV Station “RTL” (May 6th), accessible under “Media” at www.annegrethannawa.com
- 2017 Interviews for the German Radio Stations “Deutschlandfunk,” “Bayrischer Rundfunk,” “InfoRadio” – accessible under “Media” at www.annegrethannawa.com
- 2015 - present Subject matter expert for the WHO, Swiss Ministry of Health, World Patient Safety Movement Foundation, U.S. National Certification Board for Alzheimer and Aging Care (NCBAC), U.S. Osteopathic Communication Assessment and Training (OCAT), Aktionsbündnis Patientensicherheit (APS), Ärztekammer Berlin (ÄKB), and Ente Ospedaliero Cantonale (EOC).
- 2013 Film Commentary for an Educational Film Series for Health Care Professions; Careum Foundation, Zurich, Switzerland.
- 2013 Expert Report on Medical Simulation; Physician Chamber (“Ärztekammer”) Berlin, Germany.
- 2012 - present Numerous newspaper interviews (accessible under the “Media” link on my homepage at www.annegrethannawa.com)