

# ANNEGRET F. HANNAWA, PH.D.

\*27.04.1979 in Konstanz, Germany

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

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

**Founding President,**  
European Institute for Safe Communication (<http://www.eisc-institute.org>)

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## EDUCATIONAL HISTORY

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

Emphasis: 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, Culture & Society, Università della Svizzera italiana (USI)

*Associate Professor of Health Communication (tenured)*

JANUARY 2016 – present

Note: 2 ½ years sick leave due to a brain stroke from February 2019 – August 2021.

- Initiator and leader of an international cross-disciplinary Arctic Circle workgroup on science communication surrounding Climate Change (since 2023);
- Founding president of the “European Institute for Safe Communication (EISC),” an interdisciplinary non-profit science communication hub that translates science-based safety evidence into safe practice recommendations for healthcare, aviation, rescue, and political crisis management (since 2022);
- 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 (since 2016);
- 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) digital health technologies, (3) patient/family activation, (4) patient-centered care, (5) healthy aging, 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 €1.9 million funded G-BA Innovationsfonds Consortium Grant that implements SACCIA safe communication at the university hospitals Frankfurt and Ulm;
- Recipient of a paid mandate by the Swiss Federal Office of Public Health (BAG) to investigate the effects of communications surrounding COVID-19 on the Swiss population’s trust and compliance with pandemic measures;
- Principal investigator of a funded research project that investigates safe communication in Alpine mountain rescues;
- Principal investigator of a CHF 330'000 funded Swiss National Science Foundation grant that developed “Medical Error Disclosure Competence” (MEDC) guidelines;
- Invited speaker at high-impact meetings, such as the Ministerial Summit for Patient Safety (over 60 health ministers), WHO World Summit for Patient Safety, World Patient Safety, Science and Technology Summit (with Bill Clinton), Bill & Melinda Gate Foundation’s “Grand Challenges” meeting (with Bill Gates and Angela Merkel), and others;
- Organizer of a communication science podium discussion at USI on “Safe Communication in Healthcare” (<http://www.patientsafetycenter.org/our-events>);
- Organizer of a grant-funded international scientific “ISCOME” congress at the Lilienberg Foundation in Switzerland;
- Subject matter expert for the Swiss Federal Office of Public Health (BAG), WHO, Patient Safety Movement Foundation, diverse Ministries of Health, U.S. National Certification Board for Alzheimer and Aging Care, U.S. Osteopathic Communication Assessment and Training (OCAT), Haleon, Bundesärztekammer, Ärztekammer Berlin, Aktionsbündnis Patientensicherheit and others;
- Scholarly contributions to numerous edited book volumes and peer-reviewed journals;
- Instructor of undergraduate, graduate, and doctoral courses in health communication and empirical research methods.

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

*Associate Faculty*

JANUARY 2016 – present

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

**PAST ACADEMIC APPOINTMENTS**

**Faculty of Communication, Culture & Society, 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” (MEDC);
- 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;
- Co-founding member of USI’s Doctoral School;
- Instructor of graduate seminars on health communication and empirical data analysis.

**School of Medicine; Cardiff University, Wales, United Kingdom**

*Honorary Research Associate*

NOVEMBER 2016 – OCTOBER 2019

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

**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**

Hannawa, A. F. (2022-2023). *Safe Communication during Covid-19*. CHF 31.000; Research project grant, co-funded by the BAG-Swiss Federal Office of Public Health (CHF 18.000), Berner Fachhochschule-Gesundheit (CHF 6.500), Stefan Dräger (CHF 4.500), and Roche Diagnostics (CHF 2.000).

Hannawa, A. F. (2021-2023). *Safe Communication in Mountain Rescues*. € 43.500; Research project grant, co-funded by Dräger Foundation, Lübeck, Germany (€ 20'000), Stiftung Anästhesiologie und Intensivmedizin Basel (CHF 16'500), Berner Fachhochschule-Gesundheit (CHF 5.000), FMH Swiss Medical Association (CHF 1.000), and Pomoca (CHF 1.000).

Consortium (2019-2022): Lippke S., Louwen F., Scholz C., Müller H. & Wienert J. Cooperating partner: Hannawa A. F. *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 communication science podium discussion entitled "*Safe Communication in Healthcare*" at USI (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. & Jonitz, G. (2017). *Neue Wege für die Patientensicherheit: “Sichere Kommunikation” – Evidenzbasierte Kernkompetenzen mit Fallbeispielen aus der medizinischen Praxis*. 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., 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.

### 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), [open access](#).

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

## Journal Articles (peer-reviewed)

### ☞ In preparation for submission

Hannawa, A. F., Albert, M., Webber, A., Sánchez Querubín, N., Sigurðardóttir, Z. G. *Hearing the Arctic's call: Modeling more effective science communication surrounding climate change.*

Hannawa, A. F. & Guerrero, L. K.. *Toward a "Pandemic Conflict Scale" (PCS).*

Hannawa, A. F. & Mueller, M. *Safe communication in the Lufthansa flight deck.*

Hannawa, A. F. *How safe communication saves lives: A scientific analysis of 550 airborne rescues in the Swiss Canton Valais.*

Hannawa, A.F. *The importance of non-technical skills (NTS) in pre-hospital care: How do we measure "safe communication" in the context of Alpine air rescues?*

Hannawa, A. F., Little, T., Hartmann, A., Bhusal, A. *Development and validation of the Hannawa-SACCIA Safe Communication scale.*

### ☞ Under review for publication

Hannawa, A. F., Spitzberg, B. H., Hartmann, A., Bhusal, A., Little, T. *Pandemic Palliatives and COVID-19 Coping: Toward the Development of a Pandemic Institutional Communications Coping Scale (PICCS)*

### ☞ Published

Stojanov, A., Hannawa, A. F., & Adam, L. (2024). SACCIA communication, attitudes towards cheating and academic misconduct. *Journal of Academic Ethics.*

Stojanov, A., Hannawa, A. F., & Adam, L. (2024). Communication following the SACCIA framework weakens the relationship between dark triad and academic misconduct. *Communication Reports.*

Hannawa, A. F. (2024). Shared decision-making in an era of silo-based care (- or *what it takes to tango*). *Journal of Patient Safety and Risk Management.*

Stojanov, A. & Hannawa, A. F. (2023). French and Italian language validation of the Conspiracy Mentality Scale (CMS). *Measurement Instruments for the Social Sciences.*

Stojanov, A. & Hannawa, A. F. (2023). Validating a German version of the Conspiracy Mentality Scale (CMS). *Journal of Personality Assessment, 12*, 1-11.

Hannawa, A. F. & Stojanov, A. (2022). "Compliant Supporters," "Anxious Skeptics," and "Defiant Deniers": A Latent Profile Analysis of People's Responses to Covid-19 Communications. *Health Communication*, doi: 10.1080/10410236.2022.2162224.

Hannawa, A. F. (2022). The quality of public communication during COVID-19: Symptoms of a wider malaise. *Swiss Medical Weekly.*

Hannawa, A. F. (2022). Beziehungen pflegen: Die Kunst einer „SACCIA“-sicheren Kommunikation. *Psychiatrische Pflege, 7*(3), 9-14.

Hannawa, A. F., Wu, A. W., Kolyada, A., Potemkina, A., Donaldson, L. (2022). The aspects of healthcare quality that are important to health professionals and patients: A qualitative study. *Patient Education & Counseling, 105*(6), 1561-1570.

Hannawa, A. F. (2021). "We're on our way:" A Message from the Mountains. *Journal of Patient Safety and Risk Management, 26*(6), 240-242.

Hannawa, A. F. (2021). Definitely Defining: How Pressing the "Pause" Button Empowers the Force of the "In-Between." *Health Communication, 36*(14), 2042-2044.

Hannawa, A. F. & Frankel, R. M. (2021). "It matters what I think, not what you say": Scientific Evidence for a Medical Error Disclosure Skills Model. *Journal of Patient Safety, 17*(8), e1130-e1137.

- 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*, 25(5), 144-146.
- 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*, 25(5), 197-204.
- 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*, 19(1), 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, 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*, 32(5), 708-725.
- 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. (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*, 26(6), 508-512.
- 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.

Mikkelson, 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.

Orouke, 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.

Mikkelson, 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.

Mikkelson, 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 / INVITED PRESENTATIONS**

### **Annual conference of the operations managers of the Swiss electricity industry**

*Brunnen, Switzerland – SEPTEMBER 5, 2024*

Keynote: "Der Weg von der Schreibtischlampe zu Realitätsblitzen" („*The path from the desk lamp to reality flashes*“)

### **Annual conference of the safety officers of the Swiss electricity industry ("SiBe" seminar)**

*Sursee, Switzerland – JUNE 27, 2024*

Keynote: "Zwischenmenschliche Kommunikation als entscheidender Faktor zur Vermeidung (tödlicher) Unfälle" ("*Interpersonal communication as a crucial factor in preventing (fatal) accidents*")

### **Annual Radiology Congress: "Herzangelegenheiten" ("Heart Matters")**

*Pontresina, Switzerland – MARCH 16, 2024*

Keynote: "Zwischen Bildern und Worten: Das SACCIA-Konzept für starke Patienten und Teams" ("*Between images & words: The SACCIA concept for strong patients and teams*")

### **Energieforschungsgespräche Disentis (Energy Research Talks Disentis)**

*Disentis, Switzerland – JANUARY 25, 2024*

Keynote: "Kommunikation in der Krise: Lehren für Klima- und Energiekommunikation" ("*Communication in Crisis: Lessons for Climate- and Energy Communication*")

### **Patient Safety Event: "More Safety – for Patients, with Patients"**

*Canton Hospital Lucerne, Switzerland – SEPTEMBER 11, 2023*

Keynote: "The missing link: How communication saves lives."

### **12th International Nursing, Healthcare, and Patient Safety Conference**

*Dubai, United Arab Emirates – JULY 26, 2023*

Keynote: "Horizons for Safe Communication: What have we (not yet) done?"

### **Annual Conference of the Swiss Association for Quality Management in Healthcare (SQMH)**

*Zurich, Switzerland – NOVEMBER 21, 2022*

Keynote: "Do you speak *medicine-ish*? Communication is more than language."

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

Online – APRIL 10, 2021

Invited panelist along with Edward Kelley (WHO)

## **“Forum Oculus” Conference (featured by Bayer)**

Berlin, Germany – MARCH 6, 2021

Keynote: “The relationship between safe communication and successful medicine”

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

Berlin, Germany – OCTOBER 18, 2018

Invited presentation: “Patient Safety and Safe Communication”

## **61th Annual Conference of the German Association for Hospital Directors**

Lübeck, Germany – MAY 4, 2018

Invited 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

Invited 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: “Five core competencies for safe communication in healthcare“

## **National Press Conference for the 2017 International Patient Safety Day**

Berlin, Germany – SEPTEMBER 14, 2017

Invited presentation: „In focus: ‚Safe communication‘ in healthcare“

## **German Society for Quality Management in Healthcare**

2017 Summercamp: „From Daily Challenges to New Horizons“, Aschaffenburg, Germany – AUGUST 12, 2017

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

## **Global Ministerial Patient Safety Summit 2017**

Bonn, Germany – MARCH 29, 2017

Invited 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 presentation: “Communication Issues in Patient Safety”

**Conference: “The Silence of Physicians: Medical Communication”**

*Institute for History, Theory & Ethics of Medicine, University of Mainz, Germany – JAN 16, 2016*

Keynote: “Silence among physicians: Implications from the communication sciences”

**Safety and Quality Day 2015**

*Centro Gestione Rischio Clinico e Sicurezza Paziente Toscana, Florence, Italy –OCTOBER 6, 2015*

Keynote: “Toward a Grounded Conceptualization of Quality Care”

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

*Regione Autonoma della Sardegna, Cagliari/Sardinia, Italy – MAY 20, 2015*

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

**Conference: „The Hospital of the Future”**

*Blezinger, Luzern, Switzerland – OCTOBER 18, 2014*

Keynote: “IT, Safety and Communication”

**First Annual European Medical Safety Conference**

*European Surgical Institute, Johnson & Johnson Medical Devices, Hamburg, Germany – OCTOBER 7-8, 2014*

Keynote: “Communication and Medical Error”

**Invited Expert Report on Medical Simulation**

*Physician Chamber Berlin, Germany – SEPTEMBER 10, 2013*

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

**Free University of Berlin, Germany**

*Excellence Cluster "Languages of Emotion" – AUGUST 17, 2010*

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

**RESEARCH AWARDS**

**EUROPEAN ASSOCIATION FOR COMMUNICATION IN HEALTHCARE**

Jozién Bensing Research Award, € 2'000, 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**

### **CONTINUING EDUCATION**

Competent Communication for Infection Prevention Specialists (2023-present)

*This seminar, taught at H+ Bildung (Aarau, Switzerland), educates nurses in pursuit of infection prevention certification with communication skills required for effective consultation of physicians and clinical managers about infection prevention methods.*

Safe Communication (September 2023)

*This seminar, taught within the Fondazione Sasso Corbaro's Certificate of Advanced Studies entitled "La comunicazione come strumento di cura" (CSC), introduces healthcare practitioners with the concept of "safe communication" and related skills.*

### **DOCTORAL SEMINARS**

**Faculty of Communication, Culture & Society, Università della Svizzera italiana**

Academic & Professional Skills (3 ECTS; 2023 – present)

*This seminar offers pre-professional training on topics of interest to Ph.D. students who will be pursuing academic or non-academic careers. Through experiential learning, guided workshops and goal-setting techniques, the seminar will provide (1) support in fulfilling dissertation requirements in a timely manner, (2) skills and tools for getting most out of their time as doctoral students, (3) guidance for building a competitive job market profile, and (4) resilience-building, stress management and self-leadership skills for mastering the doctoral program and their professional future. In addition, this seminar will help build cohort relationships and develop students' abilities to collaborate with other scholars.*

**Faculty of Communication, Culture & Society, Università della Svizzera italiana**

Quantitative Research Methods (3 ECTS; 2016 – 2021)

*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**

**Bloomberg School of Public Health, The Johns Hopkins University, USA**

Safe Communication in Healthcare (3 ECTS, Summer school 2023)

*This two-day summer institute seminar focuses on the communication pitfalls that can contribute to error and preventable harm in healthcare. Attendees will find out*

*about ten misconceptions about communication that frequently cause interpersonal failures in communication, and how certain aspects of the healthcare setting facilitate their occurrence. They will also be exposed to specific interpersonal communication practices that are prone to failure and find out how five “safe communication” competencies can replace them for the objective of safer, higher-quality care provision.*

## **Faculty of Communication, Culture & Society, Università della Svizzera italiana**

### **Storytelling, Self, and Society (3 ECTS; 2021 – present)**

*Countless writers, historians, anthropologists, and renowned voices in politics, technology and business have demonstrated the enormous power of narration. In this course, students learn how to critically account for the ways in which stories shape our perceptions of identity, culture, society and the world around us. Reflecting on case studies, they find out how companies have succeeded and failed to control their narratives. The course also challenges them to consider the viability of narratives in current times, where expressions such as “alternative facts,” “fake news” and other “post-truth” world phenomena constantly change the way we use stories in our lives.*

### **Cultures of Healing (3 ECTS; 2021 – present)**

*This course illuminates cultural conceptions of “human health”, “disease” and “curing” from a global perspective. It explores medical systems, healers and healing approaches from all over the world. Students will actively explore how health, illness, and healing are conceptualized and experienced by these different cultures. They will learn about differences and similarities in the ways that humans approach illness and healing by examples from these cultural origins. Students will also understand the roles of “healers” in these diverse traditions, such as physicians, shamans, witch doctors, curanderos/as, midwives, wise men and women, as well as their diverse treatments in the healing process. Informed self-reflection of our own worldview assumptions and medical belief systems will help students gain valuable insights from this course.*

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

*Surely, each of us has experienced the enabling and disabling effects of interpersonal interactions, the latter of which might include lying, loneliness, harassment, irresolvable conflicts, and rejection. Furthermore, we inevitably make mistakes that, at times, can harm others and even ourselves. This course attends to both the “bright” and “dark” sides of interpersonal communication to present students with a well-rounded comprehension of the complexity of human relations and how they affect our health and well-being.*

### **Qualitative Research Methods (3 ECTS; 2016 – 2021)**

*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, writing up results). Students will apply various qualitative techniques to collect and analyze data. They will gain an understanding of the “quality” of qualitative research, particularly in light of common issues related to validity and research ethics.*

### **Statistical Data Analysis (6 ECTS; 2011 – 2021)**

*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, Culture & Society, Università della Svizzera italiana**

Communication Challenges for the Health of Humankind (6 ECTS; 2021 – present)

*Globalization of modernity and inherent sustainability issues are taking a visible toll on the health and well-being of humankind. Global crises like the Covid-pandemic or climate change show us serious weaknesses in human communication. In the coming years, more successful communication will become increasingly important for humanity's health and peaceful coexistence. Will we succeed or fail in uniting humankind to confront its grand challenges together? This is one of the most existential questions ever encountered, and it is addressed to communication science. This course helps students understand the role and potency of human communication in emerging global health matters. It provides students with communicative competence to participate in these discussions in a unifying way, as these skills are becoming increasingly crucial.*

Qualitative Research Methods (3 ECTS; 2016 – 2021)

*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 provides students with an overview of the role communication plays in the social influence process. It helps 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 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 course introduces 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**

#### *Arctic Circle*

- |      |  |
|------|--|
| 2024 | Organization of two interdisciplinary science communication podiums at the annual Arctic Circle Assembly in Iceland                              |
| 2023 | Organization of an Interdisciplinary Science Communication Podium at the Annual Arctic Circle Assembly; Speaker for the “Arctic Hub” (Greenland) |

#### *European Association for Communication in Healthcare (EACH)*

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|-------------|--|
| 2021        | Jozien Bensing Research Award, Nomination Committee Member   |
| 2014 - 2016 | Deputy National Representative of Switzerland (re-elected for 2 <sup>nd</sup> 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  |

#### *European Institute for Safe Communication (EISC)*

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|--------------|--------------------|
| 2024-present | Founding president |
|--------------|--------------------|

#### *International Communication Association (ICA, Health Communication Division)*

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| 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*

- 2014-2024 ISCOME Director of Research Affairs
- 2014-2024 ISCOME Founding president-elect
- 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 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 Expert advisor and contributor to the National Quality & Patient Safety Report

*Swiss Personalized Health Network (SPHN)*

- 2016-2019 Advisory board, ELSI (Ethical Legal Social Issues)

*Western States Communication Association (WSCA, USA)*

- 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)*

- 2017-2018 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*

- 2021 Invited contributing expert to a webinar on “Handoffs”: <https://www.youtube.com/watch?v=hOevF35lwGQ>
- 2021 Invited contributing expert to the Covid-19 Webinar: “A Way out of Despair into Hope,” <https://www.youtube.com/watch?v=1U-zZGinUDc>
- 2017-2018 Scientific expert on the “Curriculum for Schools” Board

**SERVICE TO THE UNIVERSITY**

**Università della Svizzera italiana (USI)**

**SERVICE TO THE FACULTY OF COMMUNICATION, CULTURE & SOCIETY**

- 2021-present Member of the Ethics Committee
- 2021-2023 Member of the Complaints Committee (Commissione reclami)

- 2016-present Founding Director, Center for the Advancement of Healthcare Quality & Patient Safety (CAHQS), [www.patientsafetycenter.org](http://www.patientsafetycenter.org)
- 2015-present Co-founding member, Laboratory of Science Communication (LABSC)
- 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:

- 2022-present Fabiana Rizzieri, “Taming (super)natural forces: Fighting mental illness in developing countries.”
- 2020-2023 (concluded) Michele Corengia, “The Marketing of Palliative Care and Palliative Consumption.”
- 2012-2019 (concluded) Rebecca Amati, “Quality of Care: Toward a Comprehensive International Conceptualization and Assessment”
- 2012-(student abrupted) Fabia Rothenfluh, “Communication Skills for Medical Error Disclosures.”

Master theses supervised:

- 2024 Mariapaola Colella "How does the quality of interpersonal communication between patients and healthcare professionals affect the speed of recovery and well-being of patients in a hospital setting?" (supervisor)
- 2024 Byantari Prameswari “Understanding Medication Safety through Effective Communication: A SACCIA-based Qualitative Study in Healthcare Settings” (supervisor)
- 2024 Kathryn Angelotti “Maternal Health: A Qualitative Study” (supervisor)
- 2024 Arash Nourzai “Communication, health and healing: A cultural perspective” (supervisor)
- 2024 Nadja Lopez “The hidden cost of higher education: Buffering the impact of exam stress on university students’ mental health” (supervisor)
- 2023 Benedetta Bernasconi “Pandemic Communication and Mental Health - A Swiss National Study” (supervisor)
- 2019 Elisa Marti “Patient Safety in the Digital Age: How Technologies Affect Safe Communication in Health Care” (supervisor)
- 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)
- 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 “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)

**Bachelor theses supervised:**

- 2024 Pilar D. Navarro “Toxicity in our daily consumption choice intimates” (supervisor)
- 2024 Timothy Moser “Tribal behavior” (no title yet)
- 2024 Giudici Valentina “Mental health and patient safety” (supervisor)
- 2024 Sonia Xia “From crisis to recovery: How COVID-19 has affected university students’ mental health” (supervisor)
- 2024 Sofia Bernasconi “Challenges and opportunities for communication about climate change” (supervisor)
- 2023 Patricia Campiglia “Infusing communication science perspective into the technology of the future” (supervisor)
- 2023 Alessia Oliverio “Self-determination at the end of life: The role of communication in advanced care planning decisions” (supervisor)
- 2023 Mattia Oliverio “Il parallelismo tra influenza spagnola e Covid-19: Il ruolo dei media durante la pandemia” (co-examiner)

**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

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 *open-access* special issue on the COME2013 conference, entitled “Interdisciplinary perspectives on medical error”

*Studies in Communication Sciences*

- 2012-2014 Editorial board member  
 2012-2013 Thematic section editor, “Communication in interpersonal relationships”

*Diverse scientific journals in the fields of healthcare and communication science*

- 2006-present Ad-hoc Reviewer

## EXEMPLARS OF TRANSLATIONAL ENGAGEMENT

- 2024 Organization of a science communication podium discussion at the Arctic Circle Assembly (Reykjavik, Iceland): “The Voice of Humanity: Unifying Indigenous Wisdom and Climate Science for a Sustainable Future”
- 2023 Organization of a science communication podium discussion at the Arctic Circle Assembly (Reykjavik, Iceland): “Hearing the Arctic’s Call: The Time to Act as One.”
- 2023 Initiation of a collaborative governmental “safe communication initiative.”
- 2023 Organization of a science communication podium for Haleon (Nyon, Switzerland): “Guardians of Safety: Nurturing consumers’ TRuST.”
- 2021 Creation of a science communication video podcast “The power of communication”, <https://annegrethannawa.com/the-power-of-communication>
- 2021 Creation of a science video “SACCIA Safe Communication during Covid-19”
- 2021 Court-appointed scientific appraiser of a plagiarism case, Switzerland.
- 2021 Creation of a science communication website to support clinicians during Covid-19
- 2018 Organizer of a public podium discussion at USI on “Safe Communication in Healthcare” (<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 at the 3rd International Patient Safety Day, Berlin, Germany.
- 2017 Interview for the Daily News of the German TV Station “RTL” (May 6<sup>th</sup>), accessible at <https://annegrethannawa.com/magazine-newspaper-articles>.
- 2017 Patient safety interviews for the German Radio Stations “Deutschlandfunk,” “Bayrischer Rundfunk,” “InfoRadio” – accessible at <https://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), Bundesärztekammer (BÄK), 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.
- 2012 - present Numerous newspaper interviews (accessible at <https://annegrethannawa.com/magazine-newspaper-articles>)