

ANNEGRET F. HANNAWA

Professor of Communication Science

Director, Center for the Advancement of Healthcare Quality & Patient Safety (CAHQS), www.patientsafetycenter.org

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Additional Appointments:

President, European Institute for Safe Communication (EISCOM)

Associate Faculty, Johns Hopkins Bloomberg School of Public Health (USA)

ACADEMIC POSITIONS

- 04/2025 – present** **Full Professor of Communication Science**
Università della Svizzera italiana (USI), Switzerland
- Director, Center for the Advancement of Healthcare Quality & Patient Safety (CAHQS)
 - President, European Institute for Safe Communication (EISCOM)
 - Winner of the 2025 ICA Applied Research Award
 - Subject matter expert for WHO, Swiss Federal Office of Public Health, and other organizations
- 01/2016 – present** **Associate Faculty**
Johns Hopkins University Bloomberg School of Public Health, USA
- Inter-faculty collaboration in research, teaching & student supervision
- 01/2016 – 03/2025** **Associate Professor** (tenured), USI, Switzerland
- 11/2016 – 10/2019** **Honorary Research Associate**, Cardiff University, United Kingdom
- 07/2011 – 12/2015** **Senior Assistant Professor** (tenure-track), USI, Switzerland
- 07/2009 – 06/2011** **Assistant Professor** (tenure-track), Wake Forest University, USA

EDUCATION

- 2009** **Ph.D., Communication Science** — Arizona State University, USA
— *Summa cum laude*
Dissertation: *When the Truth Hurts: Toward a validation of the physician mistake disclosure (PMD) model.*
- 2006** **M.A., Communication Science** — San Diego State University, USA
Summa cum laude
- ABT** **M.A., Measurement, Statistics & Methodology** — Arizona State University, USA
- 2002** **B.A., Communication Science** — San Diego State University, USA
Summa cum laude

GRANTS & PROJECT FUNDING

- 2026 Hannawa, A. F. Founder and Scientific Lead of the international *Safety 360° initiative*, including the *Safety 360° Summit* and accompanying *Safety 360° Week* in the Canton of Uri, Switzerland. CHF 33'500 total project funding, co-funded by PSG Project San Gottardo (CHF 10'000), SISAG (CHF 5'000), Dräger Stiftung (CHF 5'000), Cantonal Hospital of Uri (CHF 5'000), Municipality of Altdorf (CHF 2'500), Andermatt Swiss Alps (CHF 2'500), Swisslos (CHF 1'000), Rotary Club Uri (CHF 1'000), and Sabine Hahn (CHF 1'500).
- 2025 Hannawa, A. F. Founder and Scientific Lead of the international *Crisis Resilience Summit* in the Canton of Uri, Switzerland. CHF 17'500 total project funding, co-funded by Dätwyler Stiftung (CHF 7'000), Meaningful Measurement (CHF 4'500), Nadja Germann von Wyss (CHF 2'500), Municipality of Altdorf (CHF 1'000), Stefan Dräger (CHF 1'000), Maat Group AG (CHF 1'000), and Canton of Uri (CHF 500).
- 2024 Hannawa, A. F. (2024-2025). *Building Swiss Crisis Resilience*. CHF 10'000, Fulbright project grant for Prof. Brian Spitzberg to visit the European Institute for Safe Communication (EISCOM) in joint collaboration for a “safe communication” initiative for acute and chronic crises.
- 2024 Hannawa, A. F. (2024-2025). Scientific Lead for the establishment of the *European Institute for Safe Communication (EISCOM)*. CHF 20'000 start-up funding acquired from the Canton of Uri for establishing the EISCOM in Altdorf (Uri), Switzerland.
- 2022 Hannawa, A. F. (2022-2023). *Safe Communication during Covid-19*. CHF 31'000, Research project grant, co-funded by the 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), Switzerland.
- 2021 Hannawa, A. F. (2021-2023). *Safe Communication in Mountain Rescues*. CHF 43'500, Research project grant, co-funded by Dräger Foundation (€ 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), Switzerland.
- 2019 Hannawa A. F. (2019-2022), Cooperating partner, international research consortium with Lippke S., Louwen F., Scholz C., Müller H. & Wienert J.: *Safe, digitally supported communication in obstetrics and gynecology – Digital SACCIA*. € 1'927'320, G-BA Innovationsfonds Research Grant, Germany.
- 2018 Hannawa, A. F. Initiator and Scientific Lead of a public podium discussion entitled “*Safe Communication in Healthcare*” at USI (Aula Magna). CHF 17'500, co-funded by Helsana (CHF 4'500), EOC (CHF 4'000), Dräger (CHF 4'000), SAMW (CHF 1'000), BancaStato (CHF 1'000), Bern University of Applied Sciences (CHF 1'000), CSS Insurance (CHF 1'000), and Roche (CHF 1'000), Switzerland.
- 2015 Hannawa, A. F. (2015-2016). Initiator and Scientific Lead of an international research workshop entitled “*Interdisciplinary Horizons for Healthcare Quality and Patient Safety*.” CHF 31'500, co-funded by the Swiss National Science Foundation (SNSF, CHF 22'500), Cancer League Switzerland (CHF 5'000), Swiss Academy for Medical Sciences (SAMS, CHF 4'000), Switzerland.
- 2014 Hannawa, A. F. (2014-2015). Initiator and Scientific Lead of the ISCOME 2015 international conference entitled “*The Golden Bridge: Communication and Patient Safety*.” CHF 5'000, Swiss Academy for Medical Sciences (SAMS), Switzerland.
- 2013 Hannawa, A. F. (2013-2016). *Toward a theoretical and empirical conceptualization of Medical Error Disclosure Competence (MEDC)*. CHF 238'807, Research project grant, Swiss National Science Foundation (SNSF), Switzerland.
- 2012 Hannawa, A. F. (2012-2013). Initiator and Scientific Lead of the international conference entitled *COME2013: An Interdisciplinary Conference on “Communicating Medical Error” (COME)*. CHF 25'000, Centro Stefano Franscini Grant, Switzerland.

- 2010 Hannawa, A. F. (2010-2011). *When competence saves lives: Operationalizing skillful physician disclosures of medical mistakes*. \$16'480, Social, Behavioral & Economic Research Grant, Wake Forest University, USA.
- 2007 Hannawa, A. F. (2007-2008). *When the truth hurts: Toward a validation of the Physician Mistake Disclosure (PMD) Model*. \$500, Herberger Research Grant, The Hugh Downs School of Human Communication, Arizona State University, USA.

PUBLICATIONS

BOOKS

- 2027 Hannawa, A. F. *Safe Communication: Preventing Harm and Building Resilience* (under contract for the Routledge series *Contemporary Issues in Health Communication*, edited by Teresa L. Thompson). Routledge.
- 2018 Hannawa, A. F. & Postel, S. „SACCIA-Sichere Kommunikation“: *Fünf Kernkompetenzen mit Fallbeispielen aus der pflegerischen Praxis*. Berlin/Boston: Walter de Gruyter.
- 2017 Hannawa, A. F. & Jonitz, G. *Neue Wege für die Patientensicherheit: „Sichere Kommunikation“ – Evidenzbasierte Kernkompetenzen mit Fallbeispielen aus der medizinischen Praxis*. Berlin/Boston: Walter de Gruyter.
- 2017 Hannawa, A. F., Juhasz, R., & Wu, A. *New horizons in patient safety: Understanding communication – Case studies for physicians*. Berlin/Boston: Walter de Gruyter.
- 2017 Hannawa, A. F., Wendt, A., & Day, L. *New horizons in patient safety: “Safe communication” – Evidence-based core competencies with case studies from nursing practice*. Berlin/Boston: Walter de Gruyter.
- 2015 Hannawa, A. F., & Spitzberg, B. H. (Eds.). *Handbook of communication competence*. London: Mouton de Gruyter. This title received the **2016 Top Book Award** of the National Communication Association's *Communication Apprehension & Competence Division*, USA.
- 2011 Hannawa, A. F. *When the truth hurts: Toward a validation of the Physician Mistake Disclosure (PMD) Model*. UMI Dissertation Publishing.

BOOK CHAPTERS

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

EDITORIALS

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

- 2013 [Hannawa, A. F.](#) Editorial. *Studies in Communication Sciences*, 13, 1-2.
- 2012 [Hannawa, A. F.](#) Medical error disclosure: A pressing agenda for public health researchers. *Journal of Public Health Research*, 1:e33, 214.

EDITED JOURNAL ISSUES

- 2014 [Hannawa, A. F.](#) *Studies in Communication Sciences*, thematic section on “Communication in interpersonal relationships” (issue 1/2014).
- 2013 [Hannawa, A. F.](#) Special issue: Interdisciplinary perspectives on medical error. *Journal of Public Health Research* (issue 4/2013), [open access](#).
- 2013 [Hannawa, A. F.](#) *Studies in Communication Sciences* (issue 1/2013).

JOURNAL ARTICLES

- 2026 [Hannawa, A. F.](#), Guerrero, L. K., & Stojanov, A. Navigating interpersonal conflict during the COVID-19 pandemic: Associations with indicators of psychological well-being. *Health Communication*.
- 2025 [Hannawa, A. F.](#), Spitzberg, B. H., Bhusal, A., Harriman, A., & Little, T. Pandemic palliatives and Covid-19 coping: Toward the development of a “Coping with Crisis Communications” (COCCO) scale. *Health Communication*, 40(9), 1585-1602.
- 2025 Rizzieri, R.M., & [Hannawa, A.F.](#) Promoting mental health help-seeking among adolescents in Accra, Ghana: a community-based approach. *The European Journal of Public Health*, 35(4), ckaf161.999.
- 2024 Rizzieri, M. F. & [Hannawa, A. F.](#) Evaluating mental health care initiatives after Ghana’s mental health act: A systematic analysis. *European Journal of Public Health*, 34(3), ckae144.1079.
- 2024 Stojanov, A., [Hannawa, A. F.](#), & Adam, L. SACCIA communication, attitudes towards cheating and academic misconduct. *Journal of Academic Ethics*, 23, 195-212.
- 2024 Stojanov, A., [Hannawa, A. F.](#), & Adam, L. Communication following the SACCIA framework may weaken the relationship between the dark triad and academic misconduct. *Communication Reports*, 38(1), 1–12.
- 2024 [Hannawa, A. F.](#) Shared decision-making in an era of silo-based care (- or *what it takes* to tango). *Journal of Patient Safety and Risk Management*, 29(3), 131-134.
- 2023 Stojanov, A., & [Hannawa, A.F.](#) Toward French and Italian Language Validations of the Conspiracy Mentality Scale (CMS). *Measurement Instruments for the Social Sciences*, 5, Article e11429.
- 2023 Stojanov, A. & [Hannawa, A. F.](#) Validating a German version of the Conspiracy Mentality Scale (CMS). *Journal of Personality Assessment*, 105(5), 691-701.
- 2022 [Hannawa, A. F.](#) & Stojanov, A. “Compliant Supporters,” “Anxious Skeptics,” and “Defiant Deniers”: A Latent Profile Analysis of People’s Responses to Covid-19 Communications. *Health Communication*, 39(1), 148–160.
- 2022 [Hannawa, A. F.](#) The quality of public communication during Covid-19: Symptoms of a wider malaise. *Swiss Medical Weekly*.
- 2022 [Hannawa, A. F.](#) Beziehungen pflegen: Die Kunst einer „SACCIA“-sicheren Kommunikation. *Psychiatrische Pflege*, 7(3), 9-14.
- 2022 [Hannawa, A. F.](#), Wu, A. W., Kolyada, A., Potemkina, A., Donaldson, L. The aspects of healthcare quality that are important to health professionals and patients: A qualitative study. *Patient Education & Counseling*, 105(6), 1561-1570.
- 2021 [Hannawa, A. F.](#) “We’re on our way:” A Message from the Mountains. *Journal of Patient Safety and Risk Management*, 26(6), 240-242.

- 2021 [Hannawa, A. F.](#) Definitely Defining: How Pressing the “Pause” Button Empowers the Force of the “In-Between.” *Health Communication*, 36(14), 2042-2044.
- 2021 [Hannawa, A. F.](#) & Frankel, R. M. “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.
- 2020 [Hannawa, A. F.](#) 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.
- 2020 [Hannawa, A. F.](#), Spitzberg, B. H., Childress, M., Frankel, R., Pham, J., Wu, A. Communication science lessons for patient safety and quality care. *Journal of Patient Safety and Risk Management*, 25(5), 197-204.
- 2019 Fischer, F., Helmer, S., Rogge, A., Arraras, J., Buchholz, A., [Hannawa, A. F.](#), et al. 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.
- 2019 Lippke, S., Wienert, J., Keller, F.M., Derksen, C., Welp, A., Kötting, L., Hofreuter-Gätgens, K., Müller, H., Louwen, F., Weigand, M., Ernst, K., Kraft, K., Reister, F., Polasik, A., Huener Nee Seemann, B., Jennewein, L., Scholz, C., & [Hannawa, A. F.](#) Communication and patient safety in gynecology and obstetrics – study protocol of an intervention study. *BMC Health Services Research*, 19(1), 908.
- 2019 [Hannawa, A.F.](#) When facing our fallibility constitutes “safe practice”: Further evidence for the Medical Error Disclosure Competence (MEDC) guidelines. *Patient Education & Counseling*, 102(10):1840-1846.
- 2019 Pek, J. H., de Korne, D. F., [Hannawa, A. F.](#), Hong Leong, B. S., et al. 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.
- 2019 Amati, R., Bellandi, T., Kaissi, A. A. & [Hannawa, A. F.](#) 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.
- 2018 Amati, R., Kaissi, A. A., & [Hannawa, A. F.](#) 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.
- 2018 [Hannawa, A. F.](#) “SACCIA Safe Communication”: Five core competencies for safe and high-quality care. *Journal of Patient Safety and Risk Management*, 23(3), 99-107.
- 2017 [Hannawa, A. F.](#) What constitutes “competent error disclosure”? Insights from a national focus group study in Switzerland. *Swiss Medical Weekly*, 147:w14427.
- 2017 Øvretveit, J., Wu, A., Street, R., Thilo, F., Thimbleby, H., [Hannawa, A.F.](#) Using and choosing digital health technologies: A communication science perspective. *Journal of Health Organization and Management*, 31(1), 28-37.
- 2017 Roter, D. L., Wolff, J. L., Wu, A. W., & [Hannawa, A. F.](#) Patient and family empowerment as agents of ambulatory care safety and quality. *BMJ Quality & Safety*, 26(6), 508-512.
- 2016 [Hannawa, A. E.](#), Shigemoto, Y., & Little, T. Medical errors: Disclosure styles, interpersonal forgiveness, and outcomes. *Social Science & Medicine*, 156, 29-38.
- 2015 [Hannawa, A. E.](#), García-Jiménez, L., Candrian, C., Rossmann, C., & Schulz, P. J. Identifying the Field of Health Communication. *Journal of Health Communication*, 20, 521-530.
- 2015 Amati, R., & [Hannawa, A. F.](#) Physician-perceived contradictions in end-of-life communication: Toward a self-report measurement scale. *Health Communication*, 30, 241-250.

- 2014 Amati, R., & Hannawa, A. F. Relational Dialectics Theory: Disentangling the tensions of end-of-life communication. *Health Communication*, 29, 962-973.
- 2014 Hannawa, A. F. Disclosing medical errors to patients: Effects of nonverbal involvement. *Patient Education & Counseling*, 94, 310-313.
- 2014 Hannawa, A. F., Kreps, G., Schulz, P. J., Smith, S., & Street, R. Emerging issues and future directions in health communication. *Health Communication*, 29, 955-961.
- 2014 Spitzberg, B. H., Cupach, W. R., Hannawa, A. F., & Crowley, J. P. A preliminary test of a relational goal pursuit theory of obsessive relational intrusion and stalking. *Studies in Communication Sciences*, 14, 29-36.
- 2013 Hannawa, A. F., & Roter, D. L. A diagnostic Tool for the Retrospective Analysis of Critical Events (TRACE). *Patient Education and Counseling*, 93, 230-238.
- 2013 Hannawa, A. F., Beckman, H., Mazor, K., Paul, N., & Ramsey, J. Building bridges: Future directions for medical error disclosure research. *Patient Education and Counseling*, 92, 319-327.
- 2012 Hannawa, A. F. Principles of medical ethics: Implications for the disclosure of medical errors. *Medicolegal and Bioethics*, 2, 1-11.
- 2012 Hannawa, A. F. Die Kommunikation nach einem Zwischenfall –Die Bedeutung des nonverbalen Verhaltens. *Therapeutische Umschau*, 69(6), 363-366.
- 2012 Hannawa, A. F. "Explicitly implicit": Examining the importance of physician nonverbal involvement during error disclosures. *Swiss Medical Weekly*, 142, w13576.
- 2011 Guerrero, L. G., Hannawa, A. F., & Babin, E. The Communicative Responses to Jealousy Scale: Revision, empirical validation, and associations with relational satisfaction. *Communication Methods and Measures*, 5, 223-249.
- 2011 Hannawa, A. F. 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.
- 2011 Hannawa, A. F., & Spitzberg, B. H. A cross-validation of the Relational Entitlement and Proprietariness (REP) Scale. *Communication Methods and Measures*, 5, 1-27.
- 2011 Mikkelson, A. C., Myers, S., & Hannawa, A. F. The differential use of relational maintenance behaviors in adult sibling relationships. *Communication Studies*, 62(3), 258- 271.
- 2011 Orourke, T., Spitzberg, B. H., & Hannawa, A. F. The good funeral: Toward an understanding of funeral participation and satisfaction. *Death Studies*, 35, 729-750.
- 2009 Hannawa, A. F. Negotiating medical virtues: Toward the development of a Physician Mistake Disclosure (PMD) model. *Health Communication*, 24, 391-399.
- 2009 Hannawa, A. F., & Spitzberg, B. H. "My Child Can Beat Your Child": Toward a measure of Parental Self-Evaluation Maintenance (PSEM). *Journal of Family Communication*, 9, 23-42.
- 2009 Floyd, K., Boren, J. P., Hannawa, A. F., Hesse, C., McEwan, B., & Veksler, A. E. Kissing in marital and cohabiting relationships: Effects on blood lipids, stress, and relationship satisfaction. *Western Journal of Communication*, 73, 113-133.
- 2006 Hannawa, A. F., Spitzberg, B. H., Wiering, L., & Teranishi, C. "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

- 2025 Rizzieri, R.M., & Hannawa, A.F. Promoting mental health help-seeking among adolescents in Accra, Ghana: a community-based approach. Paper presented at the annual meeting of the European Public Health Conference, Helsinki, Finland.

- 2024 Rizzieri, R.M., & Hannawa, A.F. Evaluating mental health care initiatives after Ghana's mental health act: a systematic analysis. Paper presented at the annual meeting of the European Public Health Conference, Lisbon, Portugal.
- 2018 Amati, R., Brook, R. H., Kaissi, A. A. & Hannawa, A. F. Evolving dimensions of quality care: Comparing physicians and managerial perspectives. Paper presented at the WellMed 2018 Conference, Greece.
- 2016 Hannawa, A. F. 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.
- 2016 Hannawa, A. F. 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.
- 2015 Amati, R., Hannawa, A. F., Kaissi, A., Bellandi, T., & Brook, R. *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.
- 2015 Amati, R., Hannawa, A. F., Kaissi, A., Bellandi, T., & Brook, R. *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 (ISCOM), Montecatini Terme, Italy.
- 2015 Labrie, N., Hannawa, A. F., & Schulz, P. J. "*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, Portugal.
- 2014 Amati, R., Pham, J., & Hannawa, A. F. *Tensions in process: Balancing the four dimensions of quality care*. Paper presented at the annual meeting of the COMET Society, Lugano, Switzerland.
- 2014 Amati, R., Surges Tatum, D., & Hannawa, A. F. *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, USA.
- 2014 Hannawa, A. F., & Rothenfluh, F. *Medical errors: Disclosure and forgiveness*. Paper presented at the annual meeting of the National Communication Association (Interpersonal Communication Division), Chicago, IL, USA.
- 2014 Hannawa, A. F., Rothenfluh, F., & Bellandi, T. *A grounded conceptualization of medical error disclosure skills (MEDS)*. Paper presented at the annual meeting of the European Association for Communication in Healthcare, Amsterdam, Netherlands.
- 2014 Hannawa, A. F. *Medical error: Setting interdisciplinary disclosure standards to promote well-being*. Paper presented at the WellMed conference, Alexandroupolis, Greece.
- 2014 Shopik, N., Vallini, I., & Hannawa, A. F. *Medical error and doctor-patient relationships: An investigation of the investment model*. Paper presented at the annual meeting of the COMET Society, Lugano, Switzerland.
- 2013 Hannawa, A. F. *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.
- 2012 Hannawa, A. F. *Explicitly Implicit*": Examining the importance of physician nonverbal involvement during error disclosures. Paper presented at the annual meeting of the International Communication Association (Health Communication Division), Phoenix, AZ, USA.
- 2012 Hannawa, A. F., & Roter, D. L. *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.

- 2011 Hannawa, A. E. *Actions speak louder than words: Effects of nonverbal physician behavior on error disclosure outcomes (First Poster Award)*. International Patient Safety Congress, Basel, Switzerland.
- 2010 Hannawa, A. E. *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.
- 2010 Hannawa, A. E. *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.
- 2010 Hannawa, A. E. *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.
- 2010 Mikkelson, A.C., & Hannawa, A. E. *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, USA.
- 2010 Hannawa, A. E. & Petrocelli, J. *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.
- 2009 Hannawa, A. E. *When the truth hurts: Toward a validation of the Physician Mistake Disclosure (PMD) model*. Paper presented at the annual meeting of the National Communication Association (**Top Paper Panel**, Health Communication Div.), Chicago, IL, USA.
- 2009 Mikkelson, A., & Hannawa, A. E. *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, USA.
- 2008 Hannawa, A. E. *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, USA.
- 2008 Hannawa, A. E. *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, USA.
- 2008 Hannawa, A. E. *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, USA.
- 2008 Hannawa, A. E., & Spitzberg, B. H. *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, USA.
- 2008 Floyd, K., Boren, J. P., Hannawa, A. E., Hesse, C., McEwan, B., & Veksler, A. E. *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, USA.
- 2008 Guerrero, L. K., Hannawa, A. E., & Gallagher, B. B. *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, USA.
- 2008 Spitzberg, B. H., Cupach, W. R., Hannawa, A. E., & Crowley, J. *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, USA.

- 2008 Spitzberg, B. H., Cupach, W. R., Hannawa, A. F., & Crowley, J. *Testing a relational goal pursuit theory of obsessive relational intrusion and stalking*. Paper presented at the International Association for Relationship Research, Providence, RI, USA.
- 2007 Hannawa, A. F. *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, USA.
- 2007 Hannawa, A. F. *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, USA.
- 2007 Hannawa, A. F. *"Looking Good": Toward the development of a performance-based face-evaluation maintenance model*. Paper presented at the annual meeting of the Western States Communication Association (Communication Theory Division), Seattle, WA, USA.
- 2007 Spitzberg, B. H., Cupach, W. R., Hannawa, A. F., & Crowley, J. *Testing a relational goal theory of obsessive relational intrusion and stalking*. Presentation to the International Law & Psychiatry, Padua, Italy.
- 2006 Hannawa, A. F. *'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, USA.
- 2006 Hannawa, A. F., Sills, E. K., & Spitzberg, B. H. *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, USA.
- 2006 Hannawa, A. F. & Spitzberg, B. H. *"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 Communication Association (Family Communication Div.), San Antonio, TX, USA.
- 2006 Hannawa, A. F., & Spitzberg, B. H. *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, Greece.
- 2005 Hannawa (formerly Horsch), A. F. *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, USA.

RESEARCH AWARDS & HONORS

- 2025 ICA Applied Research Award, awarded by the *International Communication Association (ICA)* in Denver (CO), USA.
- 2016 Jozien Bensing Research Award, € 2'000, awarded by the *International Association for Communication in Healthcare (EACH)* in Heidelberg, Germany.
- 2016 Top Book Award for "Handbook of Communication Competence," awarded by the Communication Apprehension & Competence Division of the *National Communication Association (NCA)*, USA.
- 2014 Top Paper Award, awarded by the Communication Assessment Division of the *National Communication Association (NCA)*, USA.
- 2011 Top Poster Award, awarded at the International Patient Safety Conference of the *Patient Safety Foundation Switzerland*.
- 2009 Top Paper Award, awarded by the Health Communication Division of the *National Communication Association (NCA)*, USA.
- 2009 Top Paper Award, awarded by the Family Communication Division of the *National Communication Association (NCA)*, USA.

- 2008 Ph.D. Superior Researcher Award, awarded by the Hugh Downs School of Human Communication at *Arizona State University*, USA.
- 2007 Ph.D. Noteworthy Researcher Award, awarded by the Hugh Downs School of Human Communication at *Arizona State University*, USA.
- 2006 Top Paper Award, awarded by the Student Section of the *National Communication Association (NCA)*, USA.
- 2006 Conflict Transformation Strategic Initiative Research Fellowship, awarded by the Hugh Downs School of Human Communication at *Arizona State University*, USA.

KEYNOTES & INVITED PRESENTATIONS

- 2026 Annual congress of the German Association for Psychiatry, Psychotherapy, Psychosomatics and Neurology (DGPPN)
Berlin, Germany – November 25-28
Invited panelist: *Title tbd*
- 2026 Bern Lectures in Health Science
Berne, Switzerland – September 8
Invited presentation: „When Information Is Not Enough: Communication as Safety Infrastructure“
- 2026 Hirslanden executive leadership conference “*Schnittstellen zu Nahtstellen*” (“*From Interfaces to Connections*”)
Zurich, Switzerland – September 2
Keynote: *Title tbd*
- 2025 Youtility Energy Festival, *Gurten/Bern, Switzerland* – June 11
Keynote: “Wackelkontakt oder starke Leitung: Wie Kommunikation unsere Energie am Laufen hält.” (“*Loose connection or strong line: How communication keeps our energy moving.*”)
- 2024 *WHO Global Consultation: Improving Diagnostic Safety and Implementing the Global Patient Safety Action Plan*, *Geneva, Switzerland* – September 11
Keynote: “Patient Safety: The Role of Communication Science”
- 2024 *Annual conference of the operations managers of the Swiss energy industry*
Brunnen, Switzerland – September 5
Keynote: “Der Weg von der Schreibtischlampe zu Realitätsblitzen“ („*From the desk lamp to reality flashes*“)
- 2024 *Annual conference of the safety officers of the Swiss energy industry*,
Sursee, Switzerland – June 27
Keynote: “Zwischenmenschliche Kommunikation als entscheidender Faktor zur Vermeidung (tödlicher) Unfälle” (“*Interpersonal communication as a crucial factor in preventing (fatal) accidents*”)
- 2024 *Annual Radiology Congress: “Herzensangelegenheiten”* (“*Heart Matters*”)
Pontresina, Switzerland – March 16
Keynote: “Zwischen Bildern und Worten: Das SACCIA-Konzept für starke Patienten und Teams” (“*Between images & words: The SACCIA concept for strong patients and teams*”)
- 2024 *Energieforschungsgespräche Disentis (Energy Research Talks Disentis)*
Disentis, Switzerland – January 25
Keynote: “Kommunikation in der Krise: Lehren für Klima- und Energiekommunikation” (“*Communication in Crisis: Lessons for Climate and Energy Communication*”)
- 2023 *Patient Safety Event: “More Safety – for Patients, with Patients”*
Canton Hospital Lucerne, Switzerland – September 11
Keynote: “The missing link: How communication saves lives.”

- 2023 *12th International Nursing, Healthcare, and Patient Safety Conference*
Dubai, United Arab Emirates – July 26
Keynote: “Horizons for Safe Communication: What have we (not yet) done?”
- 2022 *Annual Conference of the Swiss Association for Quality Management in Healthcare (SQMH), Zurich, Switzerland* – November 21
Keynote: “Do you speak *medicine-ish*? Communication is more than language.”
- 2021 *Patient Safety Movement Foundation: Covid-19 Webinar “A Way out of Despair into Hope”*
Online – April 10
Invited panelist along with Edward Kelley (WHO)
- 2021 *“Forum Oculus” Conference (featured by Bayer)*
Berlin, Germany – March 6
Keynote: “The relationship between safe communication and successful medicine”
- 2018 *“Grand Challenges” Meeting of the Bill & Melinda Gates Foundation (with Bill Gates)*
Berlin, Germany – October 18
Invited presentation: “Patient Safety and Safe Communication”
- 2018 *61st Annual Conference of the German Association for Hospital Directors*
Lübeck, Germany – May 4
Keynote: “Safe Communication in Hospitals”
- 2018 *BMJ International Forum on Quality and Safety in Healthcare. RAI Exhibition and Convention Center*
Amsterdam, The Netherlands – May 3
Invited presentation: “Protecting patients from harm: The science of safe communication in healthcare”
- 2018 *30th Health Professions Conference of the German Medical Association*
Bunderärztekammer, Berlin, Germany – February 26
Keynote: “Patient Safety from a Communication Science Perspective”
- 2018 *World Patient Safety, Science & Technology Summit (with Bill Clinton)*
London, United Kingdom – February 23
Invited panelist: „Patient Safety Curricula in Schools”
- 2018 *German Oncology Congress*
City Cube, Berlin, Germany – February 21
Invited presentation: “Patient Safety, Safety Culture and Safe Communication”
- 2017 *German Association of Statutory Health Insurance Physicians*
National Quality-Circle Meeting of Tutors, Berlin, Germany – November 17
Keynote: “Five core competencies for safe communication in healthcare”
- 2017 *German National Press Conference for the “International Patient Safety Day”*
Berlin, Germany – September 14
Invited presentation: „In focus: ‚Safe communication‘ in healthcare“
- 2017 *German Society for Quality Management in Healthcare Summercamp: „From Daily Challenges to New Horizons“, Aschaffenburg, Germany* – August 12
Keynote: “SACCIA Communication: New pathways for better daily healthcare“
- 2017 *German Patient Safety Association Annual Conference „Patient Safety and Communication,“*
Berlin, Germany – May 4
Keynote: “Horizons for Patient Safety: ‘Safe’ Communication”
- 2017 *Global Ministerial Patient Safety Summit*
Bonn, Germany – March 29
Invited presentation: “Keeping Patients Safe: The Role of Competent Communication”

- 2016 *WHO Global Summit: "Setting Priorities for Global Patient Safety"*
 Florence, Italy – September 26-28
Invited presentation: "Communication Issues in Patient Safety"
- 2016 *Conference: "The Silence of Physicians: Medical Communication"*
 University of Mainz, Germany – January 16
Keynote: "Silence among physicians: Implications from the communication sciences"
- 2015 *Safety and Quality Day, Centro Gestione Rischio Clinico e Sicurezza Paziente Toscana*
 Florence, Italy – October 6
Keynote: "Toward a Grounded Conceptualization of Quality Care"
- 2015 *Italian Conference: "Communication for the Prevention and Management of Adverse Events",
 Regione Autonoma della Sardegna, Cagliari/Sardinia, Italy – May 20*
Keynote: "Communication and Patient Safety: The Golden Bridge"
- 2014 *Conference: „The Hospital of the Future“*
 Blezinger, Luzern, Switzerland – October 18
Keynote: "IT, Safety and Communication"
- 2014 *First Annual European Medical Safety Conference, European Surgical Institute, Johnson & Johnson
 Medical Devices, Hamburg, Germany – October 7-8*
Keynote: "Communication and Medical Error"
- 2013 *Physician Chamber of Berlin*
 Berlin, Germany – September 10
Invited presentation: "Simulation: Possibilities and Results in Medical Education"
- 2012 *AURORA Meeting O.N.Da & ISES, Milano, Italy (co-sponsored by the European
 Parliament) – October 25*
Keynote: "Communication Competence in Healthcare: Theoretical Approaches and
 Practical Applications"

PUBLIC ENGAGEMENT & MEDIA

NEWS COVERAGE (SELECTION)

National television and radio

- 2024 *Swiss Radio & Television (SRF)*, August 20: "Mit sicherer Kommunikation Leben retten." ("Saving lives with safe communication.") Link: <https://www.srf.ch/news/schweiz/forschung-in-altldorf-ur-schlechte-kommunikation-kann-leben-gefaehrden>
- 2022 *National Public Radio (NPR, United States)*, March 24: "Conversations about health and healing." Link: <https://podcasts.apple.com/us/podcast/stroke-recovery-and-the-moments-in-between/id1456643447?i=1000555130731>
- 2017 *Deutschlandfunk*, October 27: "Kommunikation zwischen Arzt und Patient - Das große Risiko des gegenseitigen Nicht-Verstehens" ("Communication between doctor and patient - The great risk of mutual misunderstanding").
- 2017 *RTL Aktuell*, May 6: "Communication with doctors." Link: <https://youtu.be/QmOO5rEgdtI>

Newspapers

- 2026 *Urner Zeitung*, April 30: "Wenn Prävention nicht mehr reicht: Internationaler Gipfel fordert neues Sicherheitsdenken" ("When Prevention Is No Longer Enough: International Summit Calls for a New Approach to Safety Thinking").

- 2025 *Bote*, June 16: "Internationale Auszeichnung für Urner Professorin" ("International award for Uri professor").
- 2025 *Urner Zeitung*, May 29: "Heilende Kommunikation in einer lauten Welt" ("Healing Communication in a Noisy World")
- 2024 *Urner Zeitung*, October 13: "Europäisches Institut für Sichere Kommunikation spricht in Island über die Kommunikation im Kampf gegen den Klimawandel" ("European Institute for Safe Communication talks in Iceland about safe communication in the fight against climate change")
- 2024 *Urner Zeitung*, September 20: "Urner Botschafterin spricht an WHO Konsultation über Patientensicherheit." ("Uri ambassador speaks at WHO consultation about patient safety.")
- 2024 *Urner Zeitung*, June 18: „Urner Botschafterin will die Welt sicherer machen.“ („Ambassador of Uri wants to make the world safer.“)
- 2019 *Märkische Oderzeitung*, March 11: "Ärzte überschätzen ihre Patienten." ("Physicians overestimate their patients.")
- 2019 *Frankfurter Rundschau*, January 6: "Schweigen gefährdet Menschenleben." ("Silence costs lives.")
- 2018 *LaRegione*, June 5: "Tropi errori inevitabili in corsia" ("Too many inevitable errors in the ward.")
- 2018 *LaRegione*, June 8: "Morti per errore." ("Deaths by mistake.")
- 2017 *DIE ZEIT*, November 9: "Hören Sie mich, Doc?" („Can you hear me, doc?“)
- 2017 *Frankfurter Rundschau*, September 14: "Schweigen gefährdet Menschenleben" ("Silence endangers human lives")
- 2015 *SÜDKURIER*, December 14: "Mit der Kamera für Patientensicherheit." ("Behind the camera for Patient Safety")
- 2015 *SÜDKURIER*, November 30: "Patienten wollen keine Arroganz." ("Patients don't want arrogance.")

Online news

- 2025 *MyScience*, June 17: "Annegret Hannawa receives the ICA's Applied Research Award."
- 2024 *Greater Zurich Area*, July 3: "USI professor establishes a European Institute for Safe Communication in Uri."
- 2019 *LR Online*, March 10: "Patienten verstehen oft nur Bahnhof." ("Patients often don't understand their doctors.")
- 2018 *Unternehmen-Heute*, May 22: "Expertenforum zur Patientensicherheit an der Università della Svizzera italiana (USI)" (Expert Forum on Patient Safety at the Università della Svizzera italiana)
- 2018 *Unternehmen-Heute*, February 27: "Das Thema Patientensicherheit weltweit im Fokus." ("The issue of patient safety in worldwide focus.")
- 2017 *Bayrischer Rundfunk* (br.de), September 15: "Patientensicherheit und Ärztefehler: Wo Schweigen die Gesundheit gefährdet." ("Patient safety and medical errors: Where silence endangers health")

University news

- 2025 *Università della Svizzera italiana*, June 17: "Prof. Annegret Hannawa receives the ICA's Applied Research Award."
- 2025 *Università della Svizzera italiana*, May 28: "Sri Lanka's lost wisdom: finding connection and healing in a divided world."
- 2024 *Università della Svizzera italiana*, September 18: "Professor Annegret Hannawa delivers keynote at WHO Global Consultation on Diagnostic Safety."

- 2024 *Università della Svizzera italiana*, August 22: "The European Institute for Safe Communication is established."
- 2023 *Università della Svizzera italiana*, November 27: "Professor Hannawa appointed ambassador of Uri."
- 2023 *Università della Svizzera italiana*, October 9: "Building shared knowledge on the climate crisis."
- 2021 *Università della Svizzera italiana*, September 21: "USI professor wins Jozien Bensing Research Award 2016."
- 2018 *Università della Svizzera italiana*, May 2: "Safe Communication in Healthcare: A Podium Discussion with Sir Liam Donaldson."
- 2012 *Università della Svizzera italiana's "Square" magazine*, November edition: "Errori medici: occorre colmare il vuoto di informazione." ("Medical errors: we need to fill the information gap").

Magazines

- 2021 *Competence H+ Hospital Forum* (12/2021), H+ Die Spitäler der Schweiz. Schweizerische Vereinigung der Spitaldirektorinnen und -direktoren SVS (Hrsg.): "Humanfaktoren in der Bergrettung." (*Swiss Association of Hospital Directors: "Human factors in mountain rescues."*)
- 2021 *Competence H+ Hospital Forum* (6/2021), H+ Die Spitäler der Schweiz, Schweizerische Vereinigung der Spitaldirektorinnen und -direktoren SVS (Hrsg.): "Sichere Kommunikation mit SACCIA." (*Swiss Association of Hospital Directors: "Safe communication with SACCIA."*)
- 2019 *Pflegen*, March 4: "Fünf Kommunikationstipps, die Patientenleben retten." (*Nursing: "Five communication tips that save lives."*)
- 2019 *Pflegekammer interaktiv*, January 28: "Sichere Kommunikation" (*Nursing chamber interactive: "Safe Communication"*)
- 2018 Verband der KrankenhausdirektorInnen Deutschlands (Association of Hospital Directors of Germany), News report: "Patientensichere Kommunikation im Krankenhaus." ("Safe communication in the hospital.")
- 2018 *VKD Verein der Krankenhausdirektoren Deutschlands (Association of Hospital Directors of Germany)* – May 4: TV interview "Safety culture"
- 2018 *Land der Gesundheit* von Pfizer Pharma, November 21: "Von wegen Soft Skill." (*Land of Health* by Pfizer Pharma: "It's not just a soft skill.")
- 2018 *Impuls* by Deutscher Evangelischer Verband für Altenarbeit und Pflege e.V. (*German Evangelical Association for Elder Care and Nursing*), Issue 6: "Sichere Kommunikation als Wettbewerbsfaktor in der Pflege." ("Safe communication as a competitive factor in nursing.")
- 2018 *Presente* (il magazine dell'ospedale Ticino), September: "Una comunicazione sicura per la sicurezza dei pazienti" (*Hospitals of Ticino: "Safe communication for the safety of patients."*)
- 2018 *Rechtsdepeche*, March 1: "Patientensicherheit durch sichere Kommunikation." (Patient safety through safe communication.)
- 2018 *Bundesärztekammer*, February 28: "Patientensicherheit ist integraler Bestandteil der medizinischen Versorgung" (*German medical association: "Patient safety is an integral part of medical care."*)
- 2017 *GMS Journal for Medical Education*, November 15: "Buchbesprechung: Annegret F. Hannawa, Günther Jonitz: Neue Wege für die Patientensicherheit: Sichere Kommunikation – Evidenzbasierte Kernkompetenzen mit Fallbeispielen aus der medizinischen Praxis" ("Book review: Annegret F. Hannawa, Günther Jonitz: New ways for patient safety: Safe communication – evidence-based core competencies with case studies from medical practice.")

- 2017 *Ärztezeitung*, October 25: "Dem Chefarzt auch widersprechen können" (*News magazine of German physicians*: "The ability to contradict the chief physician.")
- 2017 *Science* – by Austrian Press Agency, October 13: "Patientensicherheit - Unfälle oft wegen Kommunikationsmängel" ("Patient Safety - Accidents are often due to communication deficiencies.")
- 2017 *Social Company* Newsletter exclusive, October 9: „Wenn Schweigen gefährlich ist ..." – Kommunikation im Gesundheitswesen." ("When silence is dangerous ..." – Communication in healthcare.")
- 2017 *Heilberufe - Das Pflagemagazin*, October: "Raus mit der Sprache" (German nursing magazine *Healing Professions*: „Call it out!“)
- 2017 *Medscape*, September 26: "Was Ärzten hilft, Behandlungsfehler zu vermeiden: 5 Kernkompetenzen für sichere Kommunikation." ("What helps doctors avoid treatment errors: 5 core competencies for safe communication.")
- 2017 *Südwest Presse*, September 16: "Tag der Patientensicherheit: Wenn Schweigen gefährlich ist." (*Southwest Press*: "Patient Safety Day: When Silence is Dangerous.")
- 2017 *Ärzteblatt*, September 14: "Patientensicherheit: Neuer Ratgeber hilft Patienten, Fehler anzusprechen." (*News magazine of Physicians in Germany*: "Patient Safety: New Guide Helps Patients Address Errors.")
- 2017 *Ärztezeitung*, September 14: "Gute Kommunikation macht Behandlungen sicherer." (*News magazine of German physicians*: "Good communication makes treatments safer.")
- 2017 *Pharmazeutische Zeitung*, September 14: "Patientensicherheit: Reden spart Geld" (*Pharmaceutical news magazine*: "Patient Safety: Talking Saves Money")
- 2017 *DZW Die Zahnarzt Woche*, September 13: "Gesundheitswesen – große Hürden für adäquate Gesprächsführung" (*The dentist weekly*: "Healthcare – major hurdles for adequate communication")
- 2017 *Klinik-Wissen-Managen*, September 8: "Erfolgreich kommunizieren – Behandlungsfehler vermeiden" (*Clinical knowledge and management*: "Communicate successfully -- avoid treatment errors")
- 2017 *Ärztezeitung*, May 24: "Fehlerquelle Kommunikation: Es geht um mehr als Softskills." (*News magazine of German physicians*: "Source of error "communication": It's more than a soft skill.")
- 2017 *VFA Patientenportal*, May 17: "Sichere Patientenkommunikation: Darüber müssen wir reden." (*VFA Patient portal*: "Safe patient communication: We need to talk about it.")
- 2012 *Schweizerische Ärztezeitung* (1/2): "Fehlerprävention im Gesundheitswesen bleibt ein Top-Thema." (*News magazine of Swiss physicians*: "Error prevention in healthcare remains a grand challenge.")

ORGANIZATION OF PUBLIC EVENTS

- 2026 Organizer and Scientific Lead of the inaugural *Safety 360° Week* in the Canton of Uri, Switzerland (<https://eiscom.eu/news/aktionswoche-sicherheit-in-uri>).
- 2025 *Aus der Stille Sri Lankas: Heilende Kommunikation in einer lauten Welt*. Public event (May 27) with Ven. Bhante Sujatha at Innovations-Biotop Uri, Altdorf, Switzerland.
- 2025 *Sri Lanka's lost wisdom: finding connection and healing in a divided world*. Public event (May 28) with Ven. Bhante Sujatha at Aula Magna, Università della Svizzera italiana (USI), Switzerland.
- 2018 "Safe Communication in Healthcare." Public podium discussion (May 15) at Aula Magna, Università della Svizzera italiana (USI), Switzerland.

- 2013 “Communicating about medical error.” Public event for patients and caregivers during “COME2013: An Interdisciplinary Conference on “Communicating Medical Error” (COME). Centro Stefano Franscini, Switzerland.

ORGANIZATION OF APPLIED SCIENCE EVENTS

- 2026 Organizer and Scientific Lead of the first international and interprofessional “Safety 360° Summit” at the *European Institute for Safe Communication (EISCOM)*, April 28, Switzerland (<https://www.eiscom.eu/en/summit-safety-360>).
- 2025 Organizer and Scientific Lead of the inaugural international “Crisis Resilience Summit” at the *European Institute for Safe Communication (EISCOM)*, September 8-10, Switzerland (<https://www.eiscom.eu/en/crisis-resilience-summit>).
- 2024 Organizer and Scientific Lead of an interdisciplinary applied science podium discussion at the annual *Arctic Circle Assembly* in Iceland entitled “Unifying indigenous wisdom and climate science for a sustainable future.”
- 2023 Organizer and Scientific Lead of an interdisciplinary applied science communication podium discussion at the annual *Arctic Circle Assembly* entitled “Hearing the Arctic Call: The Time to Act as One.”
- 2023 *Arctic Circle Assembly* invited panelist on behalf of the “Arctic Hub” (Greenland).
- 2017 Co-organizer of an ISQUA (*International Society of Quality in Healthcare*) and ISCOME (*ISCOME Global Center for the Advancement of Communication Science in Healthcare*) “joint conference” in London, UK.
- 2016 Organizer and Scientific Lead of an interdisciplinary workgroup meeting of *ISCOME Global Center for the Advancement of Communication Science in Healthcare* in Lilienberg, Switzerland.
- 2015 Organizer and Scientific Lead of a large international conference of *ISCOME Global Center for the Advancement of Communication Science in Healthcare* in Montecatini Terme, Italy.
- 2014 Organizer and discussion leader of the panel “WellMed welcomes COME” at the *WellMed Conference* in Greece.
- 2013 Organizer and Scientific Lead of an interdisciplinary “COME 2013” workgroup meeting at the National Communication Association conference in Washington DC.
- 2013 Organizer and Scientific Lead of a grant-funded international conference of called “COME 2013: Communicating Medical Error” in Ascona, Switzerland.
- 2013 Organizer and discussion leader of the panel: “Translational Efforts in Interpersonal Health Communication: Urgency, Barriers, and Solutions” at the annual conference of the *European Communication Research and Education Association (ECREA)*.
- 2013 Organizer and discussion leader of the panel: “Connections between Communication Theory and Patient Safety” at the annual meeting of the *National Communication Association (NCA)*.
- 2012 Organizer and discussion leader of the panel: “Emerging issues and future directions in health communication: A global discussion among the leading scholars of the field” at the annual meeting of the *National Communication Association (NCA)*.
- 2012 Organizer and discussion leader of the panel: “The Dark Side of Doctor-Patient Interaction: An Interdisciplinary Discussion about Medical Errors” at the annual conference of the *International Association for Communication in Healthcare (EACH)*.
- 2012 Panelist “Key Themes, Debates, and Conversations in Health Communication Theory, Research, and Application: Engaging Diverse Worldviews in Dialogue” at the annual conference of the *International Communication Association (Health Communication Division)*.

CONTRIBUTIONS TO TECHNICAL REPORTS / SAFE PRACTICE TOOLS

- 2025 Invited expert to the “radiation protection” task force mandated by the Swiss Federal Office of Public Health.
- 2021 Invited expert in a webinar organized by the *Patient Safety Movement* on “Safe Handoffs.” Link: <https://www.youtube.com/watch?v=hOevF35lwGQ>
- 2021 Invited expert in a Covid-19 webinar organized by the *Patient Safety Movement* on “A Way out of Despair into Hope.” Link: <https://www.youtube.com/watch?v=1U-zZGinUDc>
- 2018 Expert advisor and contributor to the “National Quality & Patient Safety Report” mandated by the *Swiss Health Ministry*.
- 2018 Scientific expert advisor for the development of “Patient Safety Curricula in Schools” mandated by the *World Patient Safety, Science & Technology Summit*.
- 2017 Scientific expert advisor for the “Global Patient Safety Challenge” tool called “5 Moments for Patient Safety” mandated by the *World Health Organization (WHO)*.
- 2017 Board of invited experts, Patient Safety Ministerial Summit, Bonn, Germany
- 2016 Board of invited experts, Patient Safety Summit, Florence, Italy
- 2014 Contributing expert and co-author of the PSS Quick-Alert entitled “Correct communication of prescriptions and diagnoses on the phone” initiated by the *Patient Safety Foundation Switzerland*.
- 2013 Expert report on “Medical Simulation” mandated by the *Physician Chamber Berlin, Germany*.

TEACHING

CONTINUING EDUCATION COURSES

- 2023 Safe Communication (September)
- This seminar, taught within the Fondazione Sasso Corbaro’s Certificate of Advanced Studies entitled “La comunicazione come strumento di cura” (CSC), conveys to healthcare practitioners the concept of “safe communication” and related safe-practice skills.*
- 2023 Safe Communication in Healthcare (June)
- This two-day seminar at Johns Hopkins University focuses on the communication pitfalls that can contribute to preventable harm. Attendees learn about ten misconceptions about communication that frequently cause communication failures, and how certain aspects of the healthcare setting facilitate their occurrence. They are also exposed to specific interpersonal practices that are prone to failure and find out how five “safe communication” competencies can replace them for the objective of safer care provision.*

DOCTORAL SEMINARS

Faculty of Communication, Culture & Society, Università della Svizzera italiana (2011 – present)

- 2023 Academic & Professional Skills (3 ECTS; 2023 –2025)
- This seminar offers pre-professional training on topics of interest to Ph.D. students. Through experiential learning, workshops and goal-setting techniques, it provides support in fulfilling dissertation requirements, skills for getting most out of their time as doctoral students, guidance for building a competitive profile, as well as resilience-building, stress management and self-leadership skills for their professional future.*
- 2016 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

Faculty of Communication, Culture & Society, Università della Svizzera italiana (2011 – present)

2026 Health, Safety, and Communication (6 ECTS; 2026 – present)

Communication is at the core of our existence. It defines who we are, how we relate to others, and how we shape the world around us. It is a powerful force that can heal, unite, and foster safety, yet when used poorly, it can harm, divide, and escalate risks. This course explores the full spectrum of communication, moving from the most intimate aspects of human connection to its role in shaping health and safety in professional settings and global discourse.

2021 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. They 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.

2021 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 and healing approaches from all over the world. Students actively explore how health, illness, and healing are conceptualized and experienced by these different cultures. They learn about differences and similarities in the ways that humans approach illness and healing by examples from these cultural origins. Students also learn about 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.

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

This course exposes students to the core historical, epistemological and theoretical approaches to qualitative research. Students will learn about the process of developing and conducting qualitative research (i.e., research designs, data collection, data analysis, writing up results) and 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.

2011 Interpersonal Communication and Health (3 ECTS; 2011 – 2025)

Everyone 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.

2011 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.

The Hugh Downs School of Human Communication, Arizona State University (2006 – 2009)

2008 Advanced Multivariate Statistics (COM 608; 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 their results.

UNDERGRADUATE COURSES

Faculty of Communication, Culture & Society, Università della Svizzera italiana (2011 – present)

- 2021 Communication Challenges for the Health of Humankind (6 ECTS; 2021 – present)
- Globalization 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 have shown us serious weaknesses in human communication. In the coming years, more successful communication will become increasingly important for humanity's health and continued 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.*
- 2016 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 (2009 – 2011)

- 2009 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. The primary goals 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) connect theoretical concepts of communication to real-life experience, (4) define key terms, and (6) understand and speak the language of the communication discipline.*
- 2009 Empirical Research Methods in Communication (COM 220; 2009 – 2011)
- This course focuses on social scientific methods for conducting communication research. It is especially designed to provide students with general knowledge of empirical research methods and objectives; critically consume empirical research presented in scholarly journals; assess the appropriateness of various research methods in response to questions asked by researchers; understand how to design a 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.*
- 2009 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.*
- 2009 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 (2006 – 2009)

- 2006 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 behavior.*

- 2006 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, It equips students to deal with relational conflict and feel more confident in negotiation.
- 2006 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 satisfying relationships, and (3) coping with relational challenges.
- 2006 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 (2004 – 2006)

- 2004 Discussion and Analysis (COM 296; 2004 – 2006)
This course elaborates topics discussed in the introductory oral communication course COM 103.
- 2004 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.
- 2004 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.

TEACHING HONORS & AWARDS

- 2007 GPSA Teaching Excellence Award nominee, Arizona State University.
- 2006 Outstanding Teaching Associate Award, School of Communication, San Diego State University.

PROFESSIONAL SERVICE

PROFESSIONAL ORGANIZATIONS

- 2024 Founding president of the *European Institute for Safe Communication (EISCOM)*, www.eiscom.eu
- 2023 Representative Arctic Circle Assembly speaker on behalf of the *Arctic Hub* (Greenland)
- 2021 “Jozen Bensing Research Award” Nomination Committee Member for the *International Association for Communication in Healthcare (EACH)*
- 2017 Board of invited experts for the Patient Safety Ministerial Summit in Bonn, Germany, on behalf of the *World Health Organization (WHO)*.
- 2017 Scientific expert (until 2018) on the “Curriculum for Schools” Board for the *World Patient Safety Movement Foundation*.
- 2016 Board of invited experts for the Patient Safety Summit, Florence, Italy, on behalf of the *World Health Organization (WHO)*.
- 2016 Panel chair at the annual conference of the *National Communication Association (NCA)*.
- 2016 Advisory board (until 2019), ELSI (Ethical Legal Social Issues) of the *Swiss Personalized Health Network (SPHN)*.
- 2016 Workgroup meeting organizer for the *ISCOM Global Center for the Advancement of Communication Science in Healthcare* (Lilienberg, Switzerland)

- 2015 Conference organizer for the *ISCOME Global Center for the Advancement of Communication Science in Healthcare* (Montecatini Terme, Italy)
- 2014 Director of Research Affairs (until present), *ISCOME Global Center for the Advancement of Communication Science in Healthcare*
- 2014 Founding president-elect (until present), *ISCOME Global Center for the Advancement of Communication Science in Healthcare*
- 2014 Deputy National Representative of Switzerland (re-elected for 2nd 2-year term) for the *International Association for Communication in Healthcare (EACH)*
- 2013 Workgroup meeting organizer for the *ISCOME Global Center for the Advancement of Communication Science in Healthcare* (Washington DC)
- 2013 Conference organizer for the *ISCOME Global Center for the Advancement of Communication Science in Healthcare* (Montecatini Terme, Italy)
- 2012 Paper reviewer for the annual conference of the European Communication Research and Education Association (ECREA)
- 2012 Deputy National Representative of Switzerland (elected for a 2-year term) for the *International Association for Communication in Healthcare (EACH)*
- 2008 Paper Reader, Interpersonal Communication Interest Group of the *Western States Communication Association (WSCA)*.
- 2007 Paper Reader, Interpersonal Communication Interest Group of the *Western States Communication Association (WSCA)*.
- 2007 Conference Panel Chair, Interpersonal Communication Interest Group of the *Western States Communication Association (WSCA)*.
- 2007 Panel chair at the annual conference of the *National Communication Association (NCA)*.
- 2006 Panel chair at the annual conference of the *National Communication Association (NCA)*.
- 2006 Secretary-elect (until 2007), Interpersonal Communication Interest Group of the *Western States Communication Association (WSCA)*.

UNIVERSITY SERVICE

Faculty of Communication, Culture & Society, Università della Svizzera italiana (2011 – present)

Service Positions

- 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
- 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)* Journal Editorial Board Member

Dissertations supervised

- 2022-present Fabiana Rizzieri, “Taming (super)natural forces: Fighting mental illness in developing countries.”

- 2020-2023 Michele Corengia, "The Marketing of Palliative Care and Palliative Consumption."
- 2012-2019 Rebecca Amati, "Quality of Care: Toward a Comprehensive International Conceptualization and Assessment"
- 2012-2013 Fabia Rothenfluh, "Communication Skills for Medical Error Disclosures."

Master theses supervised (selection)

- 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?"
- 2024 Byantari Prameswari, "Understanding Medication Safety through Effective Communication: A SACCIA-based Qualitative Study in Healthcare Settings"
- 2024 Kathryn Angelotti, "Maternal Health: A Qualitative Study"
- 2024 Arash Nourzai, "Communication, health and healing: A cultural perspective"
- 2024 Nadja Lopez, "The hidden cost of higher education: Buffering the impact of exam stress on university students' mental health"
- 2023 Benedetta Bernasconi, "Pandemic Communication and Mental Health - A Swiss National Study"
- 2019 Elisa Marti, "Patient Safety in the Digital Age: How Technologies Affect Safe Communication in Health Care"
- 2019 Francesca Nava, "Interpersonal communication in the context of anesthesia: A qualitative study"
- 2019 Isabelle Biaggi, "Communication, leadership and teamwork competencies in daily surgical practice"
- 2018 Sonja Cestonato, "Communication and patient safety: An analysis of critical incident reports"
- 2017 Anastasia Potemkina, "Quality care: Perspectives of physicians and patients"
- 2017 Anastasia Kolyada, "Quality through the eyes of clinicians: Examining narratives from nurses and physicians"
- 2016 Fabiana Rizzieri, "How to manage the interplay of contradictory tensions in the conceptualization of quality care."
- 2016 Mukunda Neupane, "A conjoint analysis of attribute importance in making choice for self and for others."
- 2015 Svetlana Volodina, "Communication causes of adverse events"
- 2015 Tamas Pap, "eHealth and the quality of care in Switzerland"
- 2014 Chiara Marcora, "Health literacy and communication science"
- 2014 Maria Lagomarsino, "Communication strategies to motivate children on healthy food consumption"
- 2013 Michael Wise, "Killing two birds with one stone: An examination of compliance-gaining strategies and the recruitment of new blood and organ donors"
- 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"
- 2011 Agnese Abolina, "Applying the revised TMIM to dementia patients' caregiver and physician communication"
- 2011 Rebecca Amati, "Health professionals' role with respect to end-of-life patients"
- 2011 Edoardo Madussi, "Assessing communication skills in medical consultation: A regional case"

Wake Forest University (2009 – 2011)

- 2010-2011 Graduate Committee Member
2009-2010 Undergraduate Curriculum Committee Member

Arizona State University (2006 – 2009)

- 2007-2008 Judicial Affairs Officer, University Hearing Board
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

- 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

- 2026 Organization of a *Safety 360° Week* and *Safety 360° Summit* in the Canton of Uri, Switzerland.
- 2025 Organization of a global *Crisis Resilience Summit* in the Canton of Uri, Switzerland.
- 2025 Science communication interview with Pater Anselm Grün, https://youtu.be/Rn_KgZXX5bg.
- 2025 Science communication interview with Venerable Bhante Sujatha, <https://youtu.be/flQqXdznMiY>.
- 2024 Organization of a science communication podium discussion at the *Arctic Circle Assembly: “The Voice of Humanity: Unifying Indigenous Wisdom and Climate Science for a Sustainable Future,” Reykjavik, Iceland.*
Arctic Circle Spokesperson for Greenland’s “Arctic Hub.”
- 2024 Founding of the “European Institute of Safe Communication (EISCOM)” in *Altdorf, Switzerland* in collaboration with the government of the Canton of Uri (www.eiscom.eu).
- 2023 Organization of a science communication podium discussion at the Arctic Circle Assembly: “Hearing the Arctic’s Call: The Time to Act as One,” *Reykjavik, Iceland.*
- 2023 Initiation of a collaborative governmental “safe communication initiative”, *Canton of Uri, Switzerland.*
- 2023 Organization of a science communication podium for Haleon: “Guardians of Safety: Nurturing consumers’ TRuST,” *Nyon, Switzerland.*
- 2022 Guest on the “Defining Moments” podcast of National Public Radio (NPR), <https://podcasts.apple.com/us/podcast/stroke-recovery-and-the-moments-in-between/id1456643447?i=1000555130731>.
- 2022 Creation of a science video “SACCIA Safe Communication,” <https://youtu.be/coModDNh1mo>.

- 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,” <https://youtu.be/PDWtfdy3-ok>.
- 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>), *Lugano, Switzerland*.
- 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 6th), accessible at <https://annegrethannawa.com/media>.
- 2017 Patient safety interviews for the German Radio Stations “Deutschlandfunk,” “Bayrischer Rundfunk,” “InfoRadio” – accessible at <https://annegrethannawa.com/media>.
- 2015 - present Subject matter expert for the *World Health Organization (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, Germany*.
- 2012- today Numerous newspaper interviews – accessible at <https://annegrethannawa.com/media>.