

8th INTERNATIONAL MEETING ON CONVERSATION ANALYSIS & CLINICAL ENCOUNTERS

08:00-09.15	Registration	
09.15-09.30	OPENING Leonard Wolfson Auditorium Catherine Pope, Professor of Medical Sociology, Primary Care Health Sciences, University of Oxford – Welcome Rebecca K. Barnes & the Organising Committee – Introducing CA&CE 2024!	
09.30-10.30	KEYNOTE 1 Rose McCabe, Professor of Clinical Communication, City, University of London Communication in mental health assessments with people presenting to the Emergency Department in a mental health crisis Leonard Wolfson Auditorium	
10.30-11.00	MORNING BREAK – Haldane Room	
11.00-12.30	PARALLEL SESSION 1A – Leonard Wolfson Auditorium <i>Mental health care</i>	PARALLEL SESSION 1B – Buttery <i>Remote & digital health care</i>
11.00-11.15	1A.1 Rose McCabe Communication in mental health care: A state-of-the-art review of conversation-analytic research	1B.1 Ayeshah Syed Opening teleconsultations during check-up visits for patients with Type 2 Diabetes guided by a teleconsultation checklist
11.15-11.30	1A.2 Catherine Woods Remote discussion of emotional concerns in telephone versus face-to-face primary care consultations (REMOTION): A pilot study	1B.2 Evi Dalmaijer et al. Advice-giving and authority in a digital paediatric rehabilitation treatment
11.30-11.45	1A.3 Iris van der Scheer The discussion of common mental health concerns in GP-patient interactions	1B.3 Sara Keel Solving a problem with an app in physiotherapy consultations as an opportunity for situated learning
11.45-12.00	1A.4 Clara Iversen, Marie Flinkfeldt & Sarah Hamed Accomplishing (anti)racism in the context of unconditional support: Examining responses to callers’ racialised talk in suicide preventive helplines	1B.4 Fiona Stevenson Negotiations around the implementation of a digital health intervention (DHI) for management of long covid into secondary and community care
12.00-12.30	Adam Brandt & Spencer Hazel Automating clinical encounters – developing AI voice assistants for routine healthcare calls to patients Leonard Wolfson Auditorium	

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12.30-13.30	LUNCH – Haldane Room					
13.30-15.00	DATA SESSIONS					
	Leonard Wolfson Auditorium Maria Stubbe 'For young people like you': Negotiating age categories in primary care consultations	Buttery Anca-Cristina Sterie Introducing & managing end-of-life topics in discussions between spiritual counsellors & hospitalised older adults	Seminar Room 1 Valeria Barbieri Miscommunication in medical interaction: problems of understanding in doctor-patient consultation	Seminar Room 2 Heidi Kevoe-Feldman & Galina Bolden 'I don't wanna die': Managing caller panic in high-stakes emergency calls	Seminar Room 3 Virginia Calabria Lifestyle discussions between primary care practitioners & people living with chronic conditions	The Levett Room Rebecca K. Barnes & Adaku Agwunobi Identifying problems for action in pharmacist-led structured medication reviews
15.00-15.30	AFTERNOON BREAK – Haldane Room					
15.30-17.00	PARALLEL SESSION 2A – Leonard Wolfson Auditorium <i>Managing practical problems in health care</i>			PARALLEL SESSION 2B – Buttery <i>Identity work</i>		
15.30-15.45	2A.1 Annesofie Ishøy Nielsen & Catherine E. Brouwer Interaction with minimally conscious patients: Dealing with lack of response			2B.1 Blair Ying Jin 'I am here again': Display of patient loyalty in routine chronic visits		
15.45-16.00	2A.2 Marit Nygård Halvorsen Midwives' approaches in thematizing violence in antenatal care			2B.2 Ruiyu Tang 'You think I'm an augur?' Sequential consequences of invoking categories beyond Doctor-Patient collection in clinical interaction		
16.00-16.15	2A.3 Bregje de Kok et al. Persuasion and shared decision-making in antenatal care in Ghana			2B.3 Caroline Tietbohl, Clara Bergen & Anne E.C. White Physician self-disclosures in the context of discussions about diagnosis and treatment		

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16.15-16.30	2A.4 Eniola Boluwaduro 'What you'll help me do is x': Securing patients' adherence in Nigerian HIV consultations	2B.4 Madeleine Tremblett , Tim Auburn & Cordet Smart Identity in multiprofessional teams: The negotiation of tasks
16.30-16.45	2A.5 Daniele Urlotti The epistemic upgrading of questions as a confirmation seeking device in mediator-interpreted clinical encounters with migrants	2B.5 Marine Riou & Niru Perera Accentism, intersubjectivity, and disaffiliation in French emergency calls
16.45-17.00	2A.6 Magdalena Solarek-Gliniewicz (tbc) Strategies to establish common understanding under medical consultations in a second language	2B.6 Yalda Tomlinson (tbc) The emergence of innovative moments through talk in psychotherapy

DAY 2

09.00-10.00	KEYNOTE 2 Johanna Ruusuvaori, Professor of Social Psychology, University of Tampere, Finland Touch and Affect in Healthcare Leonard Wolfson Auditorium	
10.00-10.30	MORNING BREAK – Haldane Room	
10.30-12.00	PARALLEL SESSION 3A – Leonard Wolfson Auditorium <i>Palliative care & end of life talk</i>	PARALLEL SESSION 3B – Buttery <i>Individual presentations</i>
10.30-10.45	3A.1 Ruth Parry Communication in palliative care and about end of life: A state-of-the-art review of conversation-analytic research	3B.1 Kleopatra Sideridou Mouth opening sequences in dental appointments: a collaborative interplay
10.45-11.00	3A.2 Marco Pino , Victoria Land & Elliott Hoey Moving towards (and away from) possible discussions about disease progression and end of life: Some emergent outcomes of companions' actions in palliative care interactions	3B.2 Irene Kelder 'Normally I always ask briefly...': How patients and healthcare professionals in oncology construct sexuality as a delicate topic

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11.00-11.15	3A.3 Andrea Bruun et al. Questions during funeral planning sessions with support staff and people with intellectual disabilities	3B.3 Xinxin Yang & Ray Wilkinson Known Answer Question Sequences: A Comparative Analysis of Persons with Aphasia-Therapist and Persons with Aphasia-Spouse Interactions				
11.15-11.30	3A.4 Ana Cristina Ostermann 'I don't have good news to give you': Communicating death over the phone to families of patients in COVID-19 intensive care	3B.4 Anna Sowerbutts 'What does obey mean?': Interactions between a young offender with language disorder and his youth offending team worker				
11.30-12.00	Ruth Parry , Marco Pino & Sharan Harris-Christensen Translating conversation-analytic perspectives and evidence into existing communication training: The RealTalk approach Leonard Wolfson Auditorium					
12.00-13.00	LUNCH – Haldane Room					
13.00-14.30	DATA SESSIONS					
	Leonard Wolfson Auditorium Gilian Noord Interactional difficulties in GP-patient telephone consultations in UK primary care	Buttery Heidi Meyer 'We don't use that language here!' – Clinical dietetics and how dietary health behaviour change talk occurs in Type 2 Diabetes community healthcare	Seminar Room 1 Yicen Guo Interactional benefits & challenges of adult patient companions' participation in medical consultations	Seminar Room 2 Joanna Lindell Evidentials and epistemic humility in assessment consultations	Seminar Room 3 Lieve van Hengel Categorization work in group discussions on child vaccination	The Levett Room Caroline Tietbohl & Anne E.C. White Exploring encouragement across clinical settings
14.30-15.00	AFTERNOON BREAK – Haldane Room					
15.00-16.30	PARALLEL SESSION 4A – Leonard Wolfson Auditorium Paediatric care		PARALLEL SESSION 4B – Buttery Designing, delivering & implementing interventions			

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15.00-15.15	4A.1 Laura Jenkins , Stuart Ekberg & Nan Christine Wang Communication in paediatric care: A state-of-the-art review of conversation-analytic research	4B.1 Jack B. Joyce , Virginia Calabria & Charlotte Albury Using CA to design and refine a communication-intervention in a clinical trial: How health coaches provide weight loss support
15.15-15.30	4A.2 Clare Jackson Doing risk surveillance and management during labour	4B.2 Liliia Bespala , Miriam Meyerhoff & Charlotte Albury Balancing epistemics: A study of self-repairs in opportunistic weight loss advice interactions
15.30-15.45	4A.3 Paul Drew et al. Informing parents about their child's condition in neonatal critical care	4B.3 Charlotte Albury , Virginia Calabria & Paul Aveyard Behaviour change discussions between primary care practitioners and people with multiple long-term conditions
15.45-16.00	4A.4 Bogdana Humă , Robert Prettnner & Hedwig te Molder Formulating 'doubt' about child vaccination	4B.4 B.B. Stinensen, Petra Schneider et al. Analysing and evaluating patient-practitioner interaction about chronic pain: A workshop for pain rehabilitation practitioners
16.00-16.15	4A.5 Laura Jenkins , Alexa Hepburn, Jonathan Potter, Colin Macdougall Interactional insights into risk communication in paediatric allergy	4B.5 Geraldine M. Leydon on behalf of the REDUCE Team 'God you're going to have to remind me of the scoring options as we go along': The telephone administration of the PHQ9 depression questionnaire in the REDUCE Trial.
16.15-16.45	Nan Christine Wang Fail to respond or fail to recognize: Caregivers' unsolicited expression of concerns and doctors' responses in Chinese paediatric primary care encounters Leonard Wolfson Auditorium	

DAY 3

09.00-10.00	KEYNOTE 3 Alison Pilnick, Professor of Language, Health & Society, Manchester Metropolitan University Understanding the 'failure' of patient-centred care: A conversation-analytic perspective Leonard Wolfson Auditorium	
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10.00-10.30	MORNING BREAK – Haldane Room	
10.30-12.00	PARALLEL SESSION 5A – Leonard Wolfson Auditorium <i>Medical decision-making</i>	PARALLEL SESSION 5B – Buttery <i>Patients' perspectives</i>
10.30-10.45	5A.1 Merran Toerien Invoking the patient's right to accept or refuse treatment: the deviant cases that reveal two norms for medical decision-making	5B.1 Sakari Ilomäki & Aija Logren Epistemic, deontic, and affective relevance of patients' ideas and integration of knowledge in neurological outpatient clinics
10.45-11.00	5A.2 Anikó de Geest, Kees van der Veek & Bogdana Humă Respecifying 'vaccine hesitancy' as an interactional accomplishment	5B.2 Piera Margutti & Vittoria Colla Patients' overlapping talk: conveying concerns in oncology treatment visits by withholding the progressivity of interaction
11.00-11.15	5A.3 Chloe Shaw et al. When 'option-listing' provides patients with the interactional opportunity to positively engage with a conservative treatment option	5B.3 Amanda McArthur , Somnath Saha & Mary Catherine Beach Responding to disclosures of medication nonadherence: How shifting to clinical questioning misses an opportunity to explore barriers on patients' terms
11.15-11.30	5A.4 Aija Logren & Sakari Ilomäki Categorization of information sources and information users as pre-empting potential disalignment in stance and preference	5B.4 Marine Riou et al. The epistemic phrase 'I (don't) think' in emergency calls: A mismatch of callers' practices and call-takers' orientation
11.30-11.45	5A.5 tbc	5B.5 Rachael Drewery et al. Compassion, patient tellings and the design of healthcare professionals' responses
11.45-12.00	Bethan Benwell & Catrin S. Rhys Comprehending complainability: Achieving empathy while maintaining professional neutrality in healthcare complaints Leonard Wolfson Auditorium	
12.00-13.00	LUNCH – Haldane Room	
13.00-14.30	PARALLEL SESSION 6A – Leonard Wolfson Auditorium <i>Primary care</i>	PARALLEL SESSION 7B – Buttery <i>Dementia care</i>

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13.00-13.15	6A.1 Rebecca K. Barnes & Catherine Woods Communication in primary health care: A state-of-the-art review of conversation-analytic research	6B.1 Danielle Jones et al. Negotiating risk in memory clinic interactions: Risk identification and the role of third-party involvement
13.15-13.30	6A.2 Timothy Halkowski Metric shifts in doctor-patient discussions of alcohol & tobacco use	6B.2 Suzanne Beeke et al. 'It's okay you're not gonna fall': Accounting for care in acute healthcare settings with patients with dementia to avoid, de-escalate or resolve episodes of distress
13.30-13.45	6A.3 Anna Lindstrom & Rebecca K. Barnes Asking about allergies: Implementing safe prescribing of antibiotics in primary care	6B.3 Isabel Windeatt-Harrison et al. The first step in triadic decision-making involving people with dementia: determining who talks when
13.45-14:00	6A.4 Chase Wesley Raymond , Caroline Tietbohl & Lauren Tolle Conversations about cost in primary care: notes on 'opportunity spaces'	6B.4 Rebecca O'Brien et al. 'I want to get out... I've got a child at home': Intersubjectivity and reality disjunctures in the care of people living with dementia.
14:00-14:15	6A.5 Caroline Tietbohl Gender differences in empathic validation provided during geriatric medicine consultations communication	6B.5 Felicity Slocombe et al. Reminiscence respecified: A conversation-analytic examination of practice in a specialist dementia care home
14:15-14:30	6A.6 Christopher J. Koenig How can treatment recommendation formulations help patients feel included in primary care encounters?	6B.6 Lauren Bridgstock et al. 'Wonderful Wonderful': Use of praise in the care of people living with dementia
14.30-15.00	AFTERNOON BREAK – Haldane Room	
15.00-16.00	KEYNOTE 4 Steven Bloch, Professor of Communication & Social Interaction, University College London 'It's just...': How helpline participants manage additional concerns once closing is underway Leonard Wolfson Auditorium	
16.00-16.15	CLOSING Leonard Wolfson Auditorium	