

<p style="text-align: center;"><b>Seminar</b> <b>CONVERSATION ANALYSIS OF MEDICAL INTERACTIONS</b> December 8-10, 2011 University of Lugano</p>
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Guest: Prof. Tanya Stivers (University of California-Los Angeles)

Organizer: Prof. Esther González-Martínez (University of Fribourg & Haute école de santé Arc)

Address/classroom: *to be determined by the program coordinator*

Website: <http://www.comhealth.ch>

## SCHEDULE

**Thursday, December 8, 2011**

**2:00 pm - 6:00 pm**

<b>Conversation analysis of medical interactions. Introduction</b> Prof. Esther González-Martínez	
2:00	General overview of qualitative research on interactions in medical settings
2:30	Conversation analysis studies on medical interactions: perspective, methods and topics
3:45	BREAK
4:15	Conversation analysis studies on the interactional organization of primary care interviews: levels of analysis
5:00	Group exercise: analyzing the practice of talking to/through the baby during well-child visits
5:45	Discussion

**Friday, December 9, 2011**

**9:00 pm - 6:00 pm**

<b>Treatment decisions: The role of physician-parent interaction</b>	
Prof. Tanya Stivers	
9:00	Contextualizing shared decision making in the primary care visit: visit phases, acute vs. routine visits, patient perceptions and wants
10.30	BREAK
11.00	Treatment negotiation in the acute medical visit Part I: the opening, problem presentation and history taking
12:30	LUNCH
13.30	Treatment negotiation in the acute medical visit Part II: the physical examination, the diagnosis delivery, the treatment recommendation
15.00	BREAK
15.30	The relationship between these behaviors and patient perceptions/wants
16.00	Physician resources to address patients
16.30/17.00	Open Discussion

*\* On Friday night, the group will have dinner at a local restaurant. Please, join us!*

**Saturday, December 10, 2011**

**9:00 am - 1:00 pm**

<b>Analyzing treatment negotiation. Group data session</b>	
Prof. Tanya Stivers	
9:00	Group data session
10.30	BREAK
11.00	Group data session
12:30	Final discussion and closing

## REQUESTED READINGS\*

- Britten, N. (1994), "Patient demand for prescriptions. A view from the other side", *Family Practice*, 11(1), pp. 62-66.
- Britten, N., Ukoumunne, O. (1997), "The influence of patients' hopes of receiving a prescription on doctors' perceptions and the decision to prescribe: a questionnaire study", *British Medical Journal*, 315(7121), pp. 1506-1510.
- Clayman, S. E., Gill, V. T. (2004), "Conversation analysis", pp. 589-606 in M. Hardy, A. Bryman (eds.), *Handbook of data analysis*, London, Sage.
- Drew, P., Heritage, J. (2006), "Glossary of transcript symbols", pp. xv-xx in P. Drew, J. Heritage (eds.), *Conversation analysis (I-V)*, London, Sage.
- Frosch, D. L., Kaplan, R. M. (1999), "Shared decision making in clinical medicine. Past research and future directions", *American Journal of Preventive Medicine*, 27(11), pp. 1139-1145.
- Heritage, J., Maynard, D. W. (2006), "Problems and prospects in the study of physician-patient interaction. 30 years of research", *Annual Review of Sociology*, 32, pp. 351-374.
- Kravitz, R. L., Epstein, R. M., Feldman, M. D., Franz, C. E., Azari, R., Wilkes, M. S., et al. (2005), "Influence of patients' requests for direct-to-consumer advertised antidepressants. A randomized controlled trial", *Journal of the American Medical Association*, 293(16), pp. 1995-2002.
- Pilnick, A., Hindmarsh, J., Gill, V. T. (2009), "Beyond 'doctor and patient'. Developments in the study of healthcare interactions", *Sociology of Health and Illness*, 31(6), pp. 787-802.

\* For copies of the requested readings, please visit the iCorsi Moodle platform (<https://www.icorsi.ch/>) -> PACH.00 - Pro\*Doc Adaptivity in Communication and Health -> PACH.01 - Fall 2011

## CONTACT

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