



**UNIMORE**  
UNIVERSITÀ DEGLI STUDI DI  
MODENA E REGGIO EMILIA

Concluding workshop on the research project FAR 2014  
Funded by the University of Modena and Reggio Emilia

Dipartimento di Giurisprudenza  
Via San Gemignano, 3 - Aula S  
13/12/2016

**Analysis of communication with migrant patients and promotion of improvements in healthcare services**

*Analisi della comunicazione con i pazienti migranti e promozione del miglioramento nei servizi sanitari*

Invited participants:

Elena Davitti (University of Surrey, UK)  
Bernd Meyer (Mainz Universität, Germany)  
Veronique Traverso (Université Lumière Lyon, France)  
Cecilia Wadensjö (University of Stockholm, Sweden)

Morning session: The research project

9.00 – 12.30

9.00 – 9.30 Introduction of the seminar

Umberto del Pennino (Delegate of the Rector for Research)  
Laura Gavioli (Vice-director, Department of Studies on Language and Culture)

9.30 – 10.30 Improving communication with migrant patients in healthcare services: A presentation of the study (Claudio Baraldi, Laura Gavioli)

10.30 - 11.00 Coffee Break

11.00 – 11.30 Discussion

11.30 – 12.00 Patients' initiatives and their uptake. A closer look at disalignment sequences (Natacha Niemants, Claudia Ticca, Veronique Traverso)

12.30 – 13.00 Discussion

Afternoon session: Follow-up

14.00 – 18.00

14.00 – 14.45 Transcribing, translating, and searching interactions using ELAN: taking stock of one year experience (Natacha Niemants) and discussion

14.45 – 17.30 Data sessions (with coffee break)

Coordinators:

Laurie Anderson and Letizia Cirillo (University of Siena-Arezzo)

Elena Davitti (University of Surrey)

Cecilia Wadensjö (University of Stockholm)

17.30 – 18.00 Concluding issues

20.00 Social dinner