

Ashley Duggan

Communication Department
Boston College
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Chestnut Hill, MA 02467
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▪ **Full Professor, Boston College (Promoted to Full Professor 2021)**

**Communication Department
First Year Experience Faculty
Medical Humanities Faculty**

▪ **Associate Professor, Boston College (2010-2021)**

▪ **Assistant Professor, Boston College (2004-2010)**

▪ **Senior Fulbright Fellow. Fulbright U.S. Scholar in Medical Sciences/Education. Institute of International Education. Awarded March 2022 with Ireland, the U.S. Department of State, and the Fulbright Foreign Scholarship Board. Duggan is in residence January through May 2023 at the Royal College of Surgeons in Ireland (RCSI) University of Medicine and Health Sciences. My project connects relationship science and human communication research with positive health sciences.**

https://www.fulbright.ie/custom_alumni/duggan/

<https://www.bc.edu/bc-web/bcnews/humanities/communication/ashley-duggan-fulbright-award.html>

▪ **Research Faculty. Department of Family Medicine, Tufts University School of Medicine**

▪ **Director of Communication and Family Medicine Research Partnership, Collaborative Partnership between Boston College Communication Department and Tufts University School of Medicine**

▪ **Fellow October 2021 to November 2022, Building Research Capacity in Family Medicine Fellowship. North American Primary Care Research Group (NAPCRG) and Association of Departments of Family Medicine (ADFM)**

Research Areas:

I am a social scientist who conducts multi-method research investigating the intersections among interpersonal communication processes, health/illness, and relationships. Examining communication behaviors in naturalistic interactions, I focus on the mutual

influence process of communication about health and illness and the ways mental health outcomes are shaped by individual and contextual behaviors. My research addresses how communication behavior in the healthcare clinician / patient interaction predicts health outcomes, the influence process of individuals in close relationships trying to alter health behaviors, and how relationship dynamics shape the meaning of communication. The theoretical and applied importance of my work is recognized through consistent publication and conference presentations in top tier interdisciplinary publications and internationally-recognized health communication journals, and in the ways my work informs medical and public health practice. I published an award-winning, solo-authored book with Cambridge University Press in 2019 that provides a cohesive cross-disciplinary understanding of relevant theoretical and empirical issues and why health/illness provides a unique context for understanding close relationships.

Educational Background:

Ph.D. Department of Communication, University of California, Santa Barbara, California. December 2003. Beth Le Poire, Advisor.
Dissertation: One Down, Two Involved: Inconsistent Nurturing Patterns in Romantic Couples Including One Depressed Individual.

Qualifying Exams Committee: Howard Giles, Steve Chaffee, John Lammers, and Daphne Bugental.

Dissertation Committee: Howard Giles, Dave Seibold, John Lammers, Daphne Bugental.

Cognate in Health Psychology.

Additional Interdisciplinary Emphasis in Human Development.

Ph.D. Student, Department of Speech Communication, University of Georgia, Athens, GA, August 1997 - September 1998. Roxanne Parrott, Advisor.

M.A. Department of Speech Communication, University of Georgia, Athens, GA. June 1997. Roxanne Parrott and Dale Leathers, Co-advisors.

Master's Thesis: Understanding Subjective Components of Illness: Physicians' Nonverbal Rapport Building Behaviors and Patient Willingness to Disclose Information about Self and Barriers to Wellness.

*** Top thesis award for Health Communication Division of International Communication Association and National Communication Association.

Thesis Committee: Dale Leathers (Co-Chair), Roxanne Parrott (Co-Chair), Donald Rubin, Bonnie Dow.

B.A. Journalism with honors (Cum Laude), Major in Telecommunication Arts. Minor in Speech Communication, University of Georgia, August, 1993.
UGA Studies Abroad, Italy and England, Summer 1992.

PUBLICATIONS:

Book

Duggan, A. (March 2019). *Health and Illness in Close Relationships*. Book published in Advances in Personal Relationships series. Cambridge University Press.

Review of book: Keeley, M.P. (2019). A critical book review of Health and Illness in Close Relationships. *Health Communication*.

Book Award: Gerald R. Miller Outstanding Book Award for a monograph, awarded 2022 by the Interpersonal Communication Division of the National Communication Association.

Articles and Book Chapters

Shaughnessy, A.F., Vicini, A., SJ, Zgurzynski, M., O'Reilly-Jacob, M., & Duggan, A. (Under Submission). “*Don't worry, you can trust me!*” *Indicators of the dimensions of trust (and mistrust) in residents' reflective writing*.

Erlich, D., Lee, A., Duggan, A., & Walek, K (2023). Preparing for Conversations about End of Life: Medical Students Completing Their Own Advance Directives Described Increased Empathy for Patients. *Family Medicine*, 55(3), 195-198.

Vicini, SJ, A., Duggan, A., & Shaughnessy, A. (2022). Theory Building as Integrated Reflection: Understanding Physician Reflection Through Human Communication Research, Medical Education, and Ethics. *Journal of Health Ethics*, 18(2).
<https://doi.org/10.18785/jhe.1802.05>
Published in Open Access Journal

Duggan, A.P., & Shaughnessy, A.F. (2022). Communication Skills in Graduate Medical Education. *International Encyclopedia of Health Communication*.
<https://doi.org/10.1002/9781119678816.iehc0721>

O'Reilly-Jacob, M., Vicini, SJ, A., & Duggan, A. (2022) [Ethical Considerations of Telehealth: Access, Inequity, Trust, and Overuse](https://doi.org/10.18785/jhe.1801.03), *Journal of Health Ethics*, 18(1).
<https://doi.org/10.18785/jhe.1801.03>
Published in Open Access Journal

Burke, T., Young, V., & Duggan, A.P. (2022). Recognizing the Blurred Boundary between Health-Related Support and Control in Close Relationships. *Personal Relationships*, 29(4), 644-673. <https://doi.org/10.1111/perc.12445>

Duggan, A., & Glowacki, E. (2022). Health Communication, Relationships, and Medicine: Considerations for Considerations for Transformation and Shifts in

- Understanding from Covid-19. Published in J. Kuypers (Ed.) *Personal and Administrative Perspectives from the Communication Discipline During the Covid-19 Pandemic*. (pp. 77-99).
- Duggan, A., Glowacki, E., Molineux, B.L. (2022). The Reciprocal Influence of Substance Use Disorders and Family Members' Communication. In A. Vangelisti, (Ed.). *The Routledge Handbook of Family Communication*. (pp. 436-448.) Routledge.
- Duggan, A.P, Rosenbaum, M., Ho, M.Y., Matsaganis, M., van Weert, J.C.M., Pieterse, A.H., Bol, N., Rubinelli, S., Dean, M., & Bylund, C. (2021). Creating a Formal Partnership between EACH and the International Communication Association (ICA). *Patient Education and Counseling*, 104, 2846-2847.
- Shaughnessy, A., Slawson, D. & Duggan A. (2021). Alexa: "Can You Be My Family Medicine Doctor?" The Future of Family Medicine in the Coming Techno-World. *Journal of the American Board of Family Medicine*, 34(2), 430-434.
- Shaughnessy, A., Allen, L., & Duggan, A.* (2017). Attention without Intention: Explicit Processing and Implicit Goal-Setting in Family Medicine in Residents' Written Reflections. *Education for Primary Care*, 28(3), 150-156. *Last author designates senior author, as customary in medicine.
- Vicini, A., Shaughnessy, A., & Duggan, A. * (2017a). Cultivating the Inner Life of a Physician through Written Reflection. *Annals of Family Medicine*, 15(4), 379-381. *Last author designates senior author, as customary in medicine.
- Vicini, A., Shaughnessy, A., & Duggan, A. * (2017b). On the Inner Life of Physicians: Analysis of Family Medicine Residents' Written Reflections. *Journal of Religion and Health*, 55(4), 1191-1200. *Last author designates senior author, as customary in medicine.
DOI: 10.1007/s10943-017-0394-0
- Duggan, A.P., & Kilmartin, B. (2016). Parental and sibling behaviors that encourage daughters' continued eating disorders: An Inconsistent Nurturing as Control perspective. In L. Olson & M. Fine (Eds.). *The darker side of family communication: The harmful, the morally suspect, and the socially inappropriate* (pp. 49-68.) Peter Lang Publishing, Inc.
- Duggan, A.P. (2016). Doctor-Patient Communication. In Chuck Berger and Michael Roloff, *General Editors*, and John Caughlin, Jim Dillard, Denise Solomon and Steve Wilson, *Associate Editors*. International Encyclopedia of Interpersonal Communication. (pp. 1-9). Wiley Blackwell and the International Communication Association.

- Duggan, A.P., Vicini, A., Allen, L., & Shaughnessy, A. (2015). Learning to See Beneath the Service: A Qualitative Analysis of Family Medicine Residents' Reflections about Communication. *Journal of Health Communication*, 20, 1441-1448.
- Duggan, A.P. & Street, R.L., Jr. (2015). Interpersonal communication and health. In K. Glanz, B.K. Rimer, & K.V. Viswanath (Eds.). *Health Behavior: Theory, Research and Practice*. (pp. 243-268.) Jossey Bass.
- Harrington, N., & Duggan, A.P. (2015). Communication about mental health and illness. In N. Harrington (Ed.) *Exploring Health Communication from Multiple Perspectives*. (pp. 269-296). Routledge.
- Duggan, A.P. (2014). Patient and relationship-centered communication and medicine. In T. Thompson (Ed.) *Encyclopedia of Health Communication*. (Vol. 15, pp. 1029-1033). Thousand Oaks, CA: Sage Publications.
- Petronio, S., & Duggan, A.P. (2014). Patient privacy. In T. Thompson (Ed.) *Encyclopedia of Health Communication*. (Vol. 15, pp. 1040-1042). Thousand Oaks, CA: Sage Publications.
- Allen, L.F., & Duggan, A.P. (2014). Dependent variables derived from critical health outcomes. In T. Thompson (Ed.) *Encyclopedia of Health Communication*. (Vol. 4, pp. 305-306). Thousand Oaks, CA: Sage Publications.
- Allen, L.F., & Duggan, A.P. (2014). Pathways to health outcomes. In T. Thompson (Ed.) *Encyclopedia of Health Communication*. (Vol. 15, pp. 1026-1028). Thousand Oaks, CA: Sage Publications.
- Duggan, A.P., & Thompson, T.L. (2014). Social interaction processes in healthcare contexts. In C. Berger, (Ed.). *Interpersonal Communication: Handbook of Communication Science*. (pp. 493-516). Berlin: De Gruyter Mouton.
- Shaughnessy, A., & Duggan, A.P. (2013). Family Medicine Residents' Reactions to Introducing a Reflective Exercise into Training. *Education for Health*, 26 (3), 141-147.
- Duggan, A.P., & Le Poire Molineux, B.A. (2013). The reciprocal influence of drugs and alcohol abuse on family members' communication. In A. Vangelisti, (Ed.). *The Routledge Handbook of Family Communication*. (pp. 463-478). New York: Routledge.
- Duggan, A.P., & Bradshaw, Y.S. (2013). Shifting communication challenges to education and reflective practice: Communication to reduce disparities toward patients with disabilities. In Kreps, G. & Dutta, M. (Eds.), *Reducing Health Disparities: Communication Intervention*. (pp. 15-34). Boston: Peter Lang.

- Shepler, S., Duggan, A., Kosberg, R., Rosenthal, R., Willets, N., Mattina, A., Jefferson, B., Weintraub, S., & Meadows, M. (2013). Friendships and Social Support in Coping with Illness Diagnosis: The Story of Sherry and the Martha's Vineyard Communication Association. In S. Faulkner, (Ed.). *Inside Relationships: A Creative Casebook in Relational Communication*. (pp. 123-133). Left Coast Press.
- Petronio, S., Di Corcia, M., Duggan, A. (2012). Navigating ethics of physician-patient confidentiality: A Communication Privacy Management Analysis. *The Permanente*, 16 (4), 41-45.
- Duggan, A., Robinson, J., & Thompson, T.L. (2012). Understanding disability as an intergroup encounter. In H. Giles, (Ed.). *The Handbook of Intergroup Communication*. (pp. 250-263). New York: Routledge (Sponsored by the International Communication Association.)
- Duggan, A.P., Bradshaw, Y.S., Swergold, N., & Altman, W. (2011). When rapport-building extends beyond affiliation: Communication over-accommodation toward patients with disabilities. *The Permanente*, 15(2), 23-30. Also selected for CME credits.
- Duggan, A.P., & Thompson, T.L. (2011). Provider-patient communication and health outcomes. In T.L. Thompson, R.L. Parrott, R.L., & J. Nussbaum, (Eds.). *The Routledge Handbook of Health Communication, Second Edition*, (pp. 414-427) New York: Routledge.
- Duggan, A.P., Bradshaw, Y.S., & Altman, W. (2010). How do I ask about your disability? An Examination of Interpersonal Communication Processes between Medical Students and Patients with Disabilities. *Journal of Health Communication*, 15 (3), 334-350.
- Duggan, A.P., & Bradshaw, Y.S., Carroll, S.E., Rattigan, S.H., Altman, W. (2009). What Can I Learn From This Interaction? A Qualitative Analysis of Medical Student Self Reflection and Learning in a Standardized Patient Exercise about Disability. *Journal of Health Communication*, 14 (8), 797-811.
- Duggan, A.P., Le Poire, B.A, Prescott, M., & Baham, C.S. (2009). Understanding the Helper: The Role of Codependency in Health Care and Health Care Outcomes. D.E. Brashers and D. Goldsmith (Eds.), *Communicating to manage health and illness* (pp. 271-300). New York: Routledge.
- Duggan, A.P., & Petronio, S. (2009). When your child is in crisis: Navigating medical needs with issues of privacy management. In T. Socha & G. Stamp (Eds.). *Interfacing outside of home: Parents and children communicating with society* (pp. 117-132). New York: Routledge.

- Duggan, A.P., Dailey, R., & Le Poire, B.A. (2008). Reinforcement and Punishment of Substance Abuse During Ongoing Interactions: A Conversational Test of Inconsistent Nurturing as Control Theory. *Journal of Health Communication, 13* (5), 417-433.
- Duggan, A.P., & Bradshaw, Y.S. (2008). Mutual influence processes in physician-patient interaction: An interaction adaptation theory perspective. *Communication Research Reports, 25* (3), 211-226.
- Duggan, A.P. (2007). Sex Differences in Communicative Attempts to Curtail Depression: An Inconsistent Nurturing as Control Perspective. *Western Journal of Communication, 71* (2), 114-135
- Duggan, A.P. (2007). Review of Goldsmith, D.J. (2004). Communicating Social Support. In *Journal of Family Communication, 7* (2), 143-146. Book Review.
- Duggan, A.P., & Le Poire, B.A. (2006). One down; two involved: An application and extension of Inconsistent Nurturing as Control theory to couples including one depressed individual. *Communication Monographs, 73* (4), 379-405.
- Duggan, A.P. (2006). Review of D'Cruz, P. (2004). Family care in HIV/AIDS: Exploring lived experience. *Journal of Health Communication: International Perspectives, 11*, 709-712. Book Review.
- Duggan, A.P. (2006). Understanding interpersonal communication processes across health contexts: Advances in the last decade and challenges for the next decade. *Journal of Health Communication, 11* (1), 93-108.
- Duggan, A.P., Le Poire, & Addis, K. (2006). A qualitative analysis of communicative strategies used by partners of substance abusers and depressed individuals during recovery: Implications for Inconsistent Nurturing as Control Theory. In R.M. Dailey, & B.A. Le Poire (Eds.) *Applied interpersonal communication matters: Family, health, and community relations* (pp. 150-174). New York: Peter Lang.
- Lammers, J., Barbour, J., & Duggan, A.P. (2003). Organizational forms for the provision of health care. In Thompson, T., Dorsey A.M., Miller, K. & Parrott, R. (Eds.). *Handbook of health communication* (pp. 319-346). Mahwah, New Jersey: Lawrence Erlbaum Associates.
- Lammers, J., & Duggan, A.P. (2002). Bringing the physician back In: Communication predictors of physicians' satisfaction with managed care. *Health Communication, 14*, (493-514).
- Le Poire, B.A., Shepard, C., Duggan, A.P., & Burgoon, J.K. (2002). Relational messages associated with nonverbal involvement, pleasantness, and expressiveness in romantic couples. *Communication Research Reports, 19*, 195-206.

- Duggan, A.P., & Parrott, R. (2001). Physicians' nonverbal rapport-building and patients' talk about the subjective component of illness. *Human Communication Research*, 27, 299-311.
- Duggan, A.P., Hess, B., Morgan, D., Kim, S., & Wilson, K. (2001). Measuring students' attitudes toward educational use of the Internet. *Journal of Educational Computing Research*, 25 (3), 267-281.
- Barker, V., Abrams, J.R., Tiyaamornwong, V., Siebold, D.R., Duggan, A.P., Park, H.S., & Sebastian, M. (2000). New contexts for relational communication in groups. *Small Group Research*, 31, 470-503.
- Parrott, R., Duncan, V., & Duggan, A.P. (2000). Promoting patients' full and honest disclosure during conversations with health caregivers. In S. Petronio, S. (Ed.), *Balancing the secrets of private disclosures* (pp. 137-147). Mahwah, New Jersey: Lawrence Erlbaum Associates.
- Le Poire, B. A., Shepard, C., & Duggan, A.P. (1999). Nonverbal involvement, expressiveness, and pleasantness as predicted by parental and partner attachment style. *Communication Monographs*, 66, 293-311.
- Parrott, R., & Duggan, A.P. (1999). Influencing parents' promotion of sun protection to youth: A behavior adaptation approach to role model behavior. *Journal of Applied Communication Research*, 27, 107-119.
- Parrott, R., Duggan, A.P., Cremo, J., Eckles, A., Jones, K., & Steiner, C. (1999). Communicating youth's sun exposure risk to soccer coaches and parents: A pilot study in Georgia. *Health Education and Behavior*, 26, 385-395.
- Duggan, A.P. (1999). *Georgia's Got Youth Covered: Integrative Report of Four Year Study*. Center for Disease Control and Prevention. Atlanta, Georgia. Grant Summary.
- Duggan, A.P. (1997). Instructor's Manual to accompany Leathers, D. *Successful Nonverbal Communication*, Third Edition.

Media Writing

- Duggan, A.P., Shaughnessy, A.F., Gordon, A., Altman, W., Shrout, R., & Glowacki, E. (2020). Relationships During COVID-19: Medical Student Considerations informed by Relationship Science. Video for Tufts University School of Medicine.
<https://www.youtube.com/watch?v=M74XzuyjDoE>

- Duggan, A. (2020). Even when the pandemic passes, close relationships will be forever altered. <https://www.psychologytoday.com/us/blog/interpersonal-and-family-relationships/202005/pandemic-and-between-season-relationships>
- Duggan (2020). Wallet Hub. States with the best health infrastructure for coronavirus pandemic. <https://wallethub.com/edu/states-with-best-health-infrastructure-for-coronavirus-pandemic/74483/#ashley-p-duggan>
- Duggan (2018). Tips for first-time Boston marathon runners and economic impact of the marathon. Finance Express. <http://myfinancexpress.blogspot.com/2018/04/2018-boston-marathon-facts-records.html>
- Rafal, K., Shapira, A., & Duggan, A. (2017: Creators). Our Heart Speaks: Patient Stories from around the World. (2017-Present). Online platform for sharing stories of hope amidst newly diagnosed disabilities. <http://ourheartspeaks.org/>

AWARDS AND HONORS

- | | |
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| 2023 | Fulbright Fellow, Royal College of Physicians and Surgeons in Ireland. |
| 2022 | Berscheid-Hatfield Distinguished Mid-Career Award. International Association for Relationship Research (IARR). |
| 2022 | Gerald R. Miller Outstanding Book Award for a monograph--- For my Health and Illness in Close Relationships monograph, Published by Cambridge University Press (2019). The Miller book award is given by the Interpersonal Division of the National Communication Association. |
| 2021-2022 | Fellow, Building Research Capacity in Family Medicine with the North American Primary Care Research Group and the Association for Directors of Family Medicine. |
| 2021 | Schiller Institute Grant for connecting across disciplines. On trust and the future of telemedicine: The Human Dimension of Healthcare. |
| 2013 | Research spotlight by National Communication Association as part of their 100-year celebration |
| 2012 | National Communication Association Course Spotlight for teaching health communication.
http://www.natcom.org/Tertiary.aspx?id=182 |
| 2011 | University Research Incentive Grant recipient, Boston College. |
| 2011 | Academic Technology Innovation Grant recipient, Boston College. |
| 2010 | International Teaching Award, International Association for Relationship Research. |
| 2010 | Top Three Paper, Mary Lee Medical Education Research Day, Tufts University School of Medicine. |
| 2009 | Top Paper Award in Health Communication, Eastern Communication Association. |
| 2008 | Top Scholar-to-Scholar Paper, National Communication Association. |
| 2008 | Invited Speaker for Emerson College's yearly Medical Messenger lecture, which brings together leading scholars and practitioners in the fields of health sciences, journalism and communication (delivered April 2008). |

- 2006 Interpersonal Communication in Applied Settings Award, Interpersonal Communication Division, International Communication Association.
- 2006 Top Nonverbal Paper Award, Nonverbal Communication Interest Group, National Communication Association.
- 2006 Faculty Fellowship pre-tenure sabbatical semester to conduct research in conjunction with local medical community, Boston College.
- 2005 Listed as the most published author by rank for in the top tier national and international communication journals in an article by Bunz (2005) in the Journal of Communication.
- 2005 Top Four Paper Award, Interpersonal Communication Division, International Communication Association.
- 2004 First Runner Up Student Paper, Health Communication Division, International Communication Association
- 2004 Top Four Paper Award, Family Communication Division, National Communication Association.
- 2001-2002 University of California Regents Fellowship for Dissertation Writing
- 2001 James Bradac Research Award for excellence in graduate student research, UCSB.
- 2001 NCA Doctoral Honors Conference Participant.
- 2001 Top Four Paper Award in the Interpersonal Communication Division, National Communication Association.
- 2000 Top Four Paper Award in the Interpersonal Communication Division, National Communication Association.
- 2000 Top Three Paper Award in the Small Group Division, National Communication Association.
- 2000 Top Four Paper Award, Interpersonal Communication Division, International Communication Association.
- 1999 Top Four Paper Award, Family Communication Division, National Communication Association.
- 1998 Top Thesis Award, Presented by International Communication Association and National Communication Association at their meeting in Jerusalem, Israel.
- 1997 Top Four Paper, Southern Speech Communication Association.
- 1993 Graduated with Honors, University of Georgia.
- 1992 Mortarboard National Senior Honor Society, UGA.
- 1992 Order of Omega National Leadership Honor Society, UGA.
- 1991 Outstanding Yearbook Staff Member of the Year, UGA.

GRANTS:

Position: Principal Investigator
 Telemedicine after the Pandemic: Trust-Building and the Inherently Human aspects of Healthcare.
 Co-PIs: Andrea Vicini, SJ, Monica O-Reilly-Jacob, Allen Shaughnessy
 Amount: \$12,000
 Year: 2021-2022

Status: Completed.

Agency: Boston College Schiller Institute for Science and Society.

Position: Principal Investigator

Amount: \$5,000

Year: 2021-2022

Status: Completed.

Agency: Boston College Undergraduate Research Assistant Fellowship

Position: Principal Investigator

Amount: \$5,000

Year: 2019-2020

Status: Completed.

Agency: Boston College Undergraduate Research Assistant Fellowship

Position: Principal Investigator

Amount: \$25,000

Year: 2018-2019

Status: Completed. Developing collaborative research division in Communication and Family Medicine with Boston College and Tufts University School of Medicine.

Agency: Boston College Ignite Program to facilitate new research and applications for external funding.

Position: Principal Investigator

Amount: \$5,000

Year: 2018-2019

Status: Completed.

Agency: Boston College Undergraduate Research Assistant Fellowship

Position: Principal Investigator

Amount: \$5,000

Year: 2017-2018

Status: Completed

Agency: Boston College Undergraduate Research Assistant Fellowship

Position: Principal Investigator

Amount: \$4,000

Year: 2015-2016

Status: Completed

Agency: Boston College Undergraduate Research Assistant Fellowship

Position: Principal Investigator

Amount: \$4,000

Year: 2014-2015

Status: Completed

Agency: Boston College Undergraduate Research Assistant Fellowship

Position: Principal Investigator

Amount: \$4,000

Year: 2013-2014

Status: Completed

Agency: Boston College Undergraduate Research Assistant Fellowship

Position: Principal Investigator

Amount: \$15,000

Year: 2011-2013

Status: Primary Stage Completed. Ongoing Resulting Projects Continue.

Agency: Boston College Research Incentive Grant

Title: Capturing the Ways Communication Processes Predict Health Disparities

Position: Principal Investigator

Amount: \$30,000

Year: 2011-2013

Status: Completed.

Agency: Boston College Academic Technology Innovation Grant

Title: Digital Measures and Storage for Capturing and Coding Interaction Processes
in Provider / Patient Interactions

Position: Participant

NCA Workshop on Grant Writing

Summer 2010

Status: Completed

Agency: National Communication Association

Position: Principal Investigator:

Amount: \$3200

Summer 2010

Status: Completed

Agency: Boston College Undergraduate Faculty Fellowship

Position: Consultant

Status: Grant scored but not funded

IP4PEDI: Information Prescribing for Pediatric Emergency Care, a response to the
challenge grant topic 05-LM-101 – Stephen Porter, Principal Investigator,
Harvard Children's Hospital

Position: Principal Investigator

Amount: \$3,000

Summer 2009

Status: Completed

Agency: Boston College Undergraduate Faculty Fellowship

Position: Principal Investigator
Amount: \$3,000
Summer 2008
Status: Completed
Agency: Boston College Undergraduate Faculty Fellowship

Position: Principal Investigator
Amount: \$2,800
Year: Summer 2007
Status: Completed
Agency: Boston College Undergraduate Faculty Fellowship

Position: Principal Investigator
Amount: \$40,000
Year: Fall 2006
Status: Completed
Agency: Boston College Faculty Fellowship
Title: Communication Processes in Physician-Patient Interactions

Position: Principal Investigator
Amount: \$500
Year: Summer/Fall 2006
Status: Completed
Agency: Boston College Research Expense Grant
Title: Nonverbal and Verbal Communication Behaviors in Physician-Patient Interactions

Position: Principal Investigator.
Amount: \$1,500
Year: Summer/Fall 2004
Status: Completed
Agency: Boston College Research Expense Grant
Title: Cohesiveness and Relational Satisfaction in Couples Including One Depressed Individual.

Position: Principal Investigator
Amount: \$3,000
Year: Winter/Spring 2005
Status: Completed
Agency: Boston College Undergraduate Research Fellowship
Title: Confirmation and disconfirmation of verbal disclosure in couples including one depressed individual.

Position: Consultant for nonverbal communication component (Principal Investigator Jennifer Samp, University of Georgia).

Agency: Alcohol Beverage Medical Research Foundation (ABMRF).
Year: In submission.
Status: Not funded.
Amount: \$97,575
Title: Communicating about a relational issue while intoxicated: The influence of alcohol consumption on communication goals and strategies.

Position: Consultant for nonverbal communication component (Principal Investigator Jennifer Monahan, University of Georgia).

Agency: National Institute of Alcohol Abuse and Alcoholism.

Year: 2004

Status: Not funded. R21

Amount: \$147,200

Title: Alcohol, Goal Pursuit, and Communicative Strategies.

Position: Principal Investigator (Co-investigator Todd Miller)

Agency: Society Commission for Ministry (SCOM)

Year: 2002

Status: Completed.

Amount: \$5,000

Title: Communication Accommodation in US/Cuba Conversations about Possible Church Re-integration

Position: Principal Investigator

Agency: University of California at Santa Barbara Dissertation Fellowship

Year: 2001-2002

Status: Completed.

Amount: \$18,500

Title: Control Strategies of Partners of Depressed Individual in their Attempts to Curtail Depression

Position: Research Assistant, Coordinator for Data Collection and Verbal and Nonverbal Coding (Principal Investigator Beth Le Poire)

Agency: National Institute of Mental Health (NIMH)

Year: 1999-2002

Status: Completed.

Amount: \$500,000

Title: Inconsistent Nurturing as Control: Strategies Partners of Drug and Alcohol Dependent Individuals use to Curtail Addiction

Position: Research Assistant, Coordinator for Data Collection (Principal Investigator Roxanne Parrott)

Agency: Centers for Disease Control and Prevention (CDC)

Year: 2002

Status: Completed.

Amount: \$500,000

Title: Georgia's "Got Youth Covered" Program for Sunscreen as Skin Cancer Prevention

Academic Conference Presentations and Invited Presentations

- Shaughnessy, A.F., Vicini, SJ, A. & O'Reilly-Jacob, M., Zgurzynski, M., & Duggan, A. (2022, November). *Written Reflections Indicative of Trust: Implications for Telemedicine and Relational Trust*. Presentation (in person) at the 50th North America Primary Care Research Group (NAPCRG) Conference, Phoenix, AZ.
- Shaughnessy, A.F., Vicini, SJ, A. & O'Reilly-Jacob, M., Zgurzynski, M., & Duggan, A. (2022, September). *'Don't Worry, You Can Trust Me: ' Indicators of the Role of Trust in Residents' Reflective Writing*, Presentation (in person) at the 20th International Conference on Communication in Healthcare (ICCH) co-sponsored by EACH: International Association for Communication in Healthcare and ACH: Academy of Communication in Healthcare, Glasgow Caledonian University, Glasgow, UK.
- Duggan, A., Vicini, SJ, A., O'Reilly-Jacob, M., Zgurzynski, M., Shaughnessy, A.F. (2022, May). *Telemedicine beyond the Pandemic: The Human Work of Primary Healthcare*. Presentation (in person) at the International Communication Association post conference in digital health held at CIMEOS lab at University of Burgundy.
- Duggan, A.P., Glowacki, E.M., Shaughnessy, A.F. (2022, July). *Family Medicine Residents' Descriptions of Patient and Peer Relationships: Implications for Relationship-Centered Patient Care*. Presentation (virtual) at the biennial conference of the International Association for Relationship Research (IARR).
- Duggan, A., Rosenbaum, M., Ho, E., Matsaganis, M., van Weert, J., Pieterse, A., Bol, N., Dean, M., Street, R., Rubinelli, S., Anderson, J., Haverford, M., Kerr, A., Westerbeek, L., Koenig, C., Boumis, J. (2022, May). *Research Partnership and Opportunities between the Health Communication Division of ICA and EACH: International Association for Communication in Healthcare*. Presented to the International Communication Association at their (in person) annual convention in Paris, France.
- Duggan, A. (2021, November). *An Orientation to the International Communication Association: Considerations for International Partnerships*. Presented to the European Conference for Research in Health Communication (virtual).
- Burke, T., Young, V., & Duggan, A.P. (2021, November). *Social Support and Health/Illness: Pathways and Processes*. Presented to the National Communication Association at their annual (in-person) conference in Seattle, Washington.

- Duggan, A., Feighan, V., Anderson, R., & Shaughnessy, A. (2021, September). *Reconsidering Embodiment in Health and Illness in Close Relationships*. Presented to the virtual conference of the International Association for Relationship Research.
- Duggan, A. (2021, May). Developing a Research Partnership between the International Communication Association and the European Association for Communication in Healthcare. Presented to the International Communication Association at their annual conference. (Virtual Conference due to COVID-19.)
- Duggan, A. (2021, April). Connecting the International Communication Association and the European Association for Communication in Healthcare: Opportunities for research partnerships: Presented to the European Association for Communication in Healthcare at their annual conference. (Virtual Conference due to COVID-19.)
- Duggan, A. (2020, November). *Publishing Books and Journal Articles in the area of Health Communication*. Presented to the National Communication Association at their annual conference scheduled Indianapolis, Indiana. (Virtual Conference due to COVID-19.)
- Duggan, A., & Shaughnessy, A. (2020, November). *Identifying Intellectual Humility and Stimulating Curiosity in Family Medicine physicians*. Presented to the North American Primary Care Research Group at their annual conference scheduled for San Francisco, CA. (Virtual Conference due to COVID-19.)
- Shaughnessy, A., Duggan, A., & Slawson, D. (2020, November). *Alexa: "Can You Be My Family Medicine Doctor?" Communication and the Future of Family Medicine in the Coming Techno-World*. Presented to the North American Primary Care Research Group at their annual conference scheduled for San Francisco, CA. (Virtual Conference due to COVID-19)
- Duggan, A. (2020, April). *This is Not What I Signed Up For: Navigating Close Relationships in the time of COVID-19*. Grand rounds presented to Cambridge Health Alliance.
- Duggan, A., & Shaughnessy, A. (2020, September) Cultivating Curiosity for Broad Research Vision: Recognizing Organizational White Space. Presented to the International Conference on Communication in Healthcare, scheduled for September in Vienna, Austria. (Virtual Conference due to COVID-19)
- Duggan, A., Warner-Rousseau, E., Harms, R., Erlich, D., & Lee, A. (2020, September). Communication and End-of-Life Care: Medical Student Reflections after completing "Five Wishes" Advance Directive. Presented to the International Conference on Communication in Healthcare, scheduled for September in Vienna, Austria. (Virtual Conference due to COVID-19)

- Duggan, A., & Shaughnessy, A. (2019, November). *Theory Building as Integrated Reflection: Understanding Physician Reflection Through Communication, Medical Education, and Ethics*. Presented to the National Communication Association at their annual conference in Baltimore, Maryland.
- Shaughnessy, A., & Duggan, A. (2019, November). *Foundations of a Newly Developed Research Division*. Presented to the North American Primary Care Research Group at their annual meeting in Toronto, Canada.
- Duggan, A., Ballard, D., & Shaughnessy, A. (2019, May). *Time for Slow Communication: Reflection and Identity Construction in Medical Residency Training*. Presented to the International Communication Association at their annual conference in Washington, DC.
- Duggan, A., Altman, W., Shaughnessy, A., & Lee, A.L. (2019, April). *Engaged research in family medicine: Development of a Research Division that Builds Research Cohesiveness Among Strengths of Faculty Members*. Presented to the Society for Teachers of Family Medicine at their annual conference in Toronto, Canada.
- Lee, A.L., Erlich, D., & Duggan, A. (2019, April). *'Till Death Do Us Part: What Students Learn about End-of-life Care From Completing Their Own Personal Advance Directives*. Presented to the Society for Teachers of Family Medicine at their annual conference in Toronto, Canada.
- Duggan, A., & Kalafatis-Russell, A. (2019, April). *The Primary Care Physician's Role in Their Patients' Sex, Sexting, Relationship, and Healthy Communication: Talking to your Patients about their Sex Lives*. Presented to the Primary Care Preceptors' Conference in Boston, Massachusetts.
- Duggan, A. (2019, April). *Health and Illness in Close Relationships: Theoretical and Empirical Cornerstones as Rapprochement*. Presented to the University of California, Santa Barbara Communication Department in Santa Barbara, California..
- Duggan, A. (2019, February). *Health and Illness in Close Relationships: Unpacking Complexities*. Presented to the University of Washington Communication Department in Seattle. Washington.
- Duggan, A. (2018, November). *What Counts as Evidence: Kernels of Contradictions in Nonverbal Theory and Measures*. Presented to the National Communication Association at their annual conference in Salt Lake City, Utah.
- Duggan, A., Petronio, S., & Shaughnessy, A. (2018, July). *Dimensions of Privacy and Relationship Processes in Healthcare Interactions*. Presented to the International

- Association for Relationship Research at their biennial conference in Fort Collins, Colorado.
- Duggan, A., Child, J., & Shaughnessy, A. (2018, September). *Connecting Family Communication and Patient Care: A Qualitative Analysis of Written Reflections*. Presented to the International Conference on Communication in Healthcare at their annual conference in Porto, Portugal.
- Bach, B., Petronio, S., Child, J., & Duggan, A. (2018, September). *Communication Ethics, Privacy, and Patient-targeted Googling*. Presented to the International Conference on Communication in Healthcare at their annual conference in Porto, Portugal.
- Duggan, A., & Shaughnessy, A. (2017, November). *Chronemics during Medical Residency: Physicians' Perceptions of Dimensions of Time as Connected to their Development of Broader Professional Competencies*. Presented to the National Communication Association at their annual conference in Dallas, Texas.
- Ray, C.D., Veluscek, A.M., & Duggan, A. (2017, November). *Nonverbal Indicators of Cancer Patients' Turning Points in Identity and Treatment Trajectories*. Presented to the National Communication Association at their annual conference in Dallas, Texas.
- Duggan, A., Vicini, A., & Shaughnessy, A. (2017, October). *On the Inner Life of Physicians and Humanistic Aspects of Medicine: Analysis of Family Medicine Residents' Written Reflections*. Presented to the Academy for Communication in Healthcare (formerly the International Association for Communication in Healthcare) at their annual conference in Baltimore, Maryland.
- Duggan, A. (2017, May). *On the complexities connecting health communication and global public health: Remembering Tim Edgar as scholar*. Presented to the International Communication Association at their annual conference in San Diego, California.
- Duggan, A., & Shaughnessy, A. (2016, July). *Relational Processes of Health and Illness Connected to Patient Care: A Qualitative Analysis of Family Medicine Residents' Reflections about Patient Relationships*. Presented to the International Association for Relationship Research at their biennial conference in Toronto, Canada.
- Duggan, A. (2016, July). *Health and Illness in Close Relationships: Pathways and Processes*. Presented to the International Association for Relationship Research at their biennial conference in Toronto, Canada.
- Chaponis, D., Duggan, A., Poirier, G., Puopolo, F., Maxted, G., & Sokol, R. (2016, May). *Why start a Suboxone Group: How does it benefit your patients? A*

- qualitative analysis from the patients' perspective.* Presented to the Society for Teachers of Family Medicine at their annual conference in Minneapolis, Minnesota.
- Duggan, A., & Shaughnessy, A. (2016, February). *Qualitative analysis of family medicine residents' reflections about global aspects of patient care.* Presented at the first international summit on social and behavioral change communication in Addis Ababa, Ethiopia.
- Duggan, A. (2015, November). *Physician reflections about privacy management in healthcare.* Presented to the National Communication Association at their annual conference in Las Vegas, Nevada.
- Sokol, R., Williams, A., & Duggan, A. (2015, October). *Use of group visits for opiate use disorder in the primary care setting: Effects on patient experience of care and sobriety.* Presented to the Family Medicine Education Consortium at their annual conference in Boston, Massachusetts.
- Duggan, A., Allen, L., Shaughnessy, A.F. (2015, October). *Attention without intention: Implications for communication from family medicine residents' implicit reflections.* Presented to the European Association for Communication in Healthcare and the American Academy for Communication in Healthcare at their joint International Conference for Communication in Healthcare in New Orleans, Louisiana.
- Duggan, A., Vicini, A., Allen, L., Shaughnessy, A. (2015, October). *Recognizing subtleties of messages connected to patient care: A qualitative analysis of family medicine residents' reflections about communication.* Presented to the European Association for Communication in Healthcare and the American Academy for Communication in Healthcare at their joint International conference for Communication in Healthcare in New Orleans, Louisiana.
- Duggan, A.P., Allen, L., & Shaughnessy, A. (2015, June). *Relationships in healthcare provision: Physicians' reflections on relational aspects of health and illness in patient care.* Presented to the International Association for Relationship Research at their conference in New Brunswick, New Jersey.
- Duggan, A.P. (2015, June). *Navigating the academic and non-academic job market.* Presented to the new scholars' workshop. International Association for Relationship Research at their conference in New Brunswick, New Jersey.
- Duggan, A.P., Vicini, A., Allen, L., & Shaughnessy, A. (2015, May). *Physicians communication as manifestation of relationship-centered healthcare: Analysis of a year of physicians' written reflections.* Presented to the International Communication Association at their annual conference in San Juan, Puerto Rico.

- Duggan, A.P., Allen, L., & Shaughnessy, A. (2015, April). *Physicians' defining privacy boundaries: A Communication Privacy Management analysis of written reflections in family medicine*. Presented to the DC Health Communication Conference in Washington, DC.
- Duggan, A.P. (2014, November). *Communication Privacy Management Preconference: Bringing the past forward in privacy research*. Part of a full-day workshop presented to the National Communication Association at their annual conference in Chicago, Illinois.
- Duggan, A.P. (2014, November). *Communication Privacy Management analysis of written diary reflections of medical students*. Presented to the National Communication Association at their annual conference in Chicago, Illinois.
- Duggan, A.P., Vicini, A., S.J., & Shaughnessy, A. (2014, September). *Toward an integrated approach to exploring the private written reflections of family medicine residents' writing*. Presented to the European Association for Communication in Healthcare and the American Academy for Communication in Healthcare at their joint International Conference for Communication in Healthcare in Amsterdam.
- Duggan, A.P., Vicini, A., S.J., Allen, L., & Shaughnessy, A. (2014, September). *Reflective practice about communication: Analysis of family medicine residents' learning to see beneath the surface*. Presented to the European Association for Communication in Healthcare and the American Academy for Communication in Healthcare at their joint International Conference for Communication in Healthcare in Amsterdam.
- Duggan, A.P., Bach, B., Petronio, S., Child, J. (2014, September). *Organizational, interpersonal, and privacy issues in clinicians' looking online for information about patients*. Presented to the European Association for Communication in Healthcare and the American Academy for Communication in Healthcare at their joint International Conference for Communication in Healthcare in Amsterdam.
- Duggan, A. (2014, February). *Socially meaningful implications of health communication: Theory and application of the provider/patient relationship*. Invited KEYNOTE Samuel L. Becker Distinguished Lecture in Communication Studies. University of Iowa conference on research and social change.
- Shaughnessy, A., & Duggan, A.P. (2013, September). *Residents' Reactions to a Written Reflective Exercise*. Presented to the Royal College of Physicians and Surgeons of Canada at their International Conference on Residency Education in Calgary, Canada.
- Duggan, A. (2013, September). *Studying non-verbal medical student & standardized patient interactions: Concepts, coding, and new technology*. Presented to the

- Boston Simulation Community Research and Education group at Massachusetts General Hospital.
- Duggan, A., & Kilmartin, B. (2013, November). *Parental and Sibling Behaviors that Encourage Daughters' Continued Eating Disorders: An Inconsistent Nurturing as Control Perspective*. Presented to the National Communication Association at their annual meeting in Washington, DC.
- Duggan, A., Sokol, R., Early, J., Wojno, J., Donahue, K., Allen, L., Swick, I., & Shaughnessy, A. (2013, November). *Reflection about communication behaviors with patients: Evidence for reflective practice as a cornerstone for patient-centered care*. Presented to the American Public Health Association at their annual meeting in Boston, MA.
- Duggan, A.P., Bradshaw, Y.S., Altman, W., Wojno, J., Swick, I., & Donahue, K. (2013, November). *Nonverbal behaviors during expressions of resistance in provider-patient interactions about diet, nutrition, and lifestyle changes: An integration with assessment of individual risk for heart attack*. Presented to the American Public Health Association at their annual meeting in Boston, MA.
- Duggan, A., & Bradshaw, Y.S. (2012, November). *Nonverbal behaviors during expressions of resistance to suggestions of diet or exercise change during nutrition counseling interactions*. Presented to the National Communication Association at their annual meeting in Orlando, FL.
- Duggan, A. (2012, November). *Mentorship in health communication*. Presented to the National Communication Association at their annual meeting in Orlando, FL.
- Duggan, A. (2012, November). *Expression of emotion as an indicator of a privacy boundary in physician-patient relationships*. Presented to the National Communication Association at their annual meeting in Orlando, FL.
- Duggan, A.P., Robinson, J., & Thompson, T. (2012, November). *Disability as an Intergroup Encounter*. Presented to the National Communication Association at their annual meeting in Orlando, FL.
- Duggan, A.P., Petronio, S., Thompson, T., & Bach, B. (2012, September). *Initial greetings as a predictor of communication in provider / patient interactions: An examination of introductions and handshakes*. Presented to the International Association of Communication in Healthcare at their annual meeting in St Andrews, Scotland.
- Duggan, A., Thompson, T., Robinson, J.D., Petronio, S., & Bach, B. (2012, September). *Communication Accommodation Theory explanation for challenges in healthcare interactions with people with disabilities*. Presented to the International

- Association of Communication in Healthcare at their annual meeting in St Andrews, Scotland.
- Petronio, S., Duggan, A., Di Corcia, M., Bach, B. (2012, September). *Navigating physician-patient confidentiality: Ethics of stakeholder disclosure challenges*. Presented to the International Association of Communication in Healthcare at their annual meeting in St Andrews, Scotland.
- Petronio, S., Duggan, A., Di Corcia, M., Sargent, J., Child, J., Bute, J., Bach, B. (2012, September). *Medical Students' First Look at Managing Disclosure and Confidentiality*. Presented to the International Association of Communication in Healthcare at their annual meeting in St Andrews, Scotland.
- Duggan, A. (2012, July). *The role of emotion as a catalyst for privacy management changes: Medical student observations of the physician-patient relationship*. Presented to the International Association for Relationship Research at their biennial meeting in Chicago, IL.
- Duggan, A., Petronio, S., & Child, J. (2012, July). *Revealing and concealing information about Sandusky's relationships with children: A Communication Privacy Management Analysis*. Presented to the International Association for Relationship Research at their biennial meeting in Chicago, IL.
- Duggan, A., & Petronio, S. (2011, November). *Facebook Disclosure: Collisions of health information ownership*. Presented to the National Communication Association at their annual meeting in New Orleans, LA.
- Petronio, S., Child, J., Sargent, J., Duggan, A. (2011, November). *Diagnosing Communication Privacy Management Breakdowns (CPM) Privacy Management Diagnostic Tool*. Presented as short course to the National Communication Association at their annual meeting in New Orleans, LA.
- Duggan, A., Petronio, S., Bradshaw, Y.S., Altman, W., Driscoll, A., Glowacki, E., Morton, M. (2011, October). *Medical students' reflections about encouraging or inhibiting disclosure in medical interviews with patients with physical disabilities: A Communication Privacy Management analysis*. Presented to the American Academy for Communication in Healthcare / International Association for Communication in Healthcare at their annual meeting in Chicago, IL.
- Petronio, S., & Duggan, A. (2011, April). *Recognizing challenges in patient disclosure: An examination of medical students' reflection about interactions with standardized patients*. Presented to the Washington, D.C. area/George Mason Health Communication Conference in Fairfax, VA.
- Duggan, A., Bradshaw, Y.S., Glowacki, E., Altman W. (2011, May). *Medical student language toward patient with disabilities: An analysis of language about pain as*

- a potential bridge for acknowledging the patient's life world.* Presented to the International Communication Association at their annual meeting in Boston, MA.
- Duggan, A., Bradshaw, Y.S., & Altman, W. (2010, November). *The Power of the (lack of) handshake: An examination of touch between medical students and patients with visibly-apparent disabilities.* Presented to the National Communication Association at their annual meeting in San Francisco, CA.
- Duggan, A., Wertheimer, R., Mitchell, S., Bradshaw, Y.S., Altman, W., Sawin, G., Shaughnessy, A. (2010, September). *Increasing capacity for health communication research through family medicine collaboration.* Presented to the International Association for Communication in Healthcare at their annual meeting in Verona, Italy.
- Duggan, A., Bradshaw, Y.S., Altman, W., Wertheimer, R., Mitchell, S., Swergold, N., Chanatry, K., Coburn, C., Dunn, M., Francoeur, A., Glass, J., Weintraub, S., Weismann, H., Zioto, K. (2010, September). *Learning opportunities for medical students to recognize subtle distinctions between rapport-building and infantilizing communication: An educational model resulting from analysis of medical student communication toward patients with disabilities.* Presented to the International Association for Communication in Healthcare at their annual meeting in Verona, Italy.
- Bradshaw, Y.S., Duggan, A., & Altman, W. (2010, August). *Seeing the Whole Pie: Do Medical Students See Pain as a Biomedical and/ or a Psychosocial Problem When Interviewing a Standardized Patient Educator with Disability Acting in the Role of a Patient with Repetitive Strain Injury?* Presented to the International Association for the Study of Pain at their annual meeting in Montreal, Canada.
- Duggan, A., Bradshaw, Y.S., Altman, W., Swergold, N., Chanatry, K., Coburn, C., Dunn, M., Francoeur, A., Glass, J., Weintraub, S., Weismann, H., Zioto, K. (2010, July). *Encouraging disclosure about patient roles and relationships in medical interviewing: A Communication Privacy Management framework for encouraging or inhibiting disclosure.* Presented to the International Association for Relationship Research at their biennial conference in Herzliya, Israel.
- Duggan, A. (2010, April). *New directions in nonverbal communication research: Nonverbal communication as shaped by new technology in medical interviews.* Presented to the Eastern Communication association at their annual meeting in Baltimore, MD.
- Duggan, A., Bradshaw, Y.S., Altman, W. (2010, March). *An educational model of integrating reflective practice about the ways family medicine students ask about disability.* Presented to the Tufts University School of Medicine and affiliated community at the Mary Lee Medical Education Research Day.
- *** Top Paper Award.

- Duggan, A., Bradshaw, Y.S., Shannon E. Carroll, S.E., Rattigan, S.H., Morris, M., & Altman, W. (2009, November). *What can I learn from this interaction: A qualitative analysis of medical student self reflection and learning in a standardized patient exercise about disability*. Presented to the National Communication Association at their annual meeting in Chicago, IL.
- Duggan, A. (2009, November). *Mentoring of tenure-track faculty*. Presented to the National Communication Association at their annual meeting in Chicago, IL.
- Bradshaw, Y.S., Duggan, A., Swergold, N., Altman, W., Chanatry, K., Coburn, C., Carroll, S., Dunn, M., Francoeur, A., Glass, J., Weintraub, S., & Zioto, K. (2009, November). *Examining the subtle distinctions between rapport-building and infantilizing communication: An analysis of medical student communication toward patients with disabilities*. Presented to the American Public Health Association at their annual meeting in Philadelphia, PN.
- Duggan, A., Bradshaw, Y.S., & Altman, W. (2009, May). *How do I ask about your disability? An examination of interpersonal communication processes between medical students and patients with disabilities*. Presented to the International Communication Association at their annual meeting in Chicago, IL.
- Duggan, A., Bradshaw, Y.S., Swergold, N., Altman, W., Chanatry, K., Carroll, S., Coburn, C., Dunn, M., Francoeur, A., Glass, J., Weintraub, S., Weismann, H., Zioto, K. (2009, April). *When rapport-building goes beyond encouragement: Communication over-accommodation toward patients with disabilities*. Presented to the Eastern Communication Association at their annual meeting in Philadelphia, PA.
- *** Top Paper Award in the Health Communication interest group.
- Duggan, A.P., & Bradshaw, Y.S. (2008, November). *A qualitative analysis of medical students' developing questions and 'showing sensitivity' about disability in a standardized patient educator exercise*. Presented to the National Communication Association at their annual meeting in San Diego, CA.
- *** Top Scholar-to-Scholar Award.
- Duggan, A.P., & Sargent, J.E. (2008, November). *When positive behaviors lead to negative health outcomes in families*. Presented to the National Communication Association at their annual meeting in San Diego, CA.
- Duggan, A. (2008, November). *View from the trenches: Finding an academic job in health communication*. Presented to the Health Communication Pre-Conference of the National Communication Association at their annual meeting in San Diego, CA.

- Bradshaw, Y.S., Duggan, A.P., & Altman, W. (2008, October). *Teaching medical students self-reflection about disability*. Presented to the American Public Health Association at their annual meeting in San Diego, CA.
- Duggan, A.P., & Bradshaw, Y.S., Carroll, S.E., Rattigan, S.H., Altman, W. (2008, October). *Medical students learning with standardized patient educators: An initial analysis of communication about reflective practice and learning about disability*. Presented to the American Public Health Association at their annual meeting in San Diego, CA.
- Duggan, A., Bradshaw, Y.S., Weismann, H., Coburn, C., Altman, W. (2008, July). *Patient disclosure cues about relationships and physician responsiveness*. Presented to the International Association for Relationship Research at their biennial meeting in Providence, RI.
- Duggan, A., Shepard, C., & Le Poire, B.A. (2007, November). *Perceiving relational messages as a function of parental and partner attachment*. Presented to the National Communication Association at their annual meeting in Chicago, IL.
- Bradshaw, Y.S., Duggan, A., & Altman, W. (2007, November). *The elephant in the closet: A qualitative analysis of feedback to medical students who do not ask about disability in a learning exercise involving patients with disabilities*. Presented to the American Public Health Association at their annual meeting in Washington, DC.
- Duggan, A., Bradshaw, Y.S., & Altman, W. (2007, October). *How should I ask about your disability? An initial examination of the ways medical students ask about disability in a standardized patient educator interaction*. Presented to the International Association for Communication in Healthcare at their annual meeting in Charleston, SC.
- Duggan, A., Bradshaw, Y.S., & Altman, W. (2007, October). *Why didn't you ask about my disability? A qualitative analysis of feedback in medical students' interactions with (standardized) patients with disabilities*. Presented to the International Association for Communication in Healthcare at their annual meeting in Charleston, SC.
- Petronio, S., Frankel, R., Beckman, H., Byland, C., Duggan, A., Zoppi, K., Gaffney, M., Bradshaw, Y.S. (2007, October). *Family communication, privacy, and disclosure*. Presented to the International Association for Communication in Healthcare at their annual meeting in Charleston, SC.
- Duggan, A. (2007, May). *Codependency as a moderator of over-time change in strategies used to curtail depression*. Presented to the International Communication Association at their annual meeting in San Francisco, CA.

Duggan, A. (2007, July). *Interpersonal communication processes in close relationships in health contexts*. Presented to the International Association for Relationship Research New Scholars Workshop in Boston, MA.

Duggan, A., Le Poire, B.A., & Gaze, J. (2006, November). *Nonverbal and verbal communication in substance-abusive relationships*. Presented to the National Communication Association at their annual meeting in San Antonio, TX.

***Top Nonverbal Paper Award.

Duggan, A., Le Poire, B.A., & Addis, K. (2006, November). *A qualitative analysis of partners' attempts to curtail depression and substance abuse*. Presented to the National Communication Association at their annual meeting in San Antonio, TX.

Duggan, A., Le Poire, B.A., & Gaze, J. (2006, November). *Communication predictors of substance abuse relapse, persuasive effectiveness, and goal attainment*. Presented to the American Public Health Association at their annual meeting in Boston, MA.

Duggan, A., & Petronio, S. (2006, October). *Parents interfacing with physicians: Implications for Communication Privacy Management theory*. Presented to the American Association for Communication in Healthcare at their annual meeting in Atlanta, GA.

Duggan, A., Bradshaw, Y.S., & Petronio, S. (2006, September). *Over-time patterns of communication behavior in physician-patient interactions*. Presented to the European Association for Communication in Healthcare / International Association for Communication in Healthcare at their biennial meeting in Basel, Switzerland.

Duggan, A., (2006, July) *Reciprocal and compensatory verbal communication patterns in relationships including substance dependent individuals*. Presented to the International Association for Relationship Research at their biennial meeting in Crete, Greece.

Duggan, A. (2006, June) *I'm more comfortable when you're depressed: Perceptions of limited family control and direct attempts to control others as predictors of satisfaction in romantic relationships with depressed individuals.* Presented to the interpersonal communication division of the International Communication Association at their annual meeting in Dresden, Germany.

*** Interpersonal Communication in Applied Settings Award.

Duggan, A. (2006, April). *Nonverbal and verbal communication behaviors in physician / patient interactions*. Presented to the Health Literacy / Health Communication working group (led by Rima Rudd) at Harvard School of Public Health.

- Duggan, A. (2006, February). *Keeping the partner down? An examination of gender differences in control strategies in couples including one depressed individual*. Presented to the Interpersonal Division of the Western States Communication Association at their annual meeting in Palm Springs, CA.
- Duggan, A. (2005, December). *Applied implications from the last decade of research in interpersonal communication in health: Future directions in research, practice, and education*. Presented to the American Public Health Association at their annual meeting in Philadelphia, PA (rescheduled from New Orleans, LA).
- Duggan, A. (2005, November). *Looking back; looking forward: Developments in interpersonal communication and health in the past decade and a research agenda for the next decade*. Presented to the National Communication Association at their annual meeting in Boston, MA.
- Duggan, A. (2005, May). *Attribution and interpersonal control strategies in couples including one depressed individual*. Presented to the International Communication Association at their annual meeting in New York, NY.
 *** Top Four Paper Award in the Interpersonal Communication Division.
- Duggan, A., & Le Poire, B. A. (2004, November). *One Up; Two Involved: An application and extension of inconsistent nurturing as control theory to couples including one depressed individual*. Presented to the National Communication Association at their annual meeting in Chicago, IL.
 *** Top Four Paper Award in the Family Communication Division.
- Le Poire, B.A., Dailey, R.M., Duggan, A., & Moloney, E.E. (2004, November). *Reciprocity and compensation of nonverbal behaviors in romantic couples: Interactions of parent and partner attachment styles*. Presented to the National Communication Association at their annual meeting in Chicago, IL.
- Duggan, A. (2004, May). *The role of the romantic partner in assisting depression recovery: A grant proposal presented to a pre-conference focused on funding for socially-meaningful, applied research in interpersonal communication*. Presented to the International Communication Association at their annual meeting in New Orleans, LA.
- Duggan, A. (2004, May). *Reciprocal patterns of physician / patient nonverbal communication*. Presented to the International Communication Association at their annual meeting in New Orleans, LA.
 *** First Runner Up to Top Student Paper in the Health Communication Division.
- Le Poire, B.A., Dailey, R.M., & Duggan, A. (2002, November). *Inconsistent nurturing as control Part I: Reinforcing and punishing nonverbal strategies used by partners of substance dependent individuals*. Presented to the National Communication Association at their annual meeting in New Orleans, LA.

Le Poire, B.A., Duggan A.P., Dailey, R.M. (2001, November). *The influence of nonverbal communication on continued substance abuse*. Presented to the National Communication Association at their annual meeting in Atlanta, GA.

*** Top Four Paper Award in the Interpersonal Communication Division.

Lammers, J.C., Duggan, A.P., Barbour, J.B. (2001, November). *Managed care as managed health communication: Challenging assumptions about professional and organizational communication in health services*. Presented to the National Communication Association at their annual meeting in Atlanta, GA.

Addis, K.J., Le Poire, B.A., Duggan, A., Dailey, R.M. (2001, May). *A Qualitative analysis of communicative strategies used by partners of drug abusers: Implications for Inconsistent Nurturing as Control Theory*. Presented to the International Communication Association at their annual meeting in Washington, DC.

Le Poire, B.A., Shepard, C., & Duggan A. (2001, May). *Relational messages associated with nonverbal involvement, pleasantness, and expressiveness in romantic couples*. Presented to the International Communication Association at their annual meeting in Washington, DC.

Le Poire, B.A., Duggan, A., & Shepard, C. (2000, November) *Reciprocity of nonverbal involvement in romantic couples: Evidence that compensation does exist when predicted by the interaction of parental and partner attachment style*. Presented to the National Communication Association at their annual meeting in Seattle, WA.

*** Top Four Paper Award in the Interpersonal Communication Division.

Barker, V., Abrams, J.R., Tiyaamornwong, V., Siebold, D.R., Duggan, A., Park, H.S., & Sebastian, M. (2000, November). *New contexts for relational communication in groups*. Presented to the National Communication Association at their annual meeting in Seattle, WA.

*** Top Three Paper Award in the Small Group Division.

Shepard, C., Duggan, A., & Le Poire, B. (2000, June). *Attachment styles and relational messages*. Presented to the International Communication Association at their annual meeting in Acapulco, Mexico.

*** Top Three Paper Award in the Interpersonal Communication Division.

Lammers, J.C., & Duggan, A. (2000, June). *Bringing the physician back in: Communication predictors of physician satisfaction with managed care*. Presented to the International Communication Association at their annual meeting in Acapulco, Mexico.

- Mulac, A., & Duggan, A. (2000, June). *Women's and men's differing interpretations of four language features in conversation*. Presented to the International Communication Association at their annual meeting in Acapulco, Mexico.
- Lammers, J., & Duggan, A. (2000, May). *Practicing medicine in the age of managed care: The role of the organization in physician satisfaction*. Presented to the Communication in the age of Managed Care Conference held at Texas A&M University, College Station, Texas.
- Le Poire, B. A., Shapard, C., & Duggan, A. (1999, November). *Nonverbal involvement, expressiveness, and pleasantness as predicted by parental and partner attachment style*. Paper presented to the National Communication Association at their annual conference in Chicago, Illinois.
- *** Top Three Paper Award in the Family Communication Division.
- Parrott, R., & Duggan, A. (1999, May). *Using coaches as role models of sun protection for youth: Georgia's "Got Youth Covered" project*. Paper presented to the International Communication Association at their annual meeting in San Francisco, CA.
- Duggan, A., & Parrott, R. (1998, November). *Addressing the subjective component of illness: Physicians' nonverbal rapport-building behaviors as an indicator of patient willingness to disclose information about self and barriers to wellness*. Paper presented to the National Communication Association at their annual meeting in New York, NY.
- Lannutti, P., Duggan, A., & Lailaker, M. (November, 1998) *Teacher-student touch: Explanations and elaborations from an Expectancy Violations perspective*. Paper presented to the National Communication Association at their annual meeting in New York, NY.
- Parrott, R., & Duggan, A. (November, 1998). *Influencing parents' promotion of sun protection to youth: A behavior adaptation approach to role model behavior*. Paper presented to the International Communication Association at their annual meeting in Jerusalem, Israel.
- Duggan, A. (May, 1998). *Psychometrics and the Internet: Measurement of college students' attitude and behavioral correlates of educational use of the internet*. Paper presented to doctoral seminar in instructional development at the University of Georgia. (Invited presentation.)
- Duggan, A. (May, 1998). *Decoding nonverbal communication: Creating impressions through the silence of nonverbal cues*. Invited presentation as part of the Leadership Success Series at the University of Georgia.

- Duggan, A., & Parrott, R. (1998, May). *Successes, outcomes, and lessons learned from two community skin cancer intervention programs*. Paper presented to the CDC at a conference highlighting skin cancer prevention and education in Savannah, Georgia.
- Duggan, A. (1997, September). *Diffusing skin cancer prevention innovations to youth, parents, and coaches: Georgia's "Got Youth Covered" campaign*. Paper presented to the Center for Disease Control at a conference in Atlanta, Georgia highlighting skin cancer research.
- Duggan, A. (1997, November). *Dale Leathers' Impression Management Theory: Illustrations in courtroom interaction*. Invited presentation as part of a special session in celebration of the life of scholarship and service of Dale G. Leathers. Presentation and reaction for the National Communication Association at their annual meeting in Chicago, IL.
- Duggan, A. (1997, November). *Uncertainty as social stability: A case study of parish life at Holy Innocents' Church*. Paper presented to the National Communication Association at their annual meeting in Chicago, IL.
- Duggan, A. (1997, March). *Dramas interfere with characterization: The role of self presentation in everyday dramas*. Paper presented to the Southern Speech Communication at their annual meeting in Savannah, GA.
- *** Competitively Ranked Paper in Communication Theory Division.
- Duggan, A., Lannutti, P., Zuckerman, C., Winn, L., Hale, J., & Mongeau, P. (1996, November). *Teacher-student touch: An expectancy violation perspective*. Paper presented to the Speech Communication Association at their annual meeting in San Diego, CA.
- Duggan, A. (1996, November). *Differences between men and women in nonverbal communication behavior: A modified schema approach*. Paper presented to the Speech Communication Association at their annual meeting in San Diego, CA.
- Leathers, D., Duggan, A., & Lemieux, R. (1996, November). *Attorneys sell themselves nonverbally in the O.J. Simpson trial: Cochran vs. Darden vs. Clark*. Paper presented to the Speech Communication Association at their annual meeting in San Diego, CA.

Professional Experience:

Full Professor, Boston College (March 2021- present).

Associate Professor with Tenure (June 2010 to March 2021).
Communication Department, Boston College.
Medial Humanities faculty.

Social Innovation council.

First Year Experience faculty.

Leader of “Thresholds” dinner seminar for faculty tenured in recent years looking for more full engagement across disciplinary boundaries. (Funded jointly by Intersections and Jesuit Institute.)

Adjunct Associate Professor (September 2010 to present).

Department of Family Medicine.

Department of Public Health and Community Medicine (until 2018).

Tufts University School of Medicine.

Development of competencies in communication, reflective practice, and empathy training.

Assistant Professor (January 2004 to June 2010). Communication Department, Boston College.

Courses taught:

- Health Communication
- Honors Health Communication
- Relational Communication
- Nonverbal Communication
- Research Methods
- Human Communication Theory
- Courage to Know (University level course sponsored by First Year Experience)

Adjunct Assistant Professor (September 2006 to September 2010). Department of Public Health and Family Medicine. Tufts University School of Medicine. Developed and implemented project evaluating nonverbal and verbal communication behaviors for family medicine clerkship.

Communication Privacy Management Center. (2016-Present). Founding Affiliate Member. Health Communication Section Leader. Indiana University, Purdue University-Indianapolis. (Communication Privacy Management Center organized under the leadership of Sandra Petronio.)

Our Heart Speaks: Patient Stories from around the World. (2016-Present). Board Member. <http://ourheartspeaks.org/>

Applied Learning Experience Director, Tufts University School of Medicine.

-Sarah Fitch (MD / MPH Student): Examining medical students’ responses to patient expressions of resistance in making diet or exercise changes. Completed May 2009.

-Melanie Gaiser (MPH Student): Medical education and policy implications for interpersonal communication training. Completed May 2007.

Faculty Mentor, Gabelli Presidential Scholars Program, Boston College:

- Lucas Allen, A&S, May 2016

-Elizabeth Warner-Rousseau, A&S, May 2019

Dissertation Committee: Nathalie Saltikoff, M.S.W., LICSW, Boston College Graduate School of Social Work, May 2014

Thesis Director and Mentor for Faith, Peace, and Justice Certificate, Boston College:
-Jessica Flinn, Completed May 2007

Advisor for Undergraduate Honors Theses, Boston College:

- Jennifer Gaze, Completed May 2006, Communication Honors.
- Jina Moon, Completed May 2006, Communication Honors.
- Lauren Brescia, Completed May 2005, Communication Honors.
- Joy MacDougall, Completed May 2005, Communication Honors.
- Allison Bensley, Completed May 2005, Communication Honors.
- Allison Casey, Completed May 2005, Communication Honors.

(Between 2005 and 2015 I did not teach honors courses due to a change in policy at the department level.)

- Brielle Kilmartin, Completed May 2013, A&S Honors.
- Elizabeth Warner-Rousseau, Completed May 2019, Gabelli Presidential Scholars Program.
- Olivia Christmann, May 2020, Sociology Honors.

Supervised Research Assistants, Boston College:

- Courtney McManus (MCAS, Communication, 2004)
- Elizabeth Donahue (MCAS, Communication, 2004)
- Jessica Young (MCAS, Communication, 2004)
- Jennifer Gaze (MCAS, Communication, 2005)
- Marjorie McCormick (MCAS, Communication, 2007)
- Alexis Mark (MCAS, Communication, 2007)
- Colleen Coburn (MCAS, Communication, 2008)
- Hilary Weismann (MCAS, Communication, 2008)
- Shannon Carroll (MCAS, Communication, 2009)
- Matt Morris (MCAS, Communication, 2009)
- Stephanie Chmura (MCAS, Communication, 2009)
- Matt Dunn (MCAS, Communication, 2009)
- Christina Cerrutti (MCAS, Communication, 2010)
- Melanie Toner (MCAS, Communication, 2011)
- Sheila Sullivan (MCAS, Communication, 2011)
- Elizabeth Glowacki (MCAS, Communication, 2011)
- Iliana Swick (MCAS, Communication, 2013)
- Katherine Donahue (MCAS, Communication, 2014)
- Julie Wojno (MCAS, Communication, 2013)
- Lucas Allen (MCAS, International Studies, 2016)
- Lauren Alevizos (MCAS, Communication, 2018)
- Abigail Evans (MCAS, Communication, 2019)
- Elizabeth Warner-Rousseau (MCAS, International Studies, 2019)

Rory Harms (MCAS, Communication, 2020)
Taylor Mullen (MCAS, Communication, 2020)
Olivia Christmann (MCAS, Sociology, 2020)
Mary Zgurzynski (MCAS, Biology, 2022)
Alexandra (“Lexi”) McNeil (MCAS, Communication, 2023)
Isabella Bruno (MCAS, Political Science, 2023)

Teaching Associate / Instructor. (Summer 2001). Health Communication. Designed syllabus and assumed complete responsibility for upper division class. University of California, Santa Barbara.

Teaching Assistant. (1998 to 2001). University of California, Santa Barbara. Courses include Statistics for Communication, Introduction to Communication, Research Methods, Gender and Communication, and Communication Theory.

Research Assistant. (Fall, 1999 to Fall 2000). National Institute for Drug and Alcohol Abuse. Worked under the direction of Beth Le Poire. Interviewed couples including one drug addicted partner, trained coders for analysis of interviews, coordinated grant-related data analysis and business.

Research Assistant: Georgia’s Got Youth Covered Program (Summer 1996 to present). Worked under the direction of Roxanne Parrott on all aspects of her research grant to evaluate youth sun exposure and skin cancer risk. Duties included conducting field research, coordinating research activities, analyzing data, and writing and disseminating results to public and academic communities. University of Georgia.

Instructor: Nonverbal Communication (Fall, 1997). Held complete responsibility for senior-level class, including designing syllabus, lecturing, coordinating projects, and other aspects of teaching course. University of Georgia.

Teaching Assistant: Interpersonal Communication (Winter 1996 - Spring 1996). Held complete responsibility for each class. Prepared lectures and class activities, developing test questions, and providing students with feedback and grades. University of Georgia.

Teaching Assistant: Health Communication (Winter 1997, Winter 1998). Assisted Dr. R. Parrott with preparation, activities, assignments, lectures, and examinations for upper division / graduate course. Directed major course project, including initiating, developing, and guiding students through applied research and analysis. University of Georgia.

Field Researcher: Medical College of Georgia (Fall, 1996). Worked under the direction of R. Parrott, Ph.D., and Tom Huff, MD. Conducted communication research in continuity care clinic at teaching hospital.

SERVICE ACTIVITIES

Disciplinary and Inter-disciplinary Service

- 2024 Local Host and Planner for Biennial International Conference, International Association for Relationship Research. Boston, Massachusetts.
- 2023 NCA Health Communication Division ad-hoc Awards Process Review Committee
- 2022-2023 Senior Mentor for Expanding Horizons mid-career program at University of Tennessee. Mentor to Laura Miller focusing on international, interdisciplinary teams and leadership and research.
- 2022 Senior Mentor EACH: International Association for Relationship Research
- 2022 Senior Mentor: International Communication Association conference, Health Communication Division
- 2020-present Ad Hoc Reviewer
Medical Education
- 2018-present Editorial Board, Communication Monographs.
- 2019-present Editorial Board, Western Journal of Communication.
- 2007-present Editorial Board, Journal of Health Communication.
- 2018-present Chair, Future Conference Committee, International Association for Relationship Research.
- 2016-2018 Chair, Nonverbal Communication Division of NCA.
- 2016-present Founding Affiliate Member, Communication Privacy Management Center.
- 2008-present Editorial Board, Personal Relationships.
- 2007-present Editorial Board, Communication Research Reports.
- 2014-present Editorial Board, Communication Quarterly.
- 2012-2016 Associate Editor, Personal Relationships.
- 2011-2015 Editorial Board: Communication Yearbook.
- 2015 Senior Mentor, International Association for Relationship Research.
- 2015-present Academic planning committee for 2016 international conference, International Association for Relationship Research.
- 2015 Ad Hoc Reviewer
Communication Monographs
Journal of Applied Communication Research
Patient Education and Counseling
Permanente
Journal of Social and Personal Relationships
Health Communication
- 2014 Ad Hoc Reviewer
Communication Monographs
Journal of Applied Communication Research
Patient Education and Counseling
Health Communication
Review Board. *Contemporary Case Studies in Health Communication: Theoretical & Applied Approaches*, Maria Brann, Editor.
- 2014-2016 Vice Chair. Nonverbal Division of NCA.

- 2014-2017 Award Committee. Charles H. Woolbert Research Award. NCA.
 2014-2017 NCA Research Board. (Nominated through NCA Boards, then with approval through NCA Executive Committee, then elected by Legislative Assembly). My vision and contribution to Research Board is to articulate what is uniquely answered by the discipline of Communication, and how Communication brings particular contributions to other disciplines. This is a three-year commitment.
- 2013-2014 Vice-Chair Elect. Nonverbal Communication Division of NCA. The vice-chair becomes division chair, for a total commitment of six years. The Nonverbal Division is intentional about envisioning, inviting, and cultivating nonverbal research within Communication, as well as connecting to academic disciplines and nonverbal work outside of the Academy.
- 2013-2014 Nominated by NCA to represent Communication on the Social Science Research Council (<http://www.ssrc.org/>) for a project to develop subject-specific assessment instruments.
- 2013 Ad Hoc Reviewer
 Journal of Family Communication
 Health Communication
 The Permanente
 Patient Education and Counseling
- 2012 Ad Hoc Reviewer
 Journal of General Internal Medicine
 Journal of Family Communication
 Communication Monographs
 The Permanente
 Health Communication
- 2012 National Communication Association Course Spotlight for teaching health communication.
<http://www.natcom.org/Tertiary.aspx?id=182>
- 2012-2013 NCA Nominating committee.
- 2012 NCA Nonverbal Division Awards Committee.
- 2012 Tenure Reviewer (external reviewer).
- 2011 Tenure Reviewer (external reviewer).
- 2011 Ad Hoc Reviewer, Health Communication.
- 2011 Ad Hoc Reviewer, Women and Language.
- 2011 Ad Hoc Reviewer, Journal of Applied Communication Research.
- 2011 NCA Mentor for Family Communication Division.
- 2011 International Association for Relationship Research, Academic Planning Committee.
- 2010 Academic Chair for international convention, International Association for Relationship Research, Responsible for organizing and managing submissions, inviting and introducing five keynote speakers, working with the board to address membership planning needs, and putting together the program for the conference. Conference includes participants from over 40 countries.

- 2009-2012 Mentorship Chair and Academic Planner, National Communication Association, Health Communication Division Early Career Preconference.
- 2010 Ad Hoc Reviewer, Communication Monographs.
- 2010 Ad Hoc Reviewer, Journal of Applied Communication Research.
- 2010 Ad Hoc Reviewer, Journal of General Internal Medicine.
- 2010 Ad Hoc Reviewer, Patient Education and Counseling.
- 2010 Ad Hoc Reviewer, Advances in Medical Education and Practice.
- 2010 Ad Hoc Reviewer, Western Journal of Communication.
- 2010 Tenure Reviewer.
- 2008-2010 Board Member, International Association for Relationship Research. Program Planner for 2010 Conference.
- 2009 Awards Committee, Interpersonal Division, National Communication Association.
- 2009 Ad Hoc Reviewer, Journal of Applied Communication Research.
- 2009 Ad Hoc Reviewer, Journal of Language and Social Psychology.
- 2009 Ad Hoc Reviewer, Health Communication.
- 2008 Ad Hoc Reviewer, Patient Education and Counseling.
- 2008 Ad Hoc Reviewer, Western Journal of Communication.
- 2008 Ad Hoc Reviewer, Journal of Applied Communication Research.
- 2008-present Pre-conference Planner. Early careers in Health Communication. Health Communication Division of the National Communication Association.
- 2007 Primary Conference Planner and Host. Mentorship conference for the International Association for Relationship Research. Included 35 pre-tenure scholars and 4 senior mentors).
- 2006-2008 Mentorship Chair, International Association for Relationship Research.
- 2008 Ad Hoc Reviewer, Patient Education and Counseling.
- 2007 Nominating committee, Nonverbal division of the National Communication Association.
- 2007 Ad Hoc Reviewer, Patient Education and Counseling (Reviewed three manuscripts in 2007).
- 2007 Ad Hoc Reviewer, Western Journal of Communication (Reviewed two manuscripts in 2007).
- 2007 Paper reviewer. Health Communication section of American Public Health Association.
- 2006 Paper reviewer. Health Communication section of American Public Health Association.
- 2005 Editorial Board, Communication Studies.
- 2005 NCA Interpersonal Division national-level awards committee.
- 2005 Paper Reviewer. Health Communication Division of the International Communication Association.
- 2005 Contributor for "Relationship Research News," the official news journal of the International Association for Relationship Research for special issue on IRB experience.
- 2005-2008 Institutional Review Board, Emerson College (Outside Member).
- 2006 Ad Hoc Reviewer, Journal of Health Communication (Reviewed four manuscripts in 2006).

- 2005 Ad Hoc Reviewer, Journal of Health Communication (Reviewed three manuscripts in 2005).
- 2005 Paper Reader (elected). Family Communication Division of the National Communication Association.
- 2004-2005 Local Arrangements Committee, National Communication Association for 2005 national convention in Boston, MA.
- 2004 Ad Hoc Reviewer, Journal of Computer-Mediated Communication.
- 2004 Ad Hoc Reviewer, International Journal of Behavioral Development.
- 2004 Ad Hoc Reviewer, Journal of African and Asian Studies.
- 2004 Panel Chair, Interpersonal Division, ICA.
- 1999-2000 ICA History Committee, Health Division Coordinator.
- 2000 Ad Hoc Reviewer, Communication Reports.
- 1997-1998 Student Representative, Health Communication Division, National Communication Association.
- 1995-1997 Planning Committee Member, Southeastern Conference for Graduate Research.

University Service

- 2022-2023 Dyadic Study of Health Initiative (with Karen Lyons and Sara Moorman, organized with support of CSON)
- 2022 Fulbright Faculty Process workshop presenter
- 2021 Fulbright Student Application Committee
- 2017- present Medical Humanities Course Approval committee (with Martin Summers)
- 2020 AJCU Mission Priority Examen visiting committee.
- 2017-2019 Study Abroad Course Approval Committee, Medical Humanities and Culture.
- 2018 Pilgrimage of St. Ignatius, Summer 2018.
- 2015 Presenter: Halftimes Retreat Program.
- 2014 Presenter: 48 Hours Retreat Program. Clarity of Vision: Living into Jesuit Education.
- 2013 Presenter: Jenks Leadership Program. Recognizing Nonverbal Cues in Cultivating Servant Leadership.
- 2013 Presenter: Duchesne Hall (First Year Students). Finding Joy in Cultivating Friendships and Developing Leadership Qualities in College Life
- 2012-2014 Medical Humanities Program development committee.
- 2012-2015 Institutional Review Board member.
- 2012-present Presidential Scholars Program faculty mentor.
- 2012-2014 Dissertation committee member, Graduate School of Social Work.
- 2011-2016 Developed and implemented “Thresholds” program for recently tenured faculty (Funded by Intersections Program and Jesuit Institute. Led in collaboration with Greg Kalscheur, Burt Howell, and Bartomeu Estelrich Barcelo).
http://www.bc.edu/content/bc/offices/intersections/topic_seminar.html
- 2012-2015 Social Innovation Council.
- 2012 First Year Experience book advisory committee.

- 2011 First Year Experience faculty, Courage to Know program.
 2011 Jamaica Summer program through Center for Student Formation, Faculty Participant.
 2011 Development of Courage to Know course offered Spring 2011.
 2011 Presenter and mentor, Encouraging Reflective Practice program for honors resident halls.
 2011 Presenter and mentor, Yoga program for sophomore and junior resident halls.
 2011-2012 Participant in faculty tablet pilot project, Boston College academic technology.
 2010 Mentor, Halftime retreat leader through Boston College Intersections program.
 2009 Sophomore Scholars selection committee.
 2009 Magis National Faculty Retreat participant through Jesuit Colleagues Program.
 2009 Advanced Intersections seminar participant on Human Flourishing and University Specialization.
 2009 Professors and pastries faculty participant for careers in health.
 2008 Nicaragua Immersion Experience participant.
 2007 Mentor, Halftime retreat program, Boston College Intersections program.
 2005-2010 Junior Scholars in Conversation, Boston College Jesuit Institute.
 2005 Intersections program participant examining student life.
 2005-present Advisor for incoming freshmen, Boston College.

Departmental Service

- 2021-2022 Creative Communication Committee.
 2022-2023 Curriculum Review Committee.
 2020-current Pre-Tenure Review Committee.
 2019-present. Director of Communication and Family Medicine Research Partnership in coordination with Tufts University School of Medicine.
 2018 Search Committee, Boston College media analytics faculty position.
 2017-present Faculty Review Committee. Visited classrooms of faculty whose contracts are under consideration. Wrote evaluations.
 2006-2012 Research Committee, Boston College. Organized department research colloquia. Developed programs for research lab and human interaction faculty.
 2008 Search Committee, Boston College interpersonal faculty position.
 2007 Search Committee, Boston College interpersonal faculty position.
 2004-2007 Department of Communication Awards Committee, Boston College. Reader for the Dever Writing Awards. Reviewed rules for the Dever Writing Awards and Leonard Public Speaking Contest. Created a formal process and established selection criteria for John Henry Lawton Award for the Outstanding Communication Major.
 2004-2005 Honors Committee, Boston College.
 Planned honors event in spring semester.
 Reviewed Honor's Program and made recommendations.

2004-2014 Research Lab Committee, Boston College.
2004-2005 New Media Search Committee, Boston College.
2001-2002 Undergraduate Affairs Committee, UCSB.
2000-2001 Planning Committee, Rupe Endowed Chair Conference, UCSB.
1998-2002 Entertainment Committee, UCSB.
1999-2002 New Graduate Student Welcome Committee, UCSB.
1996-1997 Graduate Forum President, Department of Speech Communication, UGA.
1996-1998 Student Teaching Assistant Mentor, Department of Speech
Communication, UGA.

Professional Associations:

Society for Teachers of Family Medicine, 2018-present.
North American Primary Care Research Group, 2019-present.
American Public Health Association, 2005 - 2015.
International Communication Association, 1998 - present. Lifetime Membership.
National Communication Association, 1996 - present. Lifetime Membership.
International Association for Relationship Research, 2003 - present.
EACH: International Association for Communication in Healthcare, 2004-present.
Health Literacy / Health Communication Working Group, Boston, MA, 2004-2008.