

Jeffrey D. Robinson, Ph.D.

Curriculum Vita

OFFICE

Portland State University
 Department of Communication
 23 Neuberger Hall
 724 SW Harrison Street
 Portland, OR 97201
 Office: (503) 725-3599
 Email: jeffreyr@pdx.edu

EDUCATION

Ph.D. Sociology
 University of California, Los Angeles, 1992-1999

M.A. Communication Arts and Sciences
 University of Southern California, 1990-1992

B.A. Communication Studies
 University of California, Santa Barbara, 1986-1990

OCCUPATIONAL HISTORY

2009–now Associate Professor
 Portland State University
 Department of Communication

2006–2009 Associate Professor
 Rutgers University
 Department of Communication

2004–2006 Assistant Professor
 Rutgers University
 Department of Communication

1999–2004 Assistant Professor
 The Pennsylvania State University
 Department of Communication Arts & Sciences

AWARDS

2007-2008 Rutgers' *university-wide* teaching award (Warren I. Susman Award)

BLIND, PEER-REVIEWED, JOURNAL ARTICLES

25. **Robinson, J. D.** (in press). Using full repeats to initiate repair on others' questions. *Research on Language and Social Interaction*.
24. Bolden, G., & **Robinson, J. D.** (in press). Soliciting accounts with *why*-interrogatives in naturally occurring English conversation. *Journal of Communication*.
23. Venetis, M. K., **Robinson, J. D.**, Turkiewicz, K. L., & Allen, M. (in press). An evidence base for patient-centered cancer care: A meta-analysis of studies of observed communication between cancer specialists and their patients. *Patient Education & Counseling*.
22. Dillard, J., Shen, L., & **Robinson, J. D.**, (in press). Parental information seeking following a positive newborn screening for cystic fibrosis. *Journal of Health Communication*.
21. **Robinson, J. D.** (2009). Managing counterinforming: An interactional practice for soliciting information that facilitates reconciliation of speakers' incompatible positions. *Human Communication Research*, 35, 561-587.
20. **Robinson, J. D.**, Krieger, J., Burke, G., Weber, V., & Oesterling, B. (2008). The relative influence of patients' pre-visit global satisfaction with medical care on patients' post visit satisfaction with physicians' verbal communication. *Communication Research Reports*, 25, 1-9.
19. Heritage, J., **Robinson, J. D.**, Elliot, M. N., Beckett, M., & Wilkes, M. (2007). Reducing patients' unmet concerns in primary care: A trial of two question designs. *Journal of General Internal Medicine*.
18. **Robinson, J. D.** (2007). The role of numbers and statistics within conversation analysis. *Communication Methods and Measures*, 1, 65-75.
17. Heritage, J., & **Robinson, J. D.** (2006). The structure of patients' presenting concerns 1: Physicians' opening questions. *Health Communication*, 19, 89-102.
16. **Robinson, J. D.** (2006). Managing trouble responsibility and relationships during conversational repair. *Communication Monographs*, 73, 137-161.
15. **Robinson, J. D.**, & Heritage, J. (2006). Physicians' opening questions and patients' satisfaction. *Patient Education and Counseling*, 60, 279-285.

14. Stivers, T. & **Robinson, J. D.** (2006). A preference for progressivity in interaction. *Language in Society*, 35, 367-392.
13. **Robinson, J. D.**, & Heritage, J. (2005). The structure of patients' presenting concerns: The completion relevance of current symptoms. *Social Science and Medicine*, 61, 481-493.
12. **Robinson, J. D.** (2004). The sequential organization of 'explicit' apologies in naturally occurring English. *Research on Language and Social Interaction*, 37, 291-330.
11. **Robinson, J. D.**, Silk, K. J., Parrott, R. J., Steiner, C., Morris, S. M., & Honeycutt, C. (2004). Healthcare providers' sun-protection promotion and at-risk clients' skin-cancer-prevention outcomes. *Preventive Medicine*, 38, 251-257.
10. Roberts, F., & **Robinson, J. D.** (2004). Inter-observer agreement regarding 'first-stage' conversation-analytic transcripts. *Human Communication Research*, 30, 376-410.
9. **Robinson, J. D.**, & Nussbaum, J. F. (2004). Grounding research and medical education about religion in actual physician-patient interaction: Church attendance, social support, and older adults. *Health Communication*, 16, 63-85.
8. DiMatteo, M. R., **Robinson, J. D.**, Heritage, J., Tabbarah, M., & Fox, S. A. (2003). Patients' Self-Reports of Instrumental and Affective Communication in Physician-Patient Encounters: Correlations with Medical Records and Audio- and Videotapes. *Health Communication*, 15, 393-413.
7. **Robinson, J. D.** (2003). An interactional structure of medical activities during acute visits and its implications for patients' participation. *Health Communication*, 15, 27-59.
 - Reprinted in: Drew, P., & Heritage, J. (2006). *Conversation Analysis* (Vol. 4; pp. 49-84). Sage Publications.
6. **Robinson, J. D.** (2001a). Asymmetry in Action: Sequential Resources in the Negotiation of a Prescription Request. *Text*, 21, 19-54.
5. **Robinson, J. D.** (2001b). Closing medical encounters: Two physician practices and their implications for the expression of patients' unstated concerns. *Social Science & Medicine*, 53, 639-56.
4. **Robinson, J. D.**, & Stivers, T. (2001). Achieving activity transitions in primary-care consultations: From history taking to physical examination. *Human Communication Research*, 27, 253-298.
3. **Robinson, J. D.** (1998). Getting Down to Business: Talk, Gaze, and Body Orientation During Openings of Doctor-Patient Consultations. *Human Communication Research*, 25, 97-123.

- Reprinted in: Lederman, L. C., Gibson, W. D., & Taylor, M. (2004). *Communication theory: Case studies*. Kendall Hunt.
2. Coupland J., **Robinson, J. D.**, & Coupland, N. (1994). Frame negotiation in doctor-elderly patient consultations. *Discourse and Society*, 5, 89-124.
 1. Coupland, J., Coupland, N., & **Robinson, J. D.** (1992). “How are you?”: Negotiating phatic communion. *Language in Society*, 21, 207-230.

BOOK CHAPTERS

7. Egbert, M., Golato, A., & **Robinson, J. D.** (2009). Repairing reference. In J. Sidnell (Ed.), *Conversation Analysis: Comparative Perspectives* (pp. 104-132). Cambridge, England: Cambridge University Press.
6. **Robinson, J. D.** (2008). Physician-Patient Interaction. To appear in *The International Encyclopedia of Communication*. Blackwell Publishing Ltd.
5. **Robinson, J. D.** (2007). Nonverbal communication in doctor-patient relationships. To appear in L. K. Guerrero and M. Hecht (Eds.), *The nonverbal communication reader: Classic and contemporary Readings* (3rd Ed.). Long Grove, IL: Waveland Press.
4. Heritage, J., & **Robinson, J. D.** (2006). Accounting for the visit: Giving reasons for seeking medical care. In J. Heritage & D. Maynard (Eds.), *Communication in medical care: Interaction between primary care physicians and patients* (pp. 48-85). Cambridge, England: Cambridge University Press.
3. **Robinson, J. D.** (2006). Nonverbal communication and physician-patient interaction: Review and new directions. In V. Manusov & M. L. Patterson (Eds.), *The Sage handbook of nonverbal communication* (pp. 437-459). Thousand Oaks, CA: Sage Publications, Inc.
2. **Robinson, J. D.** (2006). Soliciting patients’ presenting concerns. In J. Heritage & D. Maynard (Eds.), *Communication in medical care: Interaction between primary care physicians and patients* (pp. 22-47). Cambridge, England: Cambridge University Press.
1. Rogers, E. M., Chandran, A. S., Hirata, T. M., & **Robinson, J. D.** (1995). Television promotion of gender-equality in society. In P. Kalbfleisch and M. Cody (Eds.), *Gender, Power, and Communication in Human Relationships* (pp. 277-304). Hillsdale, NJ: Lawrence Erlbaum Associates, Inc.

FUNDED EXTERNAL GRANT ACTIVITY

2. Grant Title: Improving Communication during Pediatric Visits for Acute Respiratory Illness

Position: Co-Investigator (P.I. on subcontract)
 Amount: **\$456,391 (\$26,591 subcontract)**
 Year: 2007-2009
 Status: **Funded**
 Agency: National Institutes of Health (NIH)

1. Grant Title: Addressing Patients' Multiple Concerns in Primary Care

Position: Co-Investigator
 Amount: **\$303,627**
 Year: 2002-2004
 Status: **Funded**
 Agency: Agency for Healthcare Research and Quality (AHRQ)

BOOK REVIEWS

Robinson, J. D. (2000). Identities in talk. *Journal of Language and Social Psychology, 19*, 494-498.

Robinson, J. D. (2001). Talking about treatment. *Health Communication, 13*, 115-117.

INVITED-SPEAKER PRESENTATIONS

Robinson, J. D. (2007, April). *Grand rounds*. Delivered to the Department of Internal Medicine, Mount Sinai Hospital, NY.

Robinson, J. D. (2006, August). *How to code physician-patient interaction*. Center for the Study of Health Beliefs & Behavior, NJ.

Robinson, J. D. (2006, June). *The relationship between physicians' questions and patients' satisfaction and unmet concerns*. Center for the Study of Health Beliefs & Behavior, NJ.

Robinson, J. D. (2005, October). *The concept of trouble responsibility in conversational repair and its implications for interactional organization and interpersonal alignment*. University of California at Santa Barbara, CA.

Robinson, J. D. & Heritage, J. (2006, March). *The effects of physicians' opening questions on patients problem narratives and satisfaction*. University of Medicine and Dentistry, NJ.

Robinson, J. D. (2003, March). *The effects of physicians' opening questions on patients' presentations of their problems*. Rutgers University, NJ.

Robinson, J. D. (2002, June). *Apologies in interaction*. University of York, England.

Robinson, J. D. (2001, October). *Workshop on the method of conversation analysis*. Seattle, WA [a day-long workshop delivered to approximately 30 participants].

Robinson, J. D. (2000, January). *Soliciting patients' presenting concerns*. Paper presented at the conference on "Practicing Medicine: A Dialogue on Doctor Patient Interactions," Indianapolis, IN.

CONVENTION PRESENTATIONS

Bolden, G., & **Robinson, J. D.** (2008, November). Paper to be presented in the Division of Language and Social Interaction at the National Communication Association, San Diego, CA.

Dillard, J. P., Shen, L., **Robinson, J. D.**, & Farrell, P. M. (2008, May). *Parental information seeking following a positive newborn screening for cystic fibrosis*. Paper presented in the Division of Health Communication at the International Communication Association, Montreal, Canada.

Robinson, J. D., & Kevoe-Feldman, H. (2007, November). *Other-initiation of repair implemented through final-rising-intoned repeats*. Paper presented in the Division of Language and Social Interaction at the National Communication Association, Chicago, IL.

Robinson, J. D. (2007, November). *Using Powerpoint to publicly present LSI research*. Paper presented at a preconference at the National Communication Association, Chicago, IL.

Robinson, J. D. (2006, November). *Responses as evidence: Two structural patterns regarding open-class repair and their implications for understanding action*. Paper presented in the Division of Language and Social Interaction at the National Communication Association, San Antonio, MA. **TOP FOUR PAPER.**

Heritage, J., & **Robinson, J. D.** (2006, November). *Reducing patients' unmet concerns in primary care: A randomized controlled trial of two question designs*. Paper presented in the Division of Health Communication at the National Communication Association, San Antonio, MA.

Robinson, J. D. (2006, May). Other initiation of conversational repair: Comparing "sorry?" to "what?" Paper presented at the International Conference on Conversation Analysis, Helsinki, Finland.

Robinson, J. D. (2005, November). *Managing trouble responsibility and relationships during conversational repair*. Paper presented in the Division of Language and Social Interaction at the meeting of the National Communication Association, Boston, MA. **TOP FOUR PAPER.**

- Robinson, J. D., & Kevoe-Feldman, H.** (2005, November). *Repair and responsibility: The full questioning repeat*. Paper presented in the Division of Language and Social Interaction at the meeting of the National Communication Association, Boston, MA.
- Robinson, J. D.** (2005, November). *Blending conversation analysis with health and relationships*. Paper presented in the Division of Health Communication at the meeting of the National Communication Association, Boston, MA.
- Heritage, J. & **Robinson, J. D.** (2005, July). *Eliciting additional patient concerns in the medical interview: A study in applied linguistics*. The 14th World Congress of Applied Linguistics, Madison, WI.
- Robinson, J. D., & Heritage, J.** (2005, May). *The structure of patients' presenting concerns: The completion relevance of current symptoms*. Paper presented in the Division of Language and Social Interaction at the meeting of the International Communication Association, New York, NY.
- Heritage, J. & **Robinson, J. D.** (2005, May). *The structure of patients' presenting concerns: Physicians' opening questions*. Paper presented in the Division of Health Communication at the meeting of the International Communication Association, New York, NY.
- Robinson, J. D.,** Silk, K. J., Parrott, R. J., Steiner, C., Morris, S. M., & Honeycutt, C. (2005, April). *Healthcare providers' sun-protection promotion and at-risk clients' skin-cancer-prevention outcomes*. Paper to be presented in the Division of Health Communication at the meeting of the Eastern Communication Association, Pittsburg, PA.
- Heritage, J. & **Robinson, J. D.** (2004, August). *Negotiating Activities in the Doctor-Patient Encounter: Getting the Reason for the Visit*. Paper presented at the meeting of the American Sociological Association, San Francisco, CA.
- Robinson, J. D. & Heritage, J.** (2003, November). *How patients communicate certainty and uncertainty about their medical problems*. Paper presented in the Interpersonal division at the meeting of the National Communication Association, Miama, FL.
- Robinson, J. D.** (2003, November). *The narrative structure of patients' presentations of their problems*. Paper presented in the Language and Social Interaction division at the meeting of the National Communication Association, Miama, FL.
- Robinson, J. D. & Stivers, T.** (2003, November). *Multimodality in physicians' examinations of patients*. Paper presented in the Language and Social Interaction division at the meeting of the National Communication Association, Miama, FL.

- Robinson, J. D.** (2003, February). *The narrative structure of patients' presentations of their problems*. Paper presented in the Language and Social Interaction division at the meeting of the International Communication Association, San Diego, CA.
- Robinson, J. D.** (2003, February). *Apologies and other expressions of personal regret in interaction*. Paper presented in the Language and Social Interaction division at the meeting of the Western Communication Association, Salt Lake City, Utah.
- Robinson, J. D.** (2002, November). *Physician-patient communication about religion/spirituality: Medical education, actual communication, and outcomes*. Paper presented in the health communication division at the meeting of the National Communication Association, New Orleans, LA.
- Robinson, J. D.,** Krieger, J., Burke, G., & Weber, V. (2002, November). *Two context-sensitive studies of two types of patients' visit satisfaction*. Paper presented in the health communication division at the meeting of the National Communication Association, New Orleans, LA.
- Roberts, F. & **Robinson, J. D.** (2002, August). *The reliability of conversation-analytic transcription*. Paper presented at the American Sociological Association, Chicago, IL.
- Stivers, T. & **Robinson, J. D.** (2002, March). *When nonselected speakers respond next*. Paper presented to the division of language and social interaction at the meeting of the Western States Communication Association, Long Beach, CA.
- Robinson, J. D.** (2001, November). *Organizational discourse or discourse in organizations?* Paper presented to the organizational division at the meeting of the National Communication Association, Atlanta, GA.
- Robinson, J. D.** (2001, November). *Apologies in interaction*. Paper presented to the division of language and social interaction at the meeting of the National Communication Association, Atlanta, GA.
- Stivers, T. & **Robinson, J. D.** (2001, November). *Family dinner conversations: The case of a non-selected recipient taking next turn*. Paper presented to the family division at the meeting of the National Communication Association, Atlanta, GA.
- DiMatteo, **Robinson, J. D.,** M. R., Heritage, J., Tabbarah, M., & Fox, S. A. (2001, May). *Patients' Self-Reports of Instrumental and Affective Communication in Physician-Patient Encounters: Correlations with Medical Records and Audio- and Videotapes*. Paper presented to the health division at the meeting of the International Communication Association, Washington, DC.
- Robinson, J. D.** (2001, February). *Negotiating a Patient's Request for Prescription Medication*. Paper presented to the division of language and social interaction at the meeting of the Western States Communication Association, Coeur d'Alene, ID.

Heritage, J., & **Robinson, J. D.** (2000, November). *How patients present their concerns*. Paper presented to the division of language and social interaction at the meeting of the National Communication Association, Seattle, WA.

Robinson, J. D. (2000, February). *Business preclosing sequences in doctor-patient consultations*. Paper presented to the division of language and social interaction at the meeting of the Western States Communication Association, Sacramento, CA. **TOP DIVISION PAPER.**

Robinson, J. D. (1999, November). *Closing Primary-Care Consultations and Generating Undisclosed Medical Problems*. Paper presented to the division of language and social interaction at the meeting of the National Communication Association, Chicago, IL.

Robinson, J. D. & Stivers, T. (1999, May). *Achieving activity transitions in primary-care consultations: From history taking to physical examination*. Paper presented to the division of language and social interaction at the meeting of the International Communication Association, San Francisco, CA. **TOP STUDENT PAPER.**

Robinson, J. D. (1999, February). *The Relationship Between the Activities of Soliciting, Examining, Diagnosing, and Treating Patients' Problems*. Paper presented to the division of language and social interaction at the meeting of the Western States Communication Association, Vancouver, Canada. **TOP FOUR DIVISION PAPER.**

Robinson, J. D. (1998, November). *A description of "How are you feeling" as a social action in ordinary and medical contexts and its implications for medical care*. Paper presented to the division of language and social interaction at the meeting of the National Communication Association, New York, NY. **TOP FOUR DIVISION PAPER.**

Robinson, J. D. (1998, April). *Problem presentation → problem solution: An outline of an activity structure in doctor-patient consultations*. Paper presented to the division of language and social interaction at the meeting of the Pacific Sociological Association, San Francisco, CA.

Robinson, J. D. (1998, February). *Problem presentation → problem solution: An outline of an activity structure in doctor-patient consultations*. Paper presented to the division of language and social interaction at the meeting of the Western States Communication Association, Denver, CO.

Robinson, J.D. (1997, November). *The effects of adjacency-pair organization on patient participation*. Paper presented to the division of language and social interaction at the meeting of the National Communication Association, Chicago, IL.

Robinson, J. D. (1996, August). *Gaze and body orientation during the opening phase of doctor-patient consultations: Implications for asymmetry and dominance in medical discourse*. Paper presented at the meeting of the American Sociological Association, New York, NY.

- Robinson, J. D.** (1995, November). *Rethinking the use of coding schemata with regard to the study of talk-in-interaction*. Paper presented to the division of language and social interaction at the meeting of the Speech Communication Association, San Antonio, TX.
- Robinson, J. D.** (1995, November). *Talk and body deployment in medical interaction II: First topic initiation and the management of the physician-patient relationship*. Paper presented to the division of language and social interaction at the meeting of the Speech Communication Association, San Antonio, TX.
- Sereno, K., Seiter, J. S., **Robinson, J. D.** & McDonald, V. (1995, November). *When you hate yourself for laughing: An examination of receivers' gender and perceptions of offensive humor*. Paper presented to the interpersonal division at the meeting of the Speech Communication Association, San Antonio, TX.
- Robinson, J. D.** (1995, May). *Talk and body deployment in medical interaction I: Arriving at medical troubles*. Paper presented to the division of language and social interaction at the Conference on Language, Interaction and Culture (CLIC), Los Angeles, CA.
- Robinson, J. D.** (1995, February). *Talk and body deployment in medical interaction I: Arriving at medical troubles*. Paper presented to the division of language and social interaction at the meeting of the Western States Communication Association, Portland, OR. **TOP DIVISION PAPER.**
- Robinson, J. D.** (1994, February). *Initiating physician-patient interaction*. Paper presented to the division of language and social interaction at the meeting of the Western States Communication Association, San Jose, CA.
- Robinson, J. D.** (1993, May). *Frame negotiation in doctor-elderly patient consultations*. Paper presented to the division of language and social interaction at the meeting of the International Communication Association, Washington, DC. **TOP DIVISION PAPER.**
- Robinson, J. D.,** Pfefferman, R. J. & Cody, M. J. (1992, November). *Who's the boss? Sex differences in influence attempts on prime-time, family-oriented, situation comedies*. Paper presented to the interpersonal division at the meeting of the Speech Communication Association, Chicago, IL.
- Robinson, J. D.** (1992, August). *Bridging task and relational goals in the medical institution: The utility of phatic communion in elderly patient interactions*. Paper presented at the conference of Discourse and the Professions, Uppsala, Sweden.
- Robinson, J. D.** (1992, February). *Phatic communion: Ritual and beyond*. Paper presented at the meeting to the division of language and social interaction of the Western Speech Communication Association, Boise, ID.
- Robinson, J. D.,** Seiter, J. & Acharya, L. (1992, February). *'I just put my head down and society does the rest': An examination of influence strategies among beggars*. Paper presented

to the interpersonal division at the meeting of the Western Speech Communication Association, Boise, ID.

Pfefferman, R. J. & **Robinson, J. D.** (1992, February). *Portrayals of influence attempts on prime-time, family-oriented, situation comedies: Are older characters fairly represented?* Paper presented to the interpersonal division at the meeting of the Western Speech Communication Association, Boise, ID.

UNDERGRADUATE HONORS THESES COMMITTEES

Aaron F. Mandell (2002). *The legal implications of communication in the courtroom: An introspective look at the defense's opening statement in the O.J. Simpson criminal trial.* Undergraduate Honors Thesis

Nawrocki, A. E. (2002). *The Elián González case: An alternate plan of resolution.* Undergraduate Honors Thesis.

GRADUATE THESIS ADVISING

Kevoe-Feldman, Heidi (2009). *Understanding customer-service through an interactional lens: The organization of action and activity during camera-repair calls.* Ph.D. thesis (co-Director).

Sarcevic, Aleksandra (2009). *Collaborative processes in trauma teams.* Ph.D. thesis (Committee member).

Downing, Art (2007). *The pursuit of intercultural intersubjectivity at the reference desk: How librarians and international students manage misunderstanding.* Ph.D. thesis (Committee member).

Castel, Claire (2002). *Communication accommodation in an organizational context: Perceptions of French research assistants and their American university advisors.* M.A. thesis (Director).

Dentice, Tara (2002). *People like us: Social identity theory as a model for the racial centering of television commercials.* M.A. thesis (Committee member).

Honeycutt, Courtenay (2002). *Trust no one? An historical examination of the development of hazing norms in an online community.* M.A. thesis (Director)

Krieger, Janice Lee Raup (2001). *College student drinking and the threshold of control.* M.A. thesis (Committee member).

Vivian, Bradford (2001). *Being made strange: Rhetoric beyond representation*. Ph.D. thesis (Committee member).

TEACHING

Graduate Courses: Introduction to Qualitative Research Methods, Conversation Analysis, Health Communication, Physician-Patient Communication, Talk in Organizations

Undergraduate Courses: Introduction to Communication, Interpersonal Communication, Intercultural Communication, Conversation analysis, Talk in Organizations

CONTINUING MEDICAL EDUCATION (CME) COURSES TAUGHT

Robinson, J. D. (2001, November). *Opening the medical interview and soliciting patients' concerns* [Part of: Primary-care update in psychiatry: What our patients tell us]. Indianapolis, IN.

Robinson, J. D. (2000, November). *Patient-clinician communication* [Part of: Penn State University Health Services' "Issues in college health."] State College, PA.

SERVICE TO THE PROFESSION

Editorial Boards: Human Communication Research, Communication Monographs, Research on Language and Social Interaction (ROLSI), Health Communication

Ad Hoc Reviewer: Social Science & Medicine, Language in Society, Journal of Language and Social Psychology, Communication Yearbook, Communication and Medicine, Journal of Communication, Journal of Applied Communication Research, Journal of Health Communication

Division Officer: NCA Health Communication Chair (2007-2008), NCA Language and Social Interaction Vice Chair (2007-2008), WSCA LSI Division Chair (2002), WSCA LSI Division Secretary (2000), NCA LSI Division Information Coordinator (2001, 2002).

PROFESSIONAL ASSOCIATION MEMBERSHIP

- American Sociological Association
- National Communication Association
- International Communication Association