

# Clara Bergen, PhD

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## Professional Summary

Health services and clinical communication researcher with PhD in Sociology. Expertise in mixed-methods analysis and public involvement in research. Methodologically innovative research approach and strong writing skills for academic, clinical and public audiences. Specialization in collection and analysis of video data in healthcare settings.

## Research Areas

Health behavior change  
Mental health services  
Healthcare disparities  
Clinical communication  
Mixed-methods analysis  
Public involvement in research  
Conversation analysis

## Skills

STATA Data Analytic Software  
ELAN Video Data Analytic Software  
Adobe Premiere Pro Video Editing  
WordPress Website Development  
Canva Design Software  
Microsoft Office Suite

## Websites

<https://ClaraBergen.com>  
<https://AgencyInMentalHealth.co.uk>  
<https://TAMH.co.uk>

## Work History

**Postdoctoral Research Fellow** | July 2019 to Present  
*City, University of London, School of Health Sciences  
Division of Health Services Research and Management  
Center for Mental Health*

Lead data collection, analysis and publishing for a range of research projects on mental health service provision and clinical communication. Project management role for grant-funded project exploring young peoples' experiences of mental health services. Work includes grant writing, healthcare staff training and public dissemination of research. Collaborate with leading mental health and self-harm service provision researchers in UK.

**Research Center Coordinator** | July 2015 to July 2018  
*University of California Los Angeles, Department of Sociology*

Organized academic conferences, workshops, and student programming. Managed international exchange program. Developed website to streamline aspects of the job, allowing us to substantially increase the number and size of events hosted annually. Introduced new educational programming based on student and exchange visitor feedback. Developed strong organizational and time-management skills, as I was also pursuing my PhD.

**Research Assistant** | July 2010 to January 2013  
*University of California Los Angeles, Department of Sociology*

Implemented healthcare video data coding, qualitative and quantitative analysis. Academic manuscript and textbook copy editing.

# Education

## **2019 PhD Sociology | University of California Los Angeles**

*Health-Promoting Behaviors or Preventive Health Behaviors: Patient Disclosures and Physician Lifestyle Advice in the Primary Care Consultation*

Chair: Tanya Stivers | Committee: John Heritage, Stefan Timmermans, Cindy Cain

Exams: Medical Sociology, Conversation Analysis

Research Methods Courses: Conversation Analysis, Quantitative Methods

## **2015 M.A. Sociology | University of California Los Angeles**

Committee: Tanya Stivers, John Heritage

## **2013 B.A. Sociology with Statistics Minor | University of California Los Angeles**

College Honors

# Select Research Experience

## **Lead Research Fellow: Agency and Justice in Youth Mental Health**

<https://agencyinmentalhealth.co.uk>

Oversee data collection, data analysis and publishing/dissemination. Innovative collaboration between an interdisciplinary academic and clinical research team, and lived experience research team of young people aged 16-24. Co-analysis of video-recorded mental health assessments to identify ways to improve clinical communication and service provision for teens and young adults. Fostered strong relationship with our allied nonprofit and young lived experience researchers.

## **Co-Primary Investigator: Talking About Mental Health**

<https://tamh.co.uk>

Secured funding to host website and develop online resources for healthcare practitioners seeking to improve how they communicate about mental health, using video recordings of real mental health assessments. Wrote and produced 12 short video summaries of evidence-based recommendations for better communication. We continue to add resources to the website.

## **Research Fellow: ASsuRED - Improving Outcomes for Self-Harm**

<https://assuredstudy.co.uk>

Research fellow examining video-recorded mental health encounters, patient interviews and medical files to inform study design of a randomized controlled trial. The ASsuRED study aims to improve support for people seeking crisis support for self-harm and suicide at the Emergency Department.

## **Primary Investigator: Talking About Illness**

<https://escholarship.org/uc/item/45566573>

Video-recorded 180 primary care consultations in four culturally and economically diverse cities across Southern California. Collected post-visit patient surveys and phone interviews. Led all stages of data collection, including ethical approvals, study design, and data management.

## Publications

- In Press Caroline Teitbohl & Clara Bergen. "Talking about things: A patient cue for sensitive healthcare problems and effective physician responses." *Health Communication*.
- In Press Clara Bergen, Lisa Bortolotti, Katherine Tallent, Matthew Broome, Michael Larkin, Rachel Temple, Catherine Fadashe, Carmen Lee, Michele Lim, & Rose McCabe. "Communication in youth mental health clinical encounters: Introducing the agential stance." *Theory & Psychology*.
- 2021 Clara Bergen & Rose McCabe. "Negative stance towards treatment in psychosocial assessments: The role of personalised recommendations in promoting acceptance." *Social Science and Medicine*. DOI: 10.1016/j.socscimed.2021.114082
- 2020 Clara Bergen. "The conditional legitimacy of behavior change advice in primary care." *Social Science and Medicine*. DOI: 10.1016/j.socscimed.2020.112985
- 2018 Tanya Stivers, Jack Sidnell, & Clara Bergen. "Children's responses to questions in peer interaction: A window into the ontogenesis of interactional competence." *Journal of Pragmatics* 124: 14-30.
- 2017 Clara Bergen, Tanya Stivers, John Heritage, Rebecca Barnes, Rose McCabe, Laura Thompson, & Merran Toerien. "Closing the deal: A cross-cultural comparison of treatment resistance." *Health Communication* 33(11): 1377-88.
- 2013 Clara Bergen & Tanya Stivers. "Patient disclosure of medical misdeeds." *Journal of Health and Social Behavior* 54(2): 221-40.

## Manuscripts Under Review

- Clara Bergen, Matthew Lomas, Mary Ryan & Rose McCabe. "Gatekeeping access to mental health services after self-harm: A novel methodological approach analyzing video-recordings of consultations, interviews, medical records and discharge letters." Invited submission to *Social Science and Medicine: Qualitative Methods*.
- Clara Bergen. "Self-presentation and clinical communication about health behavior." Under review at *American Sociological Review*.
- Clara Bergen & Caroline Tietbohl. "Navigating personal accountability for everyday health problems: Analysis of video-recorded primary care encounters." Under review at *Sociology of Health & Illness*.

## Working Papers (Drafts Available)

- Rose McCabe, Clara Bergen, Matthew Lomas, Mary Ryan, Rikke Albert. "Asking about suicidality in psychosocial assessments in the Emergency Department: Questions that facilitate and deter disclosure of suicidality."
- Clara Bergen, Lisa Bortolotti Rachel Temple, Matthew Broome, Michael Larkin, Catherine Fadashe, Carmen Lee, Michele Lim, Rose McCabe. "Downplaying patients' mental health symptoms in crisis liaison assessments: Implications for risk assessment, diagnosis and treatment."

## Select Media and Presentations

"Gatekeeping access to mental health services after self-harm"

City University of London School of Health Sciences Research Seminar

<https://youtu.be/062SUWR2hJA>

"How to give young people agency in mental health."

Podcast: The McPin Foundation Young People's Network

<https://mcpin.org/how-to-give-young-people-agency-in-mental-health/>

"Communication in youth mental health clinical encounters: Introducing the agential stance."

Sowerby Philosophy & Medicine Project, King's College London

<https://www.youtube.com/watch?v=tlakPhgyNLo>

"Agency in youth mental health"

Webinar: City University of London, University of Birmingham & The Mental Elf

[https://www.youtube.com/watch?v=BPV\\_tyGhrG8](https://www.youtube.com/watch?v=BPV_tyGhrG8)

"Negative stance towards treatment in psychosocial assessments: The role of personalised recommendations in promoting acceptance."

American Sociological Association Annual Meeting 2021

"I started a new bad habit": Patient reports of problematic health behaviors in low versus high income communities in US primary care"

International Meeting on Conversation Analysis and Clinical Encounters 2019

## Student Mentorship

2019	Jordan Lo, UCLA Sociology Undergraduate Directed Research Program
2018 – 2019	Guadalupe Martinez, B.A. Research Thesis, UCLA Sociology
2018	Hannah Roberson, UCLA Graduate-Undergraduate Mentorship Program
2015 – 2017	Paulina Vasquez, B.A. Research Thesis, UCLA Sociology
2015 – 2016	Valeria Gonzalez, B.A. Research Thesis, UCLA Sociology
2014 – 2016	Abdullah Haikal, B.A. Research Thesis, UCLA Sociology

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## References

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