

Richard M. Frankel, Ph.D.

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PERSONAL DATA

Date of Birth: May 22, 1946
 Place of Birth: New York, NY
 Citizenship: U.S.A.

EDUCATION

1968 BA Degree, Colgate University, Hamilton, NY
 1971 - 1976 Pre-doctoral Visiting Scholar, University of California, Los Angeles, CA
 1971 - 1976 Pre-doctoral Visiting Scholar, University of California, Irvine, CA
 1973 - 1974 Pre-doctoral Visiting Scholar, University of Pennsylvania
 1977 Ph.D. Degree (Sociology), The Graduate School and University Center, City University of New York (Dissertation: Between Client and Server: Aspects of the Organization of Conversational Exchange During Service Encounters)

POSTDOCTORAL TRAINING

1977 - 1979 Post Doctoral Research Fellow in Sociology and Mental Health Research, Boston University, NIMH

FELLOWSHIP AWARDS

1986 Fulbright Senior Research Fellow, University of Uppsala, Sweden
 1989 - 1992 Fellowship in Medical Interviewing, American Academy on Doctor and Patient Society of General Internal Medicine

FACULTY APPOINTMENTS

2015- Staff Member, Education Institute, Cleveland Clinic, Cleveland, Ohio
 2002-Present Professor of Medicine, (with tenure) Indiana University School of Medicine
 Professor of Anatomy and Cell Biology (Secondary Appointment)
 2002-Present Senior Research Scientist, The Regenrief Institute for Health Care, Indiana University School of Medicine, Indianapolis, Indiana
 2002-Present Research Sociologist, Richard L. Roudebush VA HSR&D Center for Health Information and Communication (CHIC), Indianapolis, IN
 1995-2001 Professor of Medicine, The University of Rochester School of Medicine and Dentistry, Rochester, NY. (Primary Appointment)

1997-2001	Professor of Community and Preventive Medicine, University of Rochester School of Medicine and Dentistry, Rochester, NY. (Secondary Appointment)
1990 - 1995	Associate Professor of Medicine, The University of Rochester School of Medicine and Dentistry, Rochester, NY
1989 - 1990	Associate Professor of Medicine, Wayne State University School of Medicine, Detroit, MI
1979 - 1989	Assistant Professor of Medicine, Wayne State University School of Medicine, Detroit, MI
1977 - 1978	Instructor, Department of Sociology, Boston University, Boston, MA
1975 - 1976	Instructor, California State University, Northridge, CA

PROFESSIONAL HOSPITAL AND ADMINISTRATIVE APPOINTMENTS

2013-	Director, Mary Margaret Walther Center for Research and Education in Palliative Care, Simon Cancer Center, Indiana University School of Medicine
2011-2014	Associate Director, Center for Implementing Evidence Based Practice, Roudebush VAMC, Indianapolis, IN
2010-	Co-Director, Fellowship Programs, Center for Implementing Evidence Based Practice, Roudebush VAMC, Indianapolis, IN
2009-2015	Director, Interprofessional Fellowship in Patient Safety, Center for Implementing Evidence Based Practice, Roudebush, VAMC, Indianapolis, IN
2004-2013	Statewide Professionalism Competency Director: Indiana University School of Medicine
2004-2013	Student Promotions Committee, Indiana University School of Medicine
2004-2013	Admissions Committee Officer, Indiana University School of Medicine
1994-2001	Director, Primary Care Institute, Highland Hospital, University of Rochester School of Medicine and Dentistry
1992-2001	Director, Center for Human Interaction, Highland Hospital
1990-1995	Co-Director, Residency Training Program in Internal Medicine, Highland Hospital, Rochester, NY
1986	Visiting Professor, Institute of Sociolinguistics, Department of Nordic Languages, University of Uppsala, Uppsala, Sweden
1986	Visiting Professor, Department of Social Medicine, University of Uppsala, Uppsala, Sweden
1986	Visiting Professor in Health Care Communication, University of Linkoping, Sweden
1983 - 1988	Co-Director, Developmental Disabilities Institute, Wayne State University, Detroit, MI
1983 (Spring)	Visiting Professor in Linguistics and Health Communication, Tilburg University, The Netherlands
1983 (Summer)	Distinguished Visiting Professor, Communication Science, University of Nebraska, Lincoln, NE
1982 (Spring)	Visiting Professor, Department of Sociology, University of California, Santa Cruz, CA
1980 - 1990	Behavioral Science Coordinator, Primary Care Residency Training Program, Department of Internal Medicine, Wayne State University School of Medicine, Detroit, MI
1978 - 1979	Visiting Assistant Professor, Department of Sociology and Graduate Faculty, Division of Language Behavior, Boston University, Boston, MA
1968 - 1970	Teacher, "The Junior Guidance Program for Emotionally Disturbed Youngsters," New York City School District No. 9, New York, NY

HONORS AND AWARDS

1970 - 1973	Pre-doctoral Training Fellowship in Medical Sociology Graduate Center, CUNY, National Institute of Mental Health
1973 (Summer)	Teaching Fellow, Linguistic Society of America Summer Institute in Linguistics, Ann Arbor, MI
1977 - 1979	Post Doctoral research Fellowship in Sociology and Mental Health Research, Boston University
1986	Fulbright Senior Research Fellowship, University of Uppsala, Uppsala Sweden
1995 (January)	ACP Visiting Professor in Medicine, St. Mary's Hospital, San Francisco, CA
1999-2000	American Academy on Physician and Patient, George Engel Annual Award for Contributions to Research on Physician-Patient Communication.
2004	William B. Webber Lectureship, The Foundation for Medical Excellence, Portland Oregon
2005	Pfizer Visiting Scholar in Clear Communication, Kansas City School of Medicine, Kansas City, Missouri
2006	Alpha Omega Alpha (AOA) Visiting Professor, Chicago Medical School
2005	Koppaka Visiting Scholar in Humane Medicine, University of Iowa
2007	University of Virginia, Koppaka Lecture, "Empathy for the Physician" April 2007
2007	Lynn Payer Award recipient from The American Academy on Communication in Healthcare
2016	"The Last Lecture," Senior Academy, Indiana University Purdue University Indianapolis, April 2016

PROFESSIONAL SERVICE ASSIGNMENTS**Professional Consultation (2005 - Present)**

2015	Communication Consultant, Division of Gastroenterology, IU Health
2014	Professionalism Consultant, Ohio State University School of Medicine
2013-present	Communication Consultant, IU Health. Arnett Hospital, West Lafayette, IN
2011-present	Organizational development consultant, Cleveland Clinic
2009-2013	Curriculum consultant and Visiting Faculty, Ross University Medical School
2009-2011	Primary Care Leadership Development, Rochester General Hospital
2009	Consultant, Picker Foundation Patient Centered Care Project, MSU School of Medicine
2009-2012	Evaluation Consultant, Expanded Faculty Development Workshops: to enhance Humanistic teachings in medical schools. Arthur Vining Davis Foundation, (William Branch PI)
2006-2007	Consultant, Clarian West Hospital, Indianapolis, IN
2006-present	Consultant, Indiana University Medical Group, Primary Care (IUMG/PC)
2006-2008	Consultant, University of Virginia, School of Medicine, Graduate Medical Education Division, Appreciative Inquiry as an Organizational Change Strategy
2006	Consultant, Division of Biostatistics, IU School of Medicine
2006	Consultant, Norwegian Medical Association, Developed a Training Course (Four Habits of Highly Effective Clinicians) for Norwegian Physicians in Communication skills
2005-2007	Evaluation Consultant, Faculty Development Workshops: Teaching the Human Dimensions of Care, Arthur Vining Davis Foundation, (William Branch PI)
2005-2007	NCQA, Consultant for Patient Centered Care Project.
2009-2013	Curriculum Consultant, Ross University School of Medicine, Dominica,

- 2014 Ohio State University School of Medicine, Evaluation Consultant, Professionalism Program Assessment
- 2014 Organizational Consultant, Wake Forest University School of Medicine

OTHER PROFESSIONAL ACTIVITIES (2005 to present)

- Invited Speaker, Report on Indiana University School of Medicine Initiative in Relationship Centered Care, Mc Master University, Hamilton, Ontario, April 2005
- Workshop Organizer, Doing Qualitative Research, COMSEP, Greensboro, North Carolina, April 2005
- Workshop Co-Organizer (With Douglas Drossman, M.D.), Interview Techniques and Communication Skills, 6th International Symposium on Functional Gastrointestinal Disorders, Milwaukee, WI, April 2005
- Workshop Co-organizer, “Want to Reduce Malpractice Risk? Use Empathy: Let’s Practice, Society of General Internal Medicine, New Orleans, LA, May 2005
- Workshop Faculty, Writing and Publishing Papers in Peer Reviewed Journals, Society of General Internal Medicine, New Orleans, LA, May 2005
- Special Symposium, An Appreciation of the Lifeworld of General Internal Medicine, Society of General Internal Medicine, New Orleans, LA, 2005
- Workshop Organizer, Second International Conference on Communication in Veterinary Medicine (ICCVm), “Appreciative Inquiry,” July 2005
- Faculty Member, Teaching the Medical Interview, Faculty Development Course, Haifa, Israel, September, 2005
- Workshop Organizer, “The Physician as Patient,” (With David Mossbarger M.A. and Penny Williamson Sc.D.) International Conference on Communication in Healthcare, Northwestern University, Chicago, Ill., October 6-8, 2005
- Invited Speaker, “Patients, Doctors and Videotape: Capturing the Lived Experience of Medical Care on Both Sides of the Stethoscope,” UMDMJ, Department of Family Medicine, November 2005
- Invited Speaker, “Qualitative Research in Medical Education” Rabkin Fellows, Harvard Medical School, November 2005
- Invited Speaker, Competency Based Curriculum in a Large Medical School, University of Chicago, Jan. 2006
- Workshop Presenter, Working with Difficult Patients, American College of Physicians, April 2006
- Workshop Organizer, The Physician as Patient, Society of General Internal Medicine, April 2006
- Course Organizer (with Ed Krupat and Dana Safran), The Four Habits of Highly Effective Clinicians, Oslo, Norway, August, 2006
- Workshop presenter (with Tom Inui), Harvesting learning from the ‘hidden’/informal curriculum: Demonstration of a teaching method founded on student narratives about professionalism. AAMC, November 2006
- Workshop presenter, American College of Physicians, Working with Difficult Patients, San Diego Ca, April 2007
- Workshop Organizer, From Evidence to Action: A Workshop Based on The Four Habits Model of Clinical Communication, American Academy on Communication in Healthcare, Charleston, SC, October 2007
- Workshop Co-Organizer, Working with Difficult Patients, American College of Physicians Annual Scientific Session, Philadelphia PA., 2008
- Invited Faculty, Summer Symposium, “Realist Evaluation in Healthcare,” Dartmouth Institute, Lake Morey, Vt. 2009
- Workshop Organizer, Transforming Organizational Culture One Relationship at A Time, International Conference on Communication in Healthcare, Miami, Fla., 2009.
- Workshop Presenter, Teaching Reflection Through Communication (Mark Quirk Organizer), International Conference on Communication in Healthcare. Miami Fla., 2009

Symposium Organizer, Exploring the Relationship Between Talk and Text, International Conference on Communication in Healthcare, Miami, Fla., 2009

Symposium Presenter, Healthcare Interactions: The Conversation Analytic Approach, (Doug Maynard, Organizer), International Conference on Communication in Healthcare, Miami, Fla., 2009

Interest Group Convener, Relationship Centered Care, International Conference on Communication in Healthcare, Miami, Fla., 2009

Symposium Presenter, State of the Art Communication Research in the US Department of Veterans Affairs, (Barbara Bokhour, Organizer), COMET, Boston, MA, 2010

Symposium Presenter. (Paul Barach, Organizer) Communication Strategies to Ensure High Reliability During Patient Handoffs, Academy Health, Boston Mass, 2010

Invited Faculty and Day 1 Organizer, "Joy in Work," Summer Symposium, The Dartmouth Institute, Lake Morey VT. 2010

Keynote Speaker, Educational Achievement Day, "Transforming the Culture of A Large Academic Health Center: A Love Story" University of Toronto Medical School, 2010

Invited Faculty (with Tom Inui), 1.5 Day Culture Change Workshop, University of Toronto School of Medicine. 2010

Invited Faculty, Workshop on Culture Change, Sackler School of Medicine, Tel Aviv, Israel, 2010

Keynote Speaker, Teaching Biomedical Ethics and Professionalism in Medical Schools: A Regional Perspective, Beirut, Lebanon, 2010

Keynote Speaker, American University of Beirut, Using Narrative to Teach Professionalism and Ethics, Beirut, Lebanon, 2010

Keynote Speaker, Family Medicine Forum, Crossing the Patient-Centered Chasm, Chicago, Illinois, 2010

Invited Content Expert, European Union Collaborative Project on Patient Handoff's, Brussels, Belgium, 2010

Visiting Professor, Lerner School of Medicine, Introduction to Appreciative Inquiry in Medical Education, Cleveland, Ohio, 2010

Keynote Speaker, American Association of Medical Colleges, "Positive Culture Trumps Curriculum and Just About Everything Else in Changing a Medical School" 2011

Grand Rounds Speaker, University of Utrecht, 2011

Keynote Speaker, United Hospital Fund, 2011

Invited Speaker, Upstate Medical Center, 2011

Invited Speaker, Samuelli Institute, 2011

Keynote Speaker, Humanism Lecture, Lerner School of Medicine, 2012

Surgery Grand Rounds Speaker, Dartmouth Medical School, 2012

Keynote Speaker, Michigan State University College of Veterinary Medicine 2012

Invited Speaker, University of Missouri Medical School, 2012

Grand Rounds Speaker, Medical College of Wisconsin, April 2013

Keynote Speaker, University College, London conference on Resident Supervision, April 2013

Keynote Speaker, PACT Summit, Long Beach VA, May 2013

Keynote Speaker, AOA/Macy Conference on Remediation of Professionalism Lapses, June 2013

Invited Speaker, Department of Medicine, Boise ID, August 2013

Invited Participant, Scott and White, Austin, Texas, September 2013

Plenary Speaker, American Board of Internal Medicine Foundation Professionalism Roundtable, September 2013

Plenary Speaker, 4th Annual TASME Meeting, Taipei, Taiwan, October, 2013

Invited Speaker, Tainan Medical School, Taiwan, October, 2013

Grand Rounds Speaker, Penn State University School of Medicine, November, 2013

Invited Speaker, CGEA Regional Conference, "Remediating Professionalism Lapses," Cleveland, Ohio March 2014

Invited Speaker, Conference on Professionalism, Chicago, Ill, May 2014

Drexel University School of Medicine, Keynote Speaker, Faculty Development Day, Philadelphia PA, June, 2014

American Osteopathic Association, Keynote Speaker, Annual Scientific Meeting, Seattle WA, October 2014
 Grand Rounds Speaker, University of Calgary School of Medicine, Calgary AB, December 2014
 Visiting Professor and Keynote Speaker, Learning to Be Better Teachers, Emory University, Atlanta GA, January, 2015
 Invited Speaker, Leading in Healthcare, Cleveland Clinic Academy, Cleveland OH, March 2015
 Invited Plenary Speaker, Finding Inspiration and Resilience in Medicine, AMA Regional Conference, Indianapolis, IN, April, 2015
 Invited Speaker, Mapping the Landscape, Gold Foundation, Chicago, Ill, May 2015
 Invited Plenary Speaker, Patient Experience Summit, Cleveland OH, May 2015
 Workshop Presenter, Patient Experience Summit, Cleveland OH, May 2015
 Invited Plenary Speaker, Finding Resilience in Medicine, Muncie Indiana, June 2015
 Day Leader, 22nd Dartmouth Summer Symposium, Lake Morey, VT, July 2015
 Invited Speaker, American Board of Internal Medicine Foundation Forum, Park City UT August, 2015
 Presenter, Regional SGIM Meeting, Cleveland OH, September 2015
 Invited Lecture, The Ramabadran Lecture, Temple University School of Medicine, September 2015
 Co-Leader, the 4th Annual ABIM Foundation Roundtable in Professionalism, jointly sponsored by ABIM Foundation and Cleveland Clinic, September 2015
 Plenary Speaker, Case Western University School of Medicine Education Day, March, 2016
 Plenary Speaker VA CoEPC National Meeting, April 2016
 Plenary Speaker, Frederick Memorial Hospital, Frederick, MD
 Plenary Speaker, VA Service Chiefs Meeting, Roubush VA, April, 2016
 Invited Speaker, ISCOME, Konstanz Germany, June 2016
 Plenary Speaker, VA Center for Patient Safety, Chief Resident Book Camp, September 2016
 Plenary Speaker, Frederick Memorial Hospital, Frederick, MD
 Plenary Speaker, Southeast Michigan, Continuing Medical Education Meeting, September 2016

EDITORIAL ASSIGNMENTS IN PROFESSIONAL JOURNALS

Journal of General Internal Medicine: Deputy Editor
Communication and Medicine: An Interdisciplinary Journal of Healthcare Ethics and Society:
 Editorial Board
BMC Medical Education, Editorial Board
 The Permanente Journal, Editorial Board
Patient Outcomes in Managed Care Settings, Editorial Board
International Scholarly Research Network Journal, Editorial Board
The Medical Encounter, Associate Editor
Discourse Processes, Editorial Board
Human Studies, Editorial Board
Indiana Medicine, Editorial Board
Mindfulness in Medicine Indiana University School of Medicine
Families, Systems and Health, Advisory Editor
Psycho-Oncology, Referee
Social Psychology Quarterly, Referee
American Journal of Sociology, Referee

National Endowment for the Humanities, Referee
Journal of General Internal Medicine, Referee
American Anthropologist, Referee
American Journal of Medicine, Referee
American Journal of Sociology, Referee
Social Science and Medicine, Referee
Health Education Quarterly, Referee
Journal of the American Medical Association, Referee
Annals of Internal Medicine, Referee
Annals of Family Medicine, Referee
Psychosomatics, Referee
Journal of Palliative Care, Referee
Patient Education and Counseling, Referee
British Medical Journal, Referee
Research on Language and Social Interaction, Referee
Education for Health, Referee
Western Journal of Medicine Referee
Academic Medicine, Referee
Ambulatory Pediatrics, Referee
Text, Referee
Medical Care, Referee
Psychological Bulletin, Referee
Mayo Clinic Proceedings, Referee
Medical Education, Referee

National and International Boards and Committees

Positions Held

Interprofessional Leadership Team, Dartmouth Summer Symposium
 National Board of Medical Examiners, Interprofessional Assessment Task Force
 Accreditation Council for Graduate Medical Education: Milestones Project Member
 National Center for Healthcare Leadership (NCHL) Nurse-Team Leadership Project (Phase II)
 Advisory Council
 Society of General Internal Medicine, Communications Taskforce (Member)
 Institute for Healthcare Improvement, Health Professions Education Collaborative, IUSM
 representative
 Agency for Health Care Quality and Research Study Section, Health Research and Dissemination
 (Member)
 European Association for Communication in Healthcare (Member, Scientific Program
 Committee)
 American Academy on Communication in Healthcare, (Board Member)
 National Board of Medical Examiners, Test Development Committee (Member)
 National Board of Medical Examiners, USMLE Part I (Committee Member)
 Pew Fetzner Task Force on Psychosocial Education (Member)
 Medical Knowledge Self Assessment Program (MKSAP), American College of Physicians,
 Contributing Author
 American Academy on Physician and Patient (Chair, Qualitative Research Group; Co-Chair
 Grievance Committee)
 Research Committee, Society of General Internal Medicine, (Co-chair)
 Qualitative Research Abstracts Committee (Chair) Society of General Internal Medicine
 Health and Public Policy Committee, Society of General Internal Medicine

Glaser Award Committee, Society of General Internal Medicine
 National Science Foundation (Proposal Reviewer)
 March of Dimes (Proposal Reviewer)
 National Endowment for the Humanities (Proposal Reviewer)
 National Center for Health Services Research (Reviewer)
 W.K. Kellogg Foundation (Reviewer)
 Agency for Health Care Policy and Research (Proposal Reviewer)
 Department of Health and Human Services (Reviewer)
 The Retirement Research Foundation (Reviewer)
 Robert Wood Johnson Making Internal Medicine More Attractive As A Career Choice
 Harvard Community Health Plan (Proposal Reviewer)
 National Institutes of Mental Health (Proposal Reviewer)
 Barriers to Sustaining Humanism in Medicine (The Arnold P. Gold Foundation)
 Bayer Institute for Health Care Communication (Proposal Reviewer)
 American Academy on Physician and Patient (National Course Organizing Committee)
 American Academy on Physician and Patient, Member, Board of Directors
 The Wynne Center for Family Studies, Member, Advisory Board

State and Local Boards and Committees

Highland Hospital, Human Investigation Committee (Member)
 Highland Hospital, Residency Planning Committee (Chair)
 Mayor's Task Force Against Violence, Rochester, New York (Member)
 Program for Biopsychosocial Studies, Coordinating Committee (Member)
 Highland Hospital, Community Service Plan Committee (Member)
 Highland Hospital, Graduate Medical Education Committee (Member)
 Sischy Visiting Scholar in Humane Medicine Committee (Chair)
 Advisory Committee, Downtown Center, Highland Hospital (Member)
 Co-Leader, Patient Centered Care Team, Highland Hospital (Member)
 ABC (Literacy) Committee, Highland Hospital (Chair)
 American Lung Association, Rochester Chapter (Board Member)
 University of Rochester Human Subjects Committee (Member)
 University of Rochester, Nursing, Research Task Force (Member)
 Senior Advisory Committee on Palliative Care, New York Academy of Medicine (Member)
 Introduction to Clinical Medicine (Member, Curriculum Planning Team)
 Curriculum Design Team (Member), Domestic Violence, University of Rochester School of
 Medicine.
 Curriculum Design Team (Member), Introduction to Clinical Medicine, University of Rochester
 Admissions Committee, Indiana University School of Medicine
 Teacher Learner Advocacy Committee, Indiana University School of Medicine
 AAMC Graduation Questionnaire Committee, Indiana University School of Medicine
 Student Honor Code Committee, Indiana University School of Medicine
 Educational Executive Committee, Indiana University School of Medicine
 Faculty Development Task Force, Indiana University School of Medicine
 Bepko Scholar selection committee, Indiana University School of Medicine
 Mindfulness in Medicine (Editorial Board) Indiana University School of Medicine
 Education Committee, Center for Implementing Evidence Based Practice, Roudebush VAMC,
 Indianapolis
 Faculty Development Coordinating Committee, Dean's Office for Professional Development,
 IUSM
 Statewide Partnership for Patient Safety Committee, Indiana Hospitals and Health Corporation
 Gold Humanism Society Scholarship Committee, IUSM

MEMBERSHIP AND PARTICIPATION IN NATIONAL ADVISORY AND HEALTH COUNCILS AND RESEARCH REVIEW COMMITTEES

Norman Cousins Award for Relationship Centered Care, Final Selection Committee, (Member)
 Pew Fetzner Task Force on Psychosocial Education (Member)
 National Institutes of Health, Study Section (Member)
 Agency for Health Care Policy Research Study Section (Member)
 National Board of Medical Examiners, Test Development Committee (Member)
 National Board of Medical Examiners, Behavioral Sciences Task Force (Member)
 Society of General Internal Medicine, Research Committee (Chair)
 American Academy on Physician and Patient, Research Committee (Chair)
 Agency for Health Care Policy and Research, Study Section on Health Services Research (Member)
 Agency for Health Care Policy and Research, Study Section on Health Research Dissemination (Member)
 Veteran's Administration Health Services Research and Development Study Section, (SREB) (Member)

Memberships

American Academy for Communication in Healthcare
 European Association for Communication in Healthcare
 American Association for the Advancement of Science
 National Communication Association
 Society of General Internal Medicine
 Society for Health and Human Values
 Society for Behavioral Medicine

TEACHING

Wayne State:	12 years
Boston University:	3 years
University of Rochester:	11 years
Indiana University School of Medicine	12 years

Courses Taught:

Introduction to Clinical Medicine, Year 1 Medical Students
 Interview Skills Training, Year 2 Medical Students
 Introduction to the Biopsychosocial Model, Year 3 Medical Students
 Introduction to Ambulatory Care, Year 1 Residents in Primary Care Internal Medicine
 Six Month Block Rotation, Year 2 and 3 Residents in Primary Care Internal medicine
 Difficult Case Conference for Residents and Medical Students on Service in Detroit Medical Center Teaching Hospitals
 Basic and Advanced Faculty Development Courses in Techniques of Assessing Resident Performance in Interviewing
 Ambulatory Care Grand Rounds
 PSM I, Year 1 Medical Students
 General Clerkship, Highland Hospital
 Fellowship in Biopsychosocial Medicine:

- Educational Methods
- Qualitative Research
- Nonverbal Behavior
- Interviewing Rounds

Senior Resident One Month Elective

Introduction to Qualitative Research (Community and Preventive Medicine)

Course Director, Complementary and Alternative Medicine (course to be taught to 2nd yr.

medical students as part of a new Double Helix” curriculum at the University of Rochester.

Patient Safety and Quality, (with Betsy Lee and Pat Ebright) IU School of Medicine

Standing Conferences:

Resident Support Group

Challenging Case Conference

Geriatric Case Conference (Monroe Community Hospital)

Dialysis Case Conference (The Towne House Dialysis Center)

Interviewing Rounds (Fellowship in Advanced Biopsychosocial Medicine)

Course or Curriculum Development

Complementary Medicine (Course Director)

Behavioral Science Curriculum, Primary Care Internal Medicine Residency Program; General

Internal Medicine Residency Program

Interview Skills Training Curriculum

Risk Reduction, Malpractice Prevention for Internists

Behavioral Science Component, Introduction to Ambulatory Care Curriculum

Six Month Block Rotation, Behavioral Science Curriculum

Resident Support Group

Ambulatory Grand Rounds Curriculum

Interviewing Skills Curriculum

Resident Home Visit Curriculum

Video review program curriculum

Mentoring

Fourth Year Elective in Medical Education

Senior Elective in ethics.

Grand Rounds and Teaching Conferences Presented

Emotion in the Doctor Patient Relationship

Delivering Bad News

Communicating with the Elderly

How to Take a Sexual History

Cross Cultural Communication

Non-Verbal Behavior

Communication Aspects of Patient Compliance

Communication Aspects of Patient Dissatisfaction

Talking with Hostile/Angry Patients

How to Take a Psychosocial History

Anxiety/Depression

Suicide

Smoking Cessation

Interdisciplinary Team Approach to Health Care

Time Efficiency

Alcohol and Drug Abuse

Meaningful Experiences in Medicine

Counseling Skills for Medical Staff Leaders

Sexual Issues in the Workplace

Negotiating a Job

Telephone Medicine

The 15 minute visit
 Conflict resolution and negotiation
 Empathy for the Physician
 Transfers in Care (Handoffs)

Research Supervision (last 5 years)

- 2014- present Research Mentor, Clint Clay, M.D., Ph.D., IU Department of Urology, Improving Utilization of Intravesical Chemotherapy in Bladder Cancer to Reduce Tumor Recurrences
- 2013- present Research Mentor , (Chair) ,Nicholas Rattray Ph.D., Roudebush VA Center for Healthcare Information and Communication, Returning Veterans' Educational Reintegration
- 2012-present Research Mentor, (Chair), Brownsyne Tucker-Edmonds, M.D., Amos Fellow, Dept of OB GYN, Indiana University School of Medicine, Using simulation to assess the influence of race and insurer on periviable counseling
- 2012-2015 Research Mentor, (Chair), Leslie Hoffman, Ph.D., Department of Anatomy and Cell Biology, An Exploration of Reflective Writing and Self-Assessment to Explain Professionalism Lapses Among Medical Students
- 2013-2015 Research Mentor, Joseph Winger, Ph.D., Behavioral Oncology Fellow, Department of Psychology, IUPUI, The Relationship between Intervention Adherence and Symptom Change in a Psychosocial Symptom Management Intervention for Lung Cancer Patient and Their Family Caregivers
- 2012-2015 Research Mentor, Kristin Hendrix Shay, Ph.D., Pediatric Health Services Research Fellow, Indiana University School of Medicine, Parental Attitudes Toward Immunization for Their Children and Themselves
- 2010-2013 Research Mentor, (Chair), Alicia Bergman Ph.D., Health Services Research Fellow, Roudebush VA Center for Healthcare Information and Communication, Women Veterans and Comprehensive Care
- 2012-2015 Research Mentor, Nerissa Bauer, M.D., Pediatric Health Services Research Fellow, Indiana University School of Medicine, Cognition, Communication, and Computer Decision Support in Autism Diagnosis
- 2011-2013 Research Mentor, (Chair), Elizabeth Sternke Ph.D., Patient Safety Fellow, Roudebush VA Center for Healthcare Information and Communication, Using Stimulated Recall as A Means of Improving Patient Clinician Communication
- 2010-2012 Research Mentor, (Chair), Marianne Matthias, Ph.D., Allied Health Fellow, Roudebush VA Center for Healthcare Information and Communication, Qualitative assessment of chronic pain among veterans
- 2010-2012 Research Mentor, (Chair), Lia Logio, M.D, Department of Medicine, Indiana University School of Medicine, Validating A Measure of Humanistic Practice
- 2010-2011 Senior Research Mentor, Dean Schillinger M.D., National Institutes of Health, K-30 Young Investigator Award, Studies of Low Literacy as a Barrier to Health Care

2010-2011 Research Mentor, Erin Krebs M.D., Center of Excellence on Implementing Evidence-Based Practice, Roudebush VAMC, Indianapolis IN, Opioid Prescribing in Veterans

Faculty

Anthony Carter, Ph.D., Professor and Chair, Department of Anthropology, University of Rochester. Bridging Fellowship with the Primary Care Institute; R. Frankel, Senior Mentor.
 Ronald Epstein, MD, Department of Family Medicine, University of Rochester School of Medicine
 Paul Helft, M.D. Indiana University School of Medicine, Division of Medical Oncology, K-23 Award.
 Judy Chang, M.D., MPH, Department of Obstetrics and Gynecology, University of Pittsburgh School of Medicine.
 Annette Johnson, M.D., Department of Radiation Oncology, Indiana University School of Medicine.
 Larry Cripe, MD, Division of Medical Oncology, Indiana University School of Medicine.
 Sara Swensen, M.D. Assistant Professor of Medicine, UCSF, SGIM One On One, Mentoring Program, Society of General Internal Medicine
 Ken Rosenfeld, M.D., Assistant Professor, UCLA/Sepulveda VAMC, One On One Mentoring Program, Society of General Internal Medicine

Fellows

Pekka Larivaara, M.D., Fellow, Family Systems Medicine Fellowship, University of Rochester.
 Steven Novack, M.D., Fellow, Family Systems Medicine Fellowship, University of Rochester.
 Kevin Fiscella, M.D., Fellow, Family Systems Medicine Fellowship, University of Rochester.
 Jerome Nynburg, M.D., Fellow, Advanced Biopsychosocial Fellowship, University of Rochester.
 Jenny Speice, Ph.D., Fellow, Primary Care Institute, Highland Hospital.
 Jennifer Harkness, Ph.D., Fellow, Primary Care Institute, Highland Hospital.
 Linda Travis, Psy.D., Fellow, Primary Care Institute, Highland Hospital.
 Paul Helft, M.D. Indiana University School of Medicine, Division of Medical Oncology, K-23 Award.
 Judy Chang, M.D., MPH, Department of Obstetrics and Gynecology, University of Pittsburgh School of Medicine.
 Annette Johnson, M.D., Department of Radiation Oncology, Indiana University School of Medicine.
 Larry Cripe, MD, Division of Medical Oncology, Indiana University School of Medicine

Facilitator in Training Program, American Academy on Physician and Patient

Robert Shochet, M.D., American Academy on Physician and Patient Facilitator Training Program.
 Linda Pololi, American Academy of Physician and Patient Facilitator in Training Program
 Katherine Mc Grail, M.D., American Academy on Physician and Patient Facilitator Training Program

Graduate Committees

PhD Thesis Opponent: Katja Ryyanen M.D., Department of Psychiatry, University of Oulu, Oulu, Finland

Doctoral Committees

Leslie Hoffman, Department of Anatomy and Cell Biology, Indiana University School of Medicine, Chair, Ph.D. thesis committee.
 Naomi Klayman, Ph.D., The Graduate School of the Union Institute, "Illness as a Gendered Event: Communication Behavior Reported by Men and Women with Chronic Conditions."
 Anne Dozier, Ph.D., University of Rochester School of Nursing, "Evaluating the Nurse-Client Service Encounter: Testing a Model."
 Albert Bellg, Ph.D., Clinical Psychology Program, University of Rochester, "Adult Attachment Theory and Women with Cancer"
 Kevin Hart, Ph.D. Candidate, Department of Community and Preventive Medicine, University of Rochester, "Understanding Within State Variation in the Frequency of Malpractice Claims."

David Seaburn, Ph.D. Candidate, The Graduate School of the Union Institute, "The Impact on Family Life of Surgery to Correct Epilepsy in a Family Member."

Craig Sellars, Ph.D. Candidate, University of Rochester School of Nursing, "Advance Directives in AIDS: A Grounded Theory."

Pat Merle, Ph.D., Candidate, Columbia University School of Social Work. Narratives of Incarcerated Women.

Ph.D Thesis Opponent: Katja Ryyanen M.D., Department of Psychiatry, University of Oulu, Oulu Finland,

Mark J. Fisher Ph.D., A Brief Intervention Study to Improve Communication of Newly Licensed (Advanced Beginner) Pediatric Nurses, Indiana University School of Nursing

Celeste Phillips-Salimi, Ph.D. Young Adult Cancer Survivors' Experiences of Initially Connecting with Healthcare Providers, Indiana University School of Nursing

Leslie Hoffman Ph.D., Department of Anatomy and Cell Biology, Indiana University School of Medicine, The Use of Reflective Writing to Assess Medical Student Competencies.

Master's Committees

William Ventres, M.D., M.A., Department of Anthropology, University of Arizona, "Qualitative Analysis of "Do Not Resuscitate" Orders."

Master's in Public Health Committees (last 5 years)

Benjamin Lanning, M.P.H., University of Rochester Department of Community and Preventive Medicine, "Geriatric Assessment of Alzheimer's Patients."

Beth Sheehan, M.P.H., University of Rochester Department of Community and Preventive Medicine, "Comparison of Caregiver Work Patterns on Patient-Centered Units and Traditional Units."

Trish Bausch, M.P.H., University of Rochester, Department of Community and Preventive Medicine, "Public Perception of Cancer Clusters and Professionals' Responses."

Viking Hedberg, M.D., M.P.H., University of Rochester, Department of Community & Preventive Medicine, "Risk Behaviors of Adolescents."

GRANT SUPPORT

1972 - 1974	National Science Foundation Grant, Lindsey Churchill, Principal Investigator, "The Grammar of Questioning," Graduate Center, SUNY.
1978 - 1980	Co-Recipient, National Science Foundation, Instructional Scientific Equipment Program Award, Department of Sociology, Boston University, \$26,000.
1980 - 1981	NIH Biomedical Research Grant, Wayne State University School of Medicine, "Understanding Autism: Basic Research Studies on Interaction Structure," \$2,500.
1980 - 1989	DHEW Training Grant for Residency Training in General Medicine, Wayne State University School of Medicine (Behavioral Science Component), \$345,000.
1981 - 1982	Co-Principal Investigator, The Harper Hospital Medical Staff Trust Fund, "A Proposal to Develop a Biobehavioral Assessment Model for Irritable Bowel Syndrome," \$12,000.
1982 - 1983	Co-Principal Investigator, The Ruth Mott Fund, "Patient Concerns - Influences on Their Placement in the Medical Encounter," \$20,000.
1982 - 1984	National Cancer Institute, "Assessment of the Behavioral Effects of a Course on Cancer Prevention," \$140,000.
1983 - 1984	Principal Investigator, Research Design and Support Sub-Contract, "Specialized Vocational Program for Individuals With Epilepsy," Jewish Vocational Services and the

- Epilepsy Center of Michigan, \$12,000.
- 1983 - 1984 Principal Investigator, Research Support Sub-contract, "Family Resources Study," Children's Hospital of Michigan, \$10,000.
- 1983 - 1986 Principal Investigator, National Aeronautics and Space Administration, "Analysis of Error Identification and Description in Full Flight Simulation Scenarios," \$135,000.
- 1984 - 1985 Principal Scientist, Dissemination Grant, "Specialized Vocational Program for Individuals with Epilepsy," \$15,000.
- 1984 - 1985 Principal Scientist, Evaluation Study, Michigan State Council for Developmental Disabilities, \$12,500.
- 1985 - 1986 Principal Investigator, "Facilitation of Interactive Transactions Between Student Clinicians and Their Developmentally Disabled Clients," Research Stimulation Grant, Wayne State University, \$10,000.
- 1985 - 1987 Co-Principal Investigator, Project TRACE, Training and Resources in Autism, Cerebral Palsy and Epilepsy, Michigan State Council on Developmental Disabilities, \$140,000.
- 1986 Principal Investigator, A Proposal to Evaluate Two Generic Recreational Programs in the State of Michigan, Michigan State Council on Developmental Disabilities, \$15,000.
- 1990-1992 Principal Investigator, Communication Aspects of Patient Dissatisfaction Including the Decision to Litigate, Henry Ford Hospital Corporation, \$110,000.
- 1992-1996 Co-Principal Investigator, Communication Aspects of Medical Malpractice: Agency for Health Care Policy Research, \$1,500,000.
- 1995-1998 Co-Principal Investigator, Proposal to Develop A City-Wide Curriculum in Geriatrics, The Hartford Foundation, \$500,000.
- 1995-1996 Co-Principal Investigator, Delivering Bad News in the Context of Cancer, Consort, \$15,000.
- 1997-1998 Principal Investigator, New York State Grant, Core Funding for the Primary Care Institute of Highland Hospital, \$200,000.
- 1997-2000 Co-Principal Investigator, Hartford Fund, Geriatric Center of Excellence, \$500,000.
- 1999-2000 Co-Principal Investigator with Susan Mou, M.D., The Effect of Recordkeeping and Follow-up Letters to Patients on Adherence to Recommended Follow-up for Cervical Cytology, Medical Center Insurance Company, \$50,000.
- 1999-2000 Principal Investigator, NYS Department of Health, Developing Geriatric Training for Medicine Residents, \$100,000.
- 1999-2000 Establishment of the Department of Family Medicine Grants Program, HHS PE 10151-04, \$602,441.
- 1999-2001 Co-Investigator, Incorporating Skills in Demonstrating Empathy into a Radical Undergraduate Medical Curriculum Reform, Bayer Institute, \$20,000.
- 1999-2001 Allied Health Geriatric Interdisciplinary Team Training, Allied Health Projects Grant, \$300,000.
- 2001-2004 Co-Principal Investigator, A RCT of Computer Screening for Domestic Violence, Agency for Health Research and Quality, \$1,105,525, PHS RO-1 11096
- 2001-2002 Co-Investigator, Information Technology Ramifications for Communication, The Garfield Memorial Fund, Kaiser Permanente, \$400,000
- 2002-2006 Co-Principal Investigator, Informed Decision-Making Between Surgeons and Older Patients, National Institute On Aging, \$1,300,000
- 2003-2006 Co-Principal Investigator, Relationship-centered Care Initiative, The Fetzer Institute, Kalamazoo, MI, \$1,957,000
- 2003-2007 Co-Principal Investigator, Geriatrics Network of Indiana: A Statewide Dissemination of Geriatrics Training, The Donald W. Reynolds Foundation, \$1,998, 805.
- 2004 Koppaka Family Foundation, Visiting Scholar in Humane Medicine Program, \$4,000
- 2004-2007 Principal Investigator, Non-verbal Sensitivity in Third Year Medical Students, Fetzer Institute, \$85,000.
- 2004-2008 Investigator: Addressing Barriers in Translation for Treatment of

- Hypertension (ABATE), Health Services Research and Development, Veteran's Administration, \$1,256,553.
- 2004-2005 Principal Investigator, "Improving Self-Management through Facilitated Patient-Physician Communication" Edward R. Roybal Center For Translational Research on Chronic Disease Self-Management among Vulnerable Older Adults \$80,000
- 2005-2009 Co-Investigator, Uniting the Formal and Informal Curriculum in a Behavioral and Social Science Integrated Curriculum (BASSIC) at Indiana University School of Medicine, National Institutes of Health
- 2006-2007 Co-Leader, Evaluating AMPATH: A Proposal to the PVF Foundation, \$500,000.
- 2006-2007 Principal Investigator Clarian Health Partners, What Happens When Things Go Right? Values Narratives of Front Line Employees, \$75,000
- 2006-2008 Co-Investigator, "Factors Influencing the Adoption of a New Surgical Technique," The Zimmer Corporation, \$459,050
- 2007-2008 Principal Investigator, "Improving Interpersonal Communication About High Alert Medications and Fostering a Learning Organization," VISN 11 Strategic Initiative, \$160,000
- 2007-2011 Co-Investigator, "Illness Management and Recovery for Veterans with Severe Mental Illness," VA HSR&D, \$900,000
- 2009-2012 Principal Investigator "Improving Transfer of Care in VA Nursing and Medical Services," VA HSR&D IIR 07-241 \$392,300
- 2009-2011 Principal Investigator, "Controlling Hypertension Outcomes by Improved Communication & Engagement (CHOICE)," \$100,000 VA HSR&D.
- 2010-2013 Principal Investigator, "Understanding Variations in CPRS Use among Primary Care Clinicians," VA HSR&D, \$540,000.
- 2009-2014 Principal Investigator, "Enhancing Medical Students' Learning About Chronic Pain: Does Early Intervention Make A Difference?" Samuelli Institute/Department of Defense, \$950,000
- 2012-2014 Principal Investigator, "Enhancing Clinician Communication About Hypertension for Post-Stroke Patients, VA Stroke QUERI, \$100,000
- 2013-2016 Principal Investigators, "Patient-Centered Research Dissemination Project," Agency for Healthcare Quality and Research, \$300,000
- 2013-2015 Principal Investigator, "Patient-Centered Exam Room Computing Project," Eskenazi Health System \$108,000
- 2014-2017 "Culture and Context Affect High Reliability in Transfers of Care" VA HSR&D

	\$997,000
2014-2016	Consultant: Improving Consultation Management between Primary Care and Sub-Specialty Clinics, Michael Weiner, PI, VA HSR&D \$423,623
2015-2019	Co-Investigator, VA HSR&D (IIR 14-007-3) Somniah Saha, PI) Opening the Black Box of Cultural Competence, \$1,098,697
2014-2016	Co-Investigator, Determinants of Patient Response to Care, Howard Gordon, PI, VA 1 I01 HX000919-01, \$997,651
2017-2018	Principal Investigator, Exploring the Quality of Research about Professionalism in Medicine, The Arnold P Gold Foundation, \$15,000
2018	VA HSRD, You and Me and the EMR Makes Three: Delivering Quality Care in the Digital Age, Supplemental Funding, Frankel PI \$38,200
2018	VA VISN 11, You and Me and the Computer Makes Three, Frankel PI), \$16,667
2019-2022	Principal Investigator, Improving Patient Care and Physician Resilience through Effective Veteran-Centered Communication and Documentation Practices, Department of Veterans Affairs, 1 I01 HX002519-01A1, \$1,087,546

PUBLICATIONS

Original Articles

1. **Frankel R.** Autism for all practical purposes: a microinteractional view. *Topics in Language Disorders*. 1982;3(1):33-42.
2. Beckman H, **Frankel R.** The effect of physician behavior on the collection of data. *Annals of Internal Medicine*. 1984;101(5):692-696.
3. Murphy M, Randle R, Tanner T, **Frankel RM**, Goguen J, Linde C. A Full Mission Simulator Study of Aircrew Performance. *Proceedings of the Twentieth Annual Conference on Manual Control, NASA Ames Research Center*. 1984.
4. **Frankel R.** From sentence to sequence: understanding the medical encounter through microinteractional analysis. *Discourse Processes*. 1984;7(2):135-170.
5. **Frankel R.** Captain I Was Trying to Tell You Made a Mistake Five Minutes Ago: Deference and Demeanor at 30,000 Feet. *In Proceedings of the Third Annual International Symposium on Aviation Psychology, Columbus, OH*. 1985;53(2):195-226.
6. **Frankel RM.** "I wz wondering- uhm could raid uhm effct the brain permanently d'y know?" Some observations on the intersection of writing and speaking in calls to a poison control center. *The Western Journal of Speech Communication*. Spring 1989.
7. Beckman HB, **Frankel RM**, Kihm J, Kulesza G and Geheb M. Measurement and improvement of humanistic skills in first-year trainees. *Journal of General Internal Medicine*. 1990;5:42-45.
8. **Frankel RM**, Beckman HB. Communication and Clinical Competence: How Do They Relate to Effective Medical Care. *Resident and Staff Physician*. October 15, 1990;89-93.
9. **Frankel RM**, Morse DS, Suchman AL. Can I Really Improve My Listening Skills With Only Fifteen Minutes To See My Patients? *HMO Practice*. 1991;5(4):114-120.
10. Inui TS, **Frankel RM**. Evaluating the Quality of Qualitative Research: a proposal pro tem. *Journal of General Internal Medicine*. 1991;6(5):485-486.
11. Burack RC, Butler R, **Frankel RM**, Edwards A, Kulesza G, Beckman HB. The Difficult Case Conference: A Problem-Solving Approach. *Journal of General Internal Medicine*. 1991;6:355-359.
12. Roter D, **Frankel RM**. Quantitative and Qualitative Approaches to the evaluation of the Medical Dialogue. *Social Science and Medicine*. 1992;34(10):1097-1103.

13. Ventres W, Nichter M, Reed R, and **Frankel RM**. Do-Not-Resuscitate Discussions: A Qualitative Analysis. *Family Practice Research Journal*. 1992;12(2):157-169.
14. Epstein RM, Christie M, **Frankel RM**, Rousseau S, Shields S, Williams G, Suchman A. Primary Care of Patients with Human Immunodeficiency Virus Infection: The Physician's Perspective. *Archives of Family Medicine*. 1993;2(2):159-166.
15. Epstein RM, Christie M, **Frankel R**, Rousseau S, Shields C, Suchman AL. Understanding fear of contagion among physicians who care for HIV patients. *Family Medicine*. 1993;25(4):264-268.
16. Rost K, **Frankel RM**. The Introduction of the Older Patient's Problems in the Medical Visit. *Journal of Aging and Health*. 1993;5(3):387-401.
17. Ventres W, Nichter M, Reed R, **Frankel RM**. Limitation of Medical Care: An Ethnographic Analysis. *Journal of Clinical Ethics*. 1993;4(2):134-142.
18. Epstein RM, Schaffer CR, **Frankel RM**, Suchman AL. Primary care of HIV patients: the physician's perspective. *Archives of Family Medicine*. 1993;2(2):159-167.
19. Beckman HB, Markakis KM, Suchman AL, **Frankel RM**. The Doctor-Patient Relationship and Malpractice: Lessons From Plaintiff Depositions. *Archives of Internal Medicine*. 1994;154(12):1365-1370.
20. Beckman HB, Markakis K, Suchman A, **Frankel RM**. How To Get The Most From A Twenty Minute Visit. *American Journal of Gastroenterology*. 1994;89(5):662-664.
21. Schaffer C, Epstein R, Christie M, **Frankel R**, Rousseau S, Shields C, Suchman A. Primary Care Physicians' Emotional Responses to Death and Dying in HIV Patients. *JURMC*. 1993;5(2):15-22.
22. Beckman HB, **Frankel RM**. The use of videotape in internal medicine training. *J Gen Intern Med*. 1994;Sep;9(9):517-21.
23. Woolever DR, Epstein RM, **Frankel RM**, Suchman AL. Strategies for improving primary care physicians' involvement in the care of patients infected with HIV. *JURMC*. 1993;5:5-11.
24. Beckman HB, **Frankel RM**. The use of videotape in internal medicine training. *Journal of General Internal Medicine*. 1994;9(9):517-521.
25. **Frankel RM**. The secret to good patient care. *Hospital Physician*. May 1994.
26. **Frankel RM**. Emotion and the Physician-Patient Relationship. *Motivation and Emotion*. 1995;19(3):163-173.
27. Ventres W, **Frankel RM**. Ethnography: A Stepwise Approach for Primary Care Researchers. *Family Medicine*. 1996;28(1):52-56.
28. Suchman AL, Markakis K, Beckman HB, **Frankel RM**. A model of empathic communication in the medical interview. *JAMA*. 1997;277(8):678-682.
29. **Frankel RM**. A-symmetry in the doctor-patient relationship: Are we looking in all the right places? *Sans pel and Variation, Institution en for Nordiska Sprak, Uppsala Universitet*. 1996;121-130.
30. Fiscella K, Roman-Diaz M, Lue B, Botelho R, **Frankel RM**, "Being a foreigner, I may be punished if I make a small mistake": Assessing transcultural experiences in caring for patients. *Family Practice*. 1997;14:112-116.
31. Morse DS, Suchman AL, **Frankel RM**. The Meaning of Symptoms in 10 Women With Somatization Disorder and a History of Childhood Abuse. *Archives of Family Medicine*. 1997;6(5):468-476.
32. Levinson W, Roter DL, Mullooly J, Dull VT, **Frankel RM**. Physician-Patient Communication: The Relationship with Malpractice Claims among Primary Care Physicians and Surgeons. *JAMA*. 1997;277(7):553-559.
33. Epstein R, Morse DS, **Frankel RM**, Frarey L, Anderson K, Beckman HB. Awkward moments in physician-patient communication about HIV risk. *Ann Int Med*. 1998;128(6):435-442.
34. McCann R, Chodosh J, **Frankel R**, Katz P, Naumburg E, Tulsy A, Hall W. Advance Care Directives and end of life decisions. *Gerontology and Geriatrics Education*. 1998;18(3):3-19.
35. Levinson W, Dull VT, Roter DL, Chaumeton N, **Frankel RM**. Recruiting physicians for office-based research. *Medical Care*. 1998;36(6):934-937.
36. Williams G, **Frankel, RM**, Campbell T, Deci E. Research on relationship-centered healthcare and healthcare outcomes. *Families, Systems and Health*. 1999;8(1):79-90.
37. Maynard DW, **Frankel RM**. On diagnostic rationality: Bad news, good news and the symptom

- residue, In Heritage J and Maynard DW(Eds), *Communication in Medical Care: Interaction between Primary Care Physicians and Patients*. New York, Cambridge University Press; 2006.
38. Chodosh J, Tulsy A, Naumburg E, Branca L., **Frankel RM**, McCann RM, Katz PR, Hall WJ. What residents want to know about geriatrics. One approach to curriculum development. *Gerontology and Geriatrics Education*. 1999;20(2):19-36.
 39. Smith RC, Dorsey AM, Lyles JS, **Frankel RM**. Teaching self-awareness enhances learning about patient-centered interviewing. *Academic Medicine*. 1999;74(11):1242-1248.
 40. **Frankel RM**, Stein TS. Getting the most out of the clinical encounter: The four habits model. *The Permanente Journal*. 1999;3(3)79-88.
 41. Markakis KM, Beckman HB, Suchman AL, **Frankel RM**. The Path to Professionalism: Cultivating Humanistic Values and Attitudes in Residency Training. *Academic Medicine*. 2000;75(2):141-150.
 42. **Frankel RM**, Stein TS. Getting the most out of the Clinical Encounter: The Four Habits Model. *Journal of Medical Practice Management*. Jan/Feb 2001;16(4):184-191.
 43. Speice J, Harkness J, Laneri H, **Frankel RM**, Roter D, Kornblith A, Ahles T, Winer E, Fleishman S, Lubner P, Zevon M, McQuellon R, Trief P, Finkel J, Spira J, Greenberg D, Rowland J. Involving family members in cancer care: Group considerations of patients and oncological providers. *Psycho-Oncology*. 2000;9(2):101-112.
 44. **Frankel RM**. Clinical Care and conversational contingencies: The role of patient's self-diagnosis in medical encounters. *Text*. 2001;21(½):83-112.
 45. **Frankel RM**, Devers K. Qualitative research: A consumer's guide. *Education for Health*. 2000;13(1):113-123.
 46. Fiscella K, **Frankel RM**, Impact of culture on international medical graduates training in the U.S. *JAMA*. 2000;283(13):1751.
 47. Pololi L, Clay MC, Lipkin M, Hewson M, Kaplan C, **Frankel RM**. Reflections on integrating theories of adult education into a medical school faculty development program. *Medical Teacher*. 2001;23(3):276-283.
 48. **Frankel RM**, Devers K. Study design in qualitative research – 1: Developing questions and assessing resource needs. *Education for Health*. 2000;13(2)251-261.
 49. Devers KJ, **Frankel RM**. Study design in qualitative research –2: Sampling and data collection strategies. *Education for Health*. 2000;13(2):263-271.
 50. Devers KJ, **Frankel RM**. Getting qualitative research published, *Education for Health*. 2001;1(14):109-117.
 51. **Frankel RM**. Cracking the code: Theory and method in clinical communication analysis. *Health Communication*. 2001;13(1):101-110.
 52. Coulehan JL, Platt FW, Egner B, **Frankel RM**, Lin CT, Lown B, Salazar WH. "Let me see if I have this right:" Words that build empathy. *Annals of Internal Medicine*. 2001;135(3):221-227.
 53. Kern DE, Wright SM, Carrese JA, Lipkin M, Novack DH, Kalet A, **Frankel RM**. Personal Growth in Medical Faculty: A Qualitative Study. *Western Journal of Medicine*. 2001;175(2):92-98.
 54. Pololi LP, **Frankel RM**, Clay M, Jobe AC. One Year's Experience with a Program to Facilitate Personal and Professional Development in Medical Students Using Reflection Groups. *Education for Health*. 2001;14(1):36-49.
 55. Pololi L, Knight SM, **Frankel RM**. Helping Medical Faculty Realize Their Dreams: An Innovative, Collaborative Mentoring Program. *Academic Medicine*. 2002;77(5):377-384.
 56. Nalette E, Dauenhauer JA, et al. Challenges associated with providing physical therapy for elderly people: Implications for graduate education. *Journal of Physical Therapy*. 2002;16(1):20-26.
 57. Beckman HB, **Frankel RM**. Training practitioners to communicate effectively in cancer care: It's the relationship that counts. *Patient Education and Counseling*. 2003;50(1):85-89.
 58. Horowitz CP, Suchman AS, Branch W, **Frankel RM**. What do doctors find meaningful about their work? *Annals of Internal Medicine*. 2003;138(9):772-775.
 59. Hatem D, Gallagher D, **Frankel RM**. Challenges and opportunities for patients with HIV who educate health professionals. *Teaching and Learning In Medicine*. 2003;15(2) 98-105.
 60. Kuzel AJ, Woolf SH, Engel JD, Gilchrist VJ, **Frankel RM**, LaVeist TA, Vincent C. Making the case

- for a qualitative study of medical errors in primary care. *Qualitative Health Research*. 2003;13(6):743-780.
61. **Frankel RM**, Hourigan N. Thirty-five voices in search of an author: What focus groups reveal about patients' experiences in managed care settings. *Communication and Medicine*. 2004;1(1):45-58.
 62. Suchman AL, Williamson PR, Litzelman DK, **Frankel RM**, Mossbarger D, Inui TS. Toward an informal curriculum that teaches professionalism. Transforming the social environment of a medical school. *Journal of General Internal Medicine*. 2004;19(5):501-504.
 63. Eide H, **Frankel RM**, Haaversen ACB, Kjerstin AV, Finset. A. Listening for feelings: Identifying and coding empathic and potential empathic opportunities in medical dialogs. *Patient Education and Counseling*. 2004;54(3):291-297.
 64. Duffy FD, Gordon GH, Whelan G, Cole-Kelly K, **Frankel RM**. Assessment of Competency in Interpersonal and Communication Skills: Kalamazoo II. *Academic Medicine*. 2004;79(6):495-507.
 65. Beach MC, Roter D, Rubin H, **Frankel RM**, Levinson W, Ford DE. Is Physician Self-Disclosure Related to Patient Evaluation of Office Visits. *Journal of General Internal Medicine*. 2004;19(9):905-910.
 66. Beach MC, Roter D, Larson S, Levinson W, Ford DE, **Frankel R**. What do physicians tell patients about themselves? A qualitative analysis of physician self-disclosure. *Journal of General Internal Medicine*. 2004;19(9):911-916.
 67. Kuzel AJ, Woolf SH, Gilchrist VJ, Engel JD, LaVeist TA, Vincent C, **Frankel RM**. Patient reports of preventable problems and harms in primary health care. *Annals of Family Medicine*. 2004;2(4):333-340.
 68. Suchman, A., P. Williamson, Litzelman DK, **Frankel RM**, Mossbarger D, Inui TS. (2004). "Towards an informal curriculum that teaches professionalism: transforming the social environment of a medical school." *J Gen Internal Medicine*, Vol. 19 Part 2; 501-504.
 69. Rhodes KV, He T, Miller A, Bailey O, Walter J, Howes D, **Frankel RM**, Levinson W. Resuscitating the doctor patient relationship: Emergency department communication in an academic medical center. *Annals of Emergency Medicine*. 2004;44(3):262-267.
 70. Caldicott CV, Dunn KA, **Frankel RM**. Can Patients Tell When They Are Unwanted? "Turving" in Residency Training. *Patient Education and Counseling*. 2005;56(1):104-111.
 71. Pololi LH, **Frankel RM**. Humanising Medical Education Through Faculty Development: Linking Self-Awareness With Teaching Skills. *Medical Education*. 2005;39(2):154-162.
 72. Gracey CF, Haidet P, Branch WT, Weissmann P, Kern DE, Mitchell G, **Frankel RM**, Inui TS. Precepting humanism: Strategies for fostering the human dimension of care in ambulatory settings. *Academic Medicine*. 2005;80(1):21-28.
 73. Stein T, **Frankel RM**, Krupat E. Enhancing Clinician Communication Skills in a Large Healthcare Organization: A Longitudinal Case Study. *Patient Education and Counseling*. 2005;58(1)4-12.
 73. **Frankel RM**, Altschuler A, George S, Kinsman J, Jimison H, Robertson N, Hsu J. The Effects of Exam-Room Computing On Clinician-Patient Communication: A Longitudinal Qualitative Study. *Journal of General Internal Medicine*. 2005;20(8):677-685.
 74. Hsu J, Huang J, Fung V, Jimison H, Robertson N, **Frankel RM**. Exam-Room Computing: Effects on Physician-Patient Interactions During Adult Primary Care Outpatient Visits. *Journal of the American Medical Informatics Society*. 2005;12:474-480.
 75. Laflamme MR, Wilcox DC, Sullivan J, Schadow G, Lindbergh D, Warvel J, Buchanan H, Ising T, Abernathy G, Perkins SM, Daggy J, **Frankel RM**, Dexter P, McDonald CJ, Weiner M. A Pilot Study of Usefulness of Clinician-Patient Videoconferencing for Making Routine Medical Decisions in the Nursing Home. *Journal of the American Geriatrics Society*. 2005;53(8):1380-1385.
 76. **Frankel RM**, Quill TE. Integrating Biopsychosocial and Relationship-Centered Care into Mainstream Medical Practice: A Challenge That Continues to Produce Positive Results. *Families, Systems and Health*. 2005;4(23)413-421.
 77. Krupat E, **Frankel RM**, Stein T, The Four Habits Coding Scheme: Validation of an Instrument to Assess Clinicians' Communication Behavior. *Patient Education and Counseling*. 2006;1(62)38-45.

78. Edwardsen EA, Morse DS, **Frankel RM**. Structured Practice Opportunities with a Mnemonic Affect Medical Student Interviewing Skills for Intimate Partner Violence. *Teaching and Learning in Medicine*. 2006;18(1):62-68.
79. Levinson W, **Frankel RM**, Roter D, Drum M. How Much Do Surgeons Like Their Patients? *Patient Education and Counseling*. 2006;61(3):429-434.
80. Solet D, Norvell JM, Rutan GH, **Frankel RM**. Lost in Translation: Challenges and opportunities in physician-to-physician communication during patient handoffs. *Academic Medicine*. 2005;80(12):1094-1099.
81. **Frankel RM**, Sung SH, Hsu J. Patients, doctors, and videotape: A prescription for creating optimal healing environments? *Journal of Alternative and Complementary Medicine*. 2005;11(S1):S31-9.
82. **Frankel RM**. Pets, Vets, and Frets: What Relationship-Centered Care Research Has to Offer Veterinary Medicine. *Journal of Veterinary Medical Education*. 2006;33(1):20-27.
83. Rhodes KV, Drum M, Anliker E, **Frankel RM**, Howes DS, Levinson W. Lowering the Threshold for Discussions of Domestic Violence: A Randomized Controlled Trial of Computer Screening. *Archives of Internal Medicine*. 2006;166(10):1107-1114.
84. Weissman PF, Branch WT, Gracey CF, Haidet P, **Frankel RM**. Role Modeling Humanistic Behavior: Learning Bedside Manner from the Experts. *Academic Medicine*. 2006;81(7):661-667.
85. **Frankel RM**, Stein T. A better idea for communicating with patients about costs. *Virtual Mentor*. 2006;8:150-153. Available at <http://www.ama-assn.org/ama/pub/category/15951.html>. Accessed March 1, 2006.
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87. **Frankel RM**, Inui TS. Re-forming Relationships in Health Care. Papers from the Ninth Biennial Regenstrief Conference. *Journal of General Internal Medicine*. 2006;21(S1):S1-2.
88. Nadolski GJ, Bell MA, Brewer BB, **Frankel RM**, Cushing HE, Brokaw JJ. Evaluating the quality of interaction between medical students and nurses in a large teaching hospital. *BMC Medical Education*. 2006;6:23.
89. Inui TS, **Frankel RM**. Hello, Stranger: Building a Healing Narrative that includes Everyone. *Academic Medicine*. 2006;81(5):415-418.
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92. Liu GC, Harris M, Keyton S, **Frankel RM**. Use of Unstructured Parent Narratives to Evaluate Medical Student Competencies in Communication and Professionalism. *Ambulatory Pediatrics*. 2007 May-June;7(3):207-13.
93. Rhodes KV, **Frankel RM**, Levinthal N, Prenoveau E, Bailey J, Levinson W. "You're Not a Victim of Domestic Violence, Are You?" Provider Patient Communication about Domestic Violence. *Annals of Internal Medicine*. 2007; 147(9):620-7.
94. Inui TS, Nyandiko WM, Kimaiyo SN, **Frankel RM**, Muriuki T, Mamlin JJ, Einterz RM, Sidle JE. AMPATH: Living Proof that No One Has to Die from HIV. *Journal of General Internal Medicine*. 2007; 22(12):1745-1750.
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96. Rodriguez HP, Anastario MP, **Frankel RM**, Rogers WH, vonGlahn T, Safran DG. Can teaching agenda-setting skills to physicians improve clinical interaction quality? A controlled intervention. *BMC Medical Education*. 2008 Jan 14; 8(1):3.
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- meaning and significance of self-management among socioeconomically vulnerable older adults. *J Gerontol B Psychol Sci Soc Sci* 63:6: S 312-9, 2008.
98. Runkle C, Wu E, Wang EC, Gordon GH, **Frankel RM**. Clinician Confidence about Conversations at the End of Life is Strengthened Using the Approach. *Journal of Psychosocial Oncology*. 2008; 27(3): 81-95.
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 101. Cottingham AH, Suchman AL, Litzelman DK, **Frankel RM**, Mossbarger DL, Williamson PR, Baldwin DC Jr, Inui TS. Enhancing the Informal Curriculum of a Medical School: A Case Study in Organizational Culture Change. *J Gen Intern Med*. 2008 Mar 14; [Epub ahead of print].
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24. Tai-Seale M, McGuire T, Wilson C, Frankel RM, Stults C, Diamond L; Stone A, MacLean L, Lafata JE. 60 Seconds or Less: Factors Influencing the Likelihood of a Mental Health Discussion During Periodic Health Exams, *Clinical Medicine & Research* **August 1, 2012** vol. 10 no. 3 **184**
 25. Bonfils, K. A., Frankel, R. F., Salyers, M. P., Oles, S., & Matthias, M. S. (May 4, 2013). Agenda Setting in Psychiatric Consultations: An Exploratory Study. Poster to be presented at the 85th Annual Meeting of the Midwestern Psychological Association, Chicago, IL.
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 27. Richard M. Frankel Ph.D., Frederic Hafferty Ph.D., Bud Isaccson, M.D., Adina Kalet, M.D., Dawn Littleton?, Deborah Ziring, M.D. Professionalism in the Abstract: A Selected Review of the Research Literature, Gold Foundation Mapping the Landscape, Chicago Ill, May 2017

Educational Materials

1. Producer of a Videotape: "I Will Survive" funded by the Harbor Schools for Emotionally Disturbed Children, 1979.
2. Co-Producer of a Videotape: "If I Fell Out Would You Help: A videotape About People With Epilepsy," funded by a grant from the Michigan State Council on Developmental Disabilities in conjunction with Wayne State University, Developmental Disabilities Institute, The Epilepsy Center of Michigan, and Jewish Vocational Services of Michigan, 1985.
3. Co-Producer of a Videotape: "Video Review" explores the use of participant expertise as a method for better understanding the medical encounter. Produced in conjunction with the Portland Faculty Development Course, sponsored by the Society of General Internal Medicine, 1987.
4. Network for Continuing Medical Education "Mind Your Bedside Manners," 1992, focuses on three functions of the medical interview with suggestions about how to perform each function optionally.
5. Medicine in the 90's "Delivering Diagnostic Information," Oakland, CA, Kaiser Permanente, Live Teleconference, July 1993.
6. Horowitz CR, Suchman AL, Branch WT, Matthews, DA, Kerr, JE, Frankel, RM. A visit to the Secret Garden: What do physicians find meaningful about their work? (abstract) *J Gen Intern Med* 1995;4(10)supplement:117.
7. Medicine in the 90's: Using Behavior to Improve Medical Visits, Oakland, California, Kaiser Permanente, Live Teleconference (with Cecile Carson, MD), November 1996.
8. Co-Producer of a Videotape: "End of Life Decisions," Hartford Fund Geriatrics Initiative, Rochester NY, 1998.
9. Co-Producer of a Videotape: "Taking the Values History," Hartford Fund Geriatrics Initiative, Rochester NY, 1998.
10. Producer of an educational videotape, "Patient clinician communication: A critical link to Malpractice." In association with Intermountain Health Care, Salt Lake City, Utah.
11. Host, Patient Listening: An Occasional Series of Interviews with Doctors and Patients on Sound Medicine, WFYI Public Radio, Indianapolis, IN, 2009-2015.