



## Douglas A. Drossman MD

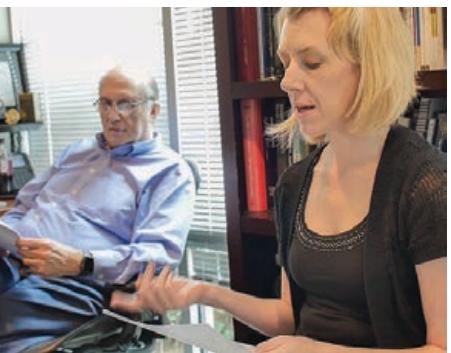
*Director and President of DrossmanCare*

Dr. Drossman is Professor Emeritus of Medicine and Psychiatry at the University of North Carolina School of Medicine and was co-director of the UNC Center for Functional Gastrointestinal and Motility Disorders. He is founder, past president and currently President Emeritus and Chief of Operations of the Rome Foundation. Prior to entering gastroenterology, Dr. Drossman received advanced training in communication skills during his fellowship with Dr. George Engel (who coined the term "Biopsychosocial Model") a world renowned proponent of patient centered care. For the next 40 years Dr. Drossman has further developed his facilitation methods and has taught communication and patient engagement skills through peer reviewed publications,

research, lectures, workshops, videos, and small group facilitative learning sessions. In 2012, he founded the Drossman Center for the Education and Practice of Biopsychosocial Care LLC (DrossmanCare) as an entity to train physicians in relationship centered care with emphasis on communication skills. The focus has been on the care of difficult to diagnose and manage patients with disorders of gut-brain interaction.

The increased impact of his programs in the last several years relate to growing awareness of its value among patients, clinicians, the pharma industry (who have provided financial support) and society. Recent activities include: 1) workshops on communication skills in the US, Europe, Asia and Latin America, 2) production of teaching and trigger videos that are used and

disseminated in clinical training programs, 3) development of webinars for national organizations, 4) conducting preceptorships with faculty, trainees and clinicians who visit his clinic to learn interview skills, and 5) decades of peer reviewed publications of articles and research instruments to teach and study patient satisfaction, the patient provider relationship and communication skills. In recent years much of this work has been done in collaboration with the Rome Foundation, and this has yielded greater audience exposure and generated revenue for Rome.



## Johannah Ruddy M.Ed.

*Administrative Director*

Ms. Ruddy has worked for 20 years as executive director of non-profit medical organizations

including the American Heart Association, the American Academy of Pediatrics (New Mexico) and Steelbridge). For the past two years she has served as Executive

Director of the Rome Foundation where she coordinates most all operations including financial and educational activities, fund raising and public relations. As a patient with IBS she has learned first hand the value of patient centered care and building on this she has become a recognized patient advocate and educator. She has published on patient centered care and communication

in the journal *Gastroenterology*, has done several national educational workshops and webinars has acted in several videos produced by DrossmanCare and has co-facilitated workshops along with Dr. Drossman at major medical centers. She is currently responsible for the coordination of Rome – DrossmanCare collaborative association.

## Faculty

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Lin Chang MD  
David Geffen School of Medicine at UCLA

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Harvard Medical School, Boston, MA



# What Do You Hear?

**Optimizing the patient-provider relationship.**

>> *A Multi-component curriculum teaching communication skills to improve patient-centered care.*



[TheRomeFoundation.org](http://TheRomeFoundation.org)

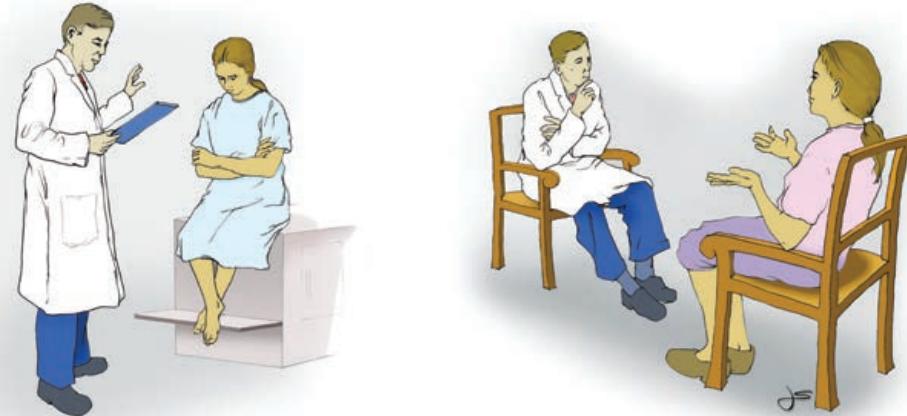


[Drossmancare.com](http://Drossmancare.com)

The Rome Foundation in association with DrossmanCare is poised to expand our database of knowledge for clinicians and trainees around the globe but we need your support. For further information about setting up programs, training sessions, visiting scholarships or to help support our efforts, please contact [jruddy@theromefoundation.org](mailto:jruddy@theromefoundation.org)

## The Rome Foundation Develops a New Initiative to Teach Communication Skills to Optimize the Patient Provider Relationship.

The Rome Foundation's mission is to improve the lives of patients with disorders of gut-brain interaction (FGIDs). The Foundation is a global leader in producing educational programs, but what has been missing is the teaching of patient centered care to help improve patient and physician satisfaction, adherence to treatment and improved clinical outcomes.



Communication skills training is particularly relevant for patients with Disorders of Gut-Brain Interaction (DGBI), because clinicians often feel ill equipped to understand and treat these patients, and this leads to mutual dissatisfaction in the care, and even patient stigmatization. When pressed for time clinicians may minimize efforts attending to these patients, while focusing on "sicker" patients or do procedures rather than engaging in face-to-face care that has clearer benefits.

To address this dilemma, The Rome Foundation in partnership with The Drossman Center For The Education and Practice of Biopsychosocial Care (DrossmanCare [drossmancenter.com](http://drossmancenter.com)) has established

### > Self-Learning Educational Videos

Our most recent educational video series **Communications 202: A Deeper Understanding of GI Illness Through a Patient-Centered Approach** (see Insert) includes an innovative new method to teach the complexity and sophistication of the medical interview. To learn more and get a free trial of Communication 202, scan the QR code or visit: [bit.ly/2D9aqHZ](https://bit.ly/2D9aqHZ)



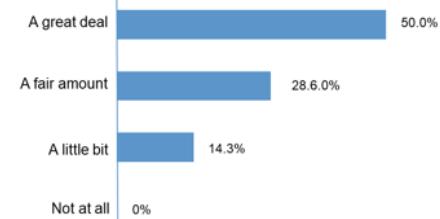
Newer programs in development will teach clinicians brief (2-3 minute) pragmatic approaches to help clinicians explain to patients common scenarios, for example: how to explain to a patient about using a central neuromodulator, how to discuss the brain-gut axis, how to go on a FODMAP or low gluten diet, what is the microbiome, how do CBT and hypnosis work, and many more.

**COMMUNICATION 202**

### > Educational Workshops for Faculty and Trainees at Medical Centers

We conduct workshops on-site to teach our effective communication methods at major medical centers using a variety of learner-centered methods: lectures, video discussion, role play, and small group facilitation. The learners identify the areas of greatest need and we structure the program accordingly.

In a post-workshop survey, we asked participants how informative the workshop was.



### > Symposia, Satellite Symposia, and Webinars



We develop symposia for gastroenterologists, trainees, mid-level, and allied health care practitioners. Examples can be seen at [bit.ly/2qfcdo8](https://bit.ly/2qfcdo8). We have also published articles in highly rated peer review journals to demonstrate the impact of effective communication for patient and clinician. Go to this link to access our publications in Gastroenterology and an accompanying video [bit.ly/2KprU9h](https://bit.ly/2KprU9h).



### > Publication Guidelines on Communication (Rome Working Team Report)

The Foundation successfully publishes working team reports in high quality peer reviewed journals on a variety of topics over the last year. Over the next year we will develop a working team report that includes an evidence-based review on how to communicate effectively with their patients to improve clinical outcomes.

nature publishing group  
REVIEWS FROM THE ACG ANNUAL MEETING 521  
2012 David Sun Lecture: Helping Your Patient by Helping Yourself—How to Improve the Patient-Physician Relationship by Optimizing Communication Skills  
Douglas A. Drossman, MD  
Am J Gastroenterol 2013; 108:521–528; doi:10.1038/ajg.2012.36; published online 19 March 2013

REVIEW

### > Train the Trainers: 1-½ Day Intensive Seminars to Recruit Future Faculty



We have provided 1.5 day intensive seminars for university-based medical faculty interested in improving their skills by teaching more effective patient-provider communication. This training will help us to expand the impact of our methods to thought leaders who already provide the most up to date knowledge involving complex case discussions, and will then go on to serve as facilitators for future communication skills programs. Visit [bit.ly/2s4U6Td](https://bit.ly/2s4U6Td) to see what it is like in our program developed for the AGA.



### > Visiting Scholar Preceptorship Program

For many years, and from all over the world, gastroenterologists, trainees, psychologists, and mid-level providers have visited the practices of Rome Board members to be precepted on DGBI and also learn communication skills. The Rome Foundation Visiting Scholar Program is a great way for researchers and clinicians to engage with key leaders and learn not only about advanced research techniques and patient-focused care but also advanced communication skills. Faculty spend two to three days on site. This program is critical in developing the next generation of providers in becoming skilled communicators and exceptional physicians managing and treating patients with DGBI.

