



## DROSSMANCARE

DrossmanCare has produced and delivered the following products and presentations since its founding in 2012.

### DrossmanCare Video Products

1. Drossman DA. Communications Skills Workshop (Preview tape 2012, 2:14 min.) [Click to View \(YouTube\)](#)
2. Drossman DA, Chang L, Chey W, Halpert A, Kowlowitz V. Rome Foundation – American Gastroenterology Association Communication Skills Workshop. Videotapes series produced by DrossmanCare 2012. [Click to View \(Rome Foundation\)](#)
3. Drossman DA. “12 Gurus: Effective Communication and the Patient-Doctor Relationship, (Lecture 2012, 20:15 min.) [Click to View \(YouTube\)](#)
4. Saypol B, Rooker C, Drossman DA: “Don’t Worry” An Interactive Theater Performance Focusing on Physician-Patient Communication, funded by Takeda Pharmaceuticals and presented at the UNC School of Medicine. [Click to View \(YouTube\)](#)
5. Drossman DA. Overview of IBS and other Functional GI Disorders (Lecture 2012, 28:31). [Click to View \(YouTube\)](#)
6. Drossman DA. Drossman Gastroenterology PLLC (Overview of clinical practice 2012, 3:39 min.) [Click to View \(YouTube\)](#)
7. Drossman DA. Center for Education and Practice of Biopsychosocial Care (Overview of Center 2012, 2:57 min.) [Click to View \(YouTube\)](#)
8. Drossman DA. Ineffective and Effective Provider Patient Communication. Videotape Produced by Drossman Center for Education and Practice of Biopsychosocial Care, Chapel Hill, NC January , ©2013.
9. Drossman DA. DrossmanCare, A New Approach to Healthcare. Video Produced by Drossman Center for Education and the Practice of Biopsychosocial Care, Chapel Hill, NC June, © 2013. [Click to View \(YouTube\)](#)
10. Drossman DA. DrossmanCare, Doc I want another CT: How to communicate a difficult issue. Videotape Produced by Drossman Center for Education and Practice of Biopsychosocial Care, Chapel Hill, NC March, ©2013. [Click to View \(YouTube\)](#)
11. Drossman DA. Drossman Care - “Communication 202: A Deeper Understanding of GI Illness Through a Patient Centered Approach”. Videotape. Produced by Drossman Center for Education and Practice of Biopsychosocial Care, Chapel Hill, NC September, ©2018. ([Click to view introduction](#))
  - o Vignette #1 – 17 year old adolescent female ([Click to view case #1](#))
  - o Vignette #2 – 37 year old female hospital pharmacist ([Click to view case #2](#))
  - o Vignette #3 – 42 year old male businessman ([Click to view case #3](#))
  - o Vignette #4 – 31 year old female attorney ([Click to view Case #4](#))
  - o Vignette #5 – 33 year old female lawyer ([Click to view Case #5](#))
  - o Vignette #6 – 64 year old male executive ([Click to view Case #6](#))
12. Drossman DA. Drossman Care – “From Pretending to Truly Being OK: A journey from Illness to Health with Post Infection IBS” Videotape Produced by Drossman Center for Education and Practice of Biopsychosocial Care, Chapel Hill, NC September, ©2018. ([Click to view Video](#))
13. Drossman DA – “Interview at UNC conference of three patients of Dr. Drossman who successfully managed their disorders” January, 2019. <https://romedross.video/2MNnQgz>
14. Drossman DA – Ms. Byers – Understanding and Managing a patient with severe abdominal pain, constipation and narcotic use produced by DrossmanCare April 26, 2019 © 2019
  - Part 1 - Initial interview - <https://romedross.video/2DEcCaC>
  - Part 2 - Management planning - <https://romedross.video/2GRui4U>
  - Drossman DA. “Ten Tips for Effective Patient/Provider Communication.” June 21, 2019. Facebook Live. <https://romedross.video/2FGHEjr>
15. Drossman DA. DrossmanCare – “Communication 101: A Video Approach to Help Clinicians Rapidly Convey Key Clinical Messages to Patients with Disorders of Gut-Brain Interaction (DGBI)”. Videotape. Produced by Drossman Center for Education and Practice of Biopsychosocial Care, Chapel Hill, NC ©2020. ([click here for more information](#))
16. Drossman DA. DrossmanCare “Communication 101.5: Resolving Challenging Interactions in Clinical Practice: Tips and Techniques”. Produced by Drossman Center for Education and Practice of Biopsychosocial Care, Chapel Hill, NC ©2021.
  - o [Patient Requesting Opioids: \(Click to view video\)](#)
  - o [Patient Wanting Tests to Exclude Cancer: \(Click to view video\)](#)
  - o [Patient Requesting Antibiotics for SIBO: \(Click to view video\)](#)
  - o [Patient Seeing Doctors for Non-credible Diagnoses: \(Click to view video\)](#)
  - o [Teenager with Over-Involved Mother: \(Click to view video\)](#)
  - o [Patient Refusing Neuromodulators: \(Click to view video\)](#)
  - o [Patient Reluctant to Discuss History of Trauma: \(Click to view video\)](#)
  - o [Achieving Collaborative Care: \(Click to view video\)](#)

### DrossmanCare Publications

1. Grover, M, Drossman DA, Oxentenko AS. Direct Trainee observation: Opportunities for enhanced physician-patient communication and faculty development. *Gastroenterology*, 2013;144:1330-1334
2. Drossman DA. A Conversation with a Clinician. *Digestive Health Matters*, 2013;22(2):5-7.
3. Drossman DA. Helping Your Patient by Helping Yourself: How to Improve the Patient-Physician Relationship by Optimizing Communication Skills. *American Journal of Gastroenterology*, 2013;108:521-528
4. Grover M, Drossman DA, Oxentenko MD. Direct trainee observation: opportunities for enhanced physician-patient communication and faculty development. *GASTROENTEROL*. 144(7):1330-1334, 2013.

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5. Saypol B, Drossman DA, Scmulson MJ, Olano C, Halpert A, Aderoju A, Chang L. A Review of Three Educational Projects Using Interactive Theater to Improve Physician-Patient Communication When Treating Patients with Irritable Bowel Syndrome. *Revista Espanola de Enfermedades Digestivas*. 107(5):268-273, 2015.
6. Jayaraman T, Wong RK, Drossman DA, Lee YY. Communication Breakdown Between Physicians and IBS Sufferers: What is the Conundrum and How to Overcome it? Editorial. *Journal of the Royal College of Physicians of Edinburgh*. 2017 Jun;47(2):138-14.
7. Drossman DA. Katie: The Physician's Perspective of a Young Woman's Illness Experience. *American Journal of Gastroenterology*. 2017 Apr;112(4):525-527.
8. Jayaraman T, Wong RK, Drossman DA, Lee YY. Communication Breakdown Between Physicians and IBS Sufferers: What is the Conundrum and How to Overcome it? Editorial. *Journal of the Royal College of Physicians of Edinburgh*. 2017 Jun;47(2):138-14.
9. Drossman DA. From Pretending to Truly Being OK: A Journey From Illness to Health with Postinfectious Irritable Bowel Syndrome: The Provider's Perspective. *Gastroenterology*. 155(6): 1664-1665. December 2018.
10. Drossman DA, Ruddy J. Improving Patient-Provider Relationships to Improve Health Care. *Clin Gastroenterol Hepatol*. 2020 Jun;18(7):1417-1426. doi: 10.1016/j.cgh.2019.12.007..
11. Drossman DA, Ruddy J. Gut Feelings: Disorders of Gut-Brain Interaction and the Patient-Doctor Relationship. *DrossmanCare*, Chapel Hill NC. pp. 1-207. 2021.
12. Drossman DA, Palsson O, Stein E, Ruddy J, Lennon AMO. What elements in the physician-patient relationship (PPR) contribute to patient satisfaction: Development of a short form PPRS-Patient Version (PPRS-Patient SF) Questionnaire. *Neurogastroenterology & Motility*. 2022; 34:e 14191
13. Drossman DA, Chang L, Deutsch J, Ford A, Halpert A, Kroenke K, Nurko S, Ruddy J, Snyder J, Sperber A. A Review of the Evidence and Recommendations on Communication Skills and the Patient-Provider Relationship (PPR): A Rome Foundation Working Team Report. *Gastroenterology*. <https://doi.org/10.1053/j.gastro.2021.07.037>
14. Drossman, DA, Ruddy, J *Gut Feelings: The Patient's Story*, DrossmanCare, Chapel Hill, NC 2022
15. Drossman, DA, Ruddy, J *Gut Feelings: Doctors Achieving Patient Centered Care*, DrossmanCare, Chapel Hill, NC In Press, 2023

#### Video Presentations:

1. Drossman DA. "Psychosocial Factors of IBS and their Management", Produced by the Gastrointestinal Health Foundation. February 2011.
2. Drossman DA. "A Challenging Clinical Consultation", Produced by the Gastrointestinal Health Foundation. May 2011.
3. Drossman DA. "Effective Communication Skills to Improve the Patient-Provider Relationship" Produced by 12 Gurus Health, NYC March, 2012 [Click to View \(Vimeo\)](#)
4. Drossman DA, "Provider Patient Communication", Produced by the Gastrointestinal Health Foundation. May 2012.
5. Drossman DA, Chang L, Chey W, Halpert A, Kowlowitz V. Rome Foundation – American Gastroenterology Association Communication Skills Workshop. Lecture series produced by DrossmanCare 2012. [Click to View](#)
6. Drossman DA. "Centrally Targeted Agents for IBS and FGIDs" Produced by the Gastrointestinal Health Foundation May, 2012
7. "Physician-Patient Interaction: How to Be Better Doctors". Keynote : ACG Train the Trainer Workshop. July 12th, 2012, Houston TX.
8. Drossman DA. Effective Communication Skills to Optimize the Patient-Provider Relationship Jonsson Center, Distinctive Voices at the National Academy of Sciences, Woods Hole, MA August, 2012. [Click to View \(YouTube\)](#)
9. Second Opinion 911, WXXI PBS: "Mystery Diagnosis" with DA Drossman, October, 2012. [Click to View \(Vimeo\)](#)
10. Second Opinion 910, WXXI PBS: "Patient with IBS" with DA Drossman and his patient, October 2012. [Click to View \(YouTube\)](#)
11. Drossman DA. "Ineffective and Effective Patient Provider Communication". Produced by DrossmanCare, Chapel Hill, NC 27517, 2013. [Click to View \(YouTube\)](#)
12. Drossman DA. "Healthy Body, Healthy Mind: Talking about your GI Health". Produced by DrossmanCare, Chapel Hill, NC 27517, 2013. [Click to View \(YouTube\)](#)
13. Drossman DA. DrossmanCare, Doc I want another CT: How to communicate a difficult issue. Videotape Produced by Drossman Center for Education and Practice of Biopsychosocial Care, Chapel Hill, NC. March, 2013. [Click to View \(YouTube\)](#)
14. Drossman DA, DrossmanCare: A New Approach to Health Care. Videotape Produced by Drossman Center for Education and Practice of Biopsychosocial Care. 2013. [Click to View \(YouTube\)](#)
15. Drossman DA, Chang L, Heidelbaugh J. "Conversations in IBS-C and CIC: Improving the Patient and Provider Interaction" *Medscape*, New York, NY. October 17, 2015. [Click to View](#).
16. Drossman DA. "Achieving Effective Patient Provider Communication Webinar Featuring Douglas A. Drossman, MD". *Gastro Girl*. Webinar, April 29, 2017. [Click to View](#)
17. Doghramji PP, Drossman DA, Huff M, Ruddy J. "Medical Crossfire: A Multidisciplinary Approach to Managing the IBS Patient". *Physician's Education Resource*. Webinar, December 7, 2017. [Click to View](#)
18. Drossman DA, Huff M. "Effective Communication to Optimize the Diagnosis and Management of Irritable Bowel Syndrome (IBS)". *Physician's Education Resource*. Webinar, February 28, 2018. [Click to View](#)
19. Drossman DA, Halpert A, Ruddy J. "The Patient and Provider Connection: Effective Communication to Optimize the Diagnosis and Management of IBS and CIC". Filmed by PER Communications. Cranbury, NJ. Aug. 17, 2018.
20. Drossman DA and Ruddy J. Communication Skills Workshop for GI Division Faculty at Johns Hopkins Medical Center, Baltimore MD October 3, 2018.
21. Drossman DA. Communication skills to Optimize the Patient-Provider Interaction presented at the Columbia Psychosomatic Conference, NY, NY October 20<sup>th</sup>, 2018.
22. Drossman DA. Introduction to Clinical Skills Workshops: Key Elements of Good Patient/Provider Communications. Presentation at the Rome Foundation Symposium on Functional GI Disorders, San Antonio TX, February 9, 2019.



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23. Drossman DA. Communication Skills to Enhance the Provider-Patient Relationship workshop presented at the Rome Foundation Symposium on Functional GI Disorders, San Antonio, TX February 9, 2019.
24. Drossman DA. Stages of Psychosomatic Awareness presented at the American Psychosomatic Society Roundtable, Vancouver, WA March 8<sup>th</sup>, 2019.
25. Drossman DA. How to manage the Difficult Functional GI Patient in symposium "How to Manage Difficult GI Consultations presented at Digestive disease Week, San Diego, CA May 19<sup>th</sup>, 2019.
26. Drossman DA. Introduction to Clinical Skills Workshops: Key Elements of Good Patient/Provider Communications. Presentation at the Rome Foundation Symposium on Functional GI Disorders, Myrtle Beach, SC, June 16, 2019.
27. Drossman DA. Drossman DA. Communication Skills to Enhance the Provider-Patient Relationship Workshop presented at the Rome Foundation Symposium on Functional GI Disorders, Myrtle Beach, SC June 16<sup>th</sup>, 2019.
28. Drossman DA. Drossman Care-Rome Foundation Train the Trainee Program, Raleigh, NC August 3<sup>rd</sup>, 2019.
29. Drossman DA. "Practice Pearl #2: Optimizing Patient-Provider Communication". ACG Regional Course. Williamsburg, VA. September 6, 2019.
30. Drossman DA. Communication Strategies to Improve the Patient-Provider Relationship in the Symposium, How to Manage IBS at the World Congress of Gastroenterology, Istanbul, Turkey September 22<sup>nd</sup>, 2019.
31. Drossman DA. Introduction to Clinical Skills Workshops: Key Elements of Good Patient/Provider Communications. Presentation at the Rome Foundation Symposium on Functional GI Disorders, Chicago, IL. October 6, 2019.
32. Drossman DA. Communication Skills to Enhance the Provider-Patient Relationship Workshop presented at the Rome Foundation Symposium on Functional GI Disorders, Chicago, IL October 6<sup>th</sup>, 2019.
33. Drossman DA and Ruddy J. Communication Skills Workshop for GI Division Faculty at Johns Hopkins Medical Center, Baltimore MD October 31, 2019.
34. Drossman DA and Ruddy J. Train the Trainers session on Communication Skills for GI Division Faculty at Johns Hopkins Medical Center, Baltimore MD, November 1, 2019.
35. Drossman DA and Ruddy J. Train the Trainers session on Communication Skills for Rome Foundation, Chapel Hill, NC November 9, 2019.
36. Drossman DA Communication Skills workshop for GI division, University of Virginia, Charlottesville VA November 15, 2019.
37. Drossman DA. "Practice Pearl #2: Optimizing Patient-Provider Communication". ACG Regional Course. San Diego, CA. January 10, 2020.
38. Drossman DA. Key Elements of Good Patient Provider Relationship and Communication Skills Workshop. Rome Foundation Regional CE. Los Angeles, CA February 8, 2020
39. Drossman DA. Approaches to Improving the Physician-Patient Communication. Mt.Sinai Medical Center. New York, NY February 28, 2020
40. Drossman DA. Key Elements of Good Patient Provider Relationship. Rome Foundation Regional CE Virtual. October 27, 2020
41. Drossman DA. Key Elements of Good Patient Provider Relationship. UNC GI Fellows Core Curriculum Course Virtual. October 27, 2020
42. Drossman DA. "Practice Pearl #2: Optimizing Patient-Provider Communication" ACG Regional Course Virtual. December 5, 2020

#### Named Lectureships and Keynote Presentations

1. "Functional: What's in a Name? Tools for the Medical Interview". Keynote Presentation. Rome Foundation AGA Communication Skills Workshop, Chapel Hill, NC, June 8<sup>th</sup>-9<sup>th</sup>, 2012.
2. "Physician-Patient Interaction: How to Be Better Doctors". Keynote Presentation. ACG Train the Trainer Workshop. July 12<sup>th</sup>, 2012, Houston TX.
3. "Effective Communication Skills to Optimize the Patient Provider Relationship". Distinctive Voices @ The Jonsson Center. National Academy of Sciences. August 29, 2012, Woods Hole, MA.
4. "Helping your Patient by Helping Yourself: How to Improve the Patient-Physician Relationship" David Sun Lecture at American College of Gastroenterology Annual meeting, October 20, 2012, Las Vegas Nevada
5. "Importance of the Physician Patient Relationship" in Symposium "Management of the Difficult IBS Patient", European United Gastroenterology Week. October 22, 2012, Amsterdam, the Netherlands
6. "Physician-Patient relationship". Keynote Plenary presentation, XXXIII Pan American Congress of Gastroenterology, Panama City, Panama, November 10, 2012.
7. "Improving the Physician-Patient Relationship in Functional GI Disorders Through Communication Skills". Medical Grand Rounds. Mayo Clinic Arizona. January 18<sup>th</sup>, 2013. Scottsdale, AZ.
8. "Effective Communication Skills to Improve the Patient-Provider Relationship". St. Joseph's Hospital and Medical Center. January 18<sup>th</sup>, 2013. Scottsdale, AZ.
9. "How Can I Help You?" An Interactive Theater Performance Exploring Ways to Improve the HealthCare Experience. Sponsored and performed by Theater Delta and Drossman Care, April 6, 2013 Chapel Hill NC, April 20, 2013 Baltimore, MD, June 13, 2013 Chapel Hill, NC.
10. "Communication with the Functional Patient". Keynote Lecture. Meeting of the Romanian Society of Neurogastroenterology. Iasi, Romania. March 17, 2017.
11. "Introduction to Clinical Skills Development: Key Elements of Good Patient-Provider Communication". Keynote Lecture. Rome Foundation.
  - October 13-14, 2018 Santa Fe, NM
  - January 19-20, 2019 New York City, NY
  - February 9-10, 2019 San Antonio, TX
  - June 15-16, 2019 Myrtle Beach, NC
  - February 11-12, 2020 Los Angeles, CA
12. "How to Manage the Difficult Functional GI Patient" in symposium "How to Manage Difficult GI Consultations" Digestive Disease Week San Diego CA. May 19, 2019.



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13. Drossman DA, Dumitrascu D. Chair. "Communication Strategies to Improve the Patient Provider Relationship" in symposium: "How to Manage IBS." World Congress of Gastroenterology. Istanbul, Turkey. September 22, 2019.
14. Drossman DA. 2<sup>nd</sup> Annual Gerson Lectureship. "Understanding and Managing the Patient with Chronic and Severe Abdominal Pain". Mt. Sinai Grand Rounds. New York, NY. February 28, 2020.
15. Drossman DA. Managing a difficult patient interaction in a patient with severe abdominal pain. Panir Chelvin Keynote Lecture. APDW Malaysia. Virtual. August 20, 2021
16. Drossman, DA. "How gut feelings and the patient provider relationship improve the therapeutic response" PUMCH, Beijing, China, Virtual October 22, 2021
17. Drossman, DA, Liver Holidays- the Carlos Francesconi Symposium, "The physician patient relationship: making it work" Virtual, Puerto Alegre, Brazil, December 17, 2021

#### Presentations, Workshops and Panels (Selected)

1. Communication Skills Workshop, Division of Gastroenterology, University of South Alabama. Mobile AL, January 12, 2012.
2. "A Primer on Social Media Analysis". Institute of Medicine Gulf War and Health Committee. Washington DC. February 29, 2012.
3. "Improving the Doctor-Patient Relationship." NextGenHealth. New World Stages New York, NY. March 28, 2012.
4. "Improving the Medical Interview and the Patient-Physician Relationship". Program Coordinator, Rome Foundation AGA Communication Skills Workshop, June 8-9, 2012, Chapel Hill NC.
5. "Functional: What's in Name? Tools for the Medical Interview". Keynote Presentation. Rome Foundation AGA Communication Skills Workshop, June 8, 2012, Chapel Hill NC.
6. "Interactive Video: Maximizing the Interview". Keynote Presentation. Rome Foundation AGA Communication Skills Workshop, June 9, 2012, Chapel Hill NC.
7. "Panelist for Workshop: Communication from a Multi-cultural Context". Keynote Presentation. Rome Foundation AGA Communication Skills Workshop, June 9, 2012, Chapel Hill NC.
8. "Effective Communication Skills to Optimize the Patient Provider Relationship". Keynote Presentation. Distinctive Voices @ The Jonsson Center. National Academy of Sciences. August 29, 2012, Woods Hole, MA.
9. "How Can I Help You". Interactive Theater Presentation in collaboration with Theater Delta to help patients talk better with their physicians. Chapel Hill NC April 6, 2013 and Baltimore MD April 20, 2013
10. "Communication Skills and the Doctor-Patient Relationship". Presentation for visiting professorship. Division of Gastroenterology and Hepatology University of Rochester. May 1, 2013. Rochester NY.
11. "Essentials of a Productive Doctor-Patient Relationship". How to Treat IBS Effectively: Expert Update for Health Professionals. UNC Center for Functional GI Disorders. November 2, 2013. Chapel Hill, NC.
12. "Biopsychosocial Curricula in Medical Education: Advancing the Field and Your Career". Roundtable on Training Health Care Educators at American Psychosomatic Society Annual Meeting. March 13, 2014, San Francisco, CA..
13. "Effective Communication Skills to Optimize the Physician-Patient Relationship" Two hour workshop with lecture, video and group discussions. March 26, 2014. Medical Students at Sahlgrenska Academy of Medicine, University of Gothenberg, Sweden.
14. "Biopsychosocial model and effective patient physician relationship: video teleconference." X Simposio Internacional Trastornos Funcionales Digestivos. April 26, 2014. Buenos Aires, Argentina.
15. "How to make the most of a visit to your doctor." UNC Expert Update on Treatments for Functional GI Disorders. June 22, 2014. Washington, DC.
16. "How you and your doctor can best work together" Workshop, UNC Expert Update on Treatments for Functional GI Disorders. June 23, 2014. Washington, DC.
17. "Talking with your physician: Keys to successful doctor/patient communication." UNC Employee Wellness Series. September 17, 2014. Chapel Hill, NC.
18. "Patient focus - making the most of your visit to the doctor". ACG GI Circle. Webinar, April 16, 2015.
19. "Understanding and Caring for Patients with Functional GI Disorders: A Biopsychosocial Perspective.". Workshop for American College Health Association ACHA. May 26, 2015. Orlando, FL.
20. "A Multi-Dimensional Approach to Treating Functional Gastrointestinal Disorders II". ACG GI Circle. Webinar, May 7, 2015.
21. "Improving the Patient-Doctor Relationship in FGIDs through Effective Communication Skills." Royal North Shore Hospital at St. Leonard's. September 7, 2015. Sydney, Australia.
22. "Therapeutic Value of Optimizing the Patient Provider Relationship". Interactive Clinical Workshop, Cleveland Clinic. October 8, 2015. Cleveland, OH.
23. "How to Improve the Patient-Physician Relationship through Good Communication Skills". Gut Club, University of South Alabama. October 28, 2015. Mobile, AL.
24. "Understanding and Managing Patients with Chronic and Refractory GI Pain". ACG Visiting Professorship. Medical Grand Rounds. Medstar Georgetown University Hospital, September 8, 2016, Washington DC.
25. "Workshop on Communication Skills". GI Fellow Conference. Medstar Georgetown University Hospital. September 8<sup>th</sup>, 2016.
26. "Optimizing the Patient-Provider relationship using Effective Communication Techniques". Communication Skills Workshop. United European Gastroenterology Week. Vienna, Austria. October 18, 2016.
27. "How to Establish an Effective Physician-Patient Relationship". Visiting Professorship. Peking Union Medical College Hospital. Beijing, China. November 4, 2016.
28. Communication Skills Workshop. The Louis Zetzel Beth Israel Visiting Professorship. Beth Israel Deaconess Hospital, Boston MA. November 30-December 1, 2016.
29. Fellow Communication Workshop. Temple University. Philadelphia, PA. February 8, 2017.



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30. "Understanding the Patient with IBS and Improving the Clinical Relationship Through Effective Communication". Medical Grand Rounds. Victoria Hospital. London, Ontario, Canada. February 17, 2017.
31. "Communication with the Functional Patient". Keynote Lecture. Meeting of the Romanian Society of Neurogastroenterology. Iasi, Romania. March 17, 2017.
32. "What Do You Hear? Improving Patient Care in IBD Through Communication". Abbvie Speaker Program. Kannapolis, NC. June 8, 2017.
33. "What Do You Hear? Improving Patient Care in IBD Through Communication". Abbvie Speaker Program. Orlando FL, October 15, 2017.
34. "What Do You Hear? Improving Patient Care in IBD Through Communication". Abbvie Speaker Program. Raleigh, NC. November 2, 2017.
35. "Communication Skills to Optimize the Physician-Patient Relationship". FGIDs in New Rome IV Era. Lucknow, India. November 12, 2017.
36. "Improving the Physician-Patient Relationship Through Effective Communication". Congress of Colombian Associations of the Digestive System. Bogota, Colombia. November 17, 2017.
37. "Improving the Patient Provider Relationship Through Effective Communication Skills". Clinical Workshop, University of Connecticut. Hartford, CT. January 31, 2018.
38. "What Do You Hear? Improving Patient Care in IBD Through Communication". Abbvie Speaker Program. Dallas, Tx. March 22, 2018.
39. "Communication Skills to Optimize the Patient-Physician Relationship". Brazilian Functional GI Disorder Congress. Sao Paulo, Brazil. May 12, 2018.
40. "History and Impact of the Rome Foundation and Rome IV and Its Future in GI Health Care". IBS Days. Bologna, Italy. May 18, 2018.
41. "How to Improve the Patient-Physician Relationship". IBS Days. Bologna, Italy. May 18, 2018.
42. "Maximizing the Patient Provider Relationship using Effective Communication Skills for IBD and/or IBS". Digestive Disease Week 2018. Washington, DC. June 2, 2018.
43. "Clinical Symposium - How to Manage Difficult GI Consultations". Digestive Disease Week 2018. Washington, DC. June 3, 2018.
44. Drossman DA. Communications 202 Workshop. Johns Hopkins, Baltimore MD. October 4, 2018.
45. Drossman DA. Communication Skills to Enhance the Provider Patient Relationship – Skill development workshop presented at Rome Foundation Symposium on Functional GI Disorders
  - October 13-14, 2018 Santa Fe, NM
  - January 19-20, 2019 New York City, NY
  - February 9-10, 2019 San Antonio, TX
  - June 15-16, 2019 Myrtle Beach, NC
  - February 11-12, 2020 Los Angeles, CA
46. "How to manage the difficult functional GI patient" in symposium "How to Manage Difficult GI Consultations" Digestive Disease Week San Diego CA. May 19, 2019.
47. Drossman DA. "Key Elements of Good Patient/Provider Communications". Rome Foundation Symposium on GI Disorders. Myrtle Beach, SC. June 5, 2019.
48. Drossman DA. "Communication Skills to Enhance the Provider-Patient Relationship". Rome Foundation Symposium on GI Disorders. Myrtle Beach, SC. June 5, 2019.
49. Drossman DA. Drossman Care-Rome Foundation Train the Trainee Program, Raleigh, NC August 3<sup>rd</sup>, 2019.
50. Drossman DA. "Practice Pearl #2: Optimizing Patient-Provider Communication". ACG Regional Course. Williamsburg, VA. September 6, 2019.
51. Drossman DA. "Key Elements of Good Patient/Provider Communications." Symposium on Disorders of Gut-Brain Interaction (DGBI). The Rome Foundation. Chicago, IL. October 5<sup>th</sup>, 2019.
52. Drossman DA. "Communication Skills to Enhance Provider-Patient Relationship." Symposium on Disorders of Gut-Brain Interaction (DGBI). The Rome Foundation. Chicago, IL. October 6<sup>th</sup>, 2019.
53. Drossman DA and Ruddy J. Communication Skills Workshop for GI Division Faculty at Johns Hopkins Medical Center, Baltimore MD October 31, 2019.
54. Drossman DA and Ruddy J. Train the Trainers session on Communication Skills for GI Division Faculty at Johns Hopkins Medical Center, Baltimore MD, November 1, 2019.
55. Drossman DA. "Understanding and Managing the Patient with Severe Abdominal Pain". Johns Hopkins University. Baltimore, MD. October 31, 2019.
56. Drossman DA and Ruddy J. Train the Trainers session on Communication Skills for Rome Foundation, Chapel Hill, NC November 9, 2019
57. Drossman DA. "Understanding and Managing the Patient with Severe Abdominal Pain". Medical Grand Rounds, University of Virginia. Charlottesville, VA. November 15, 2019.
58. Drossman DA. "Workshop on Effective Communication Skills" University of Virginia. Charlottesville, VA. November 15, 2019.
59. Drossman DA. "Practice Pearl #2: Optimizing Patient-Provider Communication". ACG Regional Course. San Diego, CA. January 10, 2020.
60. Drossman DA. "Rome Foundation, DGBIs and Rome IV: History, Impact, Resources and the Future". Symposium on Disorders of Gut-Brain Interaction (DGBI). The Rome Foundation. Los Angeles, CA. February 11, 2020.
61. Drossman DA. "Central Neuromodulators". Symposium on Disorders of Gut-Brain Interaction (DGBI). The Rome Foundation. Los Angeles, CA. February 11, 2020.
62. Drossman DA. "Introduction to Clinical Skills Workshops: Key Elements of Good Patient/Provider Communications". Symposium on Disorders of Gut-Brain Interaction (DGBI). The Rome Foundation. Los Angeles, CA. February 11, 2020.
63. Drossman DA. "Diagnostic Algorithm and MDCP concept, Case examples & GI Genius Interactive Clinical Decision Toolkit". Symposium on Disorders of Gut-Brain Interaction (DGBI). The Rome Foundation. Los Angeles, CA. February 11, 2020.
64. Drossman DA. "Communication Skills to Enhance Provider-Patient Relationship". Symposium on Disorders of Gut-Brain Interaction (DGBI). The Rome Foundation. Los Angeles, CA. February 12, 2020.
65. Drossman DA. Skill Workshop for GI Fellows and Faculty. Mt. Sinai Grand Rounds. New York, NY. February 28, 2020.
66. Drossman DA. "Psychosocial Aspects of the Functional GI Disorders". COLGAHNP. virtual presentation. September 23, 2020.
67. Drossman DA. "Communication Skills Workshop". University of North Carolina Medical Center. Virtual. October 22, 2020.



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78. Drossman DA, How Gut Feelings and Patient Centered Care Improve our Therapeutic Response. PUMCH Beijing China Virtual. October 22, 2021
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85. Drossman, DA, Communication Skills Workshop. GI Division Stanford, University, California. October 20, 2022
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90. Drossman, DA, Chang, L, Schmulson, M, Pan- American Congress, Rome Foundation Symposium on Communications Skills to Improve the Patient-Provider Relationship; Communication Skills Video discussion of challenges in the Patient-Provider Relationship, October 8, 2023
91. Drossman, DA, Chang, L, Ruddy, J "Abuse, Trauma and GI Illness: What is the link?" Rome Foundation Grand Rounds Webinar, February 7, 2024
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#### Communication Skills Series for Health Care Practitioners

1. *Fellow, Resident and Faculty Communication Series* – This program began in 1977 and has continued monthly at the University of North Carolina Medical Center. It is directed by Dr. Drossman and consists of informal skill-based training in interview techniques, clinical reasoning and methods to enhance the patient provider relationship. Sessions consist of live interviews with patients, role plays, small group learning and general discussion around a case presentation format.
2. *"What Do You Hear? Improving Patient Care in IBD Through Communication"* This is a facilitated learning program created by DrossmanCare in Association with Abbvie Pharmaceuticals. The program is designed to teach communication skills to health care practitioners working in Inflammatory Bowel Disease but it can be used by all medical practitioners. The program consists of a slide presentation, a Workshop Moderator Guide, that contains guidelines for teaching the workshop, and a Participant Workbook. Imbedded in the slide presentation are 3 several minute video vignettes written and produced by DrossmanCare that address ineffective and effective communication skills. In February 2017 Dr. Drossman facilitated a "teach the teacher" workshop for clinicians and behaviorists (psychiatrists and psychologists) on how to moderate a workshop. Abbvie then plans to produce a series of workshops at a national level over the next year with each meeting having a behavioral and GI facilitator using this program. Presentations Given:
  - a. Facilitated Training for psychologists and gastroenterologists to launch national program. April 6-7, 2017 Chicago, IL.
  - b. For community physicians. June 8, 2017, Kannapolis, NC.
  - c. Capital Grill, ACG meeting. October 15, 2017, Orlando, FL.
  - d. Margaux's Restaurant, for community GI physicians and PAs. November 2, 2017, Raleigh NC.
  - e. Bob's Steak House for community GI physicians, March 22, 2018. March 22, 2018, Dallas Texas.
3. *"Rome Foundation Communication: Train the Trainers"* This all day program identified key opinion leaders in the area of functional GI and motility disorders to be trained in facilitating clinicians on communication skills. This is part of the DrossmanCare-Rome Foundation's "What Do



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You Hear” program and is a means to expand educational programs for clinicians. Dr. Drossman taught the attendees facilitation methods which included 1.) basics of communication skills technique 2.) an overview of basic principle and facilitation 3.) starting small group sessions 4.) facilitating discussion using a video on communication skills 5.) facilitating a simulated patient exercise 6.) running a Ballint group. In addition, Dr. Drossman coordinated the production of 15 filmed interviews on common GI interactions with patients. These were used in the Communication 202 Program , which teaches clinicians basic interview skills.

- a. August 3, 2019, Raleigh, NC.
- b. November 2, 2019, Johns Hopkins University, GI Faculty, Baltimore MD.
- c. November 9, 2019, Raleigh, NC.
- d. August 27, 2022, Atlanta, GA
- e. February 25-26. Chapel Hill, NC

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77. How to Get the Most of Your Doctor Visit. [http://romedross.video/Q\\_AMakeTheMostofVisit](http://romedross.video/Q_AMakeTheMostofVisit). 9/4/20
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79. Bloating, Gas and Distention with Dr. Schmulson. [http://romedross.video/Q\\_ABloatingSchmulson](http://romedross.video/Q_ABloatingSchmulson). 9/18/20
80. GI Dietician. [http://romedross.video/Q\\_AGIDietician](http://romedross.video/Q_AGIDietician). 9/25/20
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90. "Function of Neuromodulators
91. Antidepressant to treat abdominal pain
92. Communicate with doctor to understand symptoms. ". 2/19/21
93. Non-celiac Gluten Sensitivity with Dr. Barbara. [http://romedross.video/Q\\_ANCGS](http://romedross.video/Q_ANCGS). 2/26/21
94. Pre- and Probiotics with Dr. Lacy. [http://romedross.video/Q\\_APreProBioticsLacy](http://romedross.video/Q_APreProBioticsLacy). 3/5/21
95. How do you move past the "all in your head" mindset of DGBI. [http://romedross.video/Q\\_AQPatProQuestions2](http://romedross.video/Q_AQPatProQuestions2). 3/24/21
96. Leslie's Story. [http://romedross.video/Q\\_ALesliesStory](http://romedross.video/Q_ALesliesStory). 4/2/21
97. Integrated Care and Food and Diet Therapies with Bill Chey, MD. [http://romedross.video/Q\\_AIntegreatedCareDietTherapy](http://romedross.video/Q_AIntegreatedCareDietTherapy). 4/9/21
98. GI Manifestations of COVID-19 with Dr. Joe Elmunzer. [http://romedross.video/Q\\_AGIManifestationsCOVID](http://romedross.video/Q_AGIManifestationsCOVID). 4/23/21
99. Fecal Incontinence and Dyssynergic Defecation with Dr. Satish Rao. [http://romedross.video/Q\\_AFecalIncontinence](http://romedross.video/Q_AFecalIncontinence). 4/29/21
100. Rome Foundation's Partnership with MDCalc. [http://romedross.video/Q\\_AMDCalc](http://romedross.video/Q_AMDCalc). 5/14/21
101. MDCP 3rd Edition. [http://romedross.video/Q\\_AMDCP](http://romedross.video/Q_AMDCP). 5/21/21
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103. Idan's Story. [http://romedross.video/Q\\_AldansStory](http://romedross.video/Q_AldansStory) 6.18.2021
104. Melanie's Story <https://romedross.video/3yh7p2T> 7.2.2021
105. Keeping your gut microbiome healthy- Giovanni Barbara <https://romedross.video/2VmoKsv> 7.8.2021
106. Hopkins Study <https://romedross.video/2TwI9GU> 7.23.2021
107. Janine's Story <https://romedross.video/3ycLzO9> 7.30.2021
108. Update on Abdominophrenic Dyssynergia and its Treatments [https://romedross.video/Q\\_AADP](https://romedross.video/Q_AADP) 8.6.2021
109. Beating the Bloat with Brian Lacy 8.20.2021 <https://romedross.video/38ycGbi>
110. LIVE with Doug, Lin and Johannah- IBS Myth Busters 8.27.2021 <https://romedross.video/IBS-Dr-Chang>
111. Making Sense of Upper GI Symptoms with Ronnie Fass, MD 9.10.2021 <https://romedross.video/NERD-GERD-functional-heartburn-Fass>
112. Cannabis & the GI Tract with Thangam Ventakesen, MD 9.17.2021 <https://romedross.video/cannabis-gi-tract>
113. Neuromodulators- Communicating Effectively the Rationale 9.24.2021 <https://romedross.video/rationaleNeuromodulators>
114. When to order testing & when not to 10.14.2021 <https://romedross.video/unwarrantedTesting>
115. Placebo and Nocebo 10.1.2021 <https://romedross.video/plecboeffect>
116. FD vs Gastroparesis with Jan Tack 10.21.2021 <https://romedross.video/FDvsGastroparesis>
117. Handling an overinvolved parent 11.11.2021 <https://romedross.video/parentinclinic>
118. Communication 202 Eliciting important information in a clinical visit 1.21.22 <https://romedross.video/202VideoDiscussion>
119. Katherine's story 1.3.22 <https://romedross.video/KatherineWald>
120. Steve's story 1.14.22 <https://romedross.video/SteveStory>
121. Allison's Story 2.10.22 <https://romedross.video/AllisonStory>
122. Wendy's story 2.10.22 <https://romedross.video/Wendy>
123. Alex's story 2.18.22 <https://romedross.video/Alex>
124. Gut Feelings: Patient Showcase- Karen and Katherine 11.20.22 <https://romedross.video/PatientShowcaseKarenKatherine>

### Media Appearances and Podcasts

1. People's Pharmacy with Joe Gradin 2005, 2007.
2. "Irritable Bowel Syndrome" with Dr. Ira Breite, Doctor Radio-SiriusXM, 9:00-9:30amET, March 29, 2010.
3. "IBS and Brain-Gut Connection with Dr. Ira Breite, Doctor Radio – Sirius XM 8:00-8:30, July 7, 2014
4. Patient-Doctor Communication with Dr. Ira Breite, Doctor Radio – Sirius SM 8:00-8:30, August 25, 2014
5. "The Biopsychosocial Care of Patients". Talking Gut with Dr. Jim Kantidakis. Podcast, December 3, 2018. <https://jimkantidakis.libsyn.com/ep-13-prof-douglas-drossman-on-the-biopsychosocial-care-of-patients-with-functional-gut-disorders>
6. "Effective Communication Skills to Optimize the Provider Patient Relationship". Talking Gut with Dr. Jim Kantidakis. Podcast, December 4, 2019. <http://jimkantidakis.libsyn.com/ep-19-prof-douglas-drossman-on-effective-communication-skills-to-optimize-the-provider-patient-relationship>
7. "Disorders of Gut-Brain Interaction". One Thing with Dr. Adam Rinde. Podcast, October 27, 2020. <https://romedross.video/3eiMJ1i>
8. "Key Strategies When Speaking to Patients with IBS". Reach MD GI Insights. Podcast. November 6, 2020. <http://romedross.video/reachMDkeystrategies>
9. "Interview of Douglas Drossman, MD". Gut Talk (Healio). Podcast. December 13, 2020. <https://romedross.video/Healio>
10. "Stigma as a Barrier to Treating Patients". Neurogastroenterology and Motility Podcast. January 25, 2021. <https://romedross.video/ANMSStigma>
11. "The Patient's Perspective on DGBI". Reach MD GI Insights. Podcast. January 26, 2021. <https://romedross.video/ReachMDPPR>
12. "DGBI Discussion". Let's Gut Real Podcast. Podcast with Andrea Hardy. Recorded February 4, 2021.
13. "Gut Feelings Author Chat: First 100 Sales". Live Podcast. February 18, 2021.
14. "Gut Feelings Author Chat". Will Bulsiewicz Podcast. Podcast. February 18, 2021.
15. "Gut Feelings Author Chat, Jordyn Feingold Moderating". Live Podcast. February 25, 2021. <https://romedross.video/ChatwJordyn>
16. "Investigating the Impact of Stigma on Patients with IBS". Reach MD Podcast. April 13, 2021. <https://romedross.video/ReachMDStigma>
17. "Comfort Through Communication: Strengthening Physician & Patient Relationships". Reach MD Podcast. April 13, 2021. <https://romedross.video/ReachMDCommunication>
18. Drossman, DA. Interview. Gastro Girl Podcast. April 20, 2021. <https://romedross.video/GastroGirlPodcast>
19. Drossman, DA The Brain-Gut Connection- Sirius XM Doctor Radio, "Beyond the Heart" with Dr. Nicea Goldberg <https://romedross.video/dr-connect-TV>
20. Drossman, DA, Tack, JT Interview with GIOnDemand & ACG "Rome IV Clinical Criteria" with Dr. Eric Shah, January 30, 2022 <https://romedross.video/clinicalcriteria>
21. Drossman, DA Interview. NGM Podcast "What Elements in the Physician-Patient Relationship Contribute to Patient Satisfaction" with Purna Kashyap, MD January 21, 2022. [https://soundcloud.com/user-209234574/what-elements-in-the-physician-patient-relationship-contribute-to-patient-satisfaction?utm\\_source=clipboard&utm\\_medium=text&utm\\_campaign=social\\_sharing](https://soundcloud.com/user-209234574/what-elements-in-the-physician-patient-relationship-contribute-to-patient-satisfaction?utm_source=clipboard&utm_medium=text&utm_campaign=social_sharing)
22. Drossman, DA Interview. Food Avoidance & Sensitivity Podcast. "Biopsychosocial Model – Looking beyond food as a cause of digestive distress" with Wendy Busse, RD March 10, 2022 <https://fastfreedomprogram.com/public-resources/conditioned-food-hypersensitivity-podcast/>
23. Drossman DA Interview Food Avoidance & Sensitivity Podcast. "Building a Supportive Partnership with Your Doctor with Wendy Busse, RD March 24, 2022. Jan <https://fastfreedomprogram.com/public-resources/conditioned-food-hypersensitivity-podcast/>





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24. Drossman DA. Love and Guts Podcast“ Constipation, Dyssynergic Defecation and Patient Centered Care” with Lynda Griparic April 14, 2022 <https://romedross.video/LoveGutsConstipation>
25. Drossman DA. Tuesday Night IBS. “The rationale for neuromodulators in IBS” with Johannah Ruddy April 20, 2022 <https://podcasts.apple.com/us/podcast/tuesday-night-ibs/id1589129612?i=1000558178574>
26. Drossman DA, Ruddy J. Gut Feelings The Patient’s Story. Love and Guts podcast with Lynda Griparic August 31, 2022
27. Drossman, DA, Ruddy, J. Gut Feelings, The Patient’s Story. Talking Gut Podcast with Jim Kantidakis. September 19, 2022
28. Drossman, DA, Ruddy, J. Gut Feelings, The Patient’s Story. One Thing with Adam Rinde podcast. October 28, 2022
29. Drossman, DA, Ruddy J. Gut Feelings The Patient’s Story. Let’s Gut Real podcast with Andrea Hardy. October 3, 2022
30. Drossman, DA, Ruddy J. Gut Feelings The Patients Story. Gastro Girl/GI On Demand Podcast. December 9, 2022
31. Drossman, DA, Ruddy, J. Gut Feelings, The Patient’s Story. Conditioned Food Sensitivity Podcast with Wendy Busse. December 12, 2022
32. Drossman, DA, The Mind-Gut Conversation Podcast with Emeran Mayer MD: The 40 year Evolution of the Brain-Gut Disorders, December 19, 2022, Ep 55
33. Drossman DA, Ruddy J. Gut Feelings with Chef AJ Webinar. December 30, 2022
34. Drossman, DA, Ruddy J, Helio Gut Talk Podcast with Bill Chey and Sameer Berry- January 20, 2023
35. Drossman DA. How to Recognize and Manage an Angry Patient. Reach MD GI Insights with Peter Buch. 08-18-23
36. Drossman, DA, Gut Feelings, Doctors and Patient-Centered Care, Talking Gut with Dr. Jim Kantidakis, 10.4.23

#### Visitors to the Drossman Center

1. Francisco, P. “DrossmanCare Experience; A Fellow’s Experience” May 3, 2014. <http://drossmangastroenterology.com/download/Drossmancare%20Experience.pdf>
2. Peng LH. “Dr. Li-Hua Peng Visits Drossman Center as Part of Rome Foundation-China Collaboration. March 16, 2014. <http://drossmancenter.com/chinas-dr-li-hua-peng-visits-drossman-center-three-week-clinical-immersion-part-rome-china-collaboration/>
3. Rolfsmeyer E. “GI Fellow Emily Rolfsmeyer, MD, Gains New Perspective on Treating Patients with FGIDs”. February 20, 2015. <http://drossmancenter.com/gi-fellow-gains-new-perspective-treating-patients-fgids/>
4. Desale Y. “Pediatric Gastroenterologist Desale Jacob, MD, On His Week at the Drossman Center for the Education and Practice of Biopsychosocial Care”. April 25, 2014. <http://drossmancenter.com/week-drossman-center-education-practice-biopsychosocial-care/>
5. Padival R. “Ruthvik Padival, MD Shares Main Takeaway: Biopsychosocial Approach for FGIDs is Key”. February 20, 2015. <http://drossmancenter.com/gi-fellow-gains-new-perspective-treating-patients-fgids/>
6. Lee, Yeong Yeh, ACP International Fellowship Exchange Program March30 – April 28, 2015.
7. Harris, Samara, Asst. Professor, Division of Gastroenterology, UT Southwestern, July 11-14, 2016.
8. Garg, Samita, Asst. Professor, Division of Gastroenterology, Cleveland Clinic, August 22- September 3, 2016.
9. Srivastava, Savita, GI Division, Duke University, September 13-28, 2016.
10. Rose Marcus, Asst. Professor Pediatric GI Division, UNC October 10 and December 5, 2017.
11. Kim Weaver, UNC GI Fellow November 29 and December 6, 2017.
12. Jeanetta Frye Asst. Professor, GI Division, University of Virginia, Charlottesville, VA, January 8-11, 2018.
13. Denes Kovacs, Consultant General Surgery, Saint Bernard Hospital, Gibraltar, September 17-21, 2018.
14. Helen Burton Murray, Clinical Psychology Doctoral Candidate, Drexel University, Philadelphia, PA, October 30-31, 2018.
15. Jeanetta Frye Asst. Professor, GI Division, University of Virginia, Charlottesville, VA, February 26-27, 2019.
16. Jill Deutsch, Fellow, Yale University, New Haven, CT, April 16-18, 2019.
17. Elyse Thakur, PhD, Baha Moshiree, MD, MS-CI, and Mackenzie Jarvis, PA-C, Atrium Health, Charlotte, NC. August 27-29, 2019.
18. Hannibal Person, MD. Icahn School of Medicine, Mt. Sinai Hospital, New York, NY. January 14-16, 2020.
19. Arnab Ray, MD. Ochsner Medical Center, New Orleans, LA October 12-14, 2021

January 31, 2024



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