**Richard M. Frankel**

Dr. Frankel is a professor of medicine and geriatrics at Indiana University School of Medicine (IUSM) where he directs the ASPIRE Fellowship, (Advanced Scholars Program for Internists in Research and Education), and is also a senior scientist at Regenstrief Institute. In addition, he holds a faculty appointment in the Education Institute at Cleveland Clinic Lerner College of Medicine.

Rich is trained as a qualitative researcher whose interests include doctor-patient communication and its impact on quality, safety, and outcomes of care, exam room computing, and organizational culture change. He is the co-author of The Four Habits of Highly Effective Clinicians, an evidence-based approach to communicating with patients that has been used to train upwards of 25,000 physicians in the US and abroad. Mastery of the Four Habits is currently required for licensure to practice medicine in Norway.

In addition to his research interests, Rich has been a medical educator for the past 40 years. He was the co-director of the internal medicine residency program at Highland Hospital/University of Rochester, and while there served as co-director of the Program and Fellowship in Advanced Biopsychosocial Medicine. For a decade at IUSM, Rich was the state-wide director of the school’s professionalism competency while also serving on the admissions and student promotions committees. During that time, he co-led a successful five-year schoolwide initiative to change the culture of the medical school using Appreciative Inquiry and emergent design, change strategies that focus on what is working well in an organization and how to get more of it rather than focusing on what’s wrong and how to fix it. The initiative grew from a dozen people to over 1,100 active participants and resulted in a renewed sense of pride and relationships among students, faculty and staff.

Rich completed his undergraduate studies at Colgate University and obtained a PhD in sociology from the Graduate School and University Center of the City University of New York. He completed postdoctoral training at Boston University and was a Fulbright Senior Research Fellow in Uppsala, Sweden. He has held numerous visiting professorships in England, Sweden, Norway, Holland, Israel, Taiwan, and Lebanon. Rich has had a productive academic career and has published more than 300 scientific papers in top tier medical journals along with editing 7 books. He is a founding Fellow of the Academy for Communication in Healthcare and the only person to have won the prestigious George Engle and Lynn Payer awards in the Academy’s 50 year history. He was recently selected by faculty of the Indiana University Senior Academy to deliver “The Last Lecture,” and in a national meeting of the Gold Foundation was honored by having an award for “Creating a Loving Community” established in his name. Outside of work, Rich enjoys traveling with his wife, Michelle, a clinical psychologist turned natural dyer of wool and other fibers, spending time with his kids and their partners, hiking, collecting 18th and 19th Century 1st editions, and digital photography. And last but not least, having his life joyously upended by a new puppy named Josie.