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The Coordinator's Role In Graduate Medical Education

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What is a

Program Coordinator's Role?

**As the ACGME Program Guidelines change
so does the responsibilities and job description
of the Program Coordinator**

Program Coordinator.....



No matter how well you explain who you are
and what you do.....

Nobody...

except another coordinator can fully
understand and appreciate what you
do.....

We are truly unique!



Our Jobs Are As Varied As Our Personalities

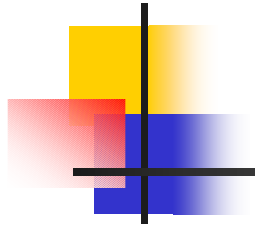
Program Coordinator Responsibilities Vary

- From Institution To Institution
- From Department To Department
Within The Same Institution
- With Size Of The Program.
- With The Amount Of Help You Have.....
 - 1 assistant
 - 2 assistants
 - NO assistants
- In Job Responsibilities



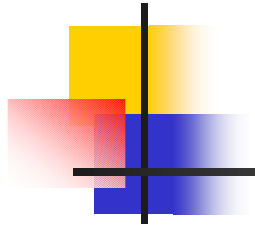
BUT, we **ALL**
have some things in
common.....

- We all work very hard
- We all face the same deadlines
- None of us have enough hours in the day
- We all have a life outside of work
- What we do is important and
we **DO** make a difference!



We Collected Data From Three Very Different Institutions.....

We asked all levels of colleagues and co-workers who we interact with what they think our job is and how important the job is.



Let's Look At How We Are Seen By.....

Our Program Director/ Associate Program
Directors
Our Residents

The Attending Faculty

Departmental Secretaries

Hospital GME Office

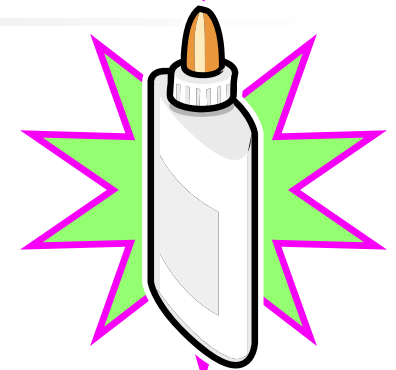
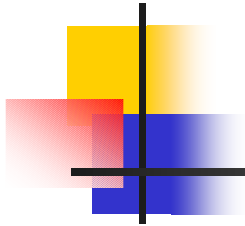
Nursing Staff

Medical Students

The Program Coordinator
*As Seen By The **PROGRAM***
DIRECTOR



- Sometimes a Secretary
- The Go To Person
- Sounding Board
- Their Support Team
- Social Director
- The Person Who Makes Their Life Easier..... And Sometimes Harder!

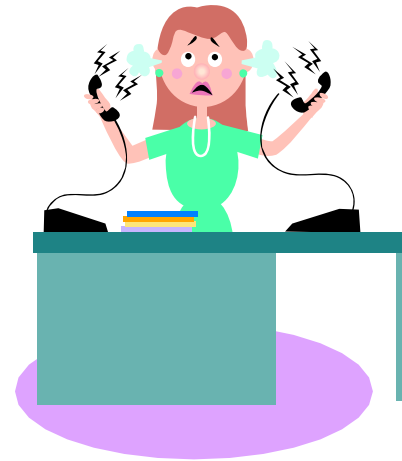
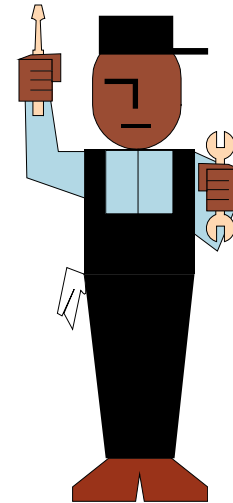
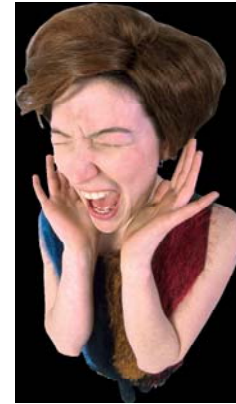


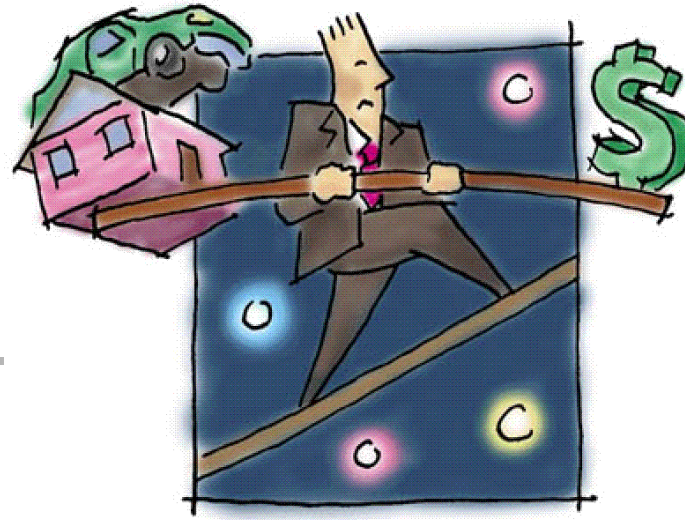
- Work Wife/ Husband
- Back Bone of the Program.... *“the Glue That Holds the Program Together”*
- AND the person who keeps them from going crazy..... **OR**
depending on the day, the person who **“makes”** them crazy!



How the Program Coordinator Seen By The Residents...

- Mother/ Big Sister
- Counselor
- Nag
- Handyman
- Personal Secretary
- Personal Tickler File





- Fixer of EverythingEven before it happens !

**AND Keeper of the Candy
Dish !!!**



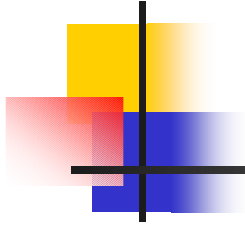


job duties & responsibilities

As Seen By The Program Director

.....

- Assist PD With Administrative Duties Of The Program Management
- Manage the Recruitment Process
- Task Manager..... “A human tickler file for the program and PD”
- Liaison to Human Resources
- Liaison to Graduate Medical Education
- Liaison to the residents



In Other
Words.....

- Whatever It Takes To Run The Program
That The PD Can't ORDoesn't
Do

job duties & responsibilities

As Seen By The Residents

Recruitment Season

Orientation

Organizing Our
Files

Getting Licenses

Graduation

Contracts

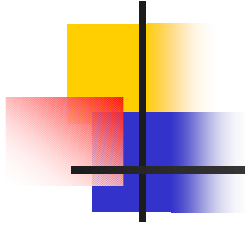
Scheduling

Evaluations

Arranging Functions

Daily Reminders

Keeping Us In Line



Smoothing Out Problems Before They Even Appear

Communication Between Residents, Chief Resident, Faculty, PD

A LOT Of Paperwork

**Everything Except
Patient Care**



The Program Coordinator

As Seen By Other Hospital Staff

(i.e.: Divisional Secretaries, Social Workers, Lab Personnel)

Most did not know what we really do, but felt we need to have the following skills and abilities.....

- A person who can get along with everyone regardless of their race, religion or personality
- A very tolerant, understanding person
- Good memory
- A good communicator
- An organized person..... Type A personality

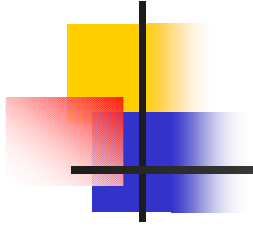
The Real Program Coordinator

MOST.....

if not ALL of us

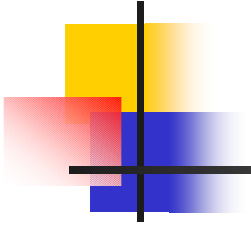
are.....

- Type-A Personalities..... Organized & Efficient
- Social Butterflies..... A People Person
- Excellent Communicators
- Flexible BUT Firm
- Multi-Taskers / Jugglers
- Excellent Prioritizers



**Sometimes we must play the
“BAD Guy”**

**Sometimes we play the
“GOOD Guy”**



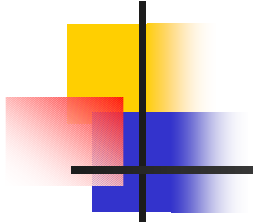
Who are we really?

What do we really do?

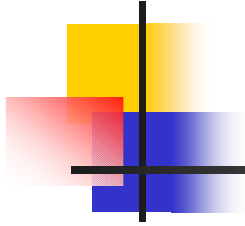


We really are.....

- Mother/ Sister (Father/ Brother) to our Residents
- Counselor For Our Residents And Our PD
- Work Wife/ Work Husband to our PD
- Secretary
- File Clerk
- Data Entry Clerk
- Gopher
- Social Director



-
- Nag
 - Handyman
 - Personal Secretary
 - Human Tickler File
 - Liaison to Human Resources
 - Liaison to Graduate Medical Education
 - Liaison to the residents



- Sounding Board
 - The Go To Person
 - Social Director
-
- AND the person who keeps our PD and Residents from going crazy.....

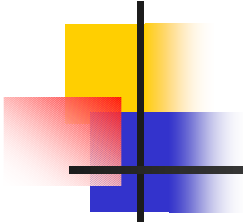
(or depending on the day, the person who makes them crazy!)

The Real Program Coordinator

What do we really do?

Recruitment Season

- Review Applications
- Invite The Applicant
- Greeter When They Arrive
- Social Director For The Interview Day
- Follow Up After The Interview
- Submit The Rank List
- Sweat It Out Until Match Day



New Hires

- HR & GME Documents
- Verify Diplomas, Transcripts, SS Card, Citizenship/Visa, USMLE, ECFMG
- Prepare for Orientation
- Certifications -ATLS, NRP, PALS
- Make Intern Files
- ID
- Parking
- Housing



Accreditation

Keep information on ACGME website up to date for PIF

Make sure residents are current with patient logger and procedure logger

Insert correct data in PIF

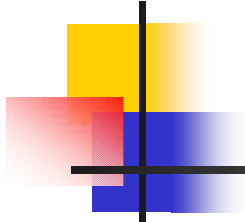
Review PIF

Be sure the 4 copies of the PIF are sent out to the site visitor

Communicate with the site visitor

Be sure everything is in order for the site visit

Worry until the results of the site visit are in !!!



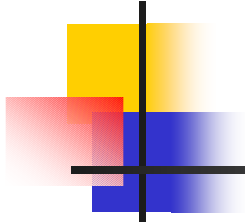
Financial Management

Prepare program budget

Monitor program expenditures

Process payments for program expenditures and reimbursements

Complete payroll



Evaluations (must show documentation of)

360° Evaluations of residents

Evaluation of attending physicians by residents

Evaluation of rotations by residents

Observed clinical H&P evaluation

Meeting between residents and their advisor

Meeting between residents and PD

Evaluation of the residency program



Credentialing

Verify training of former residents

Verify training of current resident to allow them to sit for USMLE step 3

Verify previous training of residents changing programs

Verify data in GME track database

Verify data in ACGME webads



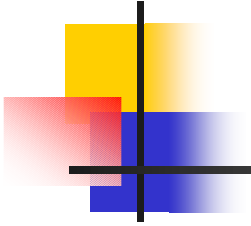
Schedules & Conferences

Maintain database of conference attendance

Track leave of absences

Track vacation days

Track rotations to verify that all required rotations have been completed



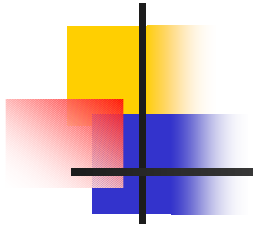
Social Calendars

Graduation

Holiday parties

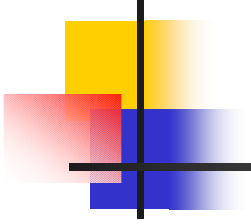
Baby showers

Bridal showers



We all know this is just a small part of who we are....

And we here in this room know this better than anyone else in the world.....



Thank You!

*We hope you enjoy the rest of the
conference!*

A special thank to Ruth Nawotniak for her input and consultation.