Effective Strategies for Program Coordinators Who Wear Many Hats

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Western Region

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No Disclosures

We have no conflicts of interest!

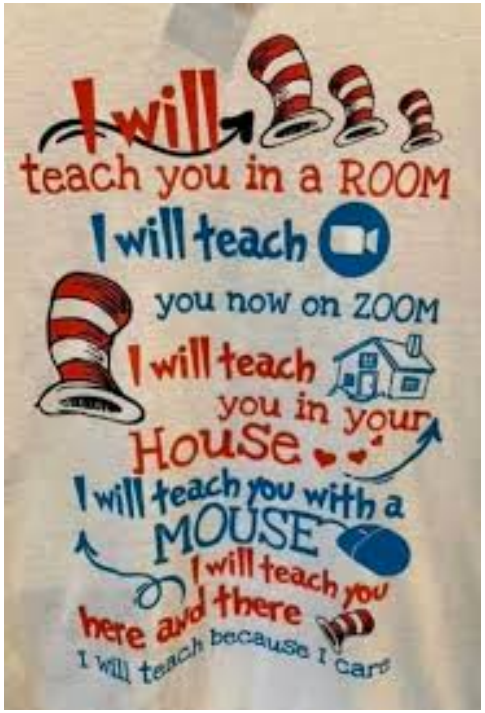
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Agenda

- Introductions
- Panel Discussion
- Tips & Strategies
  - Managing Multiple Programs
  - Working with Multiple Program Leaders/Stakeholders
  - Working with New Program Leaders
- Wellness Strategies

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Residency and Fellowship Program Coordinators **wear many hats** in their programs. Residency program coordinators often work with multiple program leaders and stakeholders which can add stress to the role. Fellowship program coordinators often manage multiple programs or have split roles that sometimes prioritize administrative responsibilities over educational responsibilities. Both Residency and Fellowship program coordinators sometimes experience leadership changes which can be disruptive. These situations can lead to a sense of frustration and dissatisfaction which raises concern for program coordinator burnout. We are excited to present a panel of Residency and Fellowship program coordinators who will share their strategies for managing multiple programs, working with multiple program leaders, and working with new program leaders. Additionally, we will have them share their well-being strategies with a specific focus on maintaining social connections during the pandemic.





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Let's collaborate!



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Panel Discussion

- Pamela Carpenter – University of Utah/Primary Children's Hospital
- Miranda Downing – University of Nebraska Medical Center
- Rachel Laws – Children's Mercy Kansas City
- Barbara Schrader – University of California, San Francisco
- Meghan Stawitcke – Stanford University School of Medicine

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More Tips & Strategies



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Catherine's Tips

- Take time to sit down with your Program Leadership to get to know them and how they prefer things to be done. Every PD/APD/CR/CF can have completely different standards and it is great to learn these up front instead of too late.
- Let them know your PC hours so your time away from work can be respected just like theirs.
- Juggling multiple programs cannot be a set schedule for certain hours 1 program verse another. It is best to work all the programs together based off necessity. Let your Leadership know each of your programs you work with are your priority.

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Catherine's One-on-One Meeting Template

Internal Medicine/Pediatrics: Progress, Plan, and Problems

Name: Catherine Hughes-Rose

Date:

New	Date	ITEM / PROBLEM	Date	PLAN / TASK	Date	PROGRESS

Pending	Date	ITEM / PROBLEM	Date	PLAN	Date	PROGRESS

Resolved	Date	ITEM / PROBLEM	Date	PLAN	Date	PROGRESS

	Date	OTHER DISCUSSION ITEMS	Date		Date	

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Cindy's Tips

- We recently went from having one Program Director to now having Co Program Directors. Both of the new PD's were our Associate Program Directors. We are working on how to communicate the daily tasks and upcoming deadlines, without stepping on their toes.
- We started having weekly meetings with all of the program leadership and the med/peds leadership. This has helped open up communication and discussion about current issues/activities.
- At our Intern Retreat we do a DiSC personality assessment and use the report to look at the best way to work with the Program Directors, Associate Program Directors, Chief Resident and fellow residency Coordinators.

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Charlene's Tips

- **Organization strategies are important when working with multiple programs**
  - Using a collaborative database tool
    - Project management
    - Event planning/registration
- **Communication is critical**
  - Standing meetings with program leaders and other stakeholders
  - Set priorities
  - Multimodal communication
    - Newsletters
    - Town Hall
    - Slack Channels
    - Website/Toolkits

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Carrie's Tips

- Check-in with your team for last minute items
- Questions to ask your PD:
  - “how can I/we support you” or
  - “do you have anything coming down the line that you’d like help with”
  - “is there anything I can do differently that would help you”
- Each quarter, let your PD know that you’re interested in more substantial projects

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Wellness Strategies

- Take time for yourself. Leave work at work and not take home.
- Listen to motivational podcasts while working on projects.
- Pick up a new hobby that is totally different from your work
- Crank up the fun with dance fitness videos
- Schedule time for exercise. Accountability is important to prioritize yourself.
- Before you say yes to something. Think about how this will impact your day to day routine and make sure you have time to commit 100% to it.
- Don’t wait until the last minute to start a project that you know is due. Give yourself time to complete without the stress of a short deadline.
- Ask for help when needed – no ”U” or “I” in team!

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Questions?



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