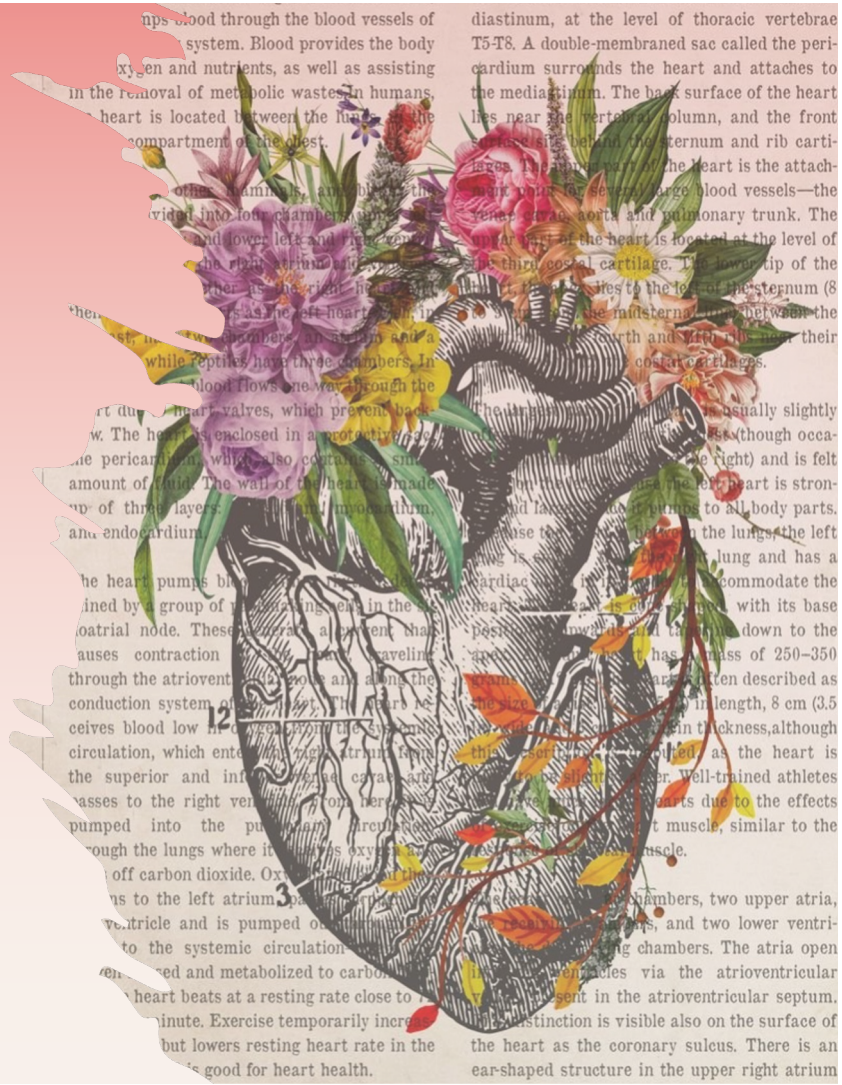
Coordinator Survey: Well-Being-Satisfiers, Stressors, and Finding a Path Forward



Collaborators



Aurea Baez-Martinez



Coranita Burt



Pamela Carpenter



Kandice McLeod



Cormac O'Donovan



Mukta Panda



Janet Ramirez



Stuart Slavin

Nicholas Yaghmour



Disclosures

- ACGME Survey; ACGME Wellness group
- Conducted with members of the Coordinator Advisory Committee
- Not affiliated with the APPD or Pediatrics



Objectives

- Review ACGME Coordinator Wellness survey results
- Explore qualitative feedback and relevant themes to workplace satisfaction
- Discuss next steps and potential solutions to barriers in GME





Background

"It's easy to solve a problem that everyone sees, but it's hard to solve a problem that almost no one sees."

- *Tony Fadell*

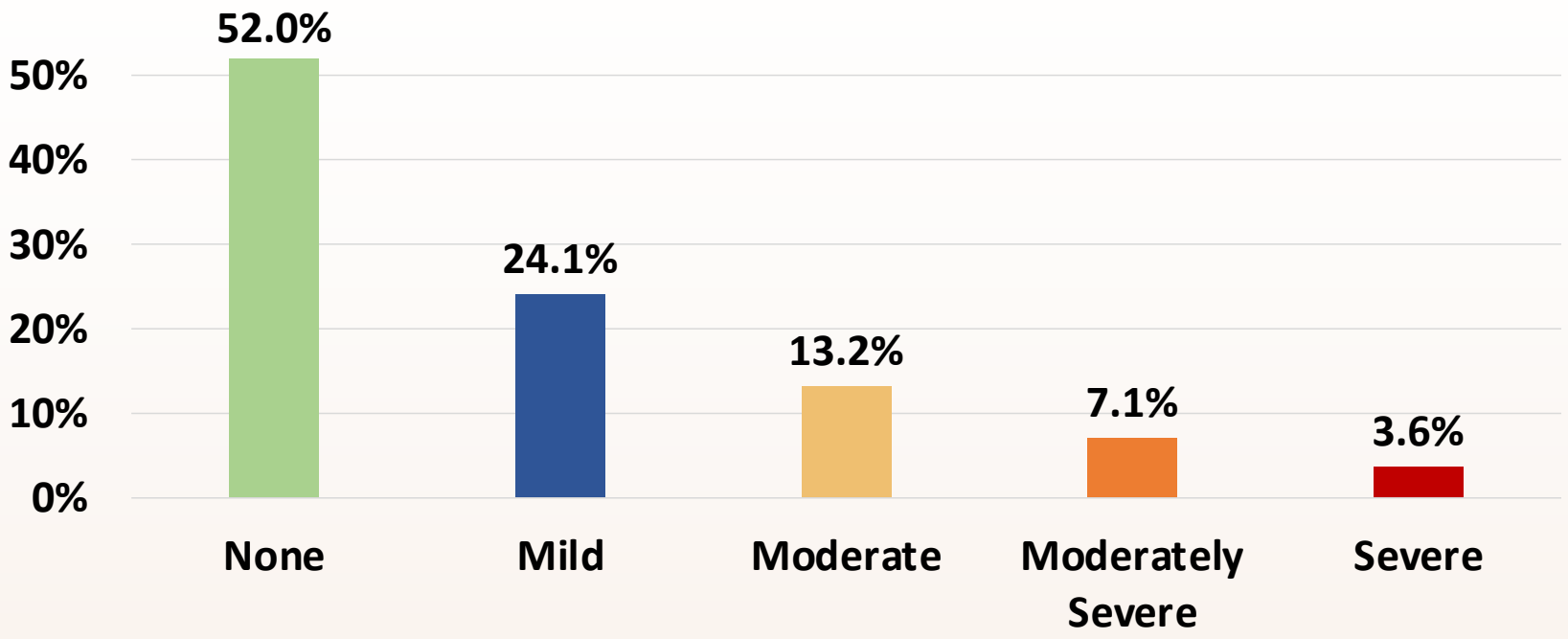


Survey Results

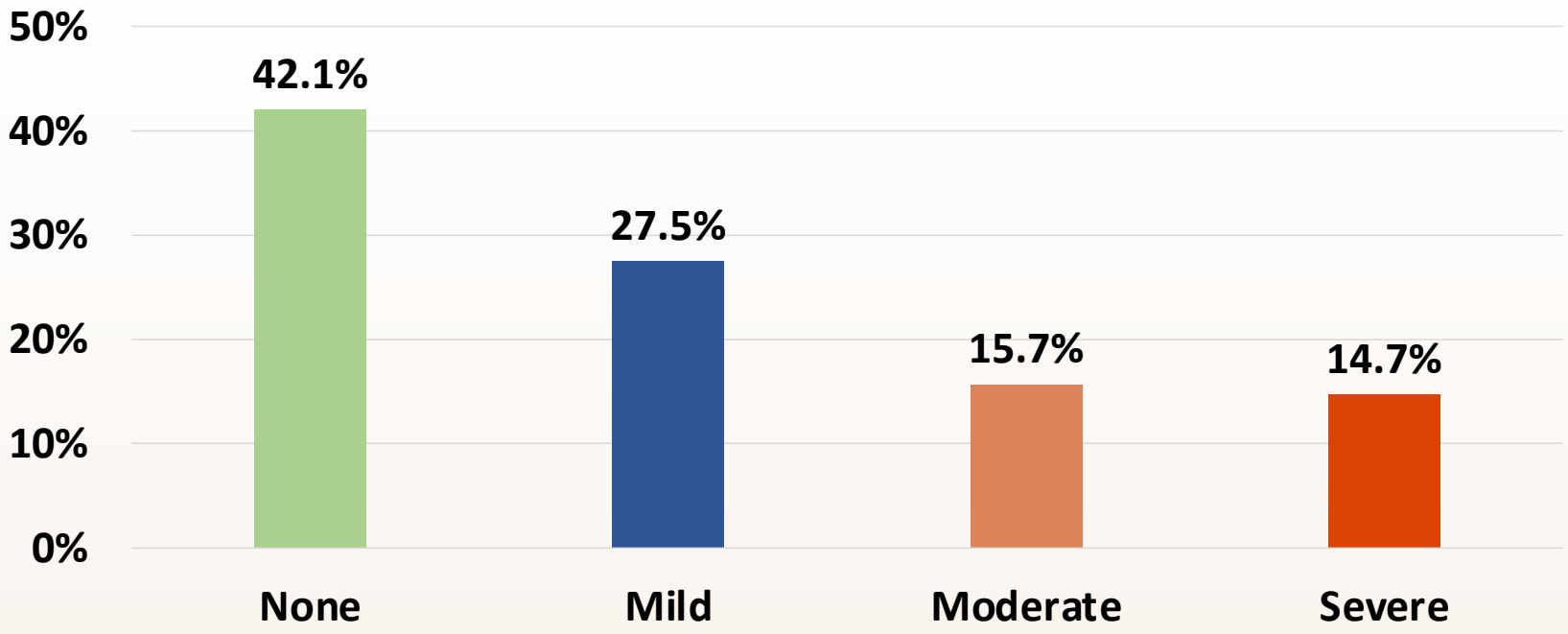
General Overview

- Survey was emailed to 11,000 Coordinators/Managers in August of 2022
- 6,372 individuals responded to at least one survey item
- 92.4% of respondents identified as Female
- 69% White, 12.4% Latinx, 10.1% African American
- 82.4% Coordinator/Manager, 3.2% Assoc, 6.1% Institutional

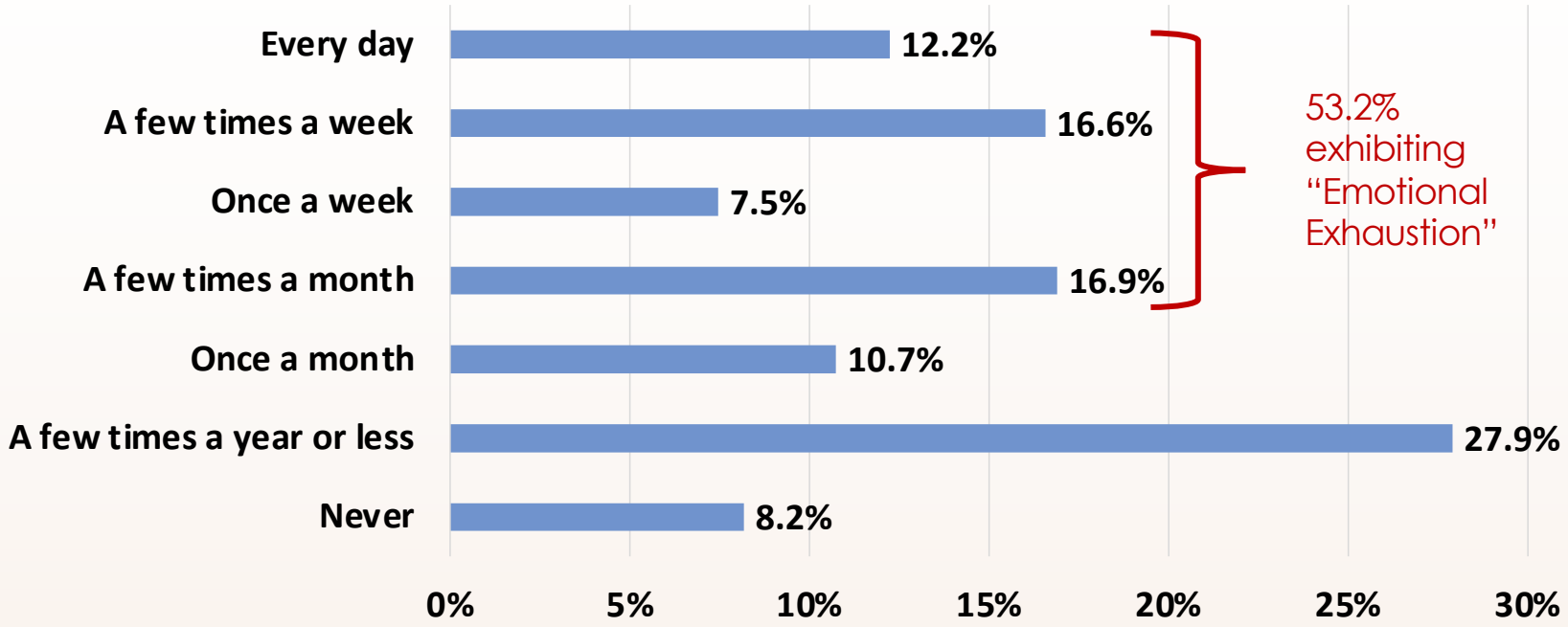
Depression Prevalence: PHQ-8



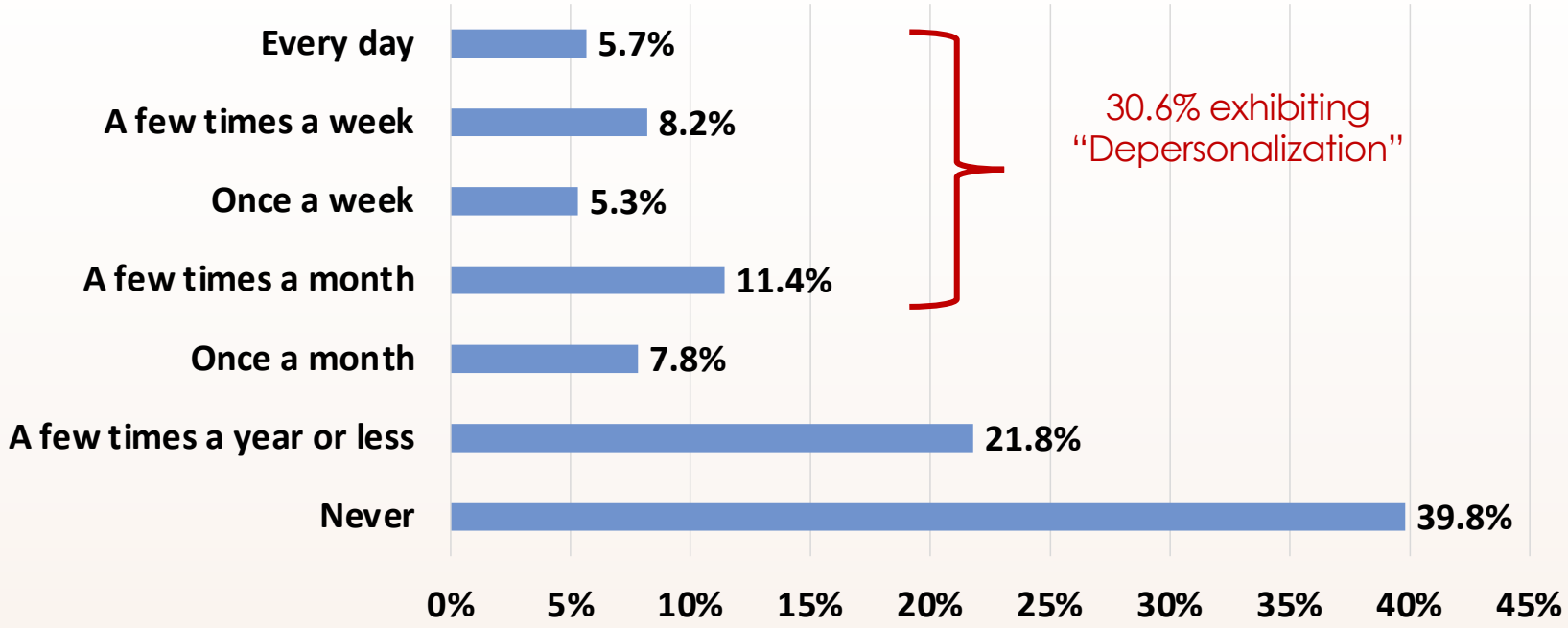
Anxiety prevalence: GAD-7



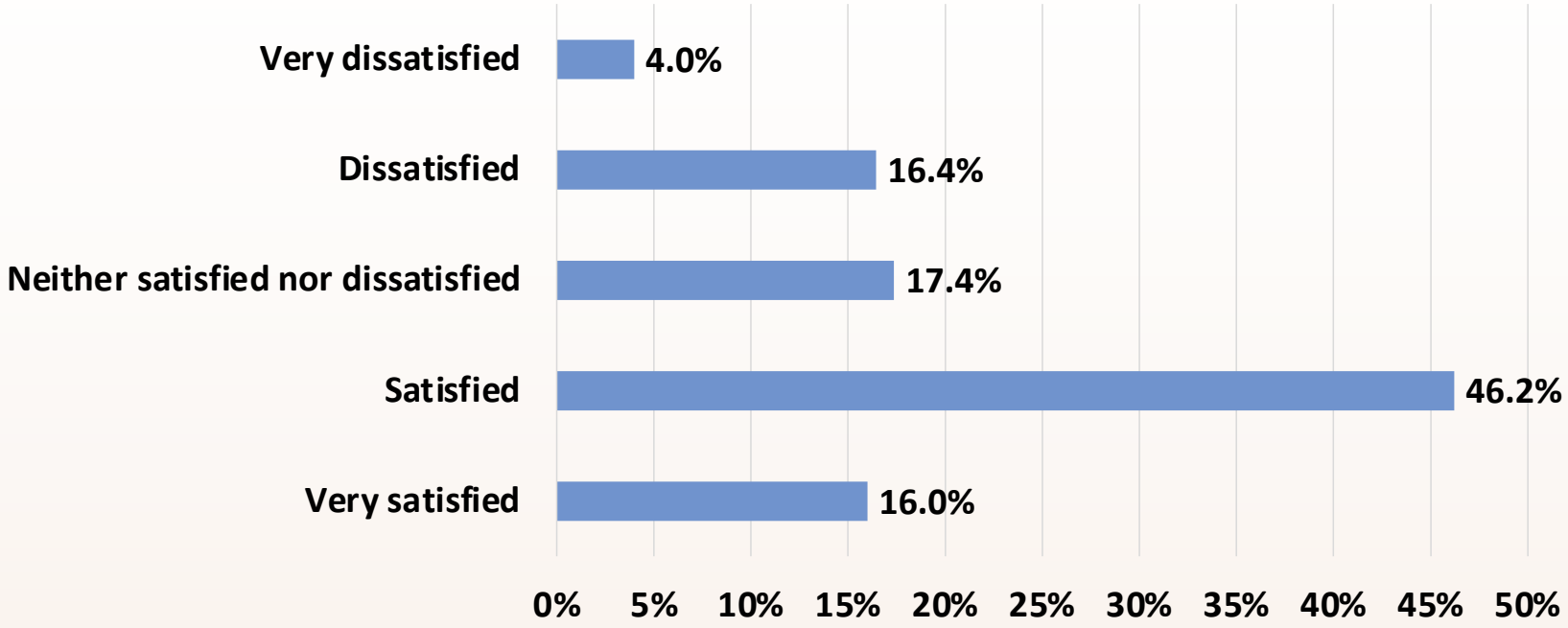
I felt burned out from my work (past year).



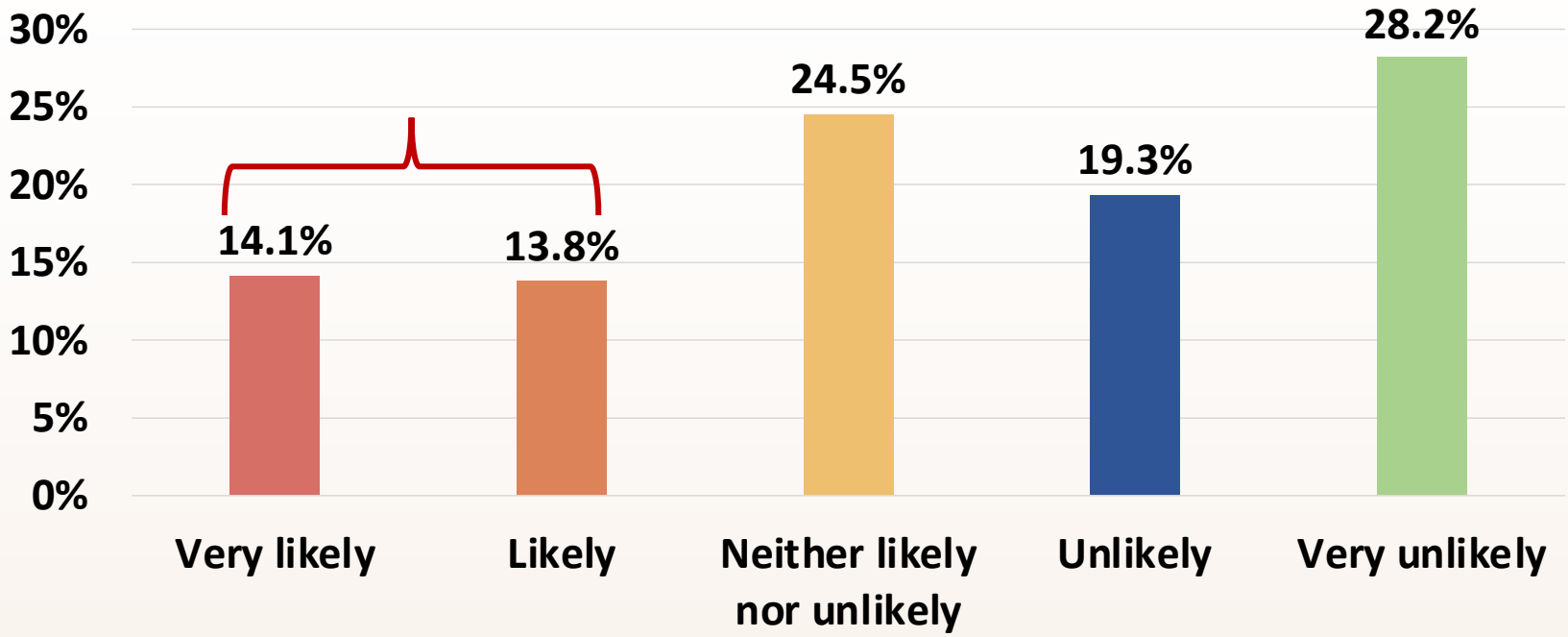
I have become more callous toward people since I took this job.



Overall, how satisfied are you with your current work situation?



How likely are you to leave your position in the next year?



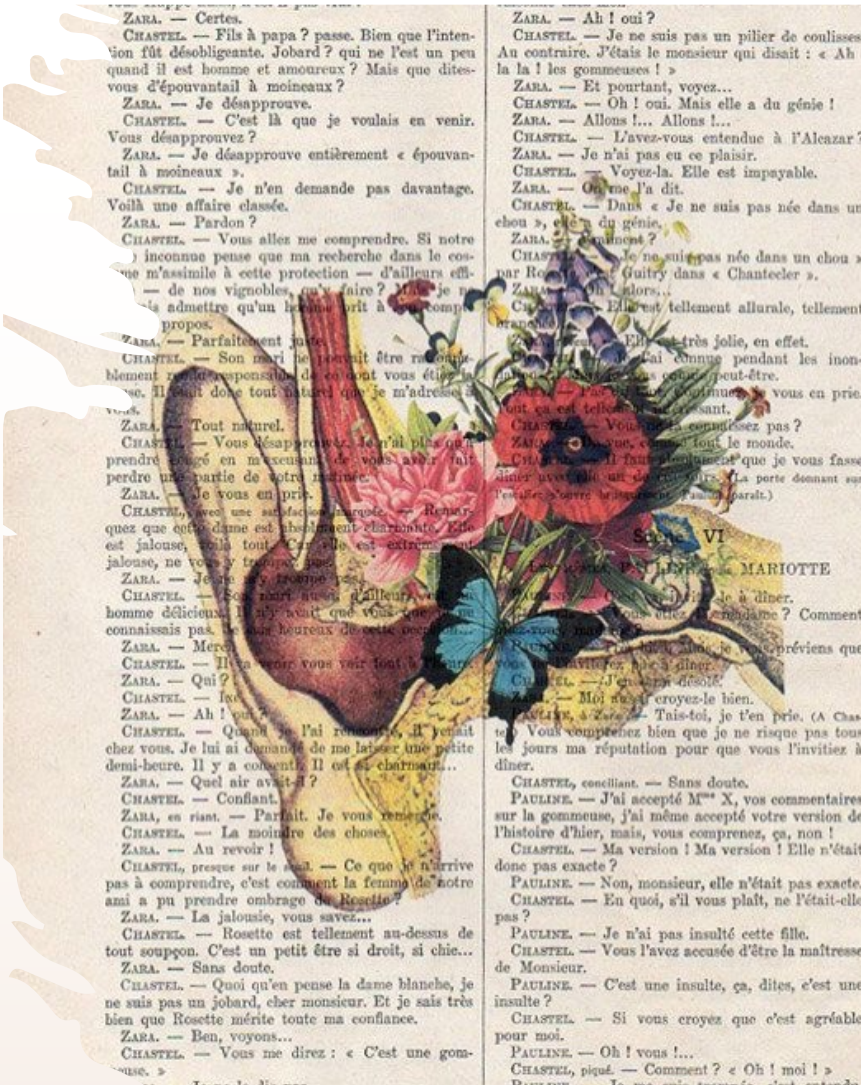
Highest ranked drivers of satisfaction

Driver	Mean Response
Interactions with residents and fellows	4.25
Interactions with program leadership (PDs, APDs)	4.19
Sense of self-efficacy at work	3.96
Interaction with other administrative staff	3.88
Interactions with faculty	3.87
Flexibility of work schedule	3.86
Sense of meaning in my work	3.83

Drivers of Stress

Driver	Mean Response
Tracking/reminding faculty to complete tasks	2.43
Low pay	2.59
Tracking/ reminding residents to complete tasks	2.71
Work - overall workload	2.81
Work - level of detail to manage	3.11
Time pressure	3.23
Lack of appreciation by faculty	3.24
Sense of entitlement by residents and/or fellows	3.30

Your Feedback





Workplace Culture and Conditions



Benefits



Career Mobility and Trajectory



Workload Flexibility and Control



Life Satisfaction



Workplace Culture and Conditions

- "Being a coordinator is by far the most **fulfilling** position I have worked in."
- "Personally, the residents are the best part of my work. We **build relationships** with them and that makes it all worth it."



Workplace Culture and Conditions

- "There is a **sense of privilege** among the faculty and residents…learned by residents through osmosis. Coordinators **fill numerous roles**, and yet, **do not receive the respect or compensation** for all that they do. Genuine acknowledgment that **we matter** is missing."
- "I regularly feel **underappreciated** by residents and sometimes faculty."

Benefits



- “We definitely don't get compensated for the **amount of work** we do and get **burnt out** to the point of just leaving even if it is a job we enjoy.”
- “There are vast amounts of **inequities** associated with the classification of coordinator positions internally - financially and structurally”

Benefits



- "It seems **more and more is asked** of program coordinators…**without any sort of recognition or compensation** for the additional responsibilities we take on each year."
- "You **don't ever feel** like you can **comfortably take time off** without being faced with a disaster of work to catch up on when you return."



Career Mobility and Trajectory

- "I **love my career** and all the faculty, residents, fellows and staff in my department. I feel **very fortunate**."
- "I don't think that the people who decide titles realize how much work goes into it…There is **NO clear path for you to follow** to have your title changed."



Career Mobility and Trajectory

- "We should r**eevaluate the title of coordinator**, as some of us are **more** than program coordinators. We basically manage the programs, and our **title should reflect** the work load we carry and change our names to program managers."

Workload Flexibility and Control



- “There are a lot of directors and coordinators out there that are **holding on for dear life** and the next 'required improvement' could be the straw that breaks the camel's back.”
- “These last few years have been **very difficult** in terms of workload.... and am just in **survival mode** trying to get through one day at a time.”

Workload Flexibility and Control



- "It has happened many times where I hear about **discussions or decisions** made by faculty or program leadership about tasks related to my work **without my input or feedback**."



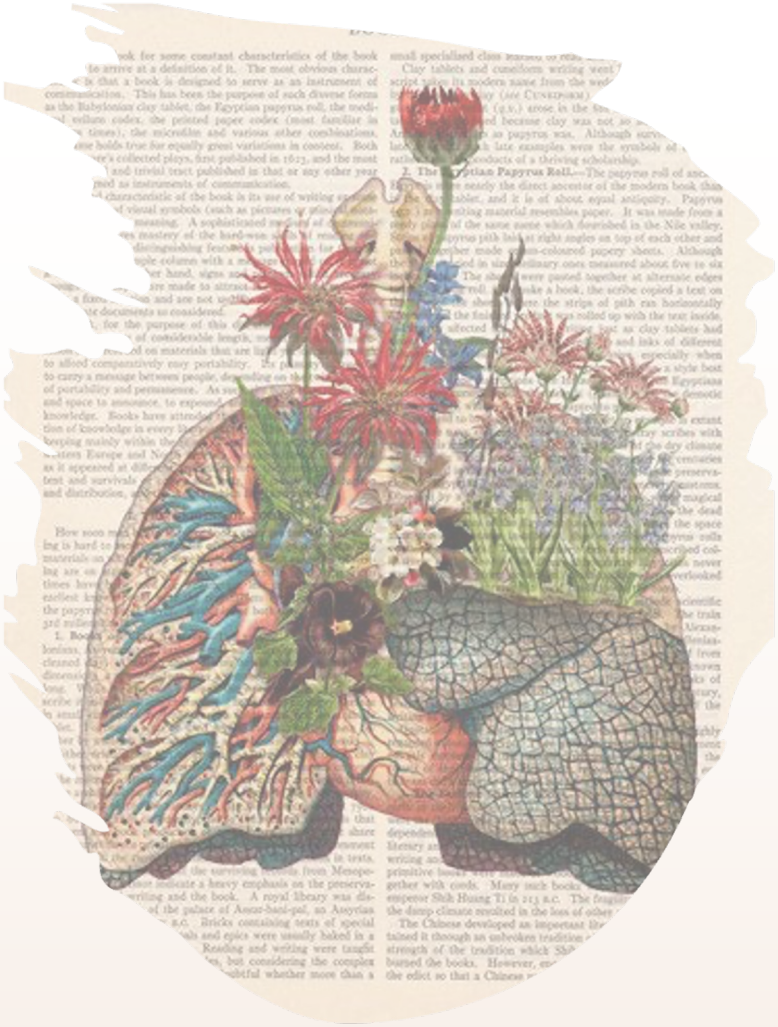
Life Satisfaction

- "I like what I do and it is **meaningful**"
- "This job **isn't worth my time or my sanity**."
- "Dealing with this type of **narcissistic personality** has worn me out - don't sleep, overeat and wake up in the middle of the night thinking about how to handle things. **Totally washed out!**"



Life Satisfaction

- "This is a 24 hour/7 day a week job. You **never leave** and have all your work completed. I wake up at night and start thinking about all the things I need to get done and then I am unable to go back to sleep. The **stress sometimes is overwhelming**."





What changes would most likely improve your work experience?

- Increased **appreciation**
- **Inclusion** and input
- Increased **communication**
- **Accountability** of faculty, PD, APD, and trainees
- Onboarding and continued **training**
- Simplified **technology** with redundancy across organizations
- Increased **mutual respect** in workplace
- **Job value** and understanding by dept, institution
- Dedicated office space to **lower interruptions**



Workplace Culture and Conditions

- Increased **compensation**
- Variety of and accurate job **titles**
- Engagement from the **C-Suite and HR**
- **More protected time** to complete GME related tasks
- **Respect** among colleagues

Benefits



- **Career** ladder
- **Professional development**
- **Hands-on training**
- Availability of **more resources** for coordinators
- **Educational programs** specific for program coordinators



Career Mobility and Trajectory

- **Workload scope AND amount**
- Increase staff/FTE **support** for work required
- Streamline **processes** and increase required institutional GME office support
- Stagger and be **considerate** regarding national and local **deadlines**
- **Flexibility** with schedule/hybrid work from home elements retained

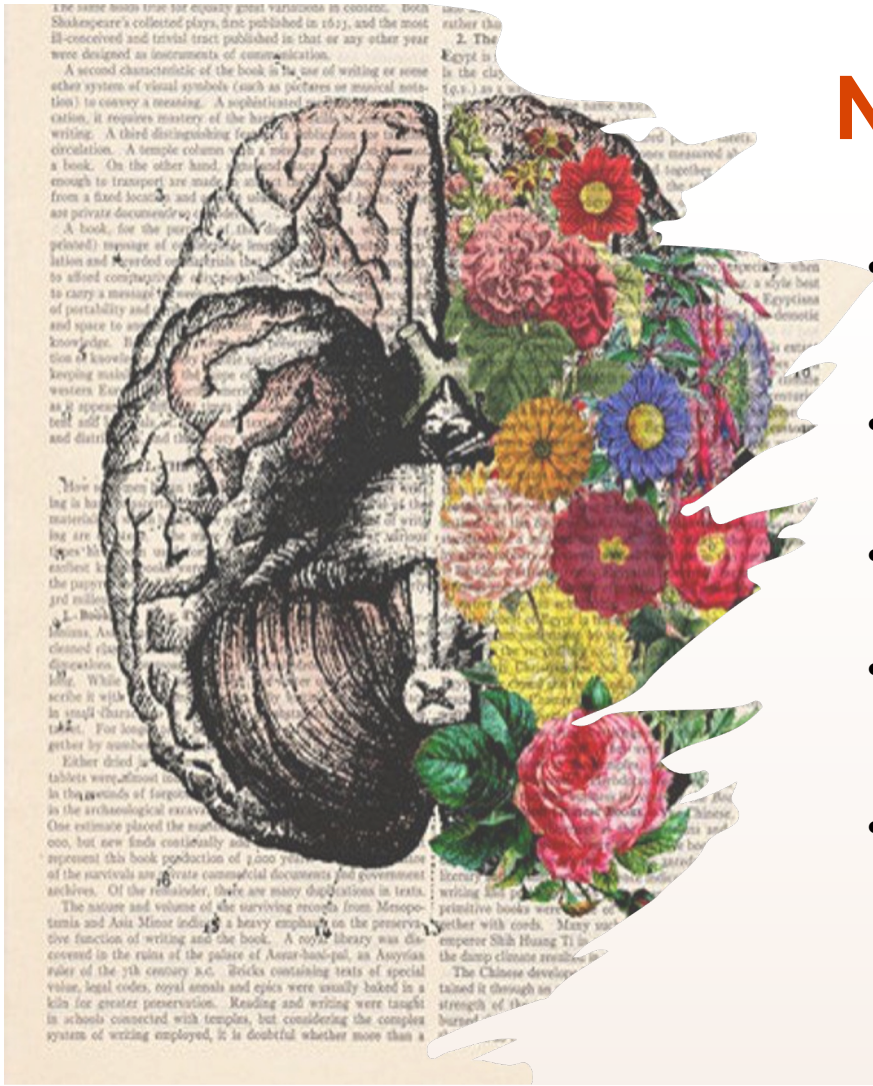
Workload Flexibility and Control



- Work/life **balance**
- Ability to institute and supported to keep personal and healthy **boundaries**
- **More wellness efforts** for coordinators



Life Satisfaction



Next Steps?

- **Raise Awareness**
  - Publish, develop webinars for broader GME community
- **Benefits**
  - Find great examples and share, advocate
- **Career Mobility**
  - Find great examples and share, advocate
- **Workload**
  - Find solutions; provide systems, work with organizations, use technology and processes
- **Life satisfaction**
  - Provide resources/training



Strategies

1. Learn about cognitive distortions
2. Practice acceptance
3. Get off the hamster wheel
4. Identify & face your fears
5. Think about your successes
6. Don’t compare
7. Eliminate vampires
8. Practice assertive communication
9. Move forward/growth mindset
10. Practice saying “no” at work

Thank You!

