Graduate Medical Education Program Coordinator Position Description

Overview
This position description outlines the specific duties of a University of Texas Southwestern Medical Center (UTSW) graduate medical education (GME) Program Coordinator. The Program Director has authority and accountability for the operation of the training program. In conjunction with the Program Director, the GME Program Coordinator shares responsibility for the administration of a residency/fellowship program and assists the Program Director in developing and maintaining the educational quality of the training program and ensuring compliance with accreditation standards and other regulatory requirements. The working relationship between a Program Director and a Program Coordinator is of critical importance, and both individuals must strive to develop a collaborative and effective working relationship with each other and with their faculty and residents/fellows. The GME Program Coordinator is responsible for the day-to-day administration of the program and has broad responsibilities that encompass many aspects of the management and administration of postgraduate medical education training. These responsibilities include:

- General Program Responsibilities
- Program Accreditation and Compliance
- Resident/Fellow Schedules
- Evaluations
- Resident/Fellow Recruitment, Onboarding, Orientation, and Graduation/Completion
- Financial Management and Personnel/Supervisory Responsibilities
- Professional Development

Job Duties
The Program Coordinator is responsible for the following program activities:

General Program Responsibilities
- Administer the day-to-day operations of the residency/fellowship program;
- Manage confidential and critical materials, issues and communications;
- Act as liaison between the Program Director and a full range of internal and external offices and individuals, and meet with the Program Director on a regular basis to keep him/her apprised of important issues related to the program and trainees;
- Communicate with GME stakeholders (e.g., GME Office, participating sites, department, faculty, core/subspecialty programs, residents/fellows, ACGME, ABMS specialty board, etc.) on a regular basis or as needed;
- Interpret ACGME requirements, UTSW GME policies and procedures, and other UTSW policies as applicable, and assist with the development and implementation of program policies and procedures based on external requirements;
- Advise residents/fellows on policies and procedures, including the onboarding process, and consult with the GME Office as needed;
- Administer the MedHub Residency Management System for the program in compliance with GME policies and procedures;
- Generate and analyze program data reports;
• Maintain educational files for all current trainees and graduates in compliance with Institutional and GME records retention policies;
• Maintain up-to-date information in various GME and program specific systems (i.e., Specialty Board, FREIDA, ACGME ADS, professional organizations, GMETrack, etc.);
• Maintain historical records of the program.
• Ensure residents/fellows submit case/procedure log data in appropriate systems as required by the ACGME Residency Review Committee (ADS, MedHub, other);
• Advise and consult on issues or inquiries from residents/fellows, faculty, staff and department chairs;
• Monitor resident/fellow morale and respond to resident/fellow concerns; consult with the Program Director and/or GME Office as necessary;
• Identify areas for programmatic improvements and develop initiatives to address weaknesses;
• Provide general guidance regarding accreditation and program management to the department’s appropriate stakeholders; and
• Coordinate and staff various committees, including residency management meetings, faculty curriculum committee meetings, departmental meetings, meetings with the PD, and with residents/fellows, and follow-up on action items as needed;
• Manage administrative and planning logistics for retreats, meetings, and conferences, including monthly lecture series, conferences, grand rounds, journal club, M&M, residency/fellowship retreats, BLS/ACLS courses, and In-service exams; and
• Develop/manage program website for current and prospective residents/fellows, and faculty, as applicable.

Program Accreditation and Compliance
• Develop a thorough understanding of ACGME policies and procedures, including familiarity with the Common Program Requirements as well as Specialty-Specific requirements; develop program policies to comply with accreditation requirements;
• Interface proactively and effectively with the GME Office, and respond promptly to and work effectively with the Designated Institutional Official.
• Maintain all essential documents required for program accreditation and/or approval;
• Assist the Program Director in maintaining the program’s ACGME Program Summary/Program Application and other required documentation; keep a working copy and make changes on an ongoing basis.
• Manage and coordinate accreditation site visits, including preparation of all required documentation. Along with Program Director, help prepare program, faculty, and residents/fellows for site visit; arrange meeting rooms; ensure required documents are available to site visitor as requested; and serve as key participant in the site visit;
• Prepare Program Letters of Agreement (in coordination with the GME and Contracts Management Offices) with participating institutions and training sites. Ensure agreements are revised as needed;
• Ensure resident/fellow reporting compliance in the MedHub system; and
• Maintain program and resident/fellow statistics as identified for external reporting requirements.
Resident/Fellow Schedules

- In consultation with the Program Director, develop and maintain resident/fellow schedules, including annual rotation schedules, call schedules, and clinic schedules; maintain current schedules in MedHub, and update as necessary in accordance with institutional procedures;
- Make necessary revisions to schedules, and coordinate changes with affiliated sites and personnel throughout year;
- Regularly coordinate information and activities with other services, sites, and departments, including rotation/call schedules, evaluations, conferences, interviews, room/course scheduling;
- Communicate schedules to the hospitals, clinics, paging operators as needed;
- Advise and counsel residents/fellows concerning ABMS-specialty board and training track educational requirements, adjusting schedules to meet requirements when needed; and
- Manage off-site rotation schedules (affiliated institutions, away rotations).

Evaluations

- Assist the Program Director in development of program evaluations that measure resident/fellow performance, faculty performance, educational content of rotations, and the program, ensuring these are written in competency-based language, as necessary;
- Identify methods for obtaining evaluations by outside evaluators, including nurses, patients/patient families, staff, technicians, etc. (e.g. 360 evaluations);
- Administer the evaluation process for the program in MedHub, and ensure timely completion by evaluators;
- Coordinate feedback process regarding rotation evaluations; analyze evaluation data and develop recommendations for curricular and service changes as needed;
- Coordinate/facilitate and maintain records of the meetings of the Clinical Competency and Program Evaluation Committees;
- Assist the program director in the timely completion of semi-annual Milestone evaluations of residents/fellows, and coordinate resident/fellow semi-annual reviews;
- Ensure timely completion of Summative evaluations by the Program Director for graduating residents/fellows;
- Ensure completion of confidential annual program evaluations by residents/fellows and faculty;
- Assist in the evaluation of faculty performance as it relates to the education program, incorporating confidential evaluations from residents/fellows; and
- Assist the Program Director with the Annual Program Evaluation process.

Resident/Fellow Recruitment, Onboarding, Orientation, and Graduation/Completion

- In collaboration with the Program Director, establish program-specific policies and procedures for candidate recruitment;
- Coordinate marketing activities for program;
- Update and manage program information in ERAS (Electronic Residency Application Service), NRMP, SF Match, or appropriate matching service for the specialty;
- Manage program information application submissions in ERAS, as applicable;
- Coordinate application review process, contact applicants for interviews, schedule and manage interview day activities;
- Ensure adherence to National Resident Matching Program (NRMP) requirements and deadlines;
Manage appointment process for incoming residents/fellows in coordination with appointment and credentialing process requirements provided by the GME Office;

Establish and ensure compliance with program-specific credentialing requirements (e.g., ACLS, PALS, simulation training);

Ensure resident/fellow compliance with hospital and UTSW GME credentialing requirements, including medical/dental licenses, DEA licenses, immunizations, HIPAA training, and other training as required;

Field questions from applicants and faculty regarding visas, and consult with the GME Office and the UTSW International Office (as appropriate) on all visa matters;

Arrange for pagers, ID badges, meal cards, keys, lab coats, equipment and supplies, etc. for residents/fellows;

Plan, organize, and schedule program-specific new resident/fellow orientation;

Manage on-boarding process for visiting trainees in coordination with appointment and credentialing process requirements provided by the GME Office (if applicable).

Organize annual graduation activities as appropriate;

Manage resident/fellow exit process (deactivating accounts, collecting badges and pages, etc.);

Process graduation certificates, in consultation with the GME Office.

Financial Management and Personnel/Supervisory Responsibilities

Develop and oversee budget(s) related to the GME program (as applicable);

Review and or approve monthly resident billing report;

Submit appropriate PeopleSoft forms for program operations including salaries, stipends, and other operational costs (e.g., chief pay, moonlighting, research, etc.);

Monitor and track leave time through Kronos system (as applicable);

Submit and track expenditures of the GME program(s), to include travel expenses, resident educational allowance funds, recruitment expenses, program related fees (e.g., accreditation, NRMP, etc.);

Submit and track required Grant procurement/administration forms (as applicable);

Process vacation/leave request forms for residents/fellows;

Process moonlighting request forms;

Serve as the direct supervisor for additional program staff as may be necessary/appropriate; and

Engage in team/employee development.

Professional Development

UTSW is committed to providing appropriate training and guidance to ensure that all GME personnel are continually developing their own abilities and promoting program improvement. All program coordinators are expected to engage in professional development activities applicable to their GME responsibilities. Program Coordinators must participate in the following:

A New Program Coordinator workshop sponsored by the GME Office within the first year of appointment (held semiannually);

At least two GME Program Coordinator Advisory Council (PCAC) Meetings (held quarterly) each year;

At least five GME Program Coordinator Development Series sessions (held monthly) each year;

At least one GME Retreat (held semiannually) each year;
• At least two sessions of Residency Management System (e.g., MedHub) training each year; (Note: Newly appointed Program Coordinators or those determined by the GME Office to be in need may be required to attend additional training in this area). Program Coordinators are also encouraged to attend regional, state, and/or national GME-related conferences at least once every three years.

**Other Responsibilities**
Program Coordinators may be assigned additional duties related to the operation and/or administration of UTSW’s graduate medical education enterprise.

**Qualifications**
Please refer to the HR job descriptions for a GME Program Coordinator.