



GME Reporting Structures – What Works Today? Does it Work Tomorrow?



Nothing to Disclose



We have no financial or other conflicts of interest to report

Session Outline

1. **BACKGROUND AND PURPOSE**
2. **SURVEY AND DATA**
3. **COMPARISON OF DATA**
4. **OPPORTUNITY**
5. **DISCUSSION**



Background

UM INTERNAL MEDICINE

CORE PROGRAM

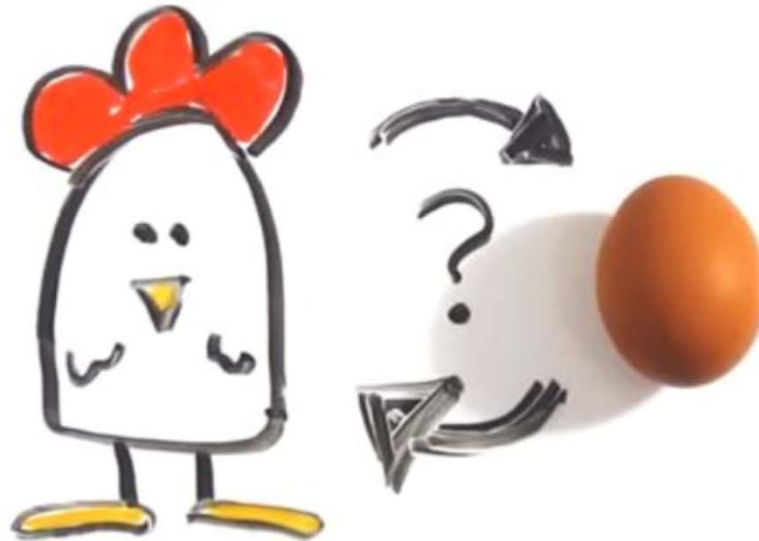
- 158 CORE PROGRAM RESIDENTS
- 32 MED/PEDS RESIDENTS
 - 3 CORE COORDINATORS
 - 1 MED/PEDS COORDINATOR
 - 3 ADDITIONAL FINANCIAL / TECHNICAL / ADMIN SUPPORT STAFF

18 FELLOWSHIP PROGRAMS

- 152 FELLOWS
 - 14 FELLOWSHIP COORDINATORS

How it all started

"THE CHICKEN -OR- THE CHICKEN EGG"



Idea of Innovation

Purpose:

1. Career Based on Engagement
2. Clarify Expectations
3. Reinforce Comprehensive Understanding

WHAT ABOUT THE
NEXT
GENERATION OF
COORDINATOR?



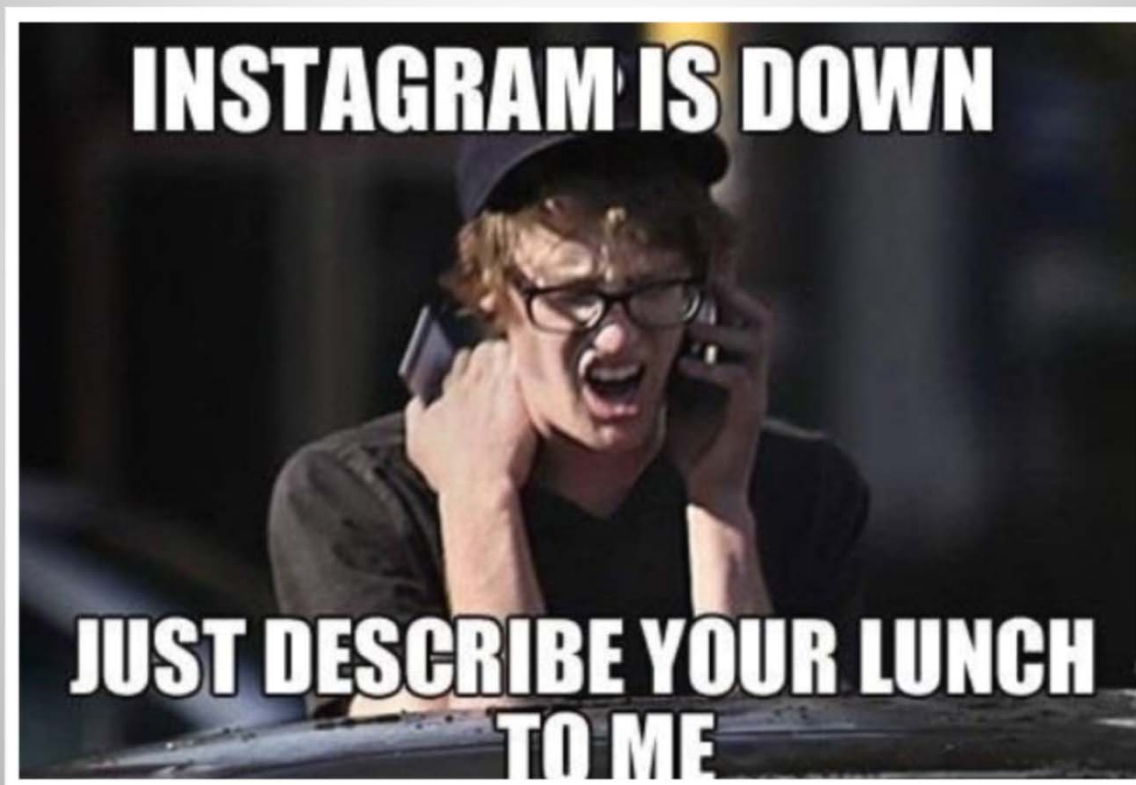
Millennials



Millennials



Millennials



Millennials

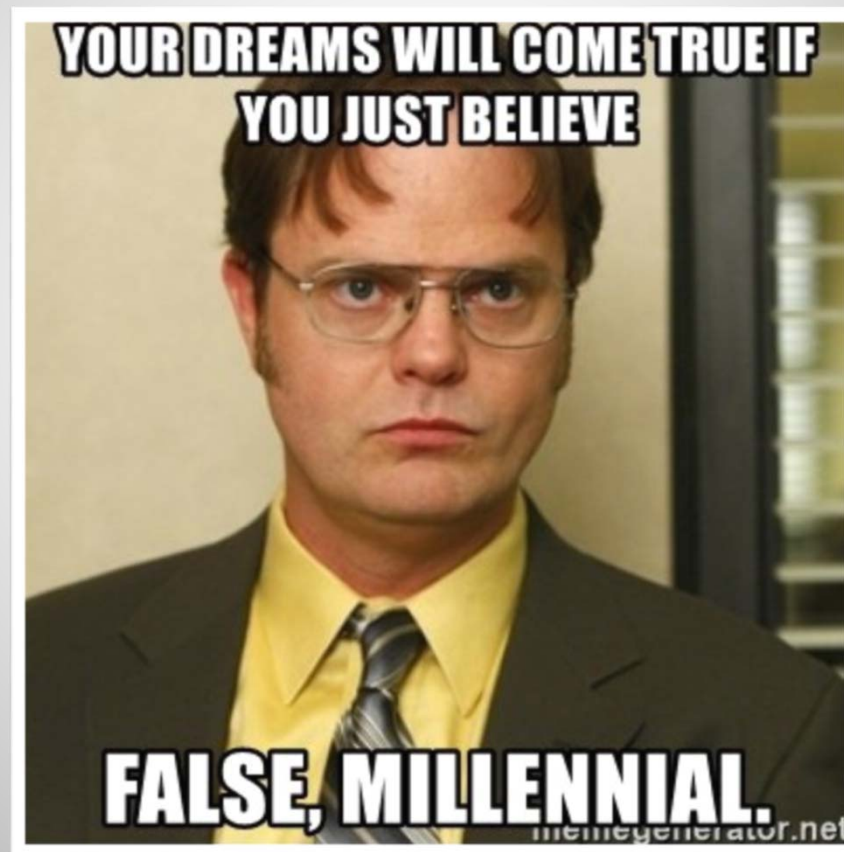


Who? What?



Roberts, D H, et al. "Twelve Tips for Facilitating Millennials' Learning." Medical Teacher., U.S. National Library of Medicine, www.ncbi.nlm.nih.gov/pubmed/22288944.

Who? What?



Values



- **Flexibility**
- **Open Communication**
- **Team Functionality**
- **Meaning**

Bannon, Shele, et al. "Understanding Millennials in the Workplace." *THE CPA JOURNAL*, 2011, pp. 61–65.

Myers, Karen K., and Kamyab Sadaghiani. "Millennials in the Workplace: A Communication Perspective on Millennials, Organizational Relationships and Performance." *Journal of Business and Psychology*, vol. 25, no. 2, May 2010, pp. 225–238., doi:10.1007/s10869-010-9172-7.

Millennials, Gen X and Baby Boomers: Who's Working at Your Company and What Do They Think About Ethics? Ethics Resource Center, 2010, pp. 1–22, Millennials, Gen X and Baby Boomers: Who's Working at Your Company and What Do They Think About Ethics?

Survey???

CRYSTAL



BRIAN





The Survey

Who They Are?

- ❖ Length of Service
- ❖ Generation
- ❖ Centralization Status and Duration

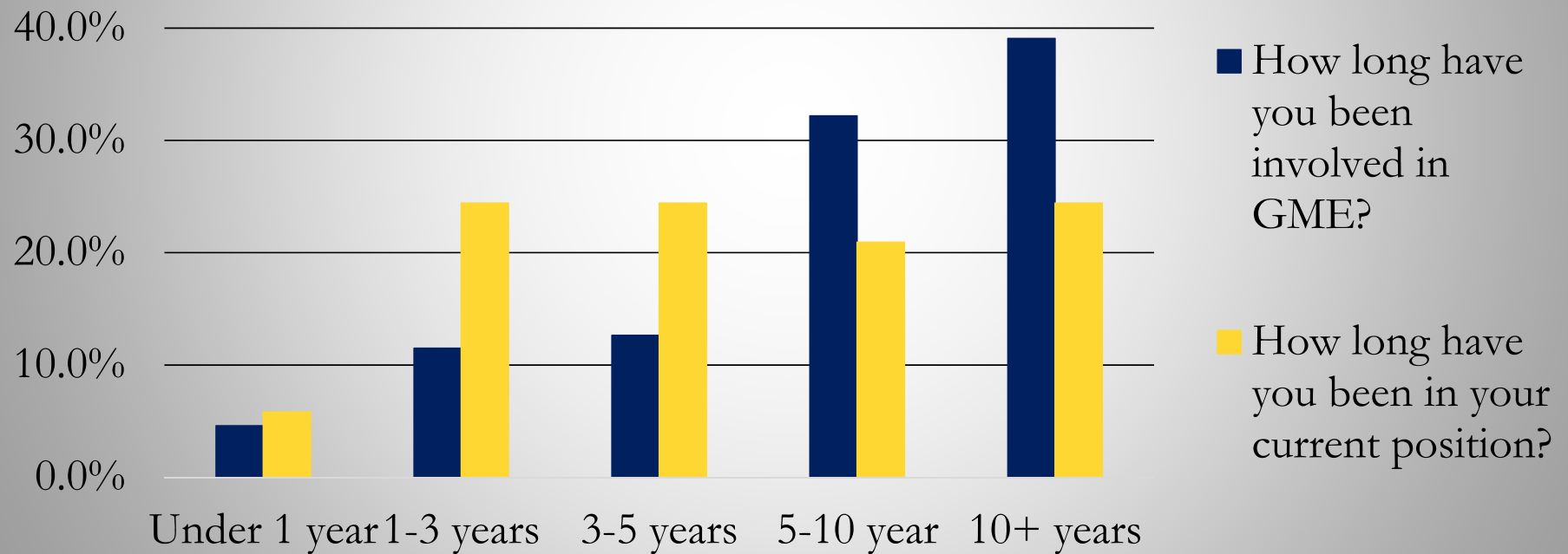
Satisfaction with Different Aspects of Work Setup

The Survey

- Sent to APDIM PA list in July 2017
- Distributed as an anonymous link and passed along to other interested parties
- 87 responses

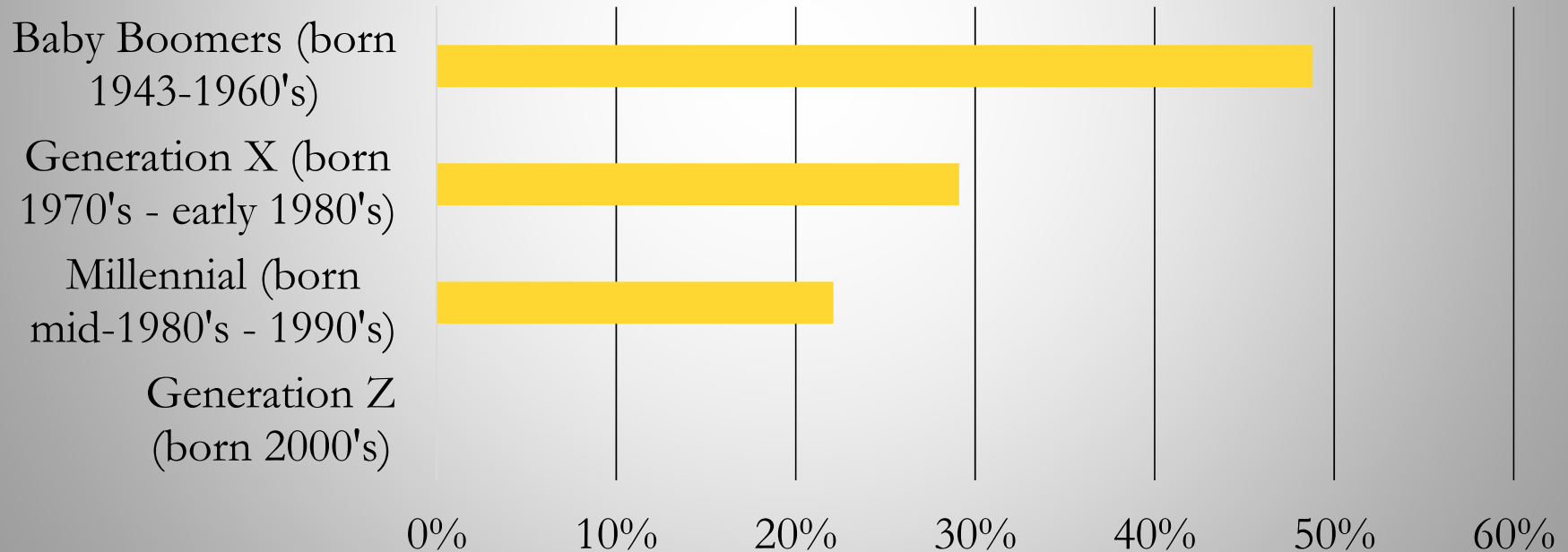
Respondents

Experience



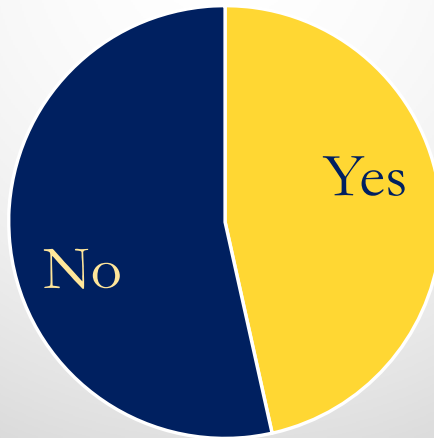
Who Are They?

What is your Self-Identified Generation that you belong to?



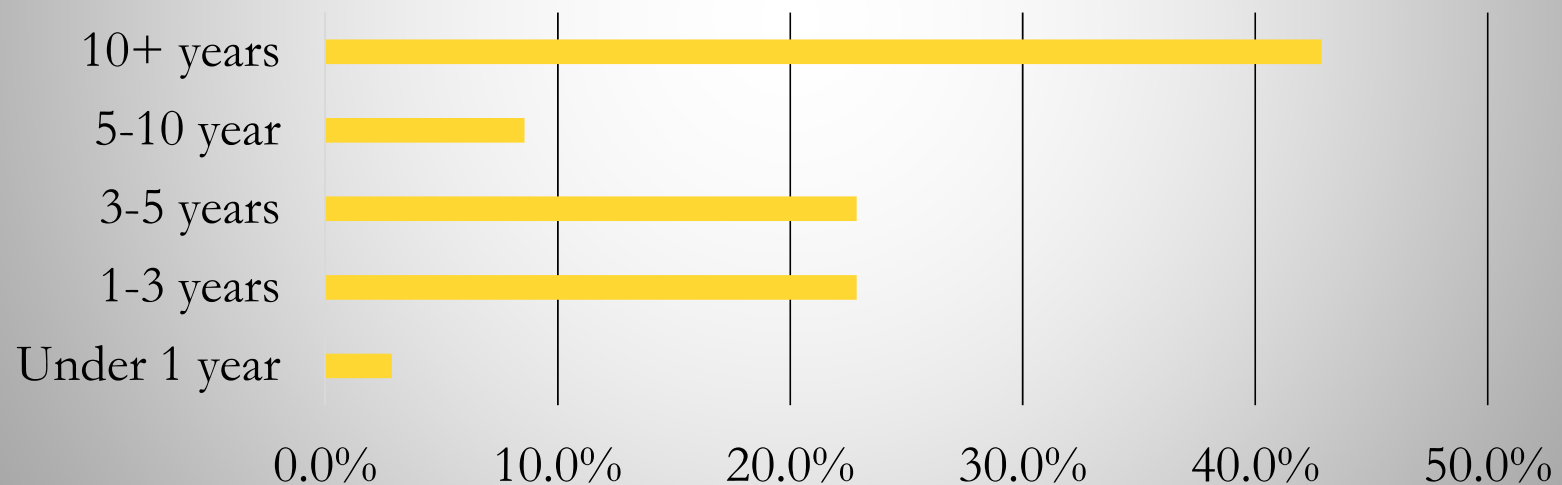
Centralization

Is your program centralized using the definitions provided below?



Centralization

How long has your program been centralized?



Summarizing The Data

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I received adequate training when I started my role as a program coordinator.	26.4%	27.6%	11.5%	25.3%	9.2%

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Not Centralized	28.3%	32.6%	6.5%	26.1%	6.5%
Centralized	22.5%	22.5%	17.5%	25.0%	12.5%



Too Many Numbers...

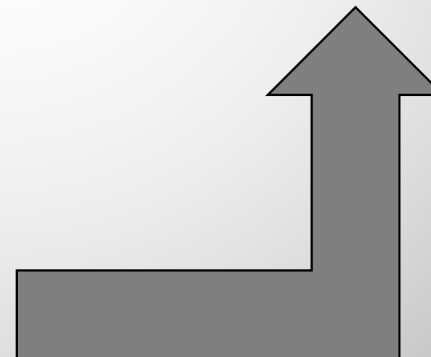
- How to view this more simply?
- Weighted Means
- Net Positive Opinion (a.k.a. Net Approval Rating)

What is it?



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I received adequate training when I started my role as a program coordinator.	26.4%	27.6%	11.5%	25.3%	9.2%

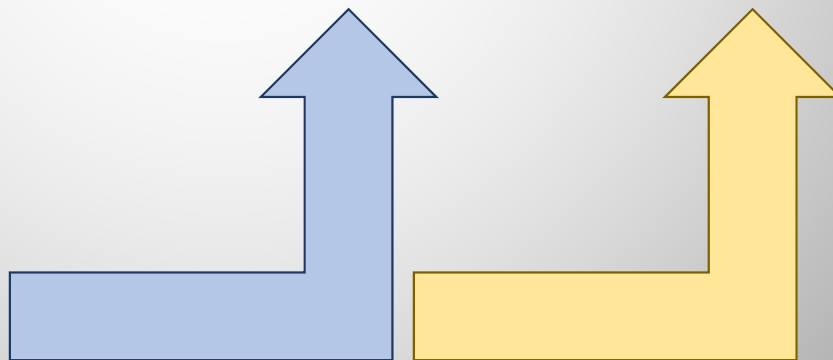
**Step 1:
Discard This**



What is it?

	Strongly Disagree	Disagree	Agree	Strongly Agree
I received adequate training when I started my role as a program coordinator.	26.4%	27.6%	25.3%	9.2%

**Step 2:
Combine
These**



What is it?

	Disagree/ Strongly Disagree	Agree/ Strongly Agree
I received adequate training when I started my role as a program coordinator.	54.0%	34.5%

Step 3: Agree Minus Disagree

	Net Positive Opinion
I received adequate training when I started my role as a program coordinator.	-19.5%

What if?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I received adequate training when I started my role as a program coordinator.	50.0%	0.0%	0.0%	50.0%	0.0%

Sometimes you don't want to use it...



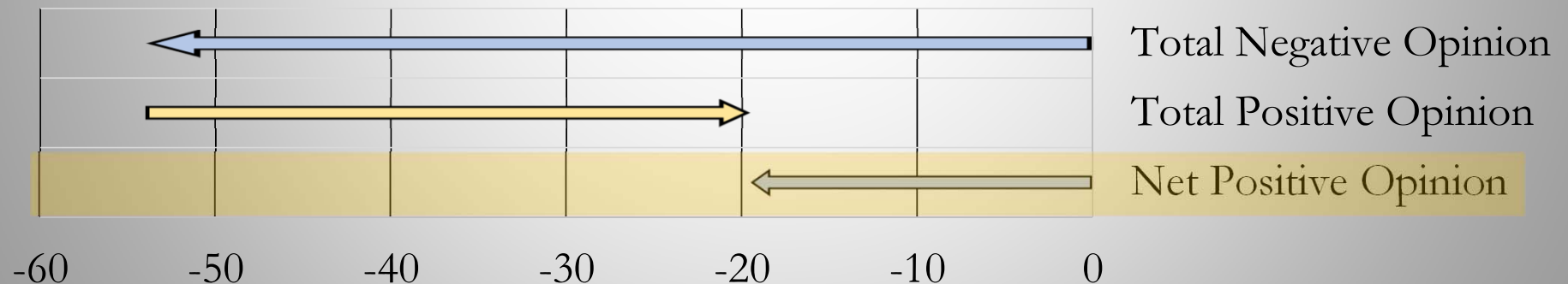
Original Data Again

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I received adequate training when I started my role as a program coordinator.	26.4%	27.6%	11.5%	25.3%	9.2%

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
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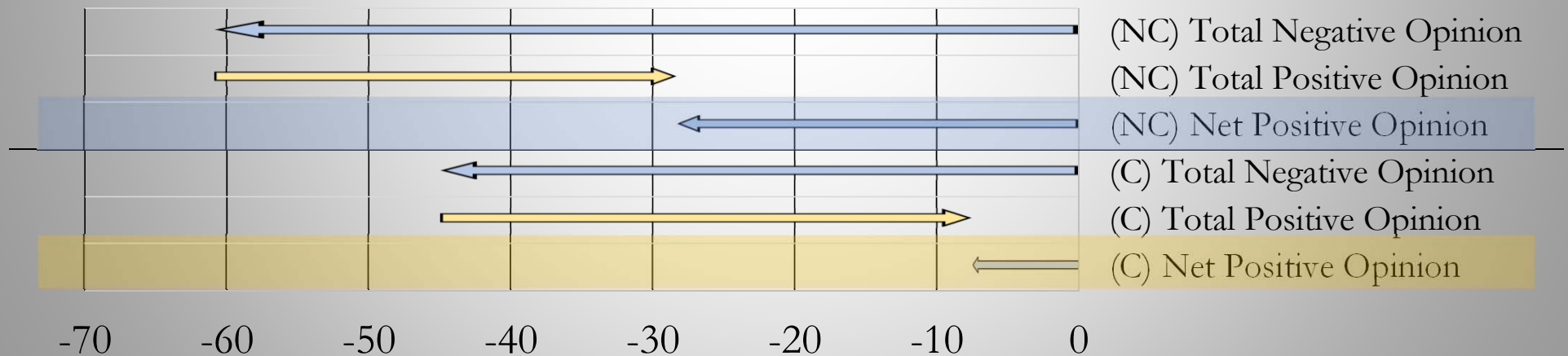
Simplified Data

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Net Positive Opinion
I received adequate training when I started my role as a program coordinator.	26.4%	27.6%	11.5%	25.3%	9.2%	-19.5%



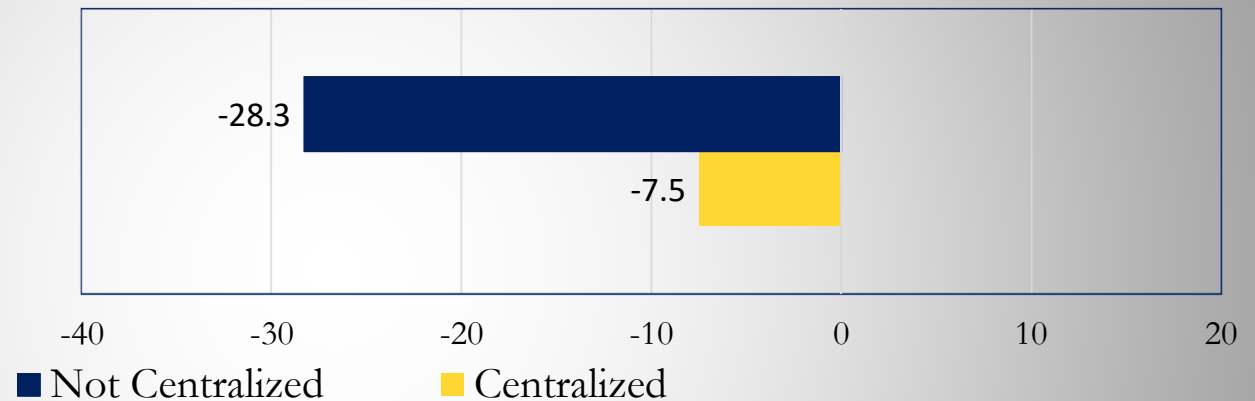
Simplified Data

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Net Positive Opinion
Not Centralized	28.3%	32.6%	6.5%	26.1%	6.5%	-28.3%
Centralized	22.5%	22.5%	17.5%	25.0%	12.5%	-7.5%



And Finally...

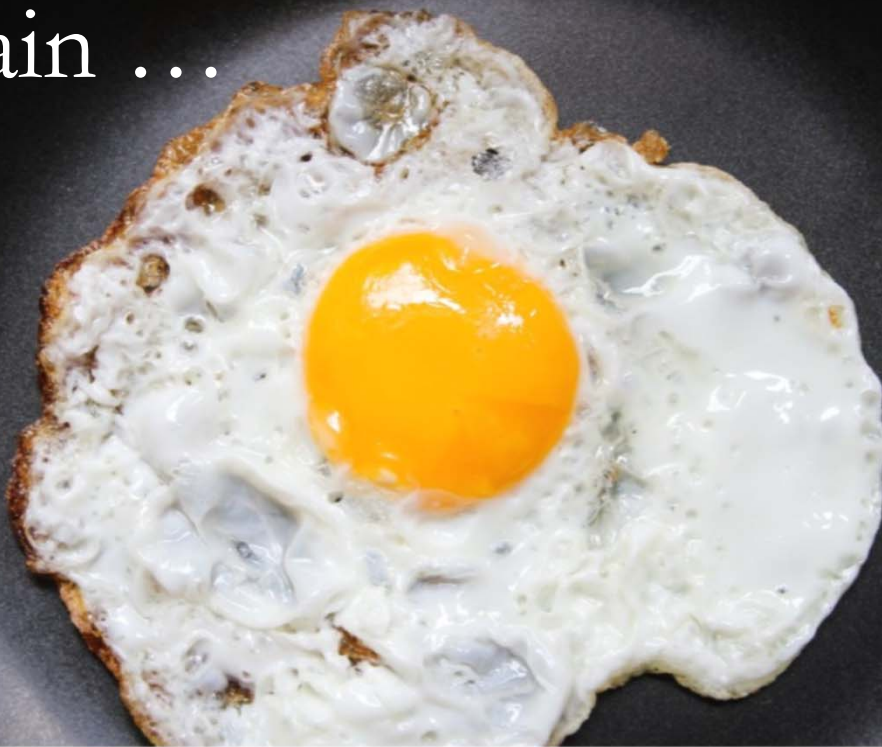
I received adequate training when I started my role as a program coordinator.



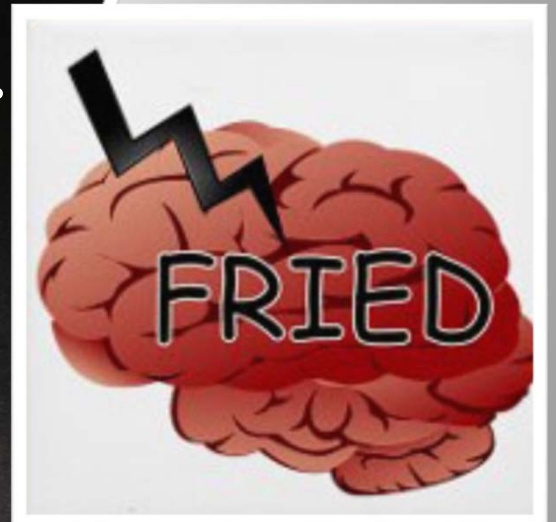
- **Net Positive Opinion on Centralized vs. Not Centralized**
- **One Glance Comparison**
 - **But... Remember Net Positive NOT Just Positive**

My Brain on Data

My brain ...



is...



Speaking of (Job) Satisfaction...



Speaking of Satisfaction...

How did we get stuck with Crystal...



Work-Work-Work-Work-Work

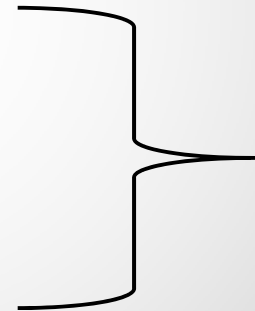


Breakdown

Breaking the data down.....

- Work Environment

- ❖ Flexibility
- ❖ Communication
- ❖ Teamwork
- ❖ Meaning



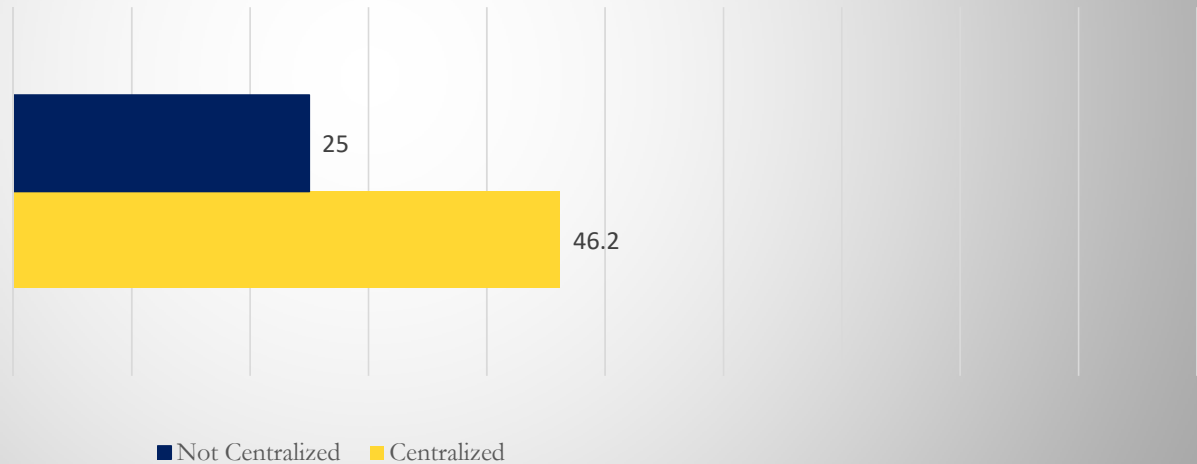
**Millennial
Values**

- Compensation/Workload
- Overall Satisfaction

Work Environment

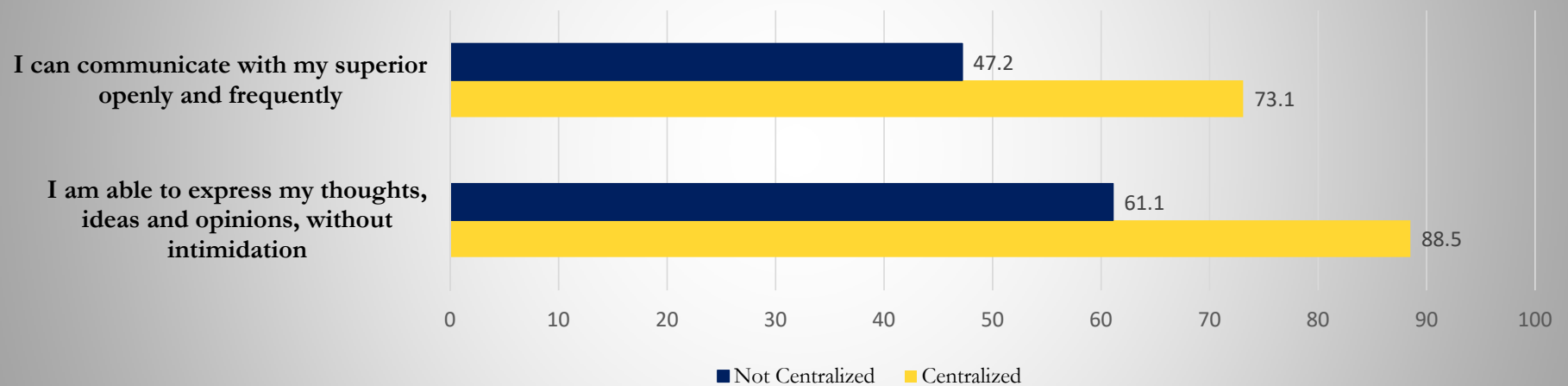
Flexibility

My job has a flexible schedule



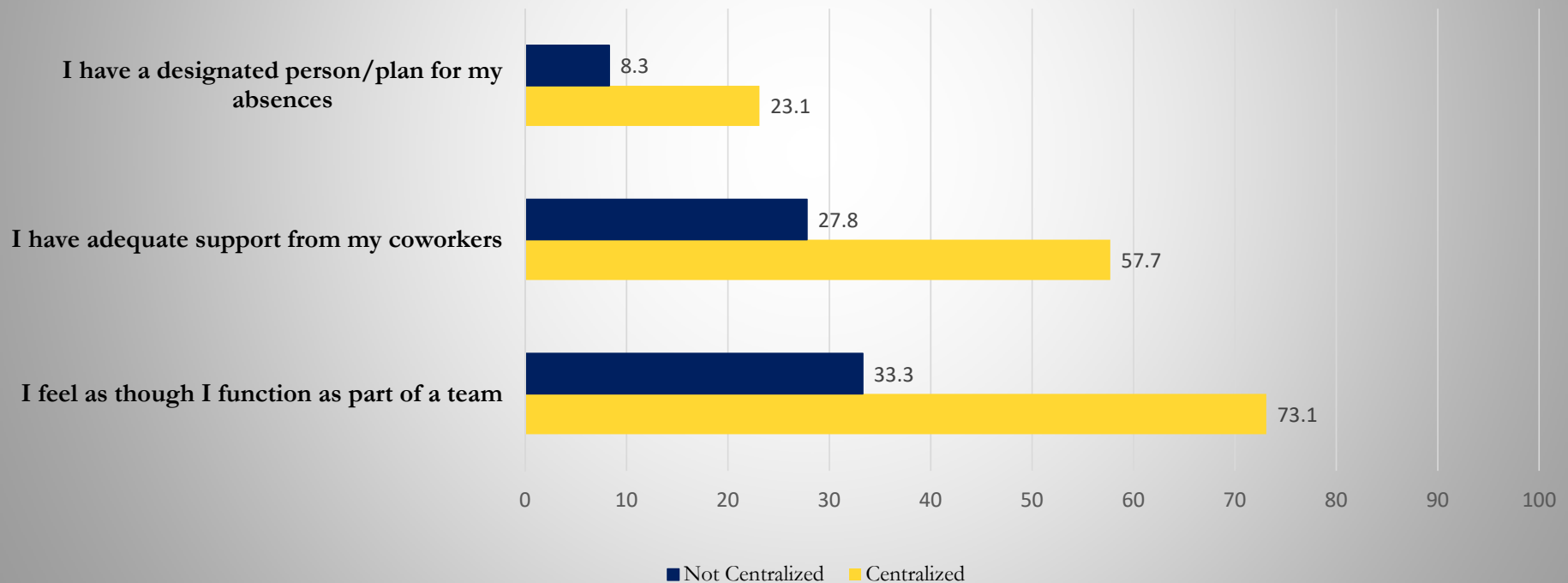
Survey Says...

Communication



Teamwork Makes the Dream Work!

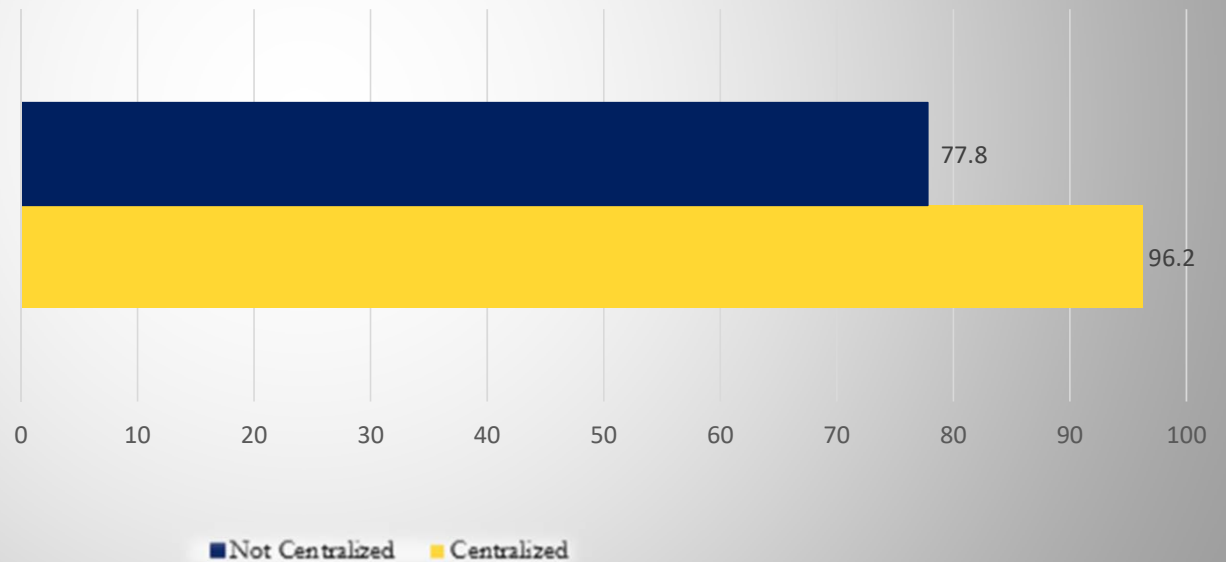
Teamwork



Why am I here?

Meaning

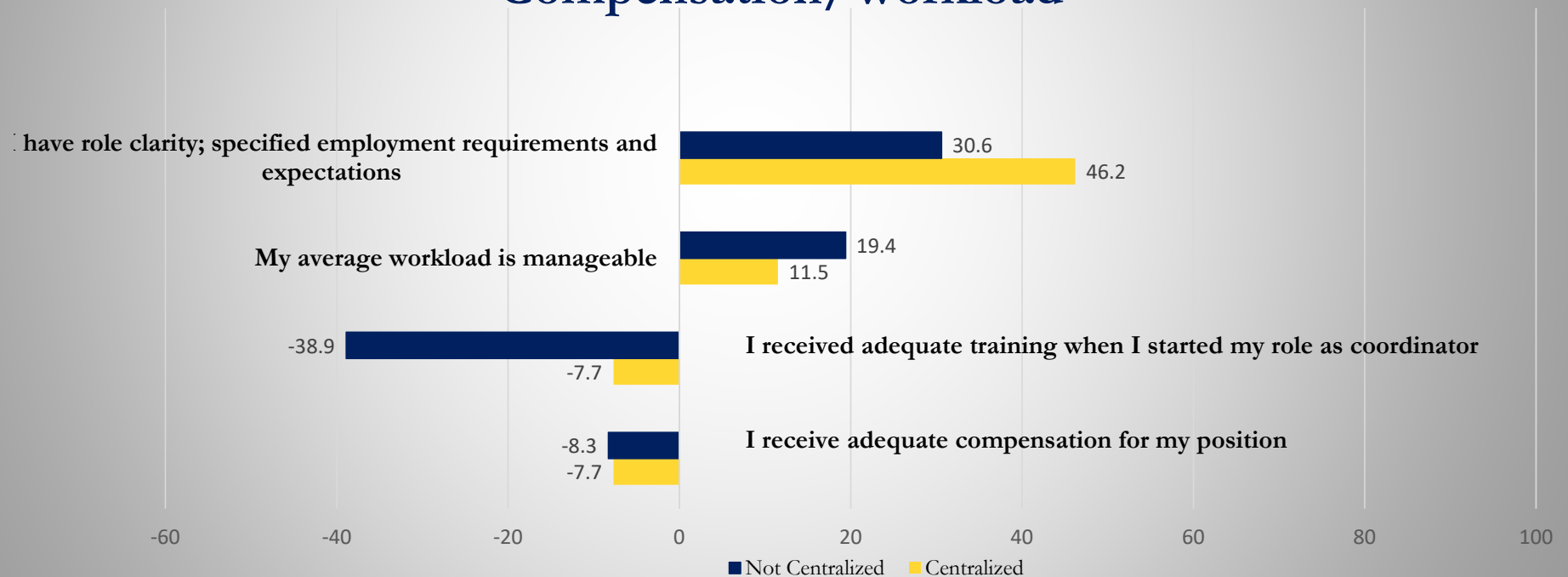
My position is meaningful



Show me the money...

(but don't work me to death!)

Compensation/Workload

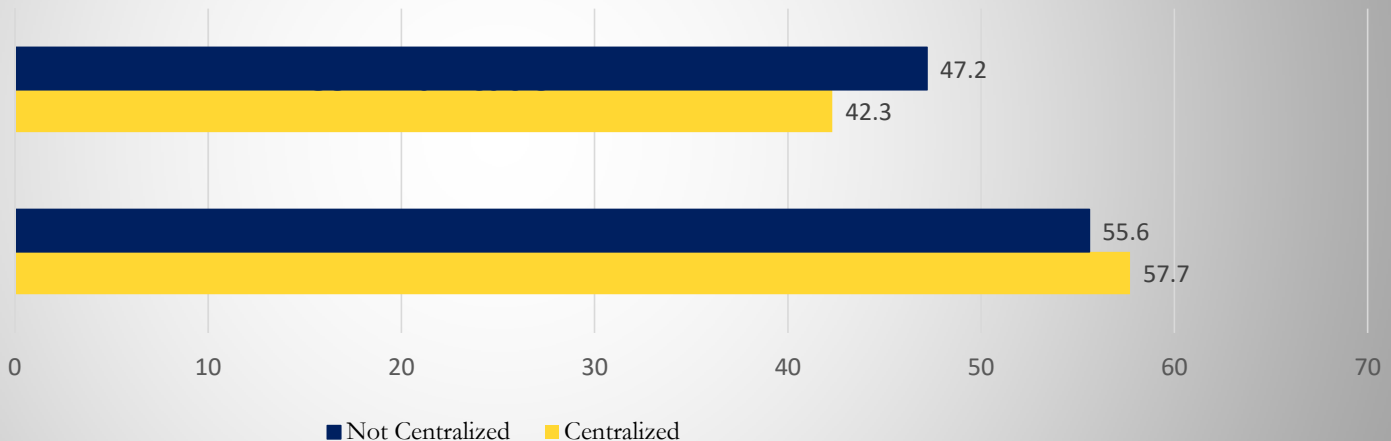


Job Satisfaction:

How reporting structures affect overall job satisfaction?

Overall Satisfaction

If offered an administrative position for the same salary/compensation, I would stay in my current position



“Choose a job you love and you will never have to work a day in your life.”

Millennials

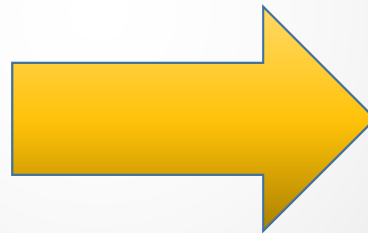
What model works best?

Flexibility

Open Communication

Team Functionality

Meaning



Centralized

Opportunities

How do we move forward?

- **Department Leadership & Program Director Support**
- **Organizational Structure**
- **Financial**
- **Space**

What Can Centralized Offer

- Proper Training
- Cross-coverage & Succession Planning
- Increased Specialization
- Decreased Overall Costs

Barriers



- Space
 - Resistance to change
 - Meeting Programs
- Unique Needs

Going Forward



Questions

