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
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?
INSTAGRAM IS DOWN

JUST DESCRIBE YOUR LUNCH TO ME
Millennials

SOCIAL MEDIA?

BUT I JUST FIGURED OUT EMAIL!
Who? What?

YOUR DREAMS WILL COME TRUE IF YOU JUST BELIEVE
FALSE, MILLENNIAL.
Values

- Flexibility
- Open Communication
- Team Functionality
- Meaning
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

- How long have you been involved in GME?
- How long have you been in your current position?
Who Are They?

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

Baby Boomers (born 1943-1960's)
Generation X (born 1970's - early 1980's)
Millennial (born mid-1980's - 1990's)
Generation Z (born 2000's)
Centralization

Is your program centralized using the definitions provided below?

Yes

No
How long has your program been centralized?

- 10+ years: 40.0%
- 5-10 years: 20.0%
- 3-5 years: 20.0%
- 1-3 years: 10.0%
- Under 1 year: 0.0%
Summarizing The Data

<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I received adequate training when I started my role as a program coordinator.</td>
<td>26.4%</td>
<td>27.6%</td>
<td>11.5%</td>
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<tr>
<td>Not Centralized</td>
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<tr>
<td>Centralized</td>
<td>22.5%</td>
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<td>17.5%</td>
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Too Many Numbers…

• How to view this more simply?
• Weighted Means
• Net Positive Opinion (a.k.a. Net Approval Rating)
What is it?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Disagree</th>
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Step 1: Discard This
What is it?

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

Step 2: Combine These
I received adequate training when I started my role as a program coordinator.

<table>
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<tr>
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Net Positive Opinion: -19.5%
I received adequate training when I started my role as a program coordinator.

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*Sometimes you don’t want to use it...*
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Net Positive Opinion

Total Positive Opinion

Total Negative Opinion

Net Positive Opinion
### Simplified Data

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(C) Net Positive Opinion
(NC) Net Positive Opinion
(C) Total Positive Opinion
(NC) Total Positive Opinion
(C) Total Negative Opinion
(NC) Total Negative Opinion

-70 -60 -50 -40 -30 -20 -10 0
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 ... FRIED
Speaking of (Job) Satisfaction...
How did we get stuck with Crystal...

To centralize or not...

That is the question...
Work-Work-Work-Work-Work-Work
Breakdown

Breaking the data down……

• Work Environment
  ◆ Flexibility
  ◆ Communication
  ◆ Teamwork
  ◆ Meaning

• Compensation/Workload
• Overall Satisfaction
Work Environment

Flexibility

My job has a flexible schedule

- Not Centralized: 25
- Centralized: 46.2
Survey Says...

Communication

- I can communicate with my superior openly and frequently
  - 47.2% Not Centralized
  - 73.1% Centralized

- I am able to express my thoughts, ideas and opinions, without intimidation
  - 61.1% Not Centralized
  - 88.5% Centralized
Teamwork Makes the Dream Work!

**Teamwork**

1. I have a designated person/plan for my absences
   - Not Centralized: 8.3%
   - Centralized: 23.1%

2. I have adequate support from my coworkers
   - Not Centralized: 27.8%
   - Centralized: 57.7%

3. I feel as though I function as part of a team
   - Not Centralized: 33.3%
   - Centralized: 73.1%
Why am I here?

My position is meaningful

Meaning

- Not Centralized
- Centralized

96.2
77.8
96.2

Show me the money...
(but don't work me to death!)

Compensation/Workload

- I have role clarity; specified employment requirements and expectations
  - Not Centralized: -38.9
  - Centralized: 30.6

- My average workload is manageable
  - Not Centralized: -7.7
  - Centralized: 11.5

- I received adequate training when I started my role as coordinator
  - Not Centralized: -8.3
  - Centralized: -7.7

- I receive adequate compensation for my position
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

Overall I am satisfied with my job

“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