JOB DESCRIPTION FOR A SUCCESSFUL RESIDENCY PROGRAM MANAGER

EDUCATION PROGRAM MANAGER

Job Summary
Incumbent serves as administrative leader for one or more graduate medical education (GME) programs and partners with the program director in the operational and financial management of the program(s). This position requires a comprehensive and detailed understanding of national accreditation policies as well as a high degree of initiative and independent judgment. This person will develop, initiate and/or direct a wide range of programmatic activities including long- and short-term program planning, project development and management, recruiting, developing and updating policies, developing and implementing databases, communicating with faculty, fellows, residents, and medical students and managing internal and external program relations. The program administrator’s role crosses many specialty areas including: administrative, finance, human resources and event planning to name a few. The position is essential in training program operations and is a primary resource for learners, faculty and administrative staff. This position is a requirement of the accrediting agency, the Accreditation Council for Graduate Medical Education (ACGME). The incumbent may also be responsible for supervising office staff members who work in the training program office.

Qualifications
Required:
Advanced leadership training and job skills are necessary. Administrative support experience, to include some project coordination/management, are required. An associate’s degree and three years of administrative support experience needed. If no degree, will accept five years of experience.

Desired:
Prior experience in graduate medical education is preferred. Training Administrators of Graduate Medical Education (TAGME) certification is preferred or willingness to obtain certification within 5 years of hire date.

Professional Knowledge, Skills, and Abilities
Knowledge:
- Exhibits excellent knowledge and the ability to interpret and articulate accreditation program requirements.
- Exhibits excellent knowledge of board and/or institutional requirements of training program(s).
- Exhibits excellent knowledge of professional ethics, laws and regulations.
- Demonstrates commitment to knowledge development.

Skills:
- Maintains flexibility and a willingness to interact collegially with hospital administration, other departments, and outside contacts to carry out the mission of the program.
- Exhibits exceptional interpersonal/customer service skills and is able to cope with stress effectively. Demonstrates commitment to continual advancement of verbal and written communication skills.
- Exhibits proficiency of Microsoft Office programs, GME database management programs and web based applications for process improvement.
• Demonstrates expertise in administrative management of program.
• Demonstrates expertise in fiscal management of program.
• Demonstrates expertise in data analysis/management of program.
• Demonstrates expertise in program compliance management.

Abilities:
• Exhibits the highest moral integrity when handling confidential information.
• Ability to work independently, self-motivated, expertise in prioritizing tasks, shows initiative and is proactive.
• Ability to multitask and problem solve in coordinating multiple, simultaneous program demands.
• Ability to conduct long-range program planning, involving complex decision-making skills.
• Ability to foster and support change, and take informed risks that appropriately challenge the status quo.
• Ability to run program education meetings with continuous follow-up and action planning.
• Ability to monitor remediation compliance.
• Ability to perform in stressful situations.
• Ability to supervise other staff members, if applicable.
• Ability to exercise diplomacy and maintain positive working relationships with coworkers to include faculty, learners, and administrative staff, thereby promoting good customer and departmental relationships.
• Ability to successfully investigate, develop and/or implement solutions for ongoing regulatory demands.

Responsibilities

Administrative
• Executes institutional and/or program activities with a high degree of independence (e.g. educational events, trainings, recruitment, orientation, graduation, site visits, etc).
• Partners with program directors concerning program management challenges and activities. Identifies and evaluates methods for improvement and makes recommendations to program leadership.
• Partners with program leadership in development of program-level policies and provides copies of program-specific policies to the GME Office.
• Educates and manages distribution of institutional and program policies.
• Provides measurable impact on operational effectiveness and attainments of training program objectives.
• If applicable, oversees the work of support staff. Provides mentorship to other program administrators.
• Functions as a liaison between the residents/fellows, program director, faculty, GME office, human resources labor relations, participating sites, and other internal department and outside agencies.
• Creates processes for tracking data:
  o Rotations
  o Case/Procedure logs
  o Work Hour compliance
  o Conference attendance
  o Evaluations
  o Scholarly Activity
  o QI/Patient Safety projects
• **Licensure**  
• **Vacation, sick time**  
  
  • Critically evaluates program policies to ensure alignment with institutional and accreditation requirements.  
  • Generates faculty and resident list for institutional Clinical Learning Environment Review (CLER) visit.  
  • Responds to any additional institutional GME requests.

**Clinical Experience and Educational Schedules**  
  
  • Creates, monitors and disseminates trainee schedules and manages those rotation schedules throughout the year (entering into residency management system, ensuring budget compliance, verifying required training goals are met, etc.).  
  • Monitors completion and compliance of work hour logs.  
  • Tracks moonlighting activities of trainees and ensures compliance with moonlighting policies.

**Credentialing**  
  
  • Provides accurate information about the physicians who trained in the program and is detail oriented in the credentialing process.  
  • Drafts the “Verification of Training” forms.  
  • Drafts recommendation letters.  
  • Knowledgeable on appropriate releases of information and ensures the program is properly protected prior to releasing any information on a past trainee.  
  • Ensures appropriate documentation is prepared when a trainee enters an improvement status (ie. probation).  
  • Maintains appropriate documentation for board eligibility.  
  • Ensures state licensure requirements are met by the program.

**Evaluation**  
  
  • Proficient with Residency Database Management system.  
  • Assists with development of and ensures completion of formative, summative, semi-annual, and final evaluations of the trainees.  
  • Sets up and manages 360 degree evaluations.  
  • Ensures completion of assignment feedback and prepares necessary reports / action plans.  
  • Attends Clinical Competency Committee (CCC) meetings, takes minutes, and creates action plans as needed.  
  • Submits Milestones data to the ACGME.  
  • Submits trainee evaluations to Board organizations.  
  • Documents either trainee or faculty remediation plan(s) as needed.  
  • Develops comparison data of evaluations and milestones for trainees in the program for presentation to the Graduate Medicine Education Committee (GMEC) as needed.  
  • Analyzes completed evaluations for concerns and shares information with the program director and CCC.  
  • Assists with development of program evaluations, disseminates, monitors completion and tracks action plans.

**Didactics and Educational Content**  
  
  • Schedules didactics and speakers and creates appropriate education calendars.  
  • Works with program director to ensure didactics cover deficiencies seen in the in-training or Board examinations.  
  • Sets up training or deploys fatigue mitigation educational session.
• Assists with scheduling and management of scholarly activities.
• **Tracks and enters trainee scholarly activity into ACGME WebADS.**
• Facilitates the distribution of practice habits data to trainees.
• **Maintains goals and objectives for rotations/assignments. Ensures trainees receive goals and objectives prior to the start of each rotation.**

**Faculty**

• Disseminates program policies to all teaching faculty and sets up necessary training in the evaluation and supervision of trainees and the requirements for transition of care and fatigue mitigation.
• **Trains and enrolls faculty in the Residency Management System.**
• Maintains a database of faculty mentors (interested in education).
• Assists with creation and facilitation of faculty development activities; tracks activities of core faculty for annual reporting.
• **Tracks all scholarly activity for core faculty for WebADS annual reporting.**
• Pulls faculty evaluation data used by the program director for annual evaluation of teaching effectiveness.

**Finance**

• Creates GME budget based on projected rotation schedule, off-cycle training and any grant participation. Manages any changes that may create a variance in initial budget submission.
• Gathers financial data for monthly, quarterly and annual reporting.
• Monitors program operation allocations and expenses and make recommendations to program director as needed.
• Estimates Medicare allotment for trainees.
• Develops fund-raising activities.
• **Instructs trainees on matters of travel and expense reimbursements.**
• Prepares financial documents and reports as needed.
• Processes vendor payments, professional development account reimbursements, and annual trainee memberships.
• Accurately completes all budget control reports in a timely fashion and supplies all required documentation to ensure maximum educational funding for the hospital.
• Evaluates FTE activity and makes recommendation to program director to correct variances.

**Human Resources**

• Possesses knowledge of HR guidelines for the state and implements structure within the program that allows for ongoing compliance.
• Advises trainees, faculty, coordinators, and staff on recruitment issues.
• Issues contracts and processes new hire, promotion, or termination documents.
• Coordinates trainee credentialing.
• Ensures resident compliance with external and internal agency requirements, such as HIPAA.
• Maintains knowledge of current immigration policies, verifies Educational Commission for Foreign Medical Graduates (ECFMG) documentation and ensures that visa requirements are met.
• **Prepares verification of trainee’s completion of program, deferments, and letters of recommendation.**
• Manages staff assigned to program. Makes hiring, promotion, and salary decisions. Provides performance appraisals for staff and determines need for disciplinary action.
• Trains program staff in all work involved in their position and the department and institutional policies and procedures.
• Directs and oversees office workload.
• Approves and prepares trainee and other support staff vacation, sick leave, and leave of absence documentation and maintains leave of absence database.
• Creates job opportunity documents, including recommendation for title, salary, and job duty description with percent of effort.
• Develops and organizes department level orientation for incoming trainees and support staff; presents computer training on residency management system and programs policies and procedures.
• **Prepares resident handbook and other orientation materials.**
• Monitors trainee and support staff morale and notifies program director of concerns.
• **Assists with due process for resident probation and termination.**
• Consults with legal counsel on hiring and disciplinary actions.
• Advises residents on fellowship application process.

**Information Technology**

• Develops program-related materials including educational materials, marketing materials, web sites, forms and reports.
• Develops and maintains database of current and alumni trainees.
• Coordinates the collecting and storing of program data, generating management reports as needed and all documentation required by the ACGME.
• Maintains trainee records and enrolls faculty in residency management system (RMS).
• Generates and provides data metrics to GME Office, i.e. statistical make-up of recruited class, board passage rate, percent of individuals who have stayed with institution, in-state following completion of the program, etc.
• Creates and maintains annual RMS rollover processes.
• Presents computer training for program’s residency management system during orientation process.
• Coordinates computer set up for In-Training Exam.
• Creates and manages trainee, faculty, and rotation evaluations.
• Sets up and manages the Electronic Residency Application Service (ERAS) process to produce applications, reports, and rank lists as needed.
• Sets up and manages the National Resident Matching Program (NRMP) process.
• Completes annual American Medical Association Fellowship and Residency Electronic Interactive Database Access (AMA-FREIDA) reporting.
• Develops informational websites for faculty and all trainees.
• Creates and updates brochures, flyers, handbooks, and recruiting websites.
• Completes web-based reporting on ACGME WebADS.
• Completes Board evaluation reporting.
• Creates and deploys program surveys, recruitment surveys, and graduate surveys; reviews and assesses responses and summarizes recommendations for next year’s activities.
• Assists with audio visual equipment needs.

**Medical Students**

• In absence of student coordinator, arranges student electives and rotations.
• Coordinates medical student didactics.
• Prepares rotation packets.
• Presents rotation orientation.
• Ensures completion of student evaluations.
• Advises clerkship director on student morale and feedback.
• Advises students on residency application process.

**Recruiting / Onboarding**

• In cooperation with GME office, ensures adequate match quota with NRMP.
• Ensures recruitment requirements meet institutional guidelines that may be above and beyond ACGME guidelines.
• Verifies visa status of applicants prior to placement on the match list.
• Coordinates rank meeting materials.
• Reviews credentialing documents for all incoming trainees according to institutional guidelines and resolves issues as they arise.
• Applies knowledge to answer incoming trainee onboarding questions.
• Develops the program orientation process to ensure GME requirements for orientation are met.
• Sets up and leads various orientation activities.
• Facilitates training for electronic medical record access.
• Disseminates and explains program handbook including all required policies included in the handbook.
• Facilitates experiences for outside rotators and helps complete their onboarding activities.
• Explains the system in place so trainees can raise concerns without fear.
• Disseminates the appropriate tools for self-screening of well-being, including ways to access confidential and affordable counseling/mental health services.
• Obtains library, medical database, journal access, etc., to new trainees and educates trainees on how to use these various databases.

**Program Accreditation**

• Maintains proficiency in accreditation, board and/or institutional requirements.
• Manages activities related to these requirements to ensure full compliance with a high degree of independence.
• Advises program leaders on issues related to the requirements from accreditation agencies, national boards and/or national or state governing organizations.
• Participates on Program Evaluation Committee (PEC), takes minutes, assists with development of action plans.
• Manages oversight of the annual program evaluation action item List.
• Critically evaluates program information to create initial responses for the Annual Program Director Questionnaire (Dean’s Dashboard).
• Initiates forms, including creating responses and gathering documents for the Graduate Medical Education Committee (GMEC) for any special reviews or approvals requested from them.
• Ensures all Program Letters of Agreement (PLAs) are accurate and up-to-date.
• Provides work hour reports and explanations any violations in accordance with institutional guidelines.
• Tracks trainees’ licenses to ensure they remain valid.
• Submits Final Verifications of Training for all residents.
• Completes and submits, in partnership with program director, the annual ACGME WebADS update.
• Completes requests for complement increases, program director changes, and additional training sites within the ACGME WebADS.

**Wellness**

• Coordinates wellness activities.
• Notifies residents and faculty of wellness activities and resources.
• Monitors trainees for signs of excessive fatigue / burn out and notifies program director when necessary. Refers trainees to appropriate wellness resources.

**Professional Development**

• **Reads current media sources related to accreditation to keep apprised of requirements and changes within the specialty; applies that information to daily work routines.**
• Participates in department, institutional, and national level committees.
• Attends local, state, and national GME conferences.
• Presents at local, state and national GME conferences.
• Updates program director of trends in GME.
• Mentors other coordinators.
• Seeks certification through TAGME and maintains renewal every 5 years.

**Other**

• Participates in the development of program resources through literature searches, contact with outside programs and review of funding opportunities.
• Assesses training program strengths and weaknesses and makes recommendations for improvement.
• Maintains department library, orders educational materials as necessary and updates yearly publications.
• Coordinates alumni activities and publishes alumni newsletters.
• Assists with military-specific requirements such as deployment readiness, military training completion physical fitness testing, military skills, etc.

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