

PROFESSIONAL DEVELOPMENT: MILESTONES FOR PROGRAM ADMINISTRATORS

Jeanette Wheeler, C-TAGME

University of Missouri-Kansas City

Saint Luke's Mid America Heart Institute

◉ I have no disclosures

MAILESTONEA FOR ADMINISTRATORA

Objectives:

- Assessing yourself in a “new” way
- Setting competencies for program administrators
- Institutional measuring tool
- Discuss and provide input for assessment, evaluation and professional development

BACKGROUND / BENEFIT

- ◉ Currently, no consistency in hiring, evaluation and management of coordinators
- ◉ Varying levels of responsibilities and titles
- ◉ Insufficient training, professional development and networking opportunities
 - Cardiology is fortunate to have in place

WHERE DO WE START?

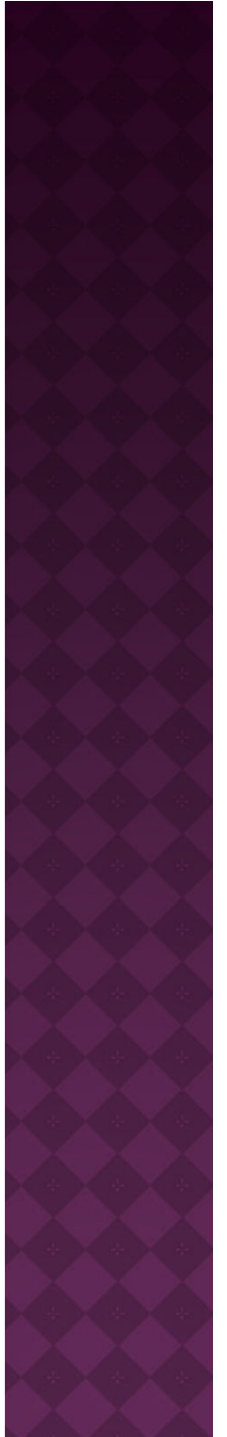
- ◎ HCPro the Complete Residency Program Management Guide (2009), Chapter 4
 - Coordinator Competencies
- ◎ ACGME-2015 Conference
 - Milestones for Program Coordinators

EMPLOYEE ENGAGEMENT SURVEY

- ⦿ “I know what I need to do to be successful in my job”

COMPETENCIES

- ◉ Medical Education Knowledge
- ◉ Professionalism
- ◉ Interpersonal Communication Skills
- ◉ Practice Based Learning and Improvement
- ◉ System Based Practice
- ◉ Personal Care

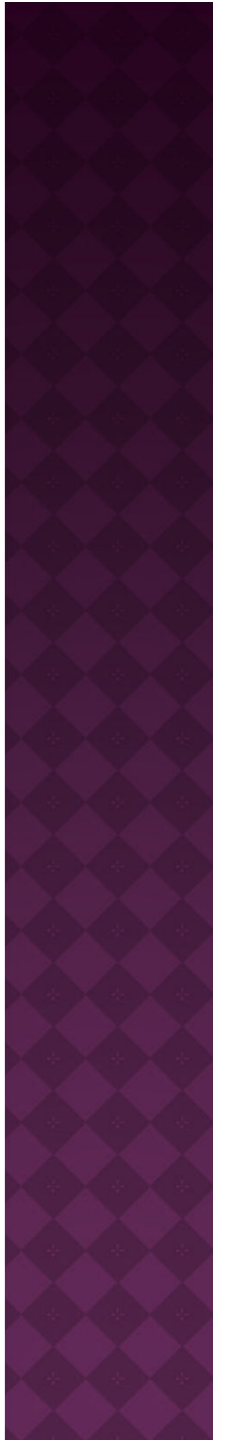


MEDICAL EDUCATION KNOWLEDGE

Administration Support & Reporting

Medical Education & Technology

Accrediting Agencies
& Governing Bodies



PROGRAM ADMINISTRATOR MILESTONE DEVELOPMENT



- ◎ Medical Education Knowledge (MK-1)
 - *Keeping up with increasingly complicated program requirements and regulations*

- ◎ Medical Education Knowledge (MK-2)
 - *Know the rules, regulations, policies and procedures to support a successful program and maintain accreditation*

PROFESSIONALISM

Responsible Professional

Representative of Department

Respectful Interactions

PROGRAM ADMINISTRATOR MILESTONE DEVELOPMENT

◎ Professionalism (PROF-1)

- *Skills to carry out professional responsibilities; adherence to ethical principles, department and institutional goals and missions; representing your program and counseling your trainees*



INTERPERSONAL AND COMMUNICATION SKILLS

Communicates effectively w/program
personnel/trainees

Personal
accountability/responsibility

PROGRAM ADMINISTRATOR MILESTONE DEVELOPMENT

◉ Interpersonal/Communication Skills (ICS)

- - *Effective communication (written and oral) with all team members, faculty, current and future trainees*

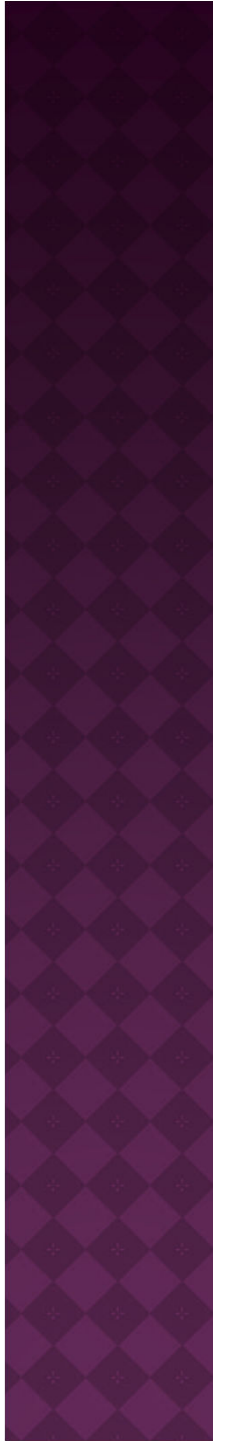


PRACTICE BASED
LEARNING AND IMPROVEMENT

Monitors Job Performance

Seeks Professional
Development Opportunities

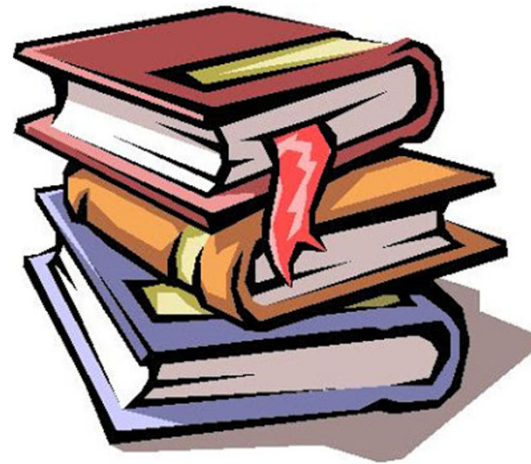
Leadership / Role Model



PROGRAM ADMINISTRATOR MILESTONE DEVELOPMENT

- ◉ Practice Based Learning and Improvement (PBLI)

- *Self-evaluation, life-long learning, continuous professional development (TAGME); FACET member and/or leadership role*



SYSTEM BASED PRACTICE

Cost Considerations

Recognition of Errors

Responsive to Team

PROGRAM ADMINISTRATOR MILESTONE DEVELOPMENT

◎ Systems-Based Practice (SBP)

- *Cost considerations, program improvement and awareness; recognition of errors and advocates for improvement*



PERSONAL CARE

Work / Lifestyle
Balance

Personal Wellness

Stress Reducing

PROGRAM ADMINISTRATOR MILESTONE DEVELOPMENT

◎ Personal Care (PC)

- *Work-Life Balance; Personal Wellness; Time Management; Networking*



VISION...

- ⦿ Better understanding of what is required of a program coordinator/administrator
- ⦿ Effective tool for annual review of program coordinator/administrator
- ⦿ ACGME program requirements changed to include program coordinator/administrator descriptive role

BARRIERS

- ◉ Verbiage uniform, yet flexible, for the various type of institutions
 - (university based, hospital based, AOA. RCPS-Canada)
- ◉ All specialties included (generic)
- ◉ GME / Administration agreement
- ◉ Program coordinators/administrators buy-in
- ◉ ACGME acceptance

WHERE DO WE GO FROM HERE?

- Develop a Milestone Taskforce under FACET
 - Build a working set of milestones
- Work with the CDTF “Coordinator Description Task Force”
 - coordinator’s official role through ACGME (Phase III)
- Begin promoting at each institution



INTERESTS...SUGGESTIONS ... QUESTIONS

