

PROFESSIONAL DEVELOPMENT: MILESTONES FOR PROGRAM ADMINISTRATORS

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◉ I have no disclosures



MILESTONES FOR ADMINISTRATORS

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

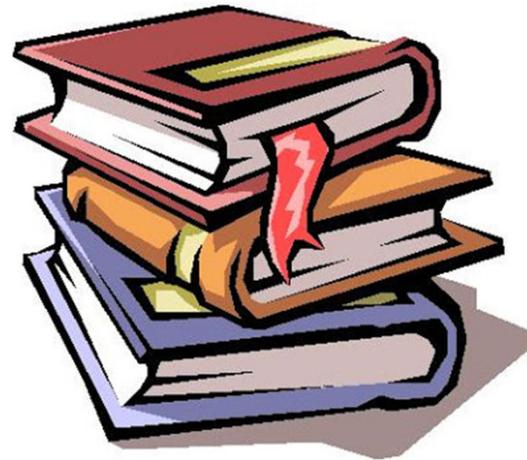
Leadership / Role Model



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



