

GENERAL ADMINISTRATIVE SUPPORT

Serves as direct/first point of contact for the program(s)

EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
<p>Does not have the communication skills required to, or lacks interest in serving as direct/first point of contact for the program.</p> <p>Program Director regularly serves in this capacity instead of the Program Administrator.</p> <p>Has not yet developed relationships outside of the department to encourage being first point of contact for the program.</p>	<p>Has adequate communication skills necessary to serve as direct/first point of contact for the program.</p> <p>Program Director serves in this capacity only when the Program Administrator is unavailable.</p> <p>Has begun to develop relationships outside the department, encouraging being first point of contact for the program.</p>	<p>Consistently demonstrates effective communication skills.</p> <p>Has fostered relationships outside the department, thus encouraging many individuals to communicate with the Program Administrator over Program Director, unless the nature of the conversation is confidential.</p> <p>Program Director rarely engages in conversation with others that could otherwise be handled by the Program Administrator.</p>	<p>Communication skills are of the highest quality.</p> <p>Serves as a role model for timely, respectful, professional, and confidential verbal and written communication skills.</p> <p>Program Director would prefer to have Program Administrator communicate program matters to others instead of him or herself.</p> <p>Has strong relationships outside the institution with other hospitals, programs, candidates, etc.</p>

- Not applicable
- Not yet achieved

Provides daily academic administrative support to Program Director(s) and Associate Program Director(s)

EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
<p>Is developing the skills required to serve administratively to Program Director(s) and Associate Program Director(s).</p>	<p>Provides adequate administrative support to Program Director(s) and Associate Program Director(s).</p> <p>Is consistently responsive to the needs of the Program Director(s) and Associate Program Director(s).</p>	<p>Provides excellent administrative support to Program Director(s) and Associate Program Director(s).</p> <p>Is not only responsive to, but proactively anticipates the needs of the Program Director(s) and Associate Program Director(s).</p>	<p>Administrative skills are of the highest quality.</p> <p>Serves as a role model for building relationships and rapport with program leadership.</p> <p>Program Director(s) and Associate Program Director(s) consider the Program Administrator an integral part of the leadership team and depend on the Program Administrator significantly for quality program assistance and administrative support.</p>

- Not applicable
- Not yet achieved

Provides administrative support to trainees			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Is developing the skills required to serve administratively to the trainees.	<p>Provides adequate administrative support to trainees.</p> <p>Is consistently responsive to the needs of the trainees.</p>	<p>Provides excellent administrative support to trainees.</p> <p>Is not only responsive to, but proactively anticipates the needs of the trainees.</p>	<p>Administrative skills are of the highest quality.</p> <p>Serves as a role model for building relationships and rapport with trainees.</p> <p>Trainees view the Program Administrator as a part of the leadership team and depend on the Program Administrator significantly for quality program assistance and administrative support.</p>

- Not applicable
- Not yet achieved

Schedules, prepares for, and attends program meetings, and prepares minutes as/if indicated			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Is aware of meetings occurring within the program.	<p>Schedules meetings such as CCC, PEC, Program Director Reviews, etc.</p> <p>Prepares agendas with help from Program Director.</p> <p>Attends and records minutes for CCC and PEC meetings.</p>	<p>Prepares and distributes documents prior to meetings.</p> <p>Involved with meeting discussions.</p>	<p>Could lead a meeting in absence of the Program Director.</p>

- Not applicable
- Not yet achieved

Maintains and updates program(s) website and other media related to training program(s) (electronic or paper, i.e.: brochures)			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Is aware of website and electronic and paper media related to training program.	Updates websites and other media annually.	Updates websites and other media throughout the year. Creates templates and documents for websites and/or media.	Creates new websites and/or media. For example, Residency Facebook or Twitter account.

- Not applicable
- Not yet achieved

Manages residency management software (New Innovations)			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Is aware of the applications in New Innovations but does not understand how to apply them to the program. Needs guidance from the GME office/seasoned program administrators when setting up items in New Innovations. Willing to learn new skills. Attends training sessions provided by GME Office.	Is able to set-up the academic year, basic evaluations and conferences in New Innovations. Has an understanding of how to find information such as Duty Hours, Case Logs, Personnel, etc. Expresses interest in and/or attends the New Innovations "Fundamental Class."	Is able to load documents, log scholarly activity and set-up portfolio reviews in New Innovations. Actively seeks opportunities to expand knowledge base and use New Innovations to improve the program.	Is a go-to person and mentor for others in his/her department or other program administrators. Continues to explore and use new applications in New Innovations to improve the program. Expresses interest in and/or attends the New Innovations "Progressive Class."

- Not applicable
- Not yet achieved

FINANCE AND BUDGET ADMINISTRATION

Assists in preparation of budget, as indicated per department/division, and assures appropriate expenditures			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Does not have the ability to assist or lacks interest in assisting with development of budget. Does not have the ability to or is just learning how to track expenditures.	Provides budget information as requested by Program Director or department. Tracks expenditures, as appropriate.	Actively assists with preparation of budget, to the extent which Program Director and/or department desires. Assures that expenditures by the program and trainees are appropriate and within HMC and/or COM policies.	Independently responsible for developing program budget.

- Not applicable
- Not yet achieved

Prepares reimbursements and payments for any program-related expenses and assure/oversee appropriate usage of program funds			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Does not have the ability to or is just learning how to prepare reimbursements using Request for Payment form, Miscellaneous Expense Reimbursement form, and/or Purchasing Requisition.	Adequately prepares reimbursements and payments for program-related expenses. Demonstrates competency in fiscal management of program.	Assures that reimbursements being made are appropriate, budgeted for, and within HMC and/or COM policies. Manages program budget with no errors.	Assists others with creating a budget.

- Not applicable
- Not yet achieved

Prepares reimbursements to trainees for expenditures from their Educational Support Funds (ESF) and and assure/oversee appropriate usage of trainee's ESF			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Does not have the ability to or is just learning how to prepare reimbursements using Miscellaneous Expense Reimbursement form. Is knowledgeable about trainees Educational Support Funds accounts, but is not entrusted to managing them.	Adequately prepares reimbursements to trainees for expenditures from their ESF. Entrusted to manage ESF expenditures for the trainees.	Efficiently prepares reimbursements to trainees for expenditures from their ESF. Independently manages ESF expenditures for the trainees.	Manages ESF monies with no errors.

- Not applicable
- Not yet achieved

Assists trainees with travel and manages travel-related expenditures, including assistance with registration, booking flights, conveying finance travel policies, and processing reimbursement (from ESF or departmental or gift funds)

EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Does not have the ability to or is just learning how to prepare travel-related reimbursements using Business Travel Reimbursement form and/or ERS.	<p>Adequately assists trainees with reimbursement of travel-related expenses (from ESF or departmental or gift funds) upon their return from national meetings.</p> <p>Entrusted to manage travel-related expenditures for the trainees.</p>	<p>Efficiently assists trainees with reimbursement of travel-related expenses (from ESF or departmental or gift funds) upon their return from national meetings.</p> <p>Independently manages travel-related expenditures for the trainees.</p>	Proactively assists trainees prior to their travel to ensure they follow HMC/COM policies while traveling in order to maximize their reimbursement potential upon return.

- Not applicable
- Not yet achieved

PROGRAM ACCREDITATION

Oversees program accreditation via comprehensive understanding of the Accreditation Council for Graduate Medical Education (ACGME) Program Requirements, as well as specialty board requirements

EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Has not been in Program Administrator role long enough, or does not show motivation to become educated on ACGME program requirements or specialty specific board requirements.	<p>Has core fund of knowledge of ACGME Common Program Requirements and knows where to locate information if called upon to do so.</p> <p>Has core fund of knowledge of specialty specific board requirements and knows where to locate information if called upon to do so.</p>	<p>Has core fund of knowledge of ACGME specialty specific program requirements and knows where to locate information if called upon to do so.</p> <p>Has in depth knowledge of ACGME Common Program Requirements.</p> <p>Has in depth knowledge of specialty specific board requirements.</p>	<p>Has in depth knowledge of both ACGME Common Program Requirements and specialty specific program requirements, as well as specialty specific board requirements.</p> <p>Proactively informs program leadership when program requirements change.</p> <p>Maintains active role in making sure program requirements are being adhered to.</p>

Not applicable

Not yet achieved

Prepares for and coordinates ACGME site visits and self-studies; Assists GME office with CLER site visits, as pertains to program

EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
<p>Has never been involved in a site visit or self-study.</p> <p>Requires an abundance of assistance from Program Director, GME, or seasoned Program Administrator.</p>	<p>May or may not have been involved in a site visit or self-study previously.</p> <p>Requires expected level of assistance from Program Director, GME, or more seasoned Program Administrator.</p> <p>Is responsive to ACGME site visitor requests.</p> <p>Creates agenda, books rooms and food as necessary, facilitates coordination of the day(s).</p>	<p>Shows more of a leadership role throughout the site visit/self-study process.</p> <p>Initiates communications with Program Director, GME, and ACGME.</p>	<p>Experienced enough to serve as primary coordinator for site visit/self-study.</p> <p>Is obviously responsible for playing an integral role in making the site visit or self-study process run smoothly.</p>

Not applicable

Not yet achieved

Completes annual updates: GME office (APE), ACGME (WebADS), AMA-FREIDA (GME Track), and/or specialty specific board/database, as indicated			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
<p>May or may not be fully aware of all systems which require annual updates.</p> <p>Completion of annual updates requires significant guidance from Program Director, GME, or seasoned Program Administrator.</p>	<p>Has performed annual updates previously, but may still need reminders or assistance from Program Director, GME, or more seasoned Program Administrator.</p> <p>Performs annual updates by due date set forth by respective governing body.</p>	<p>Has performed ample amount of annual updates that little to no help is required by Program Director or GME.</p> <p>Proactively completes annual updates. Completion is done in advance of the due dates set forth by respective governing bodies, avoiding the necessity for reminders.</p>	<p>Independently responsible for completing all annual updates and in a timely manner.</p>

- Not applicable
- Not yet achieved

Assists in coordination of away rotations and execution of Program Letters of Agreement (PLA)			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
<p>May or may not be aware away rotations within the program.</p> <p>Is familiar with what a PLA is, but does not have the knowledge or experience with executing one.</p> <p>Execution requires significant amount of assistance from the Program Director, GME, and/or seasoned Program Administrator.</p>	<p>Can assist in coordination of away rotations and execution of PLA at the request of GME, but GME handles majority of coordination.</p>	<p>Routinely, and with ease, coordinates trainees away rotations and recognizes when a PLA is required for the program.</p> <p>Initiates the PLA process by contacting GME.</p>	<p>Independently handles away rotations and execution of PLAs.</p> <p>Serves as coordinator for arranging away rotations and completion of PLAs.</p> <p>Communicates directly with outside institution's personnel regarding away rotations and PLAs.</p>

- Not applicable
- Not yet achieved

Submits milestones to ACGME, and records them in New Innovations, semi-annually

EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
<p>Is aware that milestones need to be submitted to both the ACGME (WebADS) and GME (NI), semi-annually, but is not independently responsible for submission.</p> <p>Submission is done by Program Director, or requires assistance from GME or seasoned Program Administrator.</p>	<p>Independently submits milestones to ACGME (WebADS) and GME (NI), semi-annually, by due date set by ACGME.</p>	<p>Displays ambition to submit milestones to ACGME (WebADS) and GME (NI), semi-annually, in advance of the due date set by ACGME, avoiding the necessity for ACGME or GME reminders.</p>	

- Not applicable
- Not yet achieved

Tracks trainee and faculty scholarly activity

EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
<p>Is knowledgeable about scholarly activity, but does not query trainees or faculty.</p>	<p>Collects scholarly activity from trainees and faculty when prompted.</p>	<p>Proactively queries trainees and faculty for scholarly activity.</p>	<p>Has developed an effective system for routinely collecting and tracking trainee and faculty scholarly activity.</p>

- Not applicable
- Not yet achieved

PROGRAM CURRICULUM AND SCHEDULES

Assists with development of program curriculum

EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Can locate curriculum if/when asked, but does not have the ability to assist or lacks interest in assisting with development of curriculum.	Assists with updating curriculum and distributes it as needed, when asked.	Actively participates in the creation and/or revision of program curriculum. Informs Program Director when curriculum review/revision is necessary.	Is an instrumental team member who significantly contributes to the review and revision of program curriculum.

- Not applicable
- Not yet achieved

Assists with preparation and management of trainee rotation and call schedules, didactic calendar, grand rounds, and/or other courses or seminars

EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Is just learning about the various conferences and schedules that exist within the program and/or department. Can locate schedules and calendars if/when asked, but does not have the ability to assist or lacks interest in assisting with development of schedules and calendars.	Facilitates distribution of schedules and calendars. Has the skills to create schedules and calendars, even if it is not required of them in the Program Administrator role.	Assists with creation of schedules and calendars to the extent which Chief Resident and/or Program Director desires. Maintains knowledge about rotation and call schedules and didactic program requirements and informs Chief Resident and/or Program Director about non-compliance.	Independently manages preparation of trainee rotation and call schedules, didactic schedules/calendars, and other courses or seminars, if applicable.

- Not applicable
- Not yet achieved

Initiates, prepares/revises, and implements program-specific policies and procedures			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Can locate policies and procedures if/when asked, but does not have the ability to assist or lacks interest in assisting with development of policies and procedures.	<p>Facilitates distribution of policies and procedures.</p> <p>Prepares/Revises policies and procedures, as directed.</p> <p>Has the skills to create policies and procedures, even if it is not required of them in the Program Administrator role.</p>	<p>Assists with creation of policies and procedures to the extent which Chief Resident and/or Program Director desires.</p> <p>Maintains knowledge about the program requirements that may require a revision of a policy or procedure and initiates changes by bringing to the attention of Program Director.</p>	Independently manages program-specific policies and procedures.

- Not applicable
- Not yet achieved

Updates program handbook as needed, at least annually			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Can locate and distribute program handbook if/when asked, but does not have the ability to assist or lacks interest in assisting with development or updating of handbook.	<p>Updates program handbook content, as required, at least annually.</p> <p>Distributes program handbook to all trainees and teaching faculty, at least annually.</p>	<p>Updates program handbook formatting as needed.</p> <p>Distributes program handbook to prospective candidates.</p>	<p>Independently manages creation and/or revision of program handbook.</p> <p>Actively seeks or has sought ideas to improve the program handbook.</p>

- Not applicable
- Not yet achieved

Coordinates external resident rotators and/or medical student electives within program/department; Coordinates trainees electives outside the program			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
<p>Is aware that students and residents rotate on their service, but does not have the ability to coordinate or lacks interest in coordinating their rotation/experience.</p> <p>May or may not have previously coordinated an elective for trainee.</p>	<p>Coordinates external resident rotators and/or medical student electives within program/department, at the request and with the assistance of medical education or graduate medical education office personnel, but has little involvement otherwise.</p> <p>Coordinates trainee's electives outside the program.</p>	<p>Coordinates external resident rotators and/or medical student electives within program/department, with little assistance from medical education or graduate medical education office personnel.</p> <p>Appropriately prepares for rotating student or resident and informs other trainees and Program Director of their impending rotation.</p> <p>Routinely, and with ease, coordinates trainee's electives outside the program.</p>	<p>Ensures that rotation runs smoothly for rotating student or resident.</p> <p>Collects evaluations of student or resident from faculty and sends to home program.</p> <p>Collects evaluation of rotation from rotating student or resident.</p> <p>Communicates directly with outside institution's personnel regarding trainee's electives outside the institution.</p> <p>Ensures that home program receives evaluations completed by elective site personnel.</p>

- Not applicable
- Not yet achieved

EVALUATIONS

Assists in creation, revision, distribution, completion, and development of trainee and program/rotation evaluations and milestone tracking			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
<p>Is aware of the evaluation application in New Innovations but does not fully understand how to apply them to the program.</p> <p>Needs guidance from the GME office/seasoned Program Administrators with creating/revising evaluations in New Innovations.</p> <p>Lacks knowledge of how to track milestones.</p>	<p>Assists in creation, revision, and distribution of trainee and program/rotation evaluations, but lacks knowledge or desire to assist in development of evaluation content.</p> <p>Assists in collecting milestones data, but lacks knowledge or desire to assist in development of a milestone tracking process.</p>	<p>Actively monitors completion of evaluations and follows up with delinquency.</p> <p>Has shown an interest in becoming involved or has begun involvement in developing evaluation content and a milestone tracking process.</p>	<p>Independently manages creation, revision, and distribution of evaluations.</p> <p>Successfully developed tool for milestone tracking that is actively being utilized.</p> <p>Instrumental team member for ensuring compliance with evaluation completion.</p>

- Not applicable
- Not yet achieved

Monitors completion of ACGME Resident and Faculty surveys			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
<p>Lacks knowledge or is experiencing ACGME Resident and Faculty surveys for the first time.</p>	<p>Receives notification of ACGME Resident and Faculty surveys and forwards information to appropriate parties, as required.</p>	<p>Actively reminds trainees and faculty to complete survey during the surveying time period.</p>	<p>Holds themselves (PA) personally accountable for making sure trainees and faculty complete the survey during the surveying time period.</p>

- Not applicable
- Not yet achieved

Prepares agenda, compiles supporting documents/reports, and coordinates Clinical Competency Committee (CCC) meetings semi-annually, prepares and maintains required documentation (minutes), prepares, maintains, and distributes CCC letters for all trainees			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
<p>Lacks knowledge or motivation to coordinate the CCC process.</p> <p>Requires significant guidance from Program Director, GME, or seasoned program administrators.</p>	<p>Prepares agenda and supporting documents and distributes to committee, at the direction of the Program Director.</p> <p>Assists Program Director with preparation of CCC letters.</p> <p>Prepares minutes and distributes to committee after CCC meeting.</p>	<p>Independently coordinates the entire CCC process, prepares agenda, and compiles supporting documents on each trainee.</p> <p>Independently prepares, maintains, and distributes CCC letters to trainees, only requiring Program Director signature.</p>	<p>Leads CCC meetings.</p> <p>Is an integral member of the CCC team. CCC meetings would not run smoothly without the Program Administrator.</p>

- Not applicable
- Not yet achieved

Coordinates, prepares agenda, compiles supporting documents/reports, and leads Program Evaluation Committee (PEC) meetings, prepares and maintains required documentation (minutes), including key outcomes and action items, and follows up on action items			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
<p>Lacks knowledge or motivation to coordinate the PEC process.</p> <p>Requires significant guidance from Program Director, GME, or seasoned program administrators.</p>	<p>Prepares agenda and supporting documents and distributes to committee, at the direction of the Program Director.</p> <p>Prepares minutes, including key outcomes and action items, and distributes to committee after PEC meeting.</p>	<p>Independently coordinates the entire PEC process, prepares agenda, and compiles supporting documents on each agenda item.</p> <p>Actively draws PEC's attention to and follows up on action items.</p>	<p>Leads PEC meetings.</p> <p>Is an integral member of the PEC team. PEC meetings would not run smoothly without the Program Administrator.</p>

- Not applicable
- Not yet achieved

PERSONNEL

Updates, monitors, and manages confidential personnel files on trainees			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Knows where trainee personnel files are kept (physical and electronic locations), but does not regularly maintain them.	Updates hard copy and electronic trainee personnel files as needed.	Regularly maintains hard copy and electronic trainee personnel files.	Manages and monitors trainee personnel files in such a manner that other program leadership would be able to easily locate information in the event the Program Administrator is unavailable.

- Not applicable
- Not yet achieved

Updates and manages alumni records			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Can locate information from within alumni database but relies on others to update.	Updates alumni database on an as needed basis.	Regularly seeks updated information on alumni and updates information in database.	Manages and updates alumni database in such a manner that other program leadership would be able to easily locate information in the event the Program Administrator is unavailable.

- Not applicable
- Not yet achieved

Completes and/or manages execution of verification of training requests			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Familiar with verification of training requests and their purpose.	Receives verification of training requests from outside hospital and gives to Program Director for completion.	Receives verification of training requests from outside hospital and pulls trainee personnel file or other documents to assist Program Director with completion of request.	Independently manages execution of verification of training request completion. Only gives to Program Director for completion if something is questionable or specifically requires Program Director signature. Proactively has Program Director complete end-of-training verification form to assist in completion of future verification requests.

- Not applicable
- Not yet achieved

Processes, approves, and/or tracks vacation, CME days, time out of office for trainees			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Knows where to find information to determine if a trainee is out of the office.	Maintains calendar for the trainee's time out of the office when informed of time off.	Routinely collects time off request forms and maintains calendar for the trainee's time out of the office.	Independently manages trainee's time out of the office by regularly checking the schedule and reminding trainees to complete time off request form. Serves as approver and/or manages final approval.

- Not applicable
- Not yet achieved

Monitors HR-related items such as FMLA, Worker's Compensation, Leave of Absence, hiring and termination in HCM system, etc.			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Knows the resources to ask for help on HR related items when needed.	Familiarity of HR processes, policies and procedures.	Successfully completes the processes in advance. Familiar with unique situations (off cycles, etc.).	Develops best practices with each of these systems and provides training to others.

- Not applicable
- Not yet achieved

CREDENTIALING/LICENSURE/COMPLIANCE

Assists trainees with licensure renewal			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Aware licensure renewal is necessary, but is not fully knowledgeable about the process.	Actively prepares license renewals with the assistance of the GME office.	Able to independently prepare renewals with little assistance from GME.	Initiates renewal of trainee licenses.

- Not applicable
- Not yet achieved

Assists trainees with administrative and compliance tasks, expectations and deadlines, such as compliance and safety training, annual health screening and mask fit testing, child abuse training, etc.			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Knows when trainees have administrative, compliance, and training requirements due, but does not actively work with them to accomplish their tasks.	Informs trainees when administrative, compliance, or training requirements are required, but does not follow up regarding completion of the tasks.	Informs trainees when administrative, compliance, or training requirements are required, and sends reminders regarding completion of tasks.	Informs trainees when administrative, compliance, or training requirements are required, sends reminders, and follows through until completion of tasks.

- Not applicable
- Not yet achieved

Monitors regular compliance of duty hours, procedure tracking, conference attendance, completion of evaluations, curriculum/rotation review, moonlighting paperwork, etc., and assure minimum months/blocks are obtained in each rotation for graduation according to program and specialty regulations			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Knows that tracking of duty hours, procedures, conference attendance, evaluations, curriculum sign off, moonlighting approval, etc. is a program requirement, but does not yet have the skills to effectively collect and track the information.	Informs trainees that tracking of duty hours, procedures, conference attendance, evaluations, curriculum sign off, moonlighting approval, etc. is a program requirement, but places the onus on the trainee for tracking/completion.	Regularly reminds trainees of the importance of tracking duty hours, procedures, conference attendance, evaluations, curriculum sign off, moonlighting, etc. Holds trainees accountable for tracking/completion.	Has an effective process for ensuring that trainees track duty hours, procedures, and conference attendance, complete evaluations of the program, rotations, and faculty, review and sign-off on curriculum, and complete the proper moonlighting paperwork and any other paperwork necessary. Holds themselves (PA) accountable for trainees tracking/completion of aforementioned compliance.

- Not applicable
- Not yet achieved

RECRUITMENT/ORIENTATION/GRADUATION

Initiates and leads recruitment process, including arranging meetings, managing ERAS, screening applicant eligibility, extending interview invitations, scheduling and coordinating interview days, corresponding with candidates regarding interview date, travel and lodging, and follow up post-interview, collecting candidate evaluations and tallying scores for ranking, preparing rank list and entering it in NRMP, providing letters of offer after MATCH, managing SOAP process if necessary, and managing expenses associated with the recruitment process

EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
<p>Is aware of the basic needs for recruitment, but is not actively involved in planning or carrying them out.</p> <p>Knows of ERAS and NRMP, but does not know how they function.</p> <p>Communication with applicants/candidates is limited and frequently handled by the Program Director instead of the Program Administrator.</p>	<p>Actively involved in the planning and carrying out of recruitment.</p> <p>Can apply recommended changes to the recruitment process at the direction of others.</p> <p>Understands the functions of ERAS and NRMP with the assistance of Program Director or GME officials.</p> <p>Responds to applicants/candidates in a timely fashion, but inconsistently initiates communication with them.</p>	<p>Effectively leads recruitment process.</p> <p>Makes improvements to the existing recruitment process without instruction/direction.</p> <p>Can function independently within ERAS and NRMP and assists Program Director if necessary.</p> <p>Anticipates the needs of applicants/candidates during the recruitment process and communicates information to them effectively.</p>	<p>Initiates all details and efficiently leads the recruitment process.</p> <p>Is an integral team member during recruitment.</p> <p>Actively seeks new ways to improve the existing recruitment process and makes suggestions to program leadership.</p> <p>Solicits feedback from applicants/candidates in order to improve future communications with them.</p>

- Not applicable
- Not yet achieved

Assists in preparing resident agreements, renewal contracts, termination and warning letters (if/when necessary)

EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
<p>Knows that agreements/contracts need to be done annually, but does not assist in their preparation.</p> <p>Has little knowledge of termination or warning letters.</p>	<p>Actively involved in the preparation of agreements and contracts.</p> <p>Prepares termination and warning letters at the direction of Program Director.</p>	<p>Independently prepares agreements and contracts.</p> <p>Can independently prepare termination and warning letters.</p>	<p>Initiates preparation of agreements and contracts.</p> <p>Initiates preparation of termination and warning letters.</p>

- Not applicable
- Not yet achieved

Organizes orientation activities and trainings, and manages onboarding (alongside GME office staff) for incoming trainees			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
<p>Does very little to assist GME office with onboarding of incoming trainees.</p> <p>Relies on others in program to plan orientation activities.</p>	<p>Assists GME office with onboarding of incoming trainees when asked.</p> <p>Assists program leadership with planning of orientation activities.</p> <p>Assists with arranging appropriate training sessions during orientation.</p>	<p>Actively monitors completion on onboarding documents in New Innovations by incoming trainees.</p> <p>Actively involved with planning of orientation activities.</p> <p>Actively involved in arranging appropriate training sessions during orientation.</p>	<p>Actively pursues completion of onboarding documents from incoming trainees without direction from GME office.</p> <p>Independently plans orientation activities and training sessions during orientation.</p>

- Not applicable
- Not yet achieved

Works with Human Resources visa specialist for any trainees with visa status			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
<p>Is often unaware that a trainee in program has visa status and does not know the steps that need to be taken to verify visa status.</p>	<p>Assists HR visa specialist with verification/renewal/extension of visa status for trainees in program when asked.</p>	<p>Actively monitors visa status of trainees in program.</p>	<p>Actively pursues verification/renewal/extension of visa status for trainees in program without direction, but with assistance, from HR visa specialist.</p>

- Not applicable
- Not yet achieved

Coordinates graduate exit, including preparing documents such as certificate of completion, verification of training, final summative letters, ordering graduate gifts, collecting PSHMC-issued items

EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
<p>Is aware of the basic needs of graduate trainees, but is not actively involved in carrying them out or requires much guidance.</p> <p>Communication with final year trainees is not adequate for promoting timely completion of graduation items.</p> <p>Does not actively assist the Program Director in preparation of summative letters and completion certificates.</p>	<p>Actively involved in preparing final year trainees for graduation.</p> <p>Effectively communicates to final year trainees the items that need completed or turned in upon graduation.</p> <p>Prepares final summative letters at the direction of Program Director and provides a copy to the graduate.</p>	<p>Effectively leads graduation process.</p> <p>Actively monitors and ensures completion of graduation requirements by final year trainees.</p>	<p>Initiates and efficiently leads the entire graduation process.</p>

- Not applicable
- Not yet achieved

Schedules, plans, organizes, and leads graduation ceremony, including securing venue, menu, and multimedia equipment, preparing program and awards

EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
<p>Lacks knowledge, experience, or motivation to organize a graduation ceremony.</p> <p>Others within the department/program serve in this capacity in place of the Program Administrator.</p>	<p>Assists with planning of graduation ceremony at the direction of program leadership. May or may not attend event.</p> <p>Assists in sending invitations and preparing program and awards at the direction of program leadership.</p>	<p>Actively involved in planning graduation ceremony with assistance from program leadership. Attends event as a guest.</p> <p>Sends invitations and organizes event, but does not lead the ceremony.</p> <p>Actively involved in selecting venue, choosing menu, arranging for multimedia, and preparing program and awards.</p>	<p>Is an integral team member of the graduation ceremony. Attendance at the event is essential/required.</p> <p>Independently selects date, sends invitations, plans, organizes, and leads graduation ceremony.</p> <p>Independently selects venue, chooses menu, arranges for multimedia, and prepares program and awards.</p>

- Not applicable
- Not yet achieved

PROGRAM ADMINISTRATOR PROFESSIONAL DEVELOPMENT

Involvement with Graduate Medical Education Network (GMEN)			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Rarely/Sporadically attends informational sessions held by the GME office.	Regularly attends all informational sessions held by the GME office.	N/A	N/A

- Not applicable
- Not yet achieved

Involvement in GMEN Lunch and Learns			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Sporadically attends Lunch & Learn presentations sponsored by the GME office.	Regularly attends Lunch & Learn presentations sponsored by the GME office.	Regularly attends Lunch & Learn presentations, has presented or is showing an interest in presenting, and/or offers suggestions for presentation topics.	Regularly attends Lunch & Learn presentations and regularly presents or is involved in the planning of presentations.

- Not applicable
- Not yet achieved

Involvement with GME at an institutional level			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Has not yet identified opportunities to get involved at an institutional level, or shows no interest in being more involved institutionally.	Has identified/indicated an interest in becoming more involved with GME-related activities within the HMC system.	<p>Has requested or been appointed to Graduate Medical Education Committee (GMEC) membership.</p> <p>Regularly attends GMEC meetings.</p> <p>Serves as a resource for newer program administrators within the HMC system.</p>	Serves as a mentor to newer program administrators within the HMC system.

- Not applicable
- Not yet achieved

Involvement with GME at a regional/state level			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Has not yet identified opportunities to get involved at a regional/state level, or shows no interest in being involved regionally.	Has identified and become involved with a GME organization/meeting, regionally (general or specialty specific).	Regularly attending regional GME-related meetings (general or specialty specific).	Has become involved on a planning committee or been appointed as a board member of a regional GME organization (general or specialty specific). Has had a poster or verbal presentation at a regional GME-related meeting (general or specific specialty).

- Not applicable
- Not yet achieved

Involvement with GME at a national level			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Has not yet identified opportunities to get involved at a national level, or shows no interest in being involved nationally.	Has identified and become involved with national specialty specific group. Showing interest in attending or has started attending specialty specific national meeting. Showing interest in attending or has started attending ACGME Annual Educational Conference.	Actively engaged in national specialty group (member of listserv, hold board membership or officer position, etc.). Regularly attending specialty specific national meetings. Regularly attending ACGME Annual Educational Conference.	Regularly shares ideas and resources with national specialty group (via listserv, etc.). Has had a poster or verbal presentation at specialty specific national meetings. Has had a poster or verbal presentation at the ACGME Annual Educational Conference.

- Not applicable
- Not yet achieved

Participates in continuing education activities related to GME, professional advancement, or leadership skills			
EARLY LEARNER	MEETING PERFORMANCE STANDARDS	SEASONED PERFORMER	ASPIRATIONAL/EXPERT
Has not yet identified opportunities for continuing education, or shows no interest in advancing professionally.	Has identified sources and opportunities for continuing education and professional development (webinars, regional/national meetings, institutionally offered courses, online modules, etc.) and has started attending some.	Regularly attends or participates in continuing education and professional development activities (webinars, regional/national meetings, institutionally offered courses, online modules, etc.)	Serves as a mentor to newer program administrators within the HMC system.

- Not applicable
- Not yet achieved