

GME PROGRAM ADMINISTRATOR CAREER LADDER - PAGE 1

Title	Internal or External Hire	Education/Experience	Minimum Qualifications/Skills	
Level 1: GME Program Assistant	Internal or External	Associate Degree AND Secretarial or Customer Service Experience	-Proficiency with computers, Outlook, Word, Excel, and PowerPoint -Excellent written and verbal communication skills -Time management skills -Ability to multitask -Attention to detail -Confidentiality and ethicality -Seeks mentorship from more experienced peers -Self-motivated, independent learner -Flexible and adaptive -Ability to maintain multiple calendars and schedules -Familiarity with reimbursements and budgets	
Level 2: GME Program Administrator	Internal or External	Bachelor Degree OR Associate Degree plus min. 2 years GME experience if Bachelor's is not obtained	If internally advancing from Level 1: -All Level 1 qualifications and skills required, plus... -Meets "Early Learner" Program Administrator Milestones -Meets a portion of "Meeting Performance Standards" Program Administrator Milestones, demonstrating adequate competency to advance -Professional development through regular involvement in <u>institutional</u> GME meetings and functions - <u>Core fund</u> of knowledge of ACGME program requirements - <u>Guides</u> program compliance -Project management skills -Problem-solving skills	If externally hired as Level 2: -All Level 1 qualifications and skills required, plus... -Project management skills -Problem-solving skills
Level 3: Senior GME Program Administrator	Internal	At least 2 years at Level 2	-All Level 1 and 2 qualifications and skills required, plus ... -Meets "Meeting Performance Standards" Program Administrator Milestones -Meets a portion of "Seasoned Performer" Program Administrator Milestones, demonstrating adequate competency to advance - <u>Participate</u> in Professional development through regular involvement in <u>regional, state, and/or national</u> GME meetings and functions - <u>Apply In depth</u> knowledge of ACGME program requirements to program - <u>Manage</u> program compliance - <u>Educate</u> others of the ACGME program requirements -Leadership skills - <u>Manage</u> staff (direct supervision or indirect supervision) -TAGME certification or the equivalent (equivalent = 15 Education Credits (EC), where focus is GME and/or professional growth [1 hr = 1 EC] over the course of three years)	
Level 4: GME Program Specialist	Internal	At least 5 years at Level 3	-All Level 1, 2, and 3 qualifications and skills required, plus ... -Meets "Seasoned Performer" Program Administrator Milestones -Meets a portion of "Aspirational/Expert" Program Administrator Milestones, demonstrating adequate competency to advance -Mentor novice Program Administrators within Penn State Health and at an institutional, regional, state, and/or national level <u>Proficient</u> in all areas of residency program management Continued Professional Development -TAGME certification or the equivalent (equivalent = 20 Education Credits (EC), where focus is GME and/or professional growth [1 hr = 1 EC] and 2 Personal Professional Growth experiences [presentations at the national, regional, state, institution or department level; poster presentations or manuscripts published; having an active role in an activity or committee at the national, regional, state, or institutional level; or holding a leadership position at the department level] over the course of three years)	

Fundamental Functions and Routine Responsibilities of all GME Administrator/Specialist Positions (Levels 2, 3, 4)

GENERAL ADMINISTRATIVE SUPPORT

- Direct/first point of contact regarding program matters for the Program Directors (PD and APD), department administration, Graduate Medical Education office and Designated Institutional Official (DIO), trainees, medical students, Medical Student Education Director/Coordinator, other departments/divisions, outside agencies, potential candidates/applicants, other programs, etc.
- Provide daily academic administrative support to PD(s) and APD(s)
- Provide administrative support to trainees
- Schedule, prepare for, and attend program meetings as indicated and prepare minutes as/if indicated
- Maintain and update program(s) website and other media related to training program(s) (electronic or paper, i.e.: brochures)
- Manage residency management software (New Innovations)

FINANCE AND BUDGET ADMINISTRATION

- Assist in preparation of budget, as indicated per department/division, and ensure appropriate expenditures
- Prepare reimbursements and payments for any program-related expenses and oversee appropriate usage of program funds
- Prepare reimbursements for trainees for expenditures from their Educational Support Funds (ESF) and oversee appropriate usage of trainee's ESF
- Assist trainees with travel and manage travel-related expenditures, including assistance with registration, booking flights, conveying finance travel policies, and processing reimbursement (from ESF or departmental or gift funds)

PROGRAM ACCREDITATION

- Oversee program accreditation via comprehensive understanding of ACGME Common Program Requirements and Specialty Program Requirements, as well as specialty board requirements, to ensure compliance with ACGME program requirements for continued accreditation
- Prepare for and coordinate ACGME site visits and self-studies
- Assist GME office with CLER site visits, as pertains to program
- Complete annual updates to GME office (APE), ACGME (WebADS), AMA-FREIDA (GME Track), and/or specialty specific board/database, as indicated
- Coordinate away rotations and execution of Program Letters of Agreement (PLA)
- Submit milestones to ACGME, and record them in New Innovations, semi-annually
- Track trainee and faculty scholarly activity

PROGRAM CURRICULUM AND SCHEDULES

- Assist with development of program curriculum
- Assist with preparation and management of trainee rotation and call schedules, didactic calendar, grand rounds, and/or other courses or seminars
- Initiate, prepare/revise, and implement program-specific policies and procedures
- Update program handbook as needed, at least annually
- Coordinate external resident rotators and/or medical student elective within program/department; Coordinate trainee's electives outside the program

EVALUATIONS

- Create, revise, distribute, and develop trainee and program/rotation evaluations and milestone tracking
- Monitor completion of evaluations and ACGME Resident and Faculty surveys
- Coordinate, prepare agenda, compile supporting documents/reports, and lead Clinical Competency Committee (CCC) meetings semi-annually, prepare and maintain required documentation (minutes), prepare, maintain, and distribute CCC letters for all trainees
- Prepare agenda, compile supporting documents/reports, and coordinate Program Evaluation Committee (PEC) meetings, prepare and maintain required documentation (minutes), including key outcomes and action items, and follow up on action items

PERSONNEL

- Manage, update, and monitor confidential personnel files on trainees
- Manage and update alumni records
- Complete and/or manage completion of verification of training requests
- Process, approve, and/or track vacation and CME time for trainees
- Manage HR-related items such as FMLA, Worker's Compensation, Leave of Absence, hiring and termination in HCM system, etc.
- See also orientation and onboarding for personnel-related functions

CREDENTIALING/LICENSURE/COMPLIANCE

- Assist trainees with licensure renewal
- Assist 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.
- Monitor 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

RECRUITMENT/ORIENTATION/GRADUATION

- Initiate and lead 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
- Prepare resident agreements, renewal contracts, termination and warning letters
- Organize orientation activities and trainings, and manage onboarding (alongside GME office staff) for incoming trainees
- Work with HR visa specialist for any trainees with visa status
- Coordinate graduate exit including preparing documents such as certificate of completion, verification of training, final summative letters, ordering graduate gifts, collecting PSHMC-issued items (ID badge, keys, etc.) before departure
- Schedule, plan, organize, and lead graduation ceremony, including securing venue, menu, and multimedia equipment, preparing program and awards

PROGRAM ADMINISTRATOR PROFESSIONAL DEVELOPMENT

- Involvement with Graduate Medical Education Network (GMEN)
- Involvement in GMEN Lunch and Learns
- Involvement with GME at an institutional level
- Involvement with GME at a regional/state level
- Involvement with GME at a national level
- Participates in continuing education activities related to GME, professional advancement, or leadership skills