Program Coordinators’ Meeting

Oct 8, 2020
Agenda

- Announcements
- Email Communications
- Program Coordinator Professional Development Seminar Series
- Program Coordinator Orientation Series
- Program Coordinator Mentorship Network
- CCC Guidebook
Announcements

- THANK YOU all for completing the WebADS Updates!

- Questions related to MedHub

- GME will send out this year’s GME Housestaff Survey next week.
Email Communications

- Instead of instant messages, **bi-weekly** emails/newsletter will be sent out to program director and program coordinator listservs.
  - The Monday after the monthly meeting
  - 2-3 weeks after that

- Urgent requests can be approved and sent immediately. Alyssa (alcarrasco@stanfordhealthcare.org) will need to be notified for the urgency.
Program Coordinator Training Model - OLD

Program Coordinator Training

- Monthly Meeting
- Orientation (3 hours)
- GME Regular Updates and Announcements
Program Coordinator Training Model

- Program Coordinator Training
  - Monthly Meeting (for ALL)
    - Professional Development Seminar Series (8-9 seminars a year)
  - Orientation (6 workshops: once every 2 months)
    - GME Regular Updates and Announcements (Once every 3-4 months or as needed)
Professional Development Seminar Series

- 2nd Thursday of each month 1-2pm online
- Open to ALL program coordinators (including non-ACGME programs)

Potential topics may include:
  - Stress management
  - How to prioritize work when everything is #1
  - Effective email communication
  - Tips for handling difficult conversations
  - Tools for project management
  - Successfully navigating professional conferences
  - Leadership development
  - Public Speaking

Feel free to recommend other ideas or speakers you would like to hear from!
Professional Development Seminar Series

- GME Updates and Announcement:
  - 5-10 minutes for quick announcements
  - Or, cancel the seminar of a month for more extensive updates

Coordinator Professional Development Seminar Series
- 2nd Thursday of each month 1-2pm online
- Open to ALL program coordinators (including non-ACGME programs)

“Effectively Write and Manage Professional Emails”
presented by Pierre Khawand
Nov 12th (part 1) and Dec 10th (part 2)

A new zoom link will be sent out!

Please stay tuned for more future seminars!
Program Coordinator Orientation Series

- A series of workshops tailored for coordinators who are at Beginner level
- Focuses on basic concepts and operations in GME
  - 1st-year coordinators: required to attend
  - 2nd-year coordinators: recommended to attend
  - Others: only if a refresher is needed (otherwise you may find it to be boring)
- Content focused on ACGME guidelines
Program Coordinator Orientation Series – Curriculum

- **2nd Wednesday** of Mar, May, July, Sept, Nov and Jan @1-2pm

- **November:**
  - GME Survey
  - Operational processes
  - CCC, milestones, and semi-annual evaluations
  - MedHub

- **January:**
  - ACGME Surveys
  - ACGME and GME websites
  - Self-study and site visits
  - MedHub

- **March:**
  - Annual Program Evaluation
  - Program Evaluation by Trainees and by Faculty
  - MedHub

- **May:**
  - CCC, milestones, and semi-annual evaluations
  - Program Expansion and Funding
  - Special review
  - Final evaluations
  - MedHub

- **July:**
  - WebADS Update
  - Resident Evaluations
  - MedHub

- **September:**
  - Operational processes
  - MedHub
Program Coordinator Orientation Series – Call for Teachers!

- Are you interested in teaching a topic? (eligible if you have been a program coordinator for an ACGME-accredited program for at least 3 years)

- Please email Jie Li (jieli@stanfordhealthcare.org)!
Program Coordinator Mentorship Network

- Are you interested in becoming a mentor for a new program coordinator?
  - Eligible if you have been a program coordinator for an ACGME-accredited program for at least 3 years
  - Will meet with your mentee once every two months in one year
  - GME will provide mentorship/leadership training
  - Will receive a certificate from GME

- Feel free to email Jie Li (jieli@stanfordhealthcare.org)!
Program Coordinator Training Model – NEW

- Monthly Meeting (for ALL)
  - Professional Development Seminar Series (8-9 seminars a year)
  - GME Regular Updates and Announcements (Once every 3-4 months or as needed)

- Orientation (6 workshops: once every 2 months)

- Mentorship

- Teaching Opportunity
BR22:
Putting it All Together: Standardizing the CCC Process via a Strategic Resident Evaluation

Ann Dohn, MA, DIO & GME Director
Nancy Ruddy, PhD, Program Manager/Education Specialist
Jie Li, PhD, Senior Program Manager/Education Specialist
Thang (Trey) Huynh-Ngo, MBA, Program Manager/Education Specialist
February 27, 2020
CCC Guidebook – Pain Points

- Front line evaluations don’t inform all milestones/competencies
- Faculty evaluations are cursory or incomplete
- CCC members don’t review materials in advance
- Faculty have insufficient exposure to trainee for meaningful evaluation
- Focus on struggling trainees, others get limited attention
- Lack of actionable feedback
- CCC may not be data driven, fall back on “gossip”
- Dominated by only a few voices
- Time scheduling conflicts with CCC members
THE SOLUTION:
STRUCTURE!
CCC Guidebook – STRUCTURE

**CCC Membership**
- Who Knows Trainees?
- All Sites Represented
- Diversity

**Meeting Preparation**
- Checklist
- CCC Data Review
- Scorecard

**Meeting Structure**
- Shared "Mental Model"
- Data Driven
- Dialogue Driven

**Feedback**
- Summary of CCC
- Revised Scorecard
- Actionable "IEP"
CCC Timeline

Before-CCC
- Trainee Checklist
- Coordinator Checklist
- Faculty Worksheet

After-CCC
- Trainee Summary
- Program Summary
**Trainee Dashboard**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Color Coding</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evaluation by Faculty</td>
<td>Green: on track without major concerns</td>
<td></td>
</tr>
<tr>
<td>Evaluation by Peers</td>
<td>Yellow: needs close monitoring</td>
<td>Hard to communicate</td>
</tr>
<tr>
<td>Evaluation by Staff</td>
<td>Red: needs immediate intervention</td>
<td>Condescending attitude</td>
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<tr>
<td>Evaluation by Patients</td>
<td>NA</td>
<td></td>
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<tr>
<td>Evaluation by Self</td>
<td>NA</td>
<td></td>
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<tr>
<td>Evaluation by Program Coordinators</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>Evaluation by Others 2</td>
<td>NA</td>
<td></td>
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<tr>
<td>Rotation (is the trainee on track with the required rotation counts?)</td>
<td>Green: on track without major concerns</td>
<td></td>
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<tr>
<td>Case/Procedure Logs (up-to-date and meeting minimum requirement)</td>
<td>Yellow: needs close monitoring</td>
<td></td>
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<tr>
<td>Scholarly Work</td>
<td>Green: on track without major concerns</td>
<td></td>
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<tr>
<td>QI Projects</td>
<td>Green: on track without major concerns</td>
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<tr>
<td>Work Hours Logged</td>
<td>Yellow: needs close monitoring</td>
<td></td>
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<tr>
<td>Work Hours Violations</td>
<td>Red: needs immediate intervention</td>
<td></td>
</tr>
<tr>
<td>Absences Logged (LOA and sick)</td>
<td>Green: on track without major concerns</td>
<td></td>
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<tr>
<td>Conference Attendance</td>
<td>Green: on track without major concerns</td>
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<td>Grant Rounds Attendance</td>
<td>Green: on track without major concerns</td>
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<tr>
<td>In-Service Exam</td>
<td>Green: on track without major concerns</td>
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<tr>
<td>Other Exam 1</td>
<td>Green: on track without major concerns</td>
<td></td>
</tr>
<tr>
<td>Other Exam 2</td>
<td>Green: on track without major concerns</td>
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<tr>
<td>Other Related Metric 1</td>
<td>Yellow: needs close monitoring</td>
<td></td>
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<tr>
<td>Other Related Metric 2</td>
<td>Red: needs immediate intervention</td>
<td></td>
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<tr>
<td>Other Related Metric 3</td>
<td>Green: on track without major concerns</td>
<td></td>
</tr>
<tr>
<td>Other Related Metric 4</td>
<td>Yellow: needs close monitoring</td>
<td></td>
</tr>
</tbody>
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**Strengths**

**Weaknesses**

**Improvement Plan & Program Resources**

**Comments and Feedback**
CCC Guidebook – Workshops

- GME will host 3-4 workshops (via zoom) on how to use the GME CCC Guidebook to facilitate your program’s CCC meeting.

- Emails with RSVP information will be sent out soon.
Discussion and Questions