

**DEPARTMENT OF MEDICAL EDUCATION
WILLIAM BEAUMONT HOSPITALS**

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**RESIDENCY PROGRAM COORDINATOR
JOB DESCRIPTION**

Preface

William Beaumont Hospital (WBH) sponsors two categories of accredited graduate medical education (GME) programs – residencies and fellowships. It also sponsors non-accredited fellowships. GME programs are conducted at both of WBH’s Royal Oak and Troy campuses, with oversight of the entire GME operation administered by the Department of Medical Education located at WBH – Royal Oak. The position of “program coordinator” is entitled “education program coordinator” by WBH’s Human Resources department. For the purposes of the document, however, the more customary term “residency program coordinator (RPC)” will be used. It is also being used with the understanding that the duties, responsibilities and activities ascribed to the RPC (and Residency Program Director) also apply, in general, to those individuals performing coordinator (and program director) functions for fellowships.

Residency Program Director and Program Coordinator Relationship

The Residency Program Director (RPD) is ultimately responsible for all aspects of the administration and conduct of a residency program. Optimal direction of a program, however, cannot be achieved without the necessary and vital assistance of a knowledgeable, skilled and dedicated RPC. Organizationally, the RPC reports at all times and for all circumstances to the RPD, working for and with the RPD in a professionally collaborative and respectful relationship for the good of the program.

The jobs of the RPD and RPC will characteristically have many overlapping responsibilities. Depending on multiple factors, e.g., program size, resident and faculty members, RPD additional non-program activities, RPC skills and experience, etc., the RPD and RPC will be expected to mutually determine which of the many RPC job description elements herein described are to be handled independently by the RPC or jointly with the RPD.

General Expectations of Residency Programs

To be a meaningful contributor to a program’s administration and conduct, it is important that RPCs understand the four general expectations of a residency program, to be achieved by the fulfillment of corresponding duties and responsibilities of both RPDs and RPCs:

1. Provide an educational experience that will enable resident physicians to obtain the knowledge, skills and attitudes necessary to practice their chosen specialty independently and competently.

2. Prepare the resident graduates with the knowledge, skills, attitudes and lifelong quest for learning necessary to successfully achieve certification and eventual maintenance of certification by the discipline's American Board of Medical Specialties' (ABMS) specialty board and to provide contemporary state-of-the-art patient care throughout one's career.
3. Develop, modify as necessary and conduct the residency program in accordance with and as defined by the program requirements of its Residency Review Committee (RRC) in order to ensure the highest quality education and to maintain continuing full program accreditation by the Accreditation Council for Graduate Medical Education (ACGME); ensure knowledge of the current requirements, available on the ACGME website: www.acgme.org .
4. Define for the program's sponsoring institution and department leadership the faculty, facilities, support services, equipment and educational resources necessary to create a learning environment maximally conducive to achieving the educational goals and objectives of the program and to maintain program accreditation.

Program Coordinator Job Description: Duties, Responsibilities, Activities

The RPC provides administrative support to the RPD and acts as an educational coordinator internally between residents, fellows, teaching physicians, medical students, other programs and departments, the Department of Medical Education, and institutional administration. Externally, the RPC coordinates necessary administrative liaisons with local, state, and national professional and regulatory organizations whose functions and activities impact WBH's GME programs.

Providing administrative support and educational coordination requires the effective fulfillment of duties, responsibilities and activities in six major job areas:

RESIDENT RECRUITMENT, SELECTION AND ORIENTATION

The most important annually recurring program activity is that of a program's recruitment, selection and orientation of its new residents. RPC duties, responsibilities, and activities include:

1. General knowledge of the educational, academic, immigration and other qualifications required of potential applicants to be eligible for the residency position desired.
2. Creation, design, production and dissemination of all recruitment materials (brochures, pamphlets, letters, etc.); annual update of the program's description on WBH's GME information website, www.beaumont.edu/gme; assure RPD, faculty and resident participation in the annual Resident Recruitment Dinner.

3. Detailed working knowledge of the Electronic Residency Application Service (ERAS) web-based residency application system; operation and maintenance of ERAS files; performing application screening filters/sorts for the selection committee; printing desired ERAS files for review by the RPD and selection committee; annual ERAS registration for program's use.
4. Detailed working knowledge of the National Resident Matching Program (NRMP) or other matching program utilized by the program; adherence to all NRMP deadlines; awareness and reporting of potential match violations; annual NRMP registration for program's use. For programs not participating in a matching program, have knowledge of the application process and materials to be used.
5. Develop recruitment timeline, including opening of ERAS files, applicant interview dates, and interim and final selection committee meeting dates.
6. Notification of applicants selected for interviews, scheduling of interviews, applicant assistance with travel and lodging arrangements, notify rejected applicants; maintain on-going contact with invited applicants as frequently as necessary for assistance and program promotion.
7. Planning and coordination of applicant interview sessions, including: setting interview dates, recruitment and notification of resident and faculty interviewers, development of sessions' schedules, provision of all necessary ERAS files and evaluation forms to interviewers, planning interview day meal functions and pre-interview day social function (if applicable), reservation of interview rooms, and dissemination of any desired post-interview surveys.
8. Post-interview day(s) collection and collation of all application evaluation forms and preparation of qualification grids, preliminary rankings, etc., to be used by the selection committee for determining final NRMP rank order.
9. Plan selection committee's final meeting to determine NRMP rank order list, including committee member notification, applicant file material preparation, room reservations and food requests; per RPD, attend this meeting to provide input and take minutes.
10. Submit to the NRMP electronically, per its deadlines, any desired applicant number quota changes and final rank order.
11. Notification to the RPD and others of the match results, in accordance with dates, times and rules established by NRMP.
12. Composition and dissemination to all interviewed applicants of a post-match survey; assess and summarize comments and recommendations for improvement of future recruitment activities.

13. Composition and dissemination to all matched applicants of all program and institutional material required to commence training, e.g., welcome letter, contract, medical license application, housing information, pre-employment Human Resources documents, orientation schedule, etc.
14. Assist, as necessary, international medical graduates in acquiring appropriate visa status to permit their training at WBH; work with the Department of Medical Education and outside consultant immigration law attorneys as needed; have a general understanding of the various visa categories.
15. Planning and coordination of all new resident orientation activities and materials, both at the program and institutional levels, including RPD and faculty resident orientation sessions, provision of academic year schedules, assuring ACLS courses and other required general institutional orientation participation, ID badge acquisition, Human Resources benefits registration, physical examinations, etc.; because of the importance of new resident orientation and other “getting started activities” in setting the tone for the entire program, it is highly recommended that RPCs do not take planned vacation time during the last two weeks of June and the first two weeks of July.

It occasionally becomes necessary for a program to recruit replacement residents, usually for an upper-level vacated residency position. In such cases, all of the foregoing will variably apply with respect to recruitment, selection and orientation.

16. As requested and guided by the Department of Medical Education:
 - a. retain all applicant files for the number of years required.
 - b. provide recruitment and selection information for the “GME Annual Report” to the Medical Executive Board and Board of Directors.

PROGRAM ADMINISTRATION

Administrative activities are many, vary among programs, are influenced by the program’s relationship to the host department’s administration, occur with on-going oversight by the Department of Medical Education and WBH’s governing Board, and are subject to the requirements of the Accreditation Council for Graduate Medical Education (ACGME) and its Residency Review Committee (RRC). RPC administrative duties and responsibilities include but are not limited to the following:

1. Guest communication and reception: serve as first-contact voice for the program, handling all incoming phone calls, faxes, e-mails and letters for both recruitment and general program purposes; serve in receptionist role as needed for applicants and all other visitors/guests for the program, residents and RPD.

2. Schedule development and management: master academic year schedule, resident on- and off-service rotation schedules, call schedules, vacation and leave schedules, educational conference and lecture schedules, resident and resident/RPD administrative meetings; assure resident awareness of Resident Council meeting schedules, required institution-wide courses, and hospital/medical staff committees they may serve on.
3. Evaluation forms and process management: all activities pertinent to resident performance evaluation by teaching faculty, resident evaluation of teaching faculty, resident evaluation of specific rotations and overall curriculum, and faculty evaluation of program; schedule semi-annual and other desired RPD-resident performance feedback meetings; plan and record minutes for annual program review by RPD, teaching faculty and residents.
4. Resident document maintenance and retention: file, maintain and retain as required all documents and certificates pertinent to residency application and selection, performance evaluations, performance portfolio items, medical and controlled substance licenses, case experience logs, conference attendance logs, in-training examination scores, education remediation and other disciplinary actions, duty hour logs, etc.
5. Resident duty hour compliance: maintain adherence to institution's and program's duty hour policy, develop duty hour tracking system, maintain all duty hour logs, report all duty hour violations to the administrative chief resident and RPD.
6. Resident regulatory and compliance assurance: assist and remind residents of requirements and non-compliance penalties pertinent to medical, controlled substance, and DEA licenses; annual WBH Corporate Compliance mandatory education modules and tests; Medical Information Service Department medical record completion obligation; annual TB testing; annual Human Resources benefits renewal; ACGME Resident Survey, etc.
7. Program information survey completion: update and provide as instructed program and resident information and data/survey requests for ACGME WebAds, AMA GME Track, AMA-FREIDA, specialty specific organizations, WBH Department of Medical Education, etc.
8. In-training examination: handle all activities pertinent to examination registration, receipt and safe-guarding of test materials, scheduling of examination, proctoring of examination if requested, receipt and processing of test results for resident and RPD review.
9. Program budgets/funds management: if applicable, maintain expense reimbursement records and monitor balances for program account categories

assigned to the program; manage purchases for all desired educational and other program-specific material.

10. Coordinator meeting attendance: respond to calls for agenda items and attend all monthly RPC meetings with the Corporate Director of Medical Education (DME); when hired to position, attend DME and DME administrative assistant's orientation sessions for new RPCs.
11. Department/program library: with RPD and resident input, purchase and maintain inventory of all necessary textbooks, journals, periodicals, software, CDs and other educational resources; facilitate acquisition of computers and other hardware necessary for multiple resident and RPD uses.
12. Program alumni: maintain roster and files for all program alumni; handle correspondence, training verification request, etc., as needed or delegate appropriately; assist in production of alumni newsletter, if applicable.
13. Program communication: compose (if required), handle, facilitate, respond to and manage all communication pertinent to the program between the program and other WBH programs and departments, the Department of Medical Education's administrative staff, the Corporate Director of Medical Education, and all outside organizations, institutions and regulatory agencies.
14. Academic year-end activities: assist with, assure resident participation, and attend the program/department's resident graduation dinner and other congratulatory social events and the Beaumont Resident and Fellow Convocation.
15. Medical student program: if the department also sponsors medical student clerkships or electives, coordinate with the department's medical student program director as needed all educational interactions between the residents and students.
16. Outside rotator program: if offered by the program, work with the Department of Medical Education in arranging and managing all aspects of hosting visiting resident rotators from other institutions.

PROGRAM ACGME/RRC ACCREDITATION AND RELATED ACTIVITIES

One of the most important and critical areas of program administration for RPDs and RPCs is that of maintaining the program's favorable accreditation status with the ACGME/RRC. Working closely with the RPD, the following must be carefully reviewed, done, produced and acted upon by the RPC to prepare for periodic RRC program reaccreditation site visits:

1. Have total familiarity with and working knowledge of the ACGME website: www.acgme.org. This site should be regularly reviewed for new notifications pertinent to both institutional and program accreditation.

2. Be knowledgeable of the RRC's specialty-specific educational program requirements.
3. Be familiar with the program's specific RRC reaccreditation Program Information Form (PIF).
4. Collect and maintain all data, files and information on an annual and ongoing basis that will be required of the residents, program, and institution for the PIF and RRC site visit.
5. Promptly notify RPD and program of receipt of the RRC's notification letter regarding the site visit date.
6. Receive and act promptly on the RRC site visitor's letter with day-of-visit schedule requests.
7. Accurately complete the requested PIF for submission to the site visitor and the RRC. PIF completion work should be started a minimum of six months before the anticipated site visit date.
8. Prepare and distribute the site visit schedule, to include the RPD, residents, teaching faculty, Corporate Director of Medical Education, and other requested program or department administrators; arrange all room and food/beverage needs.
9. Handle all correspondence between the RPD and site visitor before the visit.
10. On the day of visit, attend site visitor meeting sessions if requested and be prepared to make available to the site visitor miscellaneous requested program files.
11. Distribute program's RRC letter of report with reaccreditation decision to RPD and others as directed.

In addition to these duties and responsibilities directly related to the program's reaccreditation activities, the RPC should also be knowledgeable and/or participate in the following ACGME/RRC-related items:

1. All correspondence to the program from the ACGME/RRC.
2. Announcements of requests to the RPD to review proposed new program requirements.
3. The specific case experience data collection system required by the RRC for the program's residents.
4. All program changes for which the ACGME/RRC must be notified.

5. ACGME Web Accreditation Data System (ADS), requiring annual updates.
6. ACGME Resident Survey, conducted periodically to monitor duty hour compliance.
7. "ACGME Bulletin," published bi-monthly in electronic and hard copy formats.
8. ACGME Annual Educational Conference and other ACGME programs for RPDs and RPCs.

PROGRAM DIRECTOR SUPPORT

An RPD may have several roles and activities within a department in addition to that of RPD, necessitating multiple varieties of administrative support. It is important for both the RPD and RPC to realize that not all RPD administrative needs should be the responsibility of the RPC, particularly if the RPC is expected to do all expected of her/him for the residency program. It is essential that the RPD and RPC establish administrative expectations and limits that will serve the best interests of both the program and RPD. RPC support of the RPD will generally include the following:

1. Administrative support for all activities associated with RPD directorship duties and responsibilities (see "Residency Program Director Job Description").
2. Maintenance of RPD calendar and schedules for program, department and practice activities.
3. Prepare agendas for, attend and take minutes of any RPD-chaired meetings pertinent to residency program, e.g. program education committee, annual program/curriculum review, etc.
4. Facilitate two-way communication between the RPD and other programs/departments and the Corporate Director of Medical Education for all matters of program support and function.
5. Facilitate liaison and communication between the RPD, residents and administrative chief resident.
6. Notification to RPD of any potential personnel or program-related problems that might affect resident performance.
7. Typing of all letters, memos, reports, scientific papers and other written documents.
8. Handling travel arrangements, meeting registration, expense reimbursement and other aspects of RPD job-related attendance at educational and professional organization meetings; preparation of slides, syllabus and other necessary talk/presentation material.

9. Updating and maintenance of RPD's CV.

RESIDENT SUPPORT

An RPC plays many potential supportive roles for residents, ranging from administrative to technical to personal. Duties and responsibilities include the following:

1. Administrative support for all resident-specific items detailed under "Program Administration".
2. Facilitate communication between the residents and RPD.
3. Provide administrative support to the administrative chief resident and assist him/her in all liaison activities and communication needs between residents and RPD.
4. Assistance in the preparation and typing of resident CVs, letters of recommendation and other program-related items, e.g. fellowship applications, practice opportunities, certification board applications, etc.
5. Handle travel arrangements, registration fees, expense reimbursement, etc., associated with approved education conference or academic society meetings; preparation of slides and other presentation material.
6. Serve variably as a personal counselor, friend, confidant, surrogate parent, etc., to provide emotional support as needed.

LIAISON WITH OUTSIDE ORGANIZATIONS

RPDs and RPCs must have knowledgeable and on-going working relationships with multiple educational, professional and regulatory organizations in order to effectively manage their programs and appropriately serve their residents. The most important names and categories of organizations with which residency program administration will interface are as follows:

1. **Accreditation Council for Graduate Medical Education (ACGME)**
2. **Resident Review Committees (RRC)**
-see "Program ACGME/RRC Accreditation and Related Activities"
3. **Specialty's National Program Directors Organization** – attend, be knowledgeable of, participate in, and/or contribute to all educational and administrative activities.
4. **Specialty's National Professional Society (College, Academy, etc.)** – enroll residents as members; encourage their awareness and use of educational and

professional development resources; promote their attendance at postgraduate education courses, chapter clinical meetings and the national annual clinical meeting; encourage resident participation in activities and officerships at the chapter, regional and national levels.

5. **Specialty's ABMS Certification Board (American Board of Medical Specialties)** - provide residents with any available bulletins and make them aware of all procedures necessary to apply and prepare for certification examinations; assure that all residents fulfill requirements for training and are eligible for written and/or oral board certification examinations upon completion of the training program; create resident general awareness of eventual maintenance of certification requirements.
6. **Specialty's Program Coordinator Organization (if applicable)** – be aware of its many resources for program coordinators and encourage coordinator participation in activities at the regional and national level.
7. **Southeast Michigan Center for Medical Education (SEMCME)** – an educational consortium of all teaching hospitals in southeast Michigan affiliated with the Wayne State University School of Medicine; be aware of and participate in the many educational and professional development activities available for RPDs and residents.
8. **Michigan Bureau of Health Professions, Licensing Bureau** – ensure personal, program and resident knowledge of all current requirements for resident and later practitioner licensure and all rules and expectations that apply to educational, professional and ethical requirements and standards for maintenance of licensure; ensure residents' initial and timely renewals of required medical and associated licenses.
9. **Michigan State Medical Society** – be aware of its offerings for resident education and post-residency job placement within Michigan.
10. **AMA (American Medical Association)** – provide annual update to AMA's FREIDA on-line listing of residency programs; make residents aware of resources and services available to them from the AMA and local, county and state medical societies.
11. **AAMC (Association of American Medical Colleges)** – provide annual update to its National Graduate Medical Education Census; be aware of its many educational and professional development resources, particularly through its Group on Resident Affairs.