

**RESPONSIBILITIES OF THE SIU SOM  
RESIDENCY PROGRAM COORDINATOR****GENERAL DESCRIPTION**

On behalf of the Residency Program Director, the Residency Program Coordinator performs managerial duties related to the planning, directing, and coordination of academic and operational activities of the residency program through reliable performance; and provides sound guidance, expert knowledge and advice on other crucial residency program situations. While duties and responsibilities may vary, overall, the program coordinator is responsible for the day-to-day administrative management of the residency training program and is directly responsible to the program director or department chair.

**Knowledge, Skills and Abilities**

- Knowledge and ability to plan for and manage the administrative activities of a residency education program through application of prescribed standards, policies, and procedures.
- Knowledge and skill in the use of computer systems and software; knowledge of information data systems and the expertise in adapting them to support a clinical education program.
- Knowledge of basic licensing regulations for both temporary and permanent physician licenses in the state of Illinois.
- Knowledge and basic understanding of J-1 sponsorship for those programs that accept such visas.
- Skill in communicating effectively both orally and in writing.
- Skill in exercising independent judgment, flexibility, and discretion when setting priorities, implementing procedures, maintaining standards and resolving problems with keen attention to detail and professional responsibility.
- Ability to gain comprehensive knowledge of the terminology, principles, and methods utilized in the residency program.
- Ability to independently perform a wide variety of routine, as well as complex, assignments required in the day-to-day management of a residency program.
- Skill in prioritizing, planning, working independently, and organizing projects and assignments effectively and efficiently with a complex workload.
- Ability to demonstrate tact and diplomacy when dealing with others and relaying confidential information. Recruitment activities require that the coordinator be sensitive to many races and cultures and their traditions.
- Ability to exercise good judgment and decision-making skills.
- Ability and skill in establishing and maintaining effective working relationships with other residency program personnel, faculty, staff, residents, students and the general public.
- Ability to be enthusiastic, flexible, informed, accountable, skilled, capable and intelligent.
- Ability to understand medico-legal issues that can affect residents and the program.
- Ability to understand personnel and human resources issues.
- Knowledge of the in-depth accreditation processes and requirements.

**Responsibilities****Recruitment Responsibilities**

- Manages and coordinates all administrative duties relative to the vital resident recruitment and selection process. Manages computerized Electronic Resident Application System (ERAS). Ensures receipt of required application materials and maintains confidential applicant files.
- Prepares rank order lists of applicants for the National Resident Matching Program (NRMP), and specialty training programs (i.e. NEMP).
- Updates and edits program policy manuals, procedure manuals and recruitment materials.

- Coordinates entire candidate interview, and resident recruitment and selection processes working with complex schedules. Corresponds with applicants, organizes application review and interview process, and coordinates “interview days.”
- Develops and maintains applicant databases; staffs residency selection and applicant ranking committees; submits credentials for approval by affiliated hospitals, prepares resident rank order lists to the corresponding matching programs by deadline.
- Consults with residency program director and advises on pertinent issues concerning resident selection, appointment and reappointment to the program.
- Regularly monitors the program website to ensure information is current. Prepares information packets for applicants. If applicable, assists program directors with the design and development of brochures and pamphlets regarding the various training programs.
- Assists with the development of orientation and curriculum materials for residents and fellows.
- Conducts orientation of new residents to the program.

### **Information and Data Management**

- Monitors and updates information for residency program websites.
- Establishes and maintains a systematic file system with proper security measures for confidential documents.
- Performs data management, tracking, and reporting functions utilizing various Graduate Medical Education software programs including New Innovations, GME Track, WebADS, and AMA FREIDA. Updates WebADS as needed and annually during the “annual update”. Updates WebADS case log systems and runs case log reports for the program director (if applicable). Enters Milestones into WebADS and New Innovations.
- Manages computerized information systems related to collecting and storing data, generating management reports and documentation; maintains computerized and hard-copy files of residency program records including New Innovations or other residency management software. Promptly updates this information as needed and ensures that all necessary information for hospital reimbursement needs, as well as demographic data is provided.
- Provides analyses and recommendations based on data (which is entered into the system by the coordinator).
- Manages and presents documentation and data generated using computer software to program committees and administration.

### **Accreditation**

- Prepares, organizes, and participates in accreditation site visits and the program Self-Study. This includes gathering all materials needed as well as making arrangements for rooms, food, and accommodations for site visitors and making appropriate appointments for site visitors working with complex schedules.
- Assists the Program Director on an ongoing basis to ensure the residency program maintains compliance with the ACGME, RRC and American Board requirements.
- Coordinates and prepares the agenda and minutes of the Clinical Competency Committee (CCC), Program Evaluation Committee (PEC), and for the Annual Program Evaluation (APE). Participates in these important meetings. Enters APE information / action items into New Innovations in a timely fashion.
- Submit Annual Institutional Review documentation to OGME in a timely fashion.
- Maintains all program records.
- Prepares and monitors Program Letters of Agreement.
- Assists in preparation of documentation for site visits, the Self-Study, as well as for Internal Reviews. This includes gathering all requested data such as hospital admission rates, surgical outcomes, and other data from outside sources. Preparing for both internal reviews and site visits require large amounts of dedicated time on the part of residency coordinators.
- Maintains proficiency in ACGME RRC and specialty board requirements and monitors program compliance ensuring program director, department administration, and OGME are aware of any potential conflicts with any requirements. Knows, understands, and applies the accreditation, board and institutional requirements that affect the program including state and federal regulations.

- Participates with the Program Director and faculty in program planning and in the development of residency program academic and clinical requirements to ensure accreditation standards are maintained and met.
- Understands the ACGME competencies, their implementation, and resident and program compliance.
- Manages completion of all annual surveys for the program, including monitoring requirement completion rates for residents and faculty.

### **Resident Evaluations**

- Tracks resident evaluations and conference attendance.
- Maintains, monitors and documents resident evaluations in New Innovations and provides feedback to Program Director.
- Communicates with Program Director adverse evaluations and potential subsequent actions.
- Manages confidential resident performance evaluations as well as evaluations of faculty and the educational program. Prepares reports and correspondence related to highly confidential materials.

### **Resident Workload**

- Prepares, coordinates, and distributes residents' conference schedules, call schedules, clinic schedules and schedules for both on and away rotations in consultation with the program director, supervising faculty and chief residents.
- Schedules continually change and the coordinator must stay on top of the changes to maintain accurate records. The coordinator must also notify everyone affected by the changes as they occur, this includes faculty, clerical staff, residents, students, clinic staff, hospital administration and floors, ERs and operators. Maintains the web based call schedule system.
- Ensures the accuracy of records regarding resident training and maintains documentation for program accreditation, specialty board requirements, Medicare reimbursement, annual reports, and letters of recommendation needed when residents seek fellowship or private practice employment opportunities after graduation.
- Monitors resident schedules to insure compliance to ACGME work hours regulations by both residents and faculty. Brings discrepancies to the attention of all affected parties for correction. Provides reports and analyses as needed.
- Organizes residency program workload; monitors status of work in progress and keeps the program director informed of activity priorities and deadlines.
- Coordinates / processes reimbursement for resident travel, including industry sponsored travel; seeks hospital permission if the travel is sponsored.
- Monitors resident wellness and seeks assistance if needed.
- Ensures that residents comply with periodic surveys by the ACGME, GMEC, and the Office of Graduate Medical Education (OGME).
- Manages vacation requests and effects of absences, including when residents call in sick or have health issues, on program and schedules. Assists in making schedule adjustments for adequate coverage.
- Serves as advocate and resource for residents with regard to counseling them on personal as well as educational matters.

### **Administrative Responsibilities**

- Coordinates and proctors yearly in-service examination.
- Assists residents in obtaining and maintaining valid licensure and ECFMG sponsorship documentation.
- Cooperates promptly and accurately with requests by the GMEC or OGME for information, documentation, etc.
- Generates contracts for new and continuing residents.
- Processes new hire paperwork for incoming residents.
- Provides information, support, and problem solving assistance for residents and program faculty on a wide range of residency personnel and program issues.
- Advises Program Director of and assists in responding to and resolving resident issues and program administrative problems.
- Coordinates conference schedules including Grand Rounds and other conferences. These duties include travel arrangements for outside speakers, reserving the conference room space (6 mos – 1 year in advance

each year), making the faculty assignments (including the hospital medical specialty meetings, morbidity/mortality conferences, and resident teaching assignments), and reimbursing traveling speakers for expenses.

- Conference management also includes coordinating CME for faculty members. These responsibilities include providing the CPD office with required documentation so they can remain in compliance with the LCCME (their accrediting organization).
- Prepares Annual Institutional Review (AIR) Form for the program director's review.
- Participates in mentoring and training other program coordinators.
- Actively monitors own work-life balance and makes adjustments as necessary.
- Actively monitors and governs the program budget, understanding and managing budget issues and expenses.
- Provide reports, summaries, and reviews of all program activities.
- Understand legal issues with regard to employment, visas, discipline and healthcare.
- Accesses the websites and resources involved in medical education.
- Acts as liaison between program director and faculty; faculty and residents; residents and program director.
- Manages verification of training for past residents.
- Coordinates recurring program administrative meetings.
- Coordinates annual resident banquet/graduation activities.
- Coordinates annual welcome activities for program to welcome new residents.

#### **Relationships with Other Organizations**

- Acts as liaison between residency and away rotations, affiliated hospitals and medical schools.
- Acts as residency program liaison with the OGME and various other agencies, organizations, and groups including but not limited to education commissions, accreditation councils, licensing organizations, and medical specialty boards. Prepares a variety of documentation associated with residency program operations; distributes documentation or retains records as appropriate.

#### **Lifelong Learning**

- Participates in lifelong learning activities to gain and maintain sufficient knowledge and proficiency in ongoing job requirements, accreditation standards, and board requirements.
- Continues to be a proactive learner, participating in workshops to grow professionally and use knowledge to improve work environment or practices.

*Approved and adopted by GMEC February 16, 2024*