OVERVIEW
The GME Program Administrator (PA) is responsible for the day-to-day administration of the Accreditation Council for Graduate Medical Education (ACGME) residency/fellowship training program. The PA assists the Program Director (PD) in developing and maintaining the educational quality of the training program and ensuring compliance with ACGME accreditation standards and other regulatory requirements. The PA functions as a liaison between the PD, residents/fellows, Office of Graduate Medical Education (GME), participating sites, and other departments, and must be knowledgeable about patient care/operational activities at the various training sites in which their residents/fellows rotate. Within this framework, the PA:

• Coordinates educational activities (e.g., didactic conference schedule, Grand Rounds, etc.) that support the program’s curriculum and adhere to ACGME requirements.
• Provides guidance to residents/fellows on program and GME policies and non-clinical aspects of the program.
• Establishes and disseminates annual rotation, clinic, and call schedules.
• Manages evaluations, schedules, program goals and objectives, conferences and trainee demographics information in the MedHub Residency Management System.
• Manages delivery and completion of resident/fellow, faculty, and program evaluations.
• Coordinates accreditation activities including Annual Program Evaluations (APEs), ACGME Self Study Visits, etc.
• Manages clinical and educational work hours and evaluation reports and ensures reporting/completion compliance.
• Audits resident/fellow training time in MedHub for Medicare reporting.
• Ensures GME policies and procedures are enforced, and that departmental and program policies and procedures are created, distributed and enforced.
• Coordinates the resident/fellow recruitment, selection and onboarding process.
• Assists the PD and faculty in planning, developing, and implementing residency/fellowship program quality improvement projects.
• Provides general administrative support for PD and trainees within the program.

JOB DUTIES
The Program Administrator and/or their staff are responsible for the following program activities:

General Program Responsibilities
• Oversee the day-to-day operations of the residency/fellowship program.
• Communicate with GME constituents (GME Office, department, faculty, and residents/fellows), ACGME, and American Board of Medical Specialties (ABMS specialty board) on a regular basis or as needed.
• Interpret ACGME requirements, UW GME policies and procedures, and other UW policies as applicable, and develop program policies and procedures based on external requirements.
• Inform residents/fellows on GME and program policies and procedures, including the Residency and Fellowship Position Appointment (RFPA) which outlines the terms of resident/fellow appointments.
• Advise on UW Housestaff Association (UWHA) union collective bargaining agreement (CBA), directing residents/fellows and program faculty to appropriate resources.
• Meet with PD on a regular basis to keep him/her apprised of important issues related to the program and trainees.
• Administer the MedHub Residency Management System for the program, including maintaining resident/fellow demographics data; resident/fellow schedules, importing program and rotation goals and
objectives; milestone reporting and tracking; conferences attendance tracking; and ensuring timely completion of clinical and educational work hours reports.

- Ensure residents/fellows submit case/procedure log data in appropriate systems as required by their specialty Review Committee (in ADS, MedHub, specialty society, other).
- Advise and consult on issues or inquiries from residents/fellows, faculty, staff and department chairs.
- Manage confidential and critical materials, issues and communications. Act as liaison between the PD and a full range of internal and external offices and individuals.
- Ensures adherence to the program’s policies regarding clinical and educational work hours and effects of leave on board eligibility.
- Evaluate housestaff morale and respond to resident/fellow concerns; consult with PD, GME Office and/or GME wellness counselors as necessary.
- Manage PD's schedule and determine projects that need to be addressed by the PD, and those that can be delegated to Associate PDs and/or other staff.
- Identify areas for programmatic improvements and develop initiatives to address weaknesses.
- Provide general guidance regarding accreditation and program management to the department’s constituents.
- Develop/manage program website for housestaff, faculty, and prospective housestaff.

Program Accreditation and Compliance

- Develop understanding of ACGME policies and procedures, including familiarity with the Common Program Requirements as well as Specialty-Specific requirements. Develop and modify program policies to comply with accreditation requirements where necessary.
- Maintain all essential documents required for program accreditation.
- Assist the PD in maintaining program information in the ACGME’s Accreditation Data System (ADS), including but not limited to current residents/fellows, program faculty, scholarly activities, training sites, responses to citations, and program evaluation methods.
- Support the activities of the Clinical Competency Committee (CCC) and its Chair, includes collating data on each resident/fellow, coordinating CCC meetings, providing insight into resident performance (e.g., in areas such as interpersonal and communication skills, teamwork and professionalism) taking meeting minutes, recording decisions, and managing the submission of Milestones data to the ACGME in coordination with the PD.
- Support the activities of the Program Evaluation Committee (PEC) and its Chair, including scheduling and attending meetings, taking minutes, providing data and information for regular systematic program review and the Annual Program Evaluation (APE).
- Coordinate ACGME self-study visits and focused site visits, when applicable.
- Prepare Program Letters of Agreement (PLAs) in coordination with the GME Office with participating institutions and training sites. Ensure agreements are revised as needed.
- Facilitate ACGME communications to residents/fellows and faculty, including notifications regarding the annual ACGME Survey.
- Maintain program and resident/fellow statistics as identified for the hospitals for Joint Commission (TJC) accreditation requirements.

Resident/Fellow Schedules

- In consultation with the PD, develop and maintain resident/fellow schedules, including annual rotation schedules, call schedules, and clinic schedules; maintain current schedules in MedHub, and update as appropriate.
- Communicate schedules to the hospitals, clinics, paging operators as needed.
- Advice and counsel residents/fellows concerning ABMS-specialty board and training track educational requirements, adjusting schedules to meet requirements when needed.
- Regularly coordinate information and activities with other services, sites, and departments, including rotation/call schedules, evaluations, conferences, interviews, room/course scheduling.
• Manage off-site rotation schedules (affiliated institutions, away rotations).

**Evaluations**
• Assist PD in development of program evaluations that measure resident/fellow performance, faculty performance, educational content of rotations, and the program, ensuring these are written in competency-based language, as necessary.
• Assist PD with the program’s Clinical Competency Committee (CCC) meetings, including preparation of evaluations and supporting materials for review, taking minutes, and completion of Milestones reporting to the ACGME.
• Identify methods for obtaining evaluations by outside evaluators, including nurses, patients/patient families, staff, technicians, etc. (e.g. 360 evaluations).
• Administer the evaluation process for the program in MedHub, and encourage timely completion by evaluators.
• Coordinate feedback process to division directors regarding rotation evaluations; analyze evaluation data and develop recommendations for curricular and service changes as needed.
• Ensure completion of confidential annual program evaluations by residents/fellows and faculty.
• Ensure timely completion of Summative evaluations by the PD for graduating residents/fellows.
• Assist in the evaluation of faculty performance as it relates to the education program, incorporating confidential evaluations from residents/fellows.
• Coordinate resident/fellow semi-annual reviews.
• Assist the PD in preparing materials for review by the PEC as part of the Annual Program Evaluation (APE) process.
• Manage submission of Milestones data to the ACGME.

**Resident/Fellow Appointments, Credentialing and Offboarding Process**
• Manage appointment process for incoming housestaff in coordination with appointment and credentialing process requirements provided by the GME Office.
• Understand division/department staff involvement in credentialing process, including responsibilities of payroll coordinators and others.
• Organize and schedule program-specific new resident/fellow orientation.
• Initiate appointment process for incoming residents and fellows.
• Manager appointment process for visiting residents and fellows.
• Establish and ensure compliance with program-specific credentialing requirements (e.g., ACLS, PALS, simulation training, specialty-specific training).
• Ensure resident/fellow compliance with UW and UW GME credentialing requirements, including medical/dental licenses, DEA registrations, PECOS enrollment, immunizations, HIPAA training, Learning Gateway modules, and other training as required.
• Facilitate application process for visiting residents and fellows, in compliance with the UW GME Visiting Resident/Fellow Policy.
• Complete electronic health record (EHR) training registrations for residents and fellows as required.
• Field questions from applicants and faculty regarding visas and consult with the GME Office on all visa matters.
• Arrange for pagers, ID badges, Husky Cards, keys, lab coats, etc. for residents/fellows.
• Facilitate resident/fellow changes in appointment from ACGME to non-ACGME clinical and/or research fellows. Includes working with Academic Appointments and Compensation (AAC) and GME Office on appointment and credentialing requirements and coordinating changes in funding sources.
• Assist in the preparation of appropriate letters of recommendation for graduates and completion of verification requests for completion of training.
• Organize annual resident/fellow graduation.
• Manage offboarding activities including distributing graduate follow-up survey, ordering graduation certificates, terminating residents/fellows UW Medicine Account access, and returning pagers and badges to the hospitals.
Resident/Fellow Files
- Maintain educational files for all current residents/fellows and graduates.
- Archive graduated resident/fellow files in accordance with UW Records Management retention schedules.
- Coordinate with PD development and distribution of a graduate follow-up survey.
- Maintain residency database and hard copy files of current and alumni housestaff.

Recruitment
- In collaboration with the PD/APD, establish annual policies and procedures for applicant recruitment.
- Manage program information in FREIDA, ERAS (Electronic Residency Application Service), and specialty matching service (NRMP, SF Match, other).
- Coordinate all components of recruitment including managing applications, developing an applicant review process with PD, scheduling applicants for interviews, hosting interview days, coordinating rank meetings, and working with the PD on the final rank list.
- Produce program recruitment information such as web content, informational materials, and updating social media sites as needed.
- Ensure adherence to National Resident Matching Program (NRMP) requirements, policies, and deadlines.

Personnel/Supervisory Responsibilities
- Consult on issues as the program liaison on inquiries from residents/fellows, faculty, staff and department chairs.
- Process and track vacation/leave requests for residents/fellows.
- Serve as a mentor and coach for program staff. Encourage collaboration and team building to support programs and trainees during their education.
- Serve as the supervisor for additional program staff.

Other Program Responsibilities
- Complete surveys and ensure information is up-to-date in various GME systems such as Specialty Board, FREIDA, ACGME ADS, professional organizations, GMETrack.
- Coordinate and staff various committees, including the Clinical Competency Committee (CCC), Program Evaluation Committee (PEC), residency management meetings, faculty curriculum committee meetings, departmental meetings, meetings with the PD, and with residents/fellows, and follow up on action items as needed.
- Manage administrative and planning logistics for retreats and conferences (e.g., lectures, conferences, grand rounds, journal club, M&M, residency/fellowship retreats, BLS/ACLS courses, in-service exams).
- Provide guidance to faculty, residents/fellows, and administrators on program, institution and GME policies.
- Identify areas for systems improvements across programs and provide feedback to the PD/APD.
- Provide administrative support for residents/fellows which may include ordering equipment or office supplies, managing reimbursements, and answering phones.
- Provide resources for career development, job searches, and job fairs for residents/fellows. As necessary, travel to program training sites to meet with program support staff and resident/fellows.
- Coordinate marketing activities for program.

Financial Responsibilities
- Enter resident/fellow schedules in MedHub in compliance with GME requirements for monthly tracking and billing of resident/fellow activities. Regularly review schedules and enter changes as needed for accurate billing.
- Understand allocation agreement (“Single Source”) for program including approved FTE at each site.
- As needed, advise PD or administrators on recommended changes to allocation agreement, FTE usage at sites, or submitting GMEPAC applications.
- Manage program operations budget and additional budgets (e.g., grant, research, gift accounts).
• Understand the cost of a trainee which includes salary, fringe benefits, union costs, and other associated costs from the program.
• Oversee appointment process and payroll for the program’s residents/fellows as well as program staff.
• Track resident/fellow leave (vacation, sick, professional, personal holiday, unpaid holidays) in MedHub and ensure adequate coverage of clinical services.
• Assist the PD with providing documentation for requesting stipend allocation increases and changes through the GME Position Allocation Committee (GMEPAC).
• Process reimbursement requests through the program such as professional development and licensing, as outlined in the CBA.

Faculty Affairs and Development
• In collaboration with PD, oversee the planning and implementation of faculty development activities, including developing tools to educate faculty on the ACGME core competencies, reporting ACGME survey results, ensuring faculty incorporate the competencies into their teaching.
• Train faculty on the program’s evaluation methods in order to ensure that faculty evaluate residents fairly and consistently.
• Ensure program faculty possess the appropriate credentials indicated by the program’s RRC, as appropriate, and that their CVs are logged in the ACGME’s WebADS system, as required by the ACGME.
• Maintain current faculty CVs with list of current publications.

Professional Development for the Program Administrator
• Attend UW GME educational meetings (e.g., GME 101/102, Program Administrator meetings, monthly brown bags, and Program Director Development Series (PDDS) sessions).
• Attend local, state, and national GME, and ACGME conferences.
• Collaborate with national colleagues and become active in national organizations (e.g., specialty association, TAGME).

Other Responsibilities
• Submit grant applications including annual progress reports and competing renewal applications.
• Manage medical student education program for the division. Process clerkship requests and schedule rotations.
• Develop CME courses and track faculty attendance.
• Maintain faculty activity reports.
• Process Faculty/Resident Educational Allowances.

Qualifications
Bachelor’s degree or Program Management Certification. Experience in program administration and/or management in an education, healthcare or academic health care setting. Advanced proficiency with Microsoft Office applications such as Word, Excel, Access, PowerPoint. Formal budget or grants management experience. Should possess superb organizational skills, an ability to multitask, prioritize competing priorities, work independently, and meet important deadlines. Must be comfortable working independently and in a collaborative team environment consisting of diverse populations of staff, faculty, residents/fellows and other administrative personnel.

Desired Knowledge and Skills
Previous experience working in academic medical center or in medical education. Familiarity with LCME, ACGME, AAMC and other accrediting and regulatory bodies that affect resident and fellow education and training. In addition, the Program Administrator should exhibit excellent communication (written, verbal, cross-cultural), problem-solving and decision-making skills; be proactive and willing to take initiative; be able to adapt quickly to changes in work requirements and assignments; and should exhibit, diplomacy, leadership, compassion and a sense of humor.