

2017 SAU Program Coordinator Session

Supporting Your Program Director



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Overview

- Understanding your PD's work style
 - Unwritten Roles and Responsibilities
 - Building Trust and Report
 - Scheduling Regular Meetings
 - Not Just a Job But a Career
 - PD Feedback
 - Specific Scenarios
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Building a Program Director-Coordinator Relationship



"I suggest everyone roll up in a tight little ball until the danger is past."

Learn Your PD's Work Style and Adapt!

- ▶ Severe sense of urgency to get things done now!
 - ▶ Respond to e-mails and notices within 24-hours. Set a time limit when the assignment will be completed. – Be consistent!
- ▶ Over achievers and are involved in many activities.
 - ▶ Try and remind your PD of realistic expectations (compromise) and stay focused on one task at a time
- ▶ Competitive, they want to be the best!
 - ▶ Have high standard for your work, show them your best!

Learn Your PD's Work Style and Adapt!

- ▶ Procrastinating until the last moment to get things done
 - ▶ Help your PD to stay on task. Have face-to-face meetings and encourage them to do the work right then and there
- ▶ Non-aggressive or indecisive. Can't make a decision
 - ▶ Provide your PD with a couple of options on how to proceed or offer your advice
- ▶ Does not respond to e-mails or notices
 - ▶ Ask your PD if the Associate PD can help with certain assignments.



Unwritten Role and Responsibilities

- ▶ Keep on top of deadlines without the PD prompting you
- ▶ Pay attention to details
- ▶ You, your PD and Associate PD should be a team!
- ▶ Make sure your PD supports your decisions and you support theirs
- ▶ Be an advocate of the Program, even if that means disagreeing with the PD
- ▶ Be compassionate and consider the human element
- ▶ Be positive!



Building Trust

- ▶ Sometimes it has to be earned.
- ▶ Once you gain trust with your PD, lines of communication are more open
- ▶ Trust has to be earned with every new PD
- ▶ Don't treat all PD's the same. Learn their styles and anticipate their needs.
- ▶ The coordinator's role in managing the program is directly related to what the program director assigns the coordinator to do.
- ▶ What the program director assigns the coordinator to do is directly related to how the program director perceives the coordinator's skills, knowledge, what do you bring to the position and trust.



Mistakes Happen

- ▶ If you make a mistake, be honest and up front about what happened. Don't try and cover it up.
- ▶ Be the first to tell your PD about the mistake or oversight. They will appreciate hearing it from you before any one else.
- ▶ Try and come up with a plan to correct the mistake. Its best if you develop your own action plan and present it to the PD
- ▶ Try and not let the same mistake happen twice



Time

- ▶ Make sure you have the time allotted to support your PD and the Program.
- ▶ If not, get your PD's support to request additional help
 - ▶ https://www.acgme.org/Portals/0/PDFs/Specialty-specific%20Requirement%20Topics/DIO-Expected_Time_Coordinator.pdf
- ▶ Identify 2-3 times of the day you are most productive
- ▶ Use that time to complete tasks. Turn off phone ringers, e-mail dings and get in the zone!
- ▶ Don't allow unimportant details to slow down your progress



Schedule Regular Meetings

- ▶ Its important to meet with your program director regularly face-to face
- ▶ Have an agenda of items you wish to discuss
- ▶ Provide follow-up on any tasks and assignments that are pending
- ▶ Let this be an opportunity for you to inquire about any new program, resident or faculty issues. Don't be afraid to asks questions
- ▶ Offer your opinion.
- ▶ Make your meetings productive



“What did you take away from the meeting?”



Put your skills to use!!

- Stay a step ahead of the program director.
- Promptly provide information the program director requests. Never wait until the last minute.
- Prepare the program director for meetings and issues by providing support and compiling data or reports when needed.
- Anticipate the program director's requests. Copying the program director on important emails to the residents and faculty will keep him or her informed.



Not just a job but a career!!

- ▶ Attend resident meetings and curricular development sessions. It is okay to be in places where others might not expect to find a coordinator. Not only will you have a better idea of what is happening in the program, but you can also have input on major changes that may affect your daily management of the program.
- ▶ Learn about the program and its history, and understand the various requirements the program must follow. If you find that the program is deficient in an area, speak up, develop a plan of action, and help implement it





Critical Issues and Moments Make the Difference

- ▶ Rise to the occasion when you and your PD are dealing with
 - ▶ Trainee Issues
 - ▶ Keep good records and have your documentation ready and available at a moments notice
 - ▶ Self-Study reports or visits
 - ▶ Educate and prepare yourself on what to expect. Share what you know with your PD.
 - ▶ Your prep for a self student visit is on-going. Don't put everything off to the last minute
 - ▶ ACGME deadlines (Annual updates and milestone entry)
 - ▶ Start your communication of needs early on



Specific Scenarios

- Resident Issues:
 - Be the PD's confidant. Take time to talk with them and assure them they are doing the right thing.
 - Offer advice but don't require they take it.
 - Follow-up any tasks assigned by the PD in a timely fashion
 - Talk with other coordinators and the GME office to find solutions
- Any specific scenarios you want to discuss?



Feedback from PD's

- ▶ What makes a good Coordinator in your opinion?
 - ▶ There is no better feeling of support and confidence in a coordinator when you realize there is an upcoming deadline or assignment and they are already taking care of the details to make sure the assignment gets completed
 - ▶ I depend on my coordinator to know what's really going on with the residents or a program. If there is a resident performance issue, I will often ask the coordinator if they know of any personal issue going on in their lives. This helps me understand the resident's perspective more.



➤ Questions?



Thank you!!

