UW GME Program Administrator
Job Description

OVERVIEW
The GME Program Administrator (PA) is responsible for the day-to-day administration of the ACGME residency/fellowship training program. The PA assists the 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, GME Office, 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 dissemination and completion of resident/fellow, faculty, and program evaluations.
- Coordinates accreditation activities including ACGME Site Visits, Internal Reviews, annual program reviews, etc.
- Manages duty hour and evaluation reports and ensures reporting/completion compliance.
- Tracks resident/fellow training time in GMETaBS for Medicare reporting.
- Ensures GME policies and procedures are enforced, and that departmental and program policies and procedures are created and enforced.
- Coordinates the resident/fellow recruitment and selection process.
- Assists the PD and faculty in planning, developing, and implementing residency/fellowship program quality improvement projects.

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, residents/fellows, ACGME, 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.
- Advise residents/fellows on policies and procedures, including the Residency/Fellowship Position Appointment (RPA/FPA) which outline the terms of resident/fellow appointments, and consult with the GME Office as needed.
- 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; conferences attendance tracking; and ensuring timely completion of duty hour reports.
- Ensure residents/fellows submit case/procedure log data in appropriate systems as required by the RRC (ADS, MedHub, 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 duty 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 counselor as necessary.
- Assist in housestaff remediation, when applicable. 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 program policies to comply with accreditation requirements.
- Maintain all essential documents required for program accreditation.
- Ensure resident/fellow reporting compliance in the MedHub system.
- Assist the PD in maintaining the program’s ACGME Program Information Form (PIF); keep a working copy and make changes on an ongoing basis.
- Manage and coordinate ACGME site visits, including preparation of the site visit PIF and other documentation. Along with PD, help prepare program, faculty, and residents/fellows for site visit; arrange meeting rooms; ensure required documents are available to site visitor as requested; and serve as key participant in the site visit. Work with the GME Office to schedule program Internal Reviews, prepare Internal Review documents, and participate in review meetings.
- In coordination with PD act on citations received during the site visit, and recommendations made during the internal review in a timely manner.
- Prepare Program Letters of Agreement (in coordination with the GME Office) with participating institutions and training sites. Ensure agreements are revised as needed.
- Maintain program and trainee 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 into MedHub, and update as appropriate.
- Communicate schedules to the hospitals, clinics, paging operators as needed.
- Approve revisions to schedules, and coordinate changes with affiliated sites and personnel throughout year, ensuring that coverage is provided when needed.
- Advise 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.
- 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 ensure 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 PD with the Annual Program Review process.

Resident/Fellow Appointments and Credentialing
- 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.
- Establish and ensure compliance with program-specific credentialing requirements (e.g., ACLS, PALS, simulation training).
Ensure resident/fellow compliance with UW and UW GME credentialing requirements, including medical/dental licenses, DEA licenses, immunizations, HIPAA training, Learning Gateway modules, and other training 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.

Produce appointment packet for incoming housestaff and distribute in a timely manner (e.g., day after Main Residency Match for incoming R1s).

Plan, organize, and schedule program-specific new resident/fellow orientation.

Assist in the preparation of appropriate letters of recommendation for graduates and completion of verification requests for completion of training.

Organize annual awards banquet.

Manage resident/fellow exit process (deactivating accounts, collecting badges and pages, etc).

Process graduation certificates, in consultation with the GME Office.

**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 followup survey.
- Maintain residency database and hard copy files of current and alumni housestaff.

**Recruitment and Orientation**

- In collaboration with the PD, establish policies and procedures for candidate recruitment.
- Update and manage program information in ERAS (Electronic Residency Application Service), SF Match, or appropriate matching service for the specialty.
- Manage program information application submissions in ERAS, where applicable.
- Ensure adherence to National Resident Matching Program (NRMP) requirements and deadlines.
- Produce recruitment brochures and content for program website, coordinates application review process, contacts applicants for interviews, schedule and manage interview day activities, and submits NRMP rank order lists.

**Personnel/Supervisory Responsibilities**

- Process vacation/leave request forms for residents/fellows.
- Process moonlighting request forms.
- Serve as the direct supervisor for additional program staff. Responsible for recruitment, selection, and training.
- Engage in team/employee development.

**Other Program Responsibilities**

- Complete surveys and ensure information is up-to-date in various GME systems (Specialty Board, FREIDA, ACGME ADS, professional organizations, GMETrack, ERAS, NRMP).
- Coordinate and staff various committees, including residency management meetings, faculty curriculum committee meetings, departmental meetings, meetings with the PD, and with residents/fellows, and followup on action items as needed.
- Manage administrative and planning logistics for retreats, meetings, and conferences, including monthly lecture series, conferences, grand rounds, journal club, M&M, residency/fellowship retreats, BLS/ACLS courses, and In-service exams. Submit on-call meal reimbursement requests to the GME Office.
- Maintain program library (journals, books, articles).
- Provide office support for residents/fellows (i.e., assistance with editing publications).
- Provide resources for career development, job searches, and job fairs. As necessary, travel to program training sites to meet with program support staff and resident/fellows.
- Process applications and appointment requirements for visiting residents, fellows, and scholars.
- Coordinate marketing activities for program.
- Coordinate fundraising campaign in conjunction with Alumni Office.
- Oversee supply purchases for the program, including general office supplies and educational materials.
- Order equipment/supplies for residents/fellows as needed.
- Manage travel arrangements for the PD.
- Maintain historical records of the program.
Financial Responsibilities
- Administer GMETaBS (Graduate Medical Education Tracking and Billing System). Record training site/time distribution in GMETaBS for each resident/fellow for Intern Resident Information System (IRIS) reporting to CMS.
- Manage program operations budget and additional budgets (e.g., research, gift accounts), as applicable.
- Oversee payroll for the program’s residents/fellows as well as program staff.
- Track resident/fellow leave (vacation, sick, educational) and ensure adequate coverage of clinical services.
- Assist the PD with providing documentation for requesting stipend allocation increases and changes through the Resident Request Review Committee (RRRC). Ensures number of residents/fellows scheduled at primary teaching sites matches funding allocations.
- Process reimbursement requests for supplies, travel, etc.

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, 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.

Other Responsibilities *
- Submit training grant applications, renewals and five-year 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.

Professional Development
- Regularly attend UW GME Program Administrator meetings; present program best practices at meetings.
- Participate as an outside program administrator for an external program Internal Review.
- Collaborate with colleagues in UW GME.
- Attend local, state, and national GME and ACGME conferences.
- Collaborate with national colleagues, become active in national organizations (eg, specialty association, TAGME).

Qualifications
Bachelors degree. Experience in administration and/or office management in an academic health care setting. Proficiency with Microsoft Office applications (Word, Excel, Access, PowerPoint) and previous budget and auditing experience. Should have excellent organizational skills, an ability to multitask and prioritize competing priorities, work independently, and meet important deadlines. Must have an interest in medical education and the desire to work in a health care setting. 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 GME and at UW. Familiarity with 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, compassion and a sense of humor.

* May not be the responsibility of the GME Program Administrator.