

# Communication with Program Coordinators

**Cookie Reyes**  
Fellowship Program Coordinator  
Clinical Administrator  
Hospital for Special Surgery

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## Communication

Is defined as...

- The **interchange** of thoughts, opinions or information by speech, writing, or signs.
- The **exchange** of thoughts, messages or information between parties.
- The art and technique of **using words effectively** to impart information or ideas.

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## The Program Director



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## Program Director (PD)

- Oversee and organize the activities of the educational program in all institutions that participate in the program
- Implement a program of continuous quality improvement in medical education for the faculty, especially as it pertains to the teaching and evaluation of the ACGME competencies
- Ensure the implementation of fair policies, grievance procedures, and due process, as established by the sponsoring institution in compliance with the institutional requirements
- Seek the prior approval of the ACGME for any changes in the program that may significantly alter the educational experience of the residents

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## The Program Coordinator



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## Program Coordinators a.k.a Program Administrator (PC/PA)

- “Extension” of the PD
- Den mother/father
- Social planner
- Manager
- Cheerleader
- Arbitrator
- Counselor
- Team Leader
- Advocate
- “go to person”

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## Rheumatology Fellowship Program at Hospital for Special Surgery (HSS)

- 1 Program Director
- 1 Associate Program Director
- 44 Rheumatology Faculty Members
- 9 Rheumatology Fellows (adult)
- 5 Rheumatology Fellows (peds. rheum)
- 3-4 Rotating Medicine Residents Q4 weeks
- 18 Nursing staff members (RN, LPN, NT)
- Other staff members (2 social workers, 46 office personnel, 5 registrars, volunteers, etc.)

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## PC/PA must have....

- A deep appreciation of the program's vision and encourage others to do the same
- High-level organizational skills
- Strong computer skills
- Excellent interpersonal skills
- Objectivity
- Resourcefulness
- Patience (and lots of it!)

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## PC/PA: The Job

- Keep up with all internal and external requirements, rules and regulations (i.e. ACGME, state, federal, JCAHO, etc.)
- Provide support to the program director relating to the implementation and assessment of the core competencies
- Assist Program Director with activities relating to Fellowship Program (i.e. examinations, courses, etc. for the enhancement of the fellows' training)

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## The Job (continued)

- Assure that all residents fulfill all necessary requirements in preparation for fellowship
  - Required courses (ACLS, BLS, infection control, HIPAA, etc.)
  - Appropriate licensure and certifications
  - Submit necessary credentialing paperwork
- Keep PD abreast of challenges faced by fellows
- Maintain a collegial and professional relationship with faculty, residents and fellows

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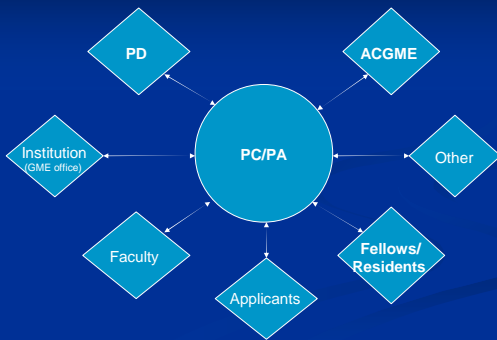
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## The World of a PC/PA



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## PC/PA's version of the ACGME's Six Core Competencies

- Patient care = Care of the Resident/Fellow, PD and Program
- Medical Knowledge = Job experience and skill and knowledge
- Practice-based learning and improvement
- Interpersonal and communication skills
- Systems-based practice = Resource Mgmt
- Professionalism

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## Slide 12

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**kc4** Are you able to elaborate more on this slide in your spoken comments (or maybe you will later?)  
krishna, 2/14/2006

Fellowship program, Fellow, PD, care  
(Patient Care)

*The PC needs to . . . .*

- Be able to integrate program's activities with the medical center(s) around it
- Be compassionate
- Handle accreditation issues competently
- Show sensitivity to needs of all involved in fellowship program especially the Program Director and the Fellows

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Job experience and knowledge (Medical  
knowledge)

*The PC needs to know . . . .*

- All specialty program requirements (ACGME and institution-wide)
- Evolving board and accreditation processes and standards

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Practice-based learning and  
improvement

*The PC needs to . . . .*

- network with other PC's, training administrators, PD's and trainees
- appraise the program
- improve program by applying information learned through networking and attending conferences

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Interpersonal and communication skills

*The PC needs to...*

- Communicate effectively with everyone in his/her world
- Network with appropriate institutions to share information that would enhance the program
- Be willing to both listen and speak as the counselor, advocate

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Systems-based practice

*The PC must...*

- be aware and understand the GME's requirements
- be resourceful when addressing needs of the program (web sites and networking)
- apply knowledge for the improvement of the program

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Professionalism

*The PC must be...*

- Committed to doing their job responsibly
- Committed to presenting oneself in a professional manner
- Understand and respect the confidential nature of the job
- Be accountable for activities relating to the program

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## Challenges: Top 5 list.....

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### ....on the PD and Faculty level

1. Assuring that evaluation/assessment forms are completed and submitted in a timely fashion
2. Appropriate use of evaluation/assessment forms
3. Carrying out appropriate disciplinary procedures
4. Timely attendance (clinic, meetings, etc.)
5. What is said is not what is always heard

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### .... On the Fellow level

1. Assuring that evaluation/assessment forms are completed and submitted in a timely fashion
2. Compliance in filling out necessary forms
3. Attendance in mandatory lectures didactics, conferences, etc
4. Determining sources of funding for various educational initiatives (textbooks, conferences, etc.)
5. Responding to Fellow's questions/needs in an efficient way in "real" time

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### ....On the Institution level

1. Increase prestige and visibility of the program on both the local and national level
2. Obtain support for funding to enhance educational initiatives (i.e. travel to conferences, etc.)
3. Explore funding opportunities for research projects involving fellows
4. Invite strong fellowship applicants
5. Maintain institution's reputation in academia

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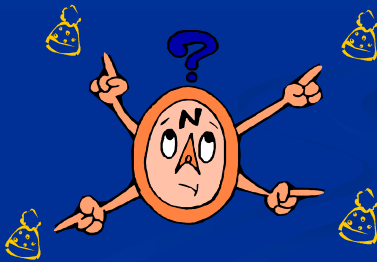
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### .....other levels

- Too many hats.....only one head !!!!!



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### Career Advancement for the PC/PA

- Encourage membership in organizations (TAGME, ARHP, APDIM, etc.)
- Visit job-related web sites (rheumatology.org, ACGME.org, APDIM.org, etc.)
- Attendance at relevant conferences (ACR, APDIM, etc.)
- Network

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## Outcome of Ineffective Communication

- Negative feedback from accrediting institution
- Loss of accreditation
- Inefficient and incompetent trainees
- Possible negative medicolegal issues
- Decrease in patient satisfaction
- Unhappy faculty members
- Frustration and stress
- Loss of superior future rheumatologists
- Penalties and fines

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## Outcome of Ineffective Communication



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Thank you

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