

Northwestern University Feinberg School of Medicine



Meeting Fellows' Needs

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The Big Picture:

What are our paramount goals?



Our goals as fellowship administrators:

- To support the welfare of our fellows.
- To encourage the success of our fellows.
- To sustain and evolve our training program(s).



Encouraging the success of our fellows:

- Providing guidance.
- Being an active liaison.
- Disseminating pertinent information.
- Allowing for latitude when appropriate and beneficial.



Supporting the welfare of our fellows:

- Seriously listening to fellows' feedback, weighing its viability, and acting upon it as deemed necessary.
- Efficiently and effectively responding to fellows' requests and inquiries.
 - Fostering a safe, open, and encouraging environment.



Sustaining and Evolving Our Program(s):

- Maintaining accreditation principles will serve the Program and along with past, present, and future fellows.
- Advancing the Program by listening to, respecting, and responding to fellow and faculty feedback.



Pre-Match Fellows' Needs



Meeting Pre-Match Fellows' Needs

Setting the precedent of being a program that actively supports its fellows should begin before the Match. This sets the tone and mission for the Program as a whole.

It is also an effective recruitment tool!



Meeting Pre-Match Fellows' Needs

- Be pleasant.
- Be accessible.
- Be responsive.
- Be informative.

(Good rules of thumb pre- and post-match)



Meeting Pre-Match Fellows' Needs

Support for newly-matched fellows :

- Welcome
- Timelines
- Offer Letter
- Licensing information
- E-introductions with contact information
- GME contract and benefit information*

*ACGME stipulates that this information be provided to all interviewing candidates during recruitment.



Fellows' Needs



Meeting Fellows' Needs

Everything will begin and end with organization.

Working from this point of view will better equip you to meet all needs efficiently and effectively.

Working from this point of view will keep you sane!



Meeting Fellows' Needs

- Providing a concise and comprehensive orientation for new fellows should not be disregarded. Your Chief fellow(s) can help to shape the presentation and distribution of information.
- Sustain this information pipeline going forward by continually keeping all fellows in-the-loop. Provide them with all updated policies, contact information, action plans, etc. Utilize e-mail for timeliness and online resources for accessibility.



Meeting Fellows' Needs

Common administrative tasks include:

- File admittance
- Verifications
- Deferment paperwork
- General housekeeping
- Reminders of deadlines, conferences, commitments.
- Posting of call schedule(s), presentations, and updated policies.
- Prompting for evaluations, re-certifications, licensure, duty hours.
- Dissemination of information (Dept, Div, Inst, GME, Opportunities, etc.).
- Re-informing of access information (e.g. logins, combinations, codes).



Meeting Fellows' Needs

Fellows bear unique responsibilities in that they are both students and housestaff. Thus, we must work to ensure that each of our fellows develops an individual course of scholarship that will encourage their continued professional growth.

To do that we must advocate for and assist fellows' participation in scholarly activities.



After Fellowship



After Fellowship

- Verification
 - Providing documentation
 - Disseminating their information
- Fielding their requests for information



Motivation



Motivation

Everything will begin and end with organization...and attitude!

While organization affords efficiency and effectiveness, attitude will shape morale. Consequently, we are all more successful when we work in an atmosphere of accessibility, mutual respect, and encouragement.

We are a team.

Together Each Achieves More



Motivation

Perspective is everything.

Our prime objective is to help patients by training and supporting our fellows in their pursuit of being proficient and compassionate specialists.



Q & A
