

POSITION TITLE: **Residency Coordinator**

REPORTS TO: **Residency Program Director**

LOCATION: **CHC Admin**

FLSA STATUS: **Non-Exempt Full Time**

JOB SUMMARY

Community Health Centers, Inc (CHC), a Federally-Qualified Health Center established in 1979, operates 8 clinics in Salt Lake and Box Elder Counties that provide comprehensive high-quality, integrated medical, preventative, behavioral health and dental care to a diverse community many who are vulnerable and underserved. In an effort to address physician shortage in Utah and expand access to healthcare, CHC will start a Family Medicine Residency and was awarded the HRSA Teaching Health Center Planning and Development Grant (HRSA-23-015) and Utah Graduate Medical Education Grant (HB295) to support these efforts. CHC seeks a residency coordinator for the residency planning and development process and residency program once it is established.

The Residency Coordinator, under the direction and supervision of the Residency Program Director is responsible for assisting in the administration of the residency program as outlined in the Accreditation Council of Graduate Medical Education (ACGME) Program Requirements. The Residency Coordinator provides administrative support to the Residency Program Director of the residency, Chief Residents, and provides support to faculty, residents, and fellows. The Residency Coordinator additionally will interact with faculty, residents, fellow(s), medical students and institutional and regulatory administrative offices as directed by the Residency Program Director.

ROLE AND RESPONSIBILITIES

Administrative Responsibilities

- Coordinates the daily operations and logistics for the program
- Adheres to procedures and systems that ensure orderly and timely workflow
- Provides administrative support for Program Director, Faculty and Residents

- Assists with program committees (program evaluation committee, clinical competency committee, etc.)
- Maintains knowledge of current medical licensure requirements, immigration policies, ACGME accreditation and institutional requirements.
- Coordinates with Program Director to update program policies as needed to be compliant with ACGME/GME office
- Assists trainees with program policies and procedures
- Coordinates with Program Director to update competency-based rotation goals and objectives and distributes to trainees and faculty annually
- Assists with producing and distributing manuals/handbooks for trainees
- Assists with producing and distributing annual rotation schedule and changes including entering and updating in scheduling system (AMION)
- Assists with producing and distributing trainee's on-call schedules
- Assists with producing and distributing didactic conference schedule
- Coordinates program wide events such as graduation
- Maintains files on current and alumni trainees
- Executes program letter of agreement (PLA) between the program and each participating site
- Executes trainee contracts
- Coordinates and proctors annual specialty in-service examination
- Maintains trainee scholarly activity data for GME office and ACGME annual update
- Communicates directly with specialty board, specialty societies and other organizations
- Works with the GME office and Human Resources to ensure trainee compliance with medical and controlled substance licenses, DEA number, TB test, flu shot, and computer training requirements
- Ensures compliance with BLS/ACLS/PALS, USMLE
- Monitors and ensures all PGY1 trainees take USMLE Step 3
- Reports on-call meal money for trainees to the GME office
- Assists with the Annual Program Evaluation (APE) by preparing a written plan of action, as is required, that delineates specific initiatives to improve performance as well as how to measure/monitor performance.
- Assist with updating ACGME Annual Program Review (ADS) with Program Director.
- Maintains minutes for quarterly GMEC minutes
- Maintains minutes for faculty meetings
- Produce trainee letters of good standing, letters for specialty boards, mortgages, rent or employment.
- Produce paperwork for access at affiliate sites
- Responsible to notify GME on completion, graduation certificate for trainee's graduating outside the standard program length, e.g., IM physician scientist track, EPAC, etc.
- Works with GME, Legal and Program Director for disciplinary actions
- Works with Program Director to notify GME of trainee's leaving, dismissal from the program.
- Assists with resident travel and accommodations for national conferences.

- Maintain biographical information on all residents and update information on alumni.
- Report residency alumni information to HRSA as required by grants
- Handle highly confidential material for residency, fellowship, faculty, and institution
- Miscellaneous duties and responsibilities as determined by the Program Director

Evaluation/Credentialing

- Coordinates the distribution, tracking and filing of trainee, faculty and rotation evaluations in MedHub
- Complete verification of training forms
- Tracks trainee procedures in MedHub (if applicable) and the ACGME Case Log System
- Monitors trainee board eligibility status
- Coordinates semi-annual trainee reviews with Program Director or including portfolio review
- Monitors trainee work hours, runs monthly work hour violation report and assists Program Director with reporting violations and action plans to the GME office
- Processes Moonlighting Authorization Forms
- Processes summative evaluations for trainee's completing the program or transferring out of the program
- Processes licensing for resident physicians

Recruitment

- Assists Program Director with applications through the Electronic Residency Application Service (ERAS) program
- Assists Program Director in screening and inviting candidates for interview
- Coordinates communication between applicants and program via e-mails, telephone and written correspondence
- Coordinates candidate interviews with faculty, meeting with current trainees and tour of facilities
- Coordinates interview day (and operates Zoom for virtual interviews)
- Verifies applicant eligibility including program selection policy, Educational Commission for Foreign Medical Graduates (ECFMG) and visa requirements
- Participates in resident rank meetings with Program Director, Faculty and Residents
- Prepare data for resident rank meeting
- Assists the Program Director in submitting the rank order list to the National Resident Matching Program (NRMP) Collaborates with the Program Director to complete the annual GME Census Survey through GME Track to populate program's listing on FREIDA
- Creates and maintains recruiting brochures, websites and other materials provided to applicants
- Reviews the required policy and document packet with interviewee including interview packet checklist
- Provide EDI data to the GME IDEALS committee
- Provide CHC HR with New Hire spreadsheet
- Coordinates new hire orientation with CHC and affiliated institutions

Program Accreditation

- Familiar with ACGME specialty's program requirement interpretation
- Creates program handbook under the direction of Program Director
- Assists Program Director and Faculty in initial ACGME program application
- Coordinates site visits for ACGME accreditation
- Maintains accurate and easily retrievable trainee portfolios
- Assists with annual ACGME program and trainee updates
- Assists Program Director to gather data for ACGME Next Accreditation System (NAS)
- Supports GME office with special/internal review with the GME office
- Serves as a participant in ACGME and GME Program Review Committee reviews
- Compiles, tabulates and reports data for surveys, questionnaires, census reports, accreditation reports and other forms and documents required by internal and external agencies as directed by the Program Administrator

Information Technology

- Updates specialty board websites annually
- Maintains program management software
- Update program and recruiting webpages
- Requests program/department specific access at all affiliated sites (CHC, Intermountain Health, University of Utah Health, etc)
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Human Resources

- Processes and tracks trainee absences both in MedHub and for board qualification
- On-boards new trainees to the program including orientation
- Maintains fellowship and job opportunity files
- Assists Program Director with monitoring trainee morale and responds to concerns
- Assists in trainee remediation
- Assists with due process for trainee probation and termination
- Coordinates trainee's mentor program
- Coordinates with Program Director to review GME Dashboards for department/division budget season

Finance

- Works with Program Director, CEO, and CFO or designee regarding program purchases and budget
- Processes additional compensation forms for trainees
- Manages travel including registering trip, early and final travel reimbursements for Program Director, Associate Program Director and trainees
- Processes procurements for the program
- Processes procurements for trainees using their education and travel funds

Professional Development

- Attends monthly GME office coordinator meetings
- Engages in life-long learning by taking courses the further professional growth, knowledge and expertise to enhance program management skills
- Actively participates at a national level in program coordinators' association, or other national meetings

QUALIFICATIONS AND EDUCATION REQUIREMENTS

Bachelor's Degree (Preferred)

Relevant experience in administration and/or medical education (preferred)

Experience with ACGME accredited programs (preferred)

Enthusiasm for the creation of a new program and flexibility with navigating the process (required)

PREFERRED SKILLS

- Exceptional organization skills.
- Ability to independently prioritize work.
- Ability to utilize resources effectively.
- Critical thinking and problem solving skills.
- Effective written and verbal communication skills.
- Ability to adapt and adjust to new or changing situations.
- Exceptional interpersonal and communication skills.
- Ability to maintain confidentiality.
- Understands the dynamics and objectives of the emergency medicine residency and its relationship with the primary institution and participating institutions.
- Understands the management structure of the residency and maintain effective relationships with supervisors and co-workers.
- Understands general human resource functions and principles.
- Understands general financial and budgetary processes and principles.
- Understands principles of record keeping and confidentiality (including HIPAA compliance).
- Understands ERAS software and applications.
- Able to organize, schedule, and prioritize work for self and others to meet deadlines.
- Able to utilize interpersonal skills to work effectively with others.
- Demonstrates proficiency with computer applications, online resources and equipment including use of social media in resident outreach and recruiting

ADDITIONAL NOTES

- Prolonged periods sitting at a desk and working on a computer.
- Prolonged periods of periods of standing and bending.
- Must be able to lift up to 15 pounds at times
- Typical setting is in an office with moderate office noise level

