The Importance of Core Competencies for Program Coordinators

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Disclosure

- We have nothing to disclose.

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Life with the right coordinator

Learning Objectives

- Identify the six core competencies for program coordinators

- Define the coordinators' learning cycle

- Discuss how successful mastery will provide a solid foundation to the coordinator and to the program

Why do we need core competencies for coordinators

Coordinators daily responsibilities are built around the six core competencies

Why do we need core competencies for coordinators

Milestones are part of the coordinators job performance factors as established by the respective program directors and the Department of Human Resources
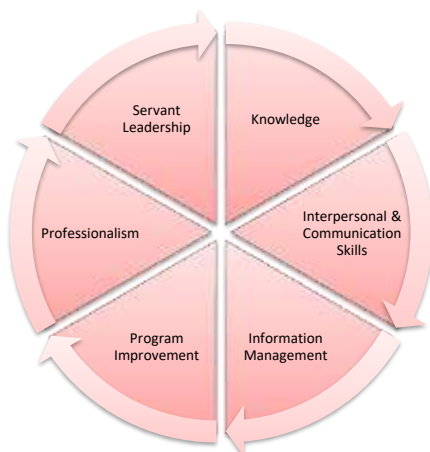
Why do we need core competencies for coordinators

The Learning Cycle is closely linked to the mastery of the six core competencies

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Six Core Competencies

Servant Leadership

Knowledge

Interpersonal & Communication Skills

Professionalism

Information Management

Program Improvement

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Knowledge

Demonstrate evidence of a satisfactory understanding of the ACGME program requirements and specialty boards as written

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Knowledge

- Responsibility to the program and institution

- Maintain an awareness of all changes in program requirements

- Actively participate in professional development

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Knowledge

- Recognize and understand the GME language

- Engagement in GME community development

- Secure certification as a Training Administrator in Graduate Medical Education (C-TAGME) based on departmental or institutional requirements

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Interpersonal and Communication Skills

Demonstrate interpersonal and communication skills that result in effective information exchange across the continuum

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Interpersonal and Communication Skills

- Serve as a point of contact for both internal and external stakeholders

- Advocate the importance of diversity, equity and inclusion

Information Management

Demonstrate an awareness of essential program requirements, resources and the ability to easily retrieve information and data

Information Management

- Documentation and preparation of ACGME ADS, APE, accreditation actions, citations, and areas of concern

- Coordinate and manage clinical competency committees, milestones, semi-annual reviews, final written evaluations, ACGME surveys and all other program documentation as required

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Information Management

- Maintain, track, and verify documentation in accordance with departmental and institutional guidelines

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Program Improvement

Demonstrate the ability to use knowledge and resources to improve program operations and educational activities

Program Improvement

- Apply knowledge to improve program processes

- Engage with PD, Associate PD, Chief Residents using education and knowledge to develop program initiatives

Program Improvement

- Develop and implement policies as they relate to the program

- Share innovative ideas and best practices with others in the GME community

Professionalism

Demonstrate an ability to conduct oneself in a professional manner that reflects positively on the program and institution

Professionalism

- Interact with internal and external stakeholders in a courteous and professional manner

- Display trustworthiness and ethical behavior by maintaining confidentiality, the ability to handle sensitive situations and information on a need to know basis

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Professionalism

- Take ownership for successes and learning opportunities

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Servant Leadership

Develop the characteristics of a servant leader and seek to introduce one's program to the development of a servant leader within your respective institutions

Characteristics Identified by the Program Coordinator Leadership Council (PCLC)

- The characteristics noted as crucial to our coordinators are:
  - Listening
  - Awareness
  - Persuasion
  - Stewardship
  - Commitment to the Growth of People
  - Building Communities

The Learning Cycle

Coordinators have said, "What we know, what we don't know and sometimes we don't know what we don't know."

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The Learning Cycle

Learning process that all coordinators go through as they master the competencies

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The Learning Cycle

First Year as Coordinator

- Beginner I (first 6 months)
  - Building foundation for growth of knowledge
  - Strengthen core knowledge to engage within the larger GME Community
  - Acquire knowledge
  - Building relationships

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The Learning Cycle

First Year as Coordinator

- Beginner II (second 6 months)
  - Showcase knowledge acquisition
  - Engage with PDs, APDs, Chief Residents
  - Review
  - Reflect
  - Revise

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The Learning Cycle

Second Year as Coordinator
- Intermediate I (first 6 months)
    - Developing competencies
    - Engaged in GME community
    - Recommit to growth and development as coordinator
    - Increased expectations of you from GME community
    - Establishing own identity to place footprint on program and Community
    - Enhance competencies for increasing interactions with all stakeholders

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The Learning Cycle

Second Year as Coordinator
- Intermediate II (second 6 months)
    - Innovative
    - Forward thinking
    - Understand value to program & balance workload for coordinator wellness

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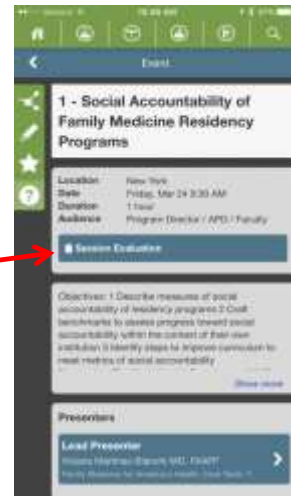
The Learning Cycle

Third Year as Coordinator

- Advanced
  - Engage in professional development
  - TAGME Certification
  - Engage in GME community

- Leave no coordinator behind

Any Questions???

Please

complete the

session evaluation.

Thank you.

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Thank you!!!

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