

ASSOCIATION OF PROGRAM COORDINATORS IN RADIOLOGY

Job Description: “Radiology Residency Program Coordinator/Education Administrator” October 2006

Job Summary

This position provides administrative support to the Director of the residency and fellowship programs, Chief Residents, and acts as an educational coordinator between attending physicians, residents, fellow(s), medical students and institutional and regulatory administrative offices. Demonstrate initiative, resourcefulness, and problem-solving skills in applying a detailed knowledge of the responsibilities, functions and underlying management structure of the department and of the larger institution in organizing and independently prioritizing work, establishing procedures and systems and ensuring the orderly and timely flow through the office. Coordinates and administers human resource functions and participates in budget review and financial processes. Acts for and regularly makes decisions in the program director's absence within prescribed limits of authority.

ESSENTIAL JOB DUTIES:

Coordinate the Department of Radiology's educational programs, including assisting in recruitment, evaluation and selection of new residents; coordinate residency training programs; administrative assistance to the Residency Program Director, Chief Residents, and serve as liaison between the Medical Education Department and the Radiology Department (Radiology Residency Program Director, Radiology staff, Radiology Residents).

Coordination and Organization of Accredited Graduate Medical Education Radiology Residency Program, Fellowship Program and rotating 4th year medical students. Major aspects of this function include independent coordination of and preparation for accreditation site visits for the residency program, maintaining compliance with accreditation guidelines at all times, and appropriate reporting regarding accreditation matters; preparation of reports for numerous radiological organizations on a routine basis; development of new procedures in response to new or revised policies issued by governing agencies or program director; liaison with Chief Residents regarding resident rotation schedules, call schedules, vacation and leave schedules, conference schedules, and resident meetings; maintenance of all house staff personnel records, including confidential evaluation and counseling records; organization of new house staff department and hospital orientation; liaison and communication with all appropriate campus offices and affiliated hospitals; coordination and preparation for American Board of Radiology examinations and American College of Radiology in-training examinations; review of internal procedures related to all house staff-related functions and implementation of new procedures as appropriate. Manages and coordinates program logistics. Adjusts support to accommodate changing priority needs. Resolve administrative and logistical problems and transactions collaborating with the varied agencies and institutions. Represents the program director to other

hospital offices, the public or outside agencies in matters of administrative consequence. Compose individual correspondence that will inform the international resident what original documents are required by the state for the country from which they graduated. Compose individual correspondences to residents, fellow(s), and students regarding documents that are required in regard to their specific association to the program. Compiles and tabulates data for surveys, questionnaires, census reports, accreditation reports and order forms and documents required by internal and external agencies. Receives supervision effectively from faculty and supervisors with the ability to organize, schedule, and prioritize work for self and others to meet deadlines. Informs house officers of all meetings and presents any advertisements for job and fellowship opportunities. Prepares check requests, travel authorizations, expense reports, fund reimbursements and prepares a balance sheet of all disbursements to Medical Education Office. Implements and updates program management information. Coordinate resident, fellow and medical student orientations. Drafts annual budget for residency program. Transcribes letters, reports, manuscripts, CV's, slides, etc. for Housestaff and Program Director. Composes, prepares and distributes correspondence, agendas, reports, schedules and calendars. Committee coordination and member of Radiology Residency Program Committee. Responsible for implementation of medical staff programs and assist program director in development of personal and departmental goals and objectives. Handles highly confidential material for medical group, residency, fellowship, and institution. Maintains biographical information on all residents and updated information on graduates to include statistics on fellowship experiences and practice locations. Assist in or prepares letters of recommendation. Prepares and distributes all post-graduation radiologist verifications. Enters curriculum documents, accreditation documents, manuals, conference handouts, etc., in the computer, as well as prepares manuscripts from rough draft, machine transcription. Create yearly rotation schedule for rotating medical students. Prepare "packet" for each rotating medical student, including various schedules. Receives and screens visitors and telephone calls, answers all inquiries regarding residency, fellowship, student rotations, and other training issues. Notifies appropriate personnel or records messages; responds to inquires for information. Prepares appropriate response to communication under supervision of the program director. Assist new residents with "settling in," all administrative activities of the office.

Provide Administrative Support to the Residency Program Director, Chief Residents, and Others. This includes drafting reports and letters, assist and advise Chief Residents in creating yearly rotation schedule for residents, incorporating curriculum requirements, and creating yearly call, conference, and vacation schedules for the program. Coordinate yearly revision of residency handbook, orientation, and assist Program Director in orientation for incoming residents. Directs the work flow and supervises the necessary administrative paperwork, records and complex filing systems to support program. Provides editorial/administrative assistance in preparing manuscripts for publication in various medical journals. Serves as personal counselor for residents and students, helping them to see alternative methods for addressing problems. Clarifies vacation, leave of absence, trips, and all other personnel policy questions. Proctors American College of Physicians In-Training examinations.

Maintain resident and fellow personnel files, confidential correspondence, teaching and performance evaluations. Alert the program director of any potential counseling needed due to performance evaluations. Example responsibilities include the following: advise residents on

departmental policies, attend resident meetings, and compile individual faculties' evaluations of residents, assist program director in individual counseling sessions with residents, distribute and collect semiannual resident evaluations of the faculty, and distribute and collect monthly faculty evaluations. Teach residents from foreign countries the procedures that must be followed with INS, ECFMG and the state licensure board. Perceives the pressures that physicians face and encourage residents to use appropriate stress reduction tools. Deals effectively with individuals with different personalities/styles and is an active listener -- is fair and nonjudgmental. Participates in departmental projects, including setting aside personal priorities to achieve departmental goals. Serves as a mentor for other employees by coaching, assisting with computer training, etc. This is not a single occurrence, but rather an ongoing commitment to improving the performance and skill of co-workers. Support co-workers by offering assistance, encouragement and mentoring. Refrains from making negative comments, but rather brings concerns to the appropriate person and works to positively resolve issues. Initiates actions, which improve the efficiency of work, reduce cost, and/or improve the quality of service.

Recruitment of Residents and Fellows . Being an effective head up member of the residency recruitment team involves extensive initial contacts via telephone and correspondence, serving as an information source for the program, institution and state. Develop programs' image and exposure through radiology interest groups, residency fairs, visits and/or communication with medical schools, advertising, the Internet, and other image-building techniques. Independently creates and maintains applicant pool. Creates, designs and manages residency program recruitment plan, time-line, guidelines, and policies and procedures for the department. Composes and administers a post match survey to all applicants. Reviews and assess their answers' recommending changes to improve next year's recruitment activities. Screen applications of candidates. Coordinates applicants interview day. Develops any and all materials used by faculty during interview of candidates. Send thank-you letters to all candidates within three working days of interview. Send out "top prospects" list to faculty. Uses a keen eye in the preliminary evaluation of the applicants and in verifying the statistics used for the final reports to FREIDA, AMA and NRMP.

Design and maintain database materials for the Department of Radiology Continuous Quality Improvements Program. This will include attending departmental quality improvement meetings. Attendance will be necessary for minute recording, and for gathering necessary information for developing appropriate database analysis tools to meet current ACGME requirements.

Serve as Librarian and Health Information Resource Manager for the Department's Learning Resource Center (Library). The office of the educational coordinator will independently facilitate supervision and maintenance of learning materials including books, journals, computers, and CD-ROM's, and other audio-visual materials. Literature searches and articles retrieval and administrative support for preparation, proofreading, and editing of research manuscripts will be provided to the residents and staff radiologists. Assist and tutor residents/staff in the use of computers, word processing. Maintain teaching files, maintain and distribute board study materials for residents.

Attachment A

MAJOR JOB DUTIES/RESPONSIBILITIES

Essential Functions:

- 60% Administration, coordination, and supervision of two graduate medical education programs including residents, fellows, and medical students.
- Initiate and write new policies and procedures for Radiology Residency Program as appropriate, insuring compliance with ACGME requirements and other regulations as necessary.
- Initiate research award nominations and other GME-related projects as necessary.
- Ensure house staff compliance with established policies and procedures.
- Manage and coordinate ACGME-conducted accreditation site visits for Radiology Residency Program.
- Maintain web-based ACGME accreditation surveys for Radiology Residency Program, collecting and collating appropriate information from various sources throughout the campus.
- Compile and submit reports to ACGME, American Board of Radiology, American College of Radiology, American Association of Medical Colleges, AMA, Radiological Society of North America, and other professional organizations as required.
- Maintain GME Track.
- Initiation and administration of house staff budget, including projections of future needs.
- Compile documentation for justification of additional house staff funding.
- Documentation and credentialing for all graduate medical education training conducted within the department, including initiation and writing credentialing documents as required by house staff and completion of credentialing forms for signature by appropriate medical staff; maintenance of all house staff personnel records, including confidential evaluation and counseling records.
- Compile data and prepare reports for numerous radiological organizations.
- Development of new procedures in response to new or revised policies issued by governing agencies or program director.
- Liaison with Chief Residents.

- Plan, organize, and schedule new house staff orientation.
- Liaison and communication with all appropriate campus offices and affiliated hospitals as well as program director and radiology staff.
- Coordination and administration of American Board of Radiology examinations and American College of Radiology in-training examinations.
- Review of internal procedures related to all house staff-related functions and implementation of new procedures as appropriate.
- Administrative support to Diagnostic Radiology Residency Program Director, including scheduling of meetings, preparation of agendas, maintenance of meeting minutes, development of reports and provision of data to the Radiology Residency Program Committee, and implementation of policies developed by the committee.
- 25% Administration and coordination and organization of house staff recruitment for all residency, fellowship, and clerkship programs offered in the department.
- Review all residency applications and screen those appropriate for interview. Evaluate residency applications for competitiveness for program and notify applicants of decision. Screen fellowship applications for compliance with prerequisites before referring to program director.
- Use knowledge of ERAS (Electronic Residency Application Service) software to manage residency applications and compile reports as necessary.
- Train and supervise as needed those administrative assistants hired temporarily to assist with various projects.
- Write and revise recruitment brochures and all printed materials and forms, as well as all website information.
- Administration and coordination of all house staff interviews; communication with applicants as necessary.
- 15% Administrative support for Radiology Residency Program Director.
- Prepare agendas, attend Radiology Residency Program Committee Meetings and produce minutes from those meetings. Prepare all written correspondence, reports, etc. of the Program Director. Keep Program Director's CV updated at all times.

Attachment B

Because of the varied nature of the position, a list of particular duties by month has been provided. However, there are daily/monthly duties which must be done:

1. Prepare and distribute Resident Rotation Schedules.
2. Prepare and distribute monthly Resident Conference Schedules.
3. Schedule all monthly Follow-Up conferences for residents and staff.
4. Schedule all monthly Rad/Path Conferences for residents and staff.
5. Schedule all monthly Mam/Path Conferences for residents and staff.
6. Submit resident requests for reimbursement of book expenses each time books are purchased.
7. Track and log all vacation/sick leave used by Radiology Residents.
8. Schedule and prepare paperwork for residents attending AFIP (Armed Forces Institute in Pathology).
9. Prepare check requests for payment of all monthly apartment rents, utilities, furniture rentals, etc. for all apartments leased for use by the Radiology Residents.
10. Prepare Travel Authorization Forms for all residents preparing to travel to attend out of town conferences.
11. Prepare all requested Verification paperwork for former radiology residents from your program.
12. Submit requests for funds reimbursement to Medical Education Dept.
13. Track and log all Medical Education reimbursements.

July

1. July 1 is the beginning of the academic year in all residency programs. This is the day that the majority of new residents begin their training. An orientation program must be planned, questions answered, and information disseminated.
2. Attend GME orientation with new Radiology Residents and assist them with any needs pertaining to their new position.
3. Begin to process questions about the Radiology Residency Program from rising fourth year medical students.

August

1. Continue to process information regarding the program.
2. Electronic Residency Application Service (ERAS) opens mid-August. Install ERAS software.
3. Residents are preparing for written Board Exams. Schedule extra conferences as needed.
4. In-put resident information on AMA-Frieda Database.

September

1. Applications arrive via ERAS, download daily.
2. Late September or early October -- American Board of Radiology
3. September - October arrange semiannual resident reviews.
4. Prepare forms for American College of Radiology (ACR) In-Service Examination.
5. Provide support for Board Examination applications.
6. September - October -- arrange semi-annual reviews.

October

1. Contact candidates who were selected for interviews.
2. Begin to send out invitation for interviews.
3. Prepare interview schedule for faculty.

November - January

1. Interviews for residency continue through these months. Try to have all invitations posted before Thanksgiving.
2. Develop evaluation form for interviewing attendings.
3. Develop a ranking form for interviewing attendings and a separate ranking form to be used by our residents.
4. Assist during interview days by developing itineraries, greeting applicants and providing an overview of the program.

December

1. Radiologic Society of North America (RSNA) Meeting. Prepare travel authorizations for any attending residents.
2. Begin to send out letters of regret to those candidates who have not been scheduled to interview.

January

1. Send follow-up letters to all interviewees
2. Continue letters of regret.
3. Coordinate second-look visits from applicants.
4. Prepare interviewee scores from attendings and residents.

February

1. Coordinate Match list.
2. Many of the applicants will be calling the program in early February to see if they are put on the list. Heavy Phone Traffic!
3. Enter match list on National Resident Matching Program (NRMP) web site.
4. ACR In-Training Exam (proctor).

March

1. Match Day. Results are posted on NRMP web site. If there is a "spot," participate in Scramble.
2. Begin appointment process for new house staff. Mail out packets with necessary forms and information.
3. Make a checklist of all tasks that need to be completed for incoming and outgoing residents: film badges, certificates, ACLS, etc. Note the target date for completion of each task.
4. Revise recruitment materials, cover letters and supplies.
5. Update web site if necessary.
6. Generate lists of residents for next academic year and distribute to appropriate personnel.
7. March-April schedule semi-annual resident reviews.

April

1. Order certificates for graduating residents, fellows.
2. Results of ACR In-Training Exam are distributed to residents.
3. Plan to attend Association of Program Coordinators meeting. Association of Program Directors meets also.
4. Prepare and send out evaluation of attendings survey to residents.

May

1. American Board of Radiology oral examinations. Provide place and room to study for fourth year residents.
2. Prepare new rotation schedule for next academic year.
3. Update rotation schedule for previous year.
4. Process termination paperwork for graduating residents.
5. Plan events for graduating residents.

June

1. Request then distribute information regarding orientation program for new residents.
2. Graduating residents are checking out and saying good-bye. Collect keys, forwarding addresses, parking cards, books, etc.
3. Graduation Ceremony!