

# LIFE CYCLE OF A PROGRAM COORDINATOR

December 13, 2022



Association for Hospital Medical Education

Council of Program Administrators and Coordinators (COPAC)

# INTRODUCTIONS

## ❖ Brooke Moore

- ❖ GME Consultant
- ❖ GME Program and Institutional Administration (12+ years)
- ❖ Disclosure – None

## ❖ Dr. Jennifer Christner

- ❖ Pediatrician
- ❖ Education Leadership (pretty much every role in the past 24 years!)
- ❖ Disclosure – I own both a Coaching business (LCS certified; ICF certification also in progress) and an LCME accreditation consulting business.

## OBJECTIVES



Identify the career stages of a Program Coordinator



Discuss the strategies to identify and develop your career goals



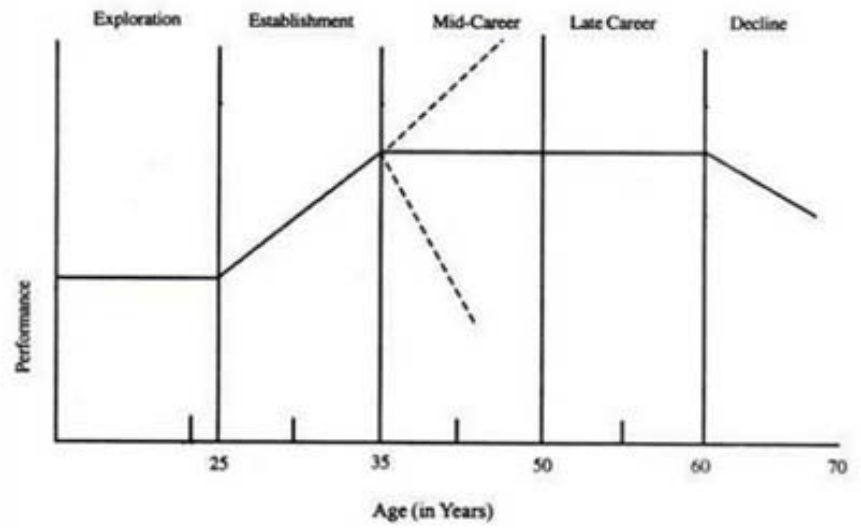
Determine the next steps to enhance your career

*Per the ACGME Common Program Requirements –*

*Each program requires a lead administrative person, frequently referred to as a program coordinator, administrator, or otherwise titled by the institution.*

*The program coordinator is a key member of the leadership team and is critical to the success of the program.*

# CAREER LIFE CYCLE



## 5 CAREER STAGES



# GLOBAL THOUGHTS ACROSS THE CAREER SPAN

- ❖ Working with your boss
- ❖ Working with colleagues
- ❖ No one promotes you like you!
  - ❖ Don't expect your boss to be thinking about your next step
    - ❖ That's YOUR job



## GLOBAL THOUGHTS ACROSS THE CAREER SPAN

- ❖ Do not expect more money/promotion
  - ❖ Because you were assigned more work
  - ❖ To come quickly
- ❖ You may have to leave your unit/your place of work to move up
  - ❖ Missing self-promotion



## GLOBAL THOUGHTS ABOUT STAYING “UNSTUCK”

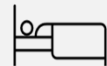
- ❖ You have enough time to do **anything** you want.
- ❖ You do not have enough time to do **everything** you want.
  - ❖ What are your personal goals and professional goals?
  - ❖ What are your values?
  - ❖ Do they align?
  - ❖ Cross off anything that doesn't align.
  - ❖ Make sure it is what YOUR goals and values are
    - ❖ Not your mom's, your significant other's, your colleagues





## GLOBAL THOUGHTS ABOUT BEING “HAPPY” – IN YOUR JOB AND LIFE

❖ You MUST sleep well, eat well, play well



❖ Life is 50/50

❖ Life will NOT be happy all the time. Ever. For anyone.

❖ NO ONE and NO THING makes you “happy” but you.

❖ Not your significant other

❖ Not your job

❖ It is not anyone else’s job to make you happy.

❖ It is YOUR THOUGHTS that make you happy

❖ Or unhappy.



# EARLY CAREER (0-5 YEARS)

## Establishment Stage

- Launching yourself in a role in GME

Day-by-day, learning as you go

## What vs Why?

- Takes 3 years to understand **WHAT** you are doing
- After that, you start to understand the **WHY**

## Main objectives:

- Learning your new job
- Gaining trust from colleagues
- Developing and improving your skills

## EARLY CAREER MUSTS

1

Consume the entire ACGME website content

2

Attend at least one national conference

3

Set boundaries with your manager, your PD, your residents, etc.

4

Seek out peers (especially in your specialty)

## TIPS FOR SUCCESS: EARLY YEARS

- ❖ Be a sponge
- ❖ Learn as much as you can about anything and everything
- ❖ Keep asking questions. When you think you don't have any more, ask more.
- ❖ NOTHING should be “beneath” you (within reason of course)
- ❖ Keep a tracker on your desktop
  - ❖ All new skills you learned
  - ❖ All projects you completed



File Home Insert Page Layout Formulas Data Review View Help Acrobat

Clipboard Font Alignment Number Styles Cells Editing Analysis Sensitivity

Calibri 11 Bold Italic Underline Font Color Background Color

General Conditional Formatting Format as Table Cell Styles

Insert Delete Format Sort & Filter Find & Select Analyze Data Sensitivity

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	A	B	C	D	E	F	K
1		<b>Mentoring</b>	<b>Teach/Edu Accomplishments</b>	<b>Education Administration Leadership</b>	<b>Institutional Roles</b>		
60	<b>21-22</b>			LCME Site Visit	Have most diverse entering class ever in hx of school - 30%		
61							
62				Contributed to SACSCOC 5 year report	AAMC GQ continues it's remarkable trend		
63							
64							
65	<b>22-23</b>			<b>UME</b>	<b>Office of Senior Dean</b>		
66				Implmented DaVinci	Created an office of Institutional Accreditation		
67				Temple Campus	- SHP and Homeless Accreditation added		
68					- adding affiliation agreement person due to mess of Observerships and Outside Learners		
69				<b>GME</b>			
70				Figured out salaries and protected PD time	Onboarding across the affiliates project		
71							
72					Humanities Exerssion and Arts Lab- had big speaker Javier Zamora		
73							
74					Rejuvenated all 4 JASCs		
75							
76					Profesional Development Day Oct 7th		
77							
78							
79							

**Sort & Filter**

Organize your data so it's easier to analyze.

You can sort the selected data from smallest to largest, largest to smallest, or filter out specific values.

## TIPS FOR SUCCESS: EARLY YEARS

- ❖ Create a Professional LinkedIn Profile
  - ❖ Keep a tracker of people you've met for networking
  - ❖ Connect with them on LinkedIn
  - ❖ Connect with them every 6-12 months
    - ❖ Send an article or a tidbit they might find valuable
- ❖ Find a mentor in the profession
  - ❖ Someone whose career is aspirational
  - ❖ Ask for advice and guidance



# MID- CAREER

(6-14 YEARS)

## Development Stage

- Creating value in your role in GME
- Refining your skill set and knowledge

Go-to person

Questioning the way things are done

Understanding what parts of GME you most prefer

- Curriculum, scholarly research/writing, administration, etc.

Imposter Syndrome

- reframe feeling as managing learning-credibility tension

## MID-CAREER MUSTS



SEEK TAGME  
CERTIFICATION



CREATE YOUR  
COMMUNITY

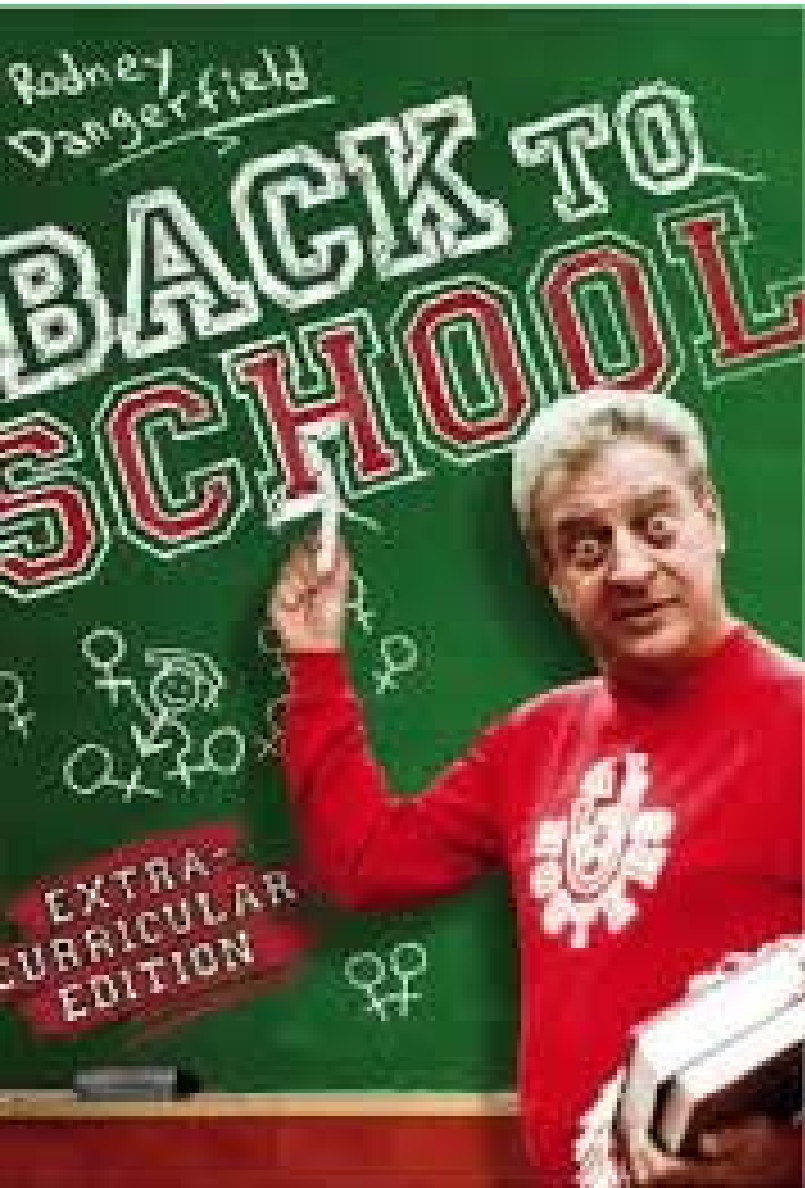


EMBRACE IMPOSTER  
SYNDROME



MAXIMIZE YOUR  
VALUE





## TIPS FOR SUCCESS: MIDDLE YEARS

- ❖ What are other trainings you could take on if you wanted to?
  - ❖ Another degree
  - ❖ A certification
  - ❖ Are those necessary?
  - ❖ Do YOU really want to or feel you have to?
- ❖ HR is real and it's the same EVERYWHERE.
  - ❖ If you have the same job and same responsibilities, you can't get promoted just b/c you do it well.
    - ❖ You are supposed to do it well (e.g., medical students wanting Honors because they came early and worked "really hard.")

## TIPS FOR SUCCESS: MIDDLE YEARS

- ❖ Continue to network
  - ❖ LinkedIn
    - ❖ If repost/share something - comment
    - ❖ Post good things you have done or others you know have done
    - ❖ Post new literature and WHY you think it's interesting/valid
    - ❖ Post new skills/IT you're using and WHY you think it's beneficial
- ❖ Realize not everything is an emergency
- ❖ Learn to pick up the phone and call when needed





**LATE  
CAREER**  
(15+ YEARS)

## Advisory Stage

- Continuous self-development, ongoing learning

## Pass along the knowledge

- Teach others
- Speaking engagements
- Become a mentor

## Begin identifying and training a successor

## What is your next career step?

- Seeking new opportunities vs. advancing in place

## LATE CAREER MUSTS



Advocate for the profession



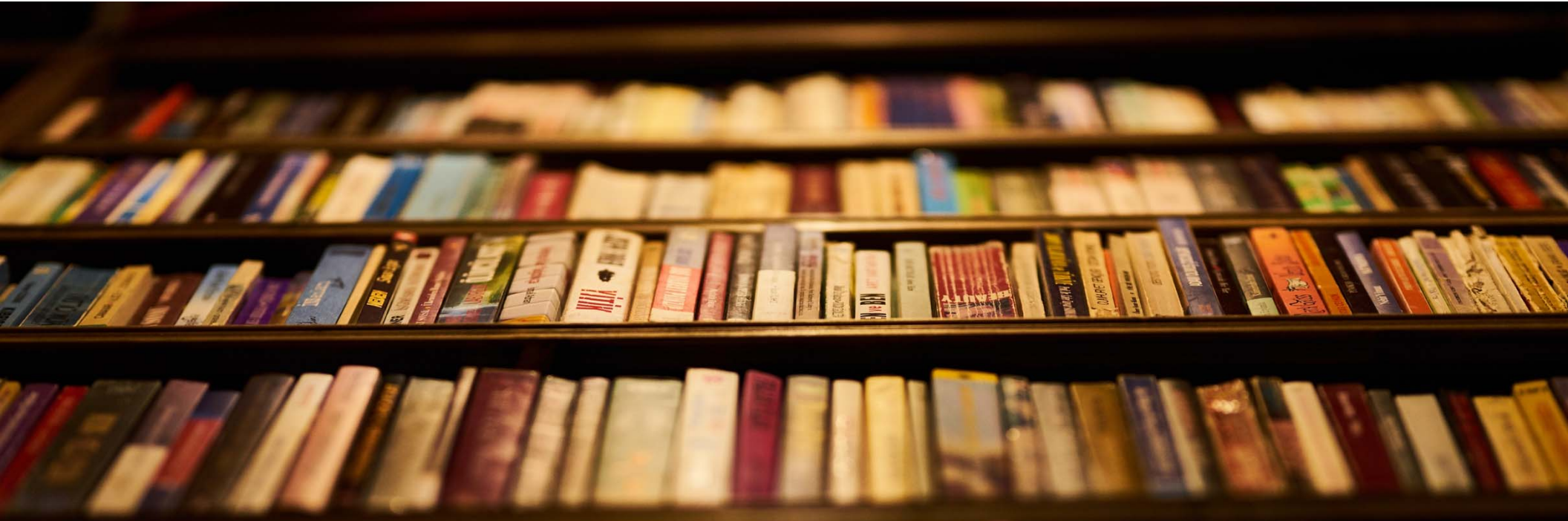
Keep learning and sharing knowledge



Publish scholarly work



Seek GME leadership role



When you learn, teach, when you get, give.  
~ Maya Angelou

## TIPS FOR SUCCESS: LATER YEARS

- ❖ Want to be viewed as an expert
  - ❖ Volunteer
    - ❖ To write SOPs
    - ❖ To train new coordinators
    - ❖ To serve on committees – in GME AND areas of interest (e.g., Diversity, Wellness etc.)
- ❖ Be explicit when talking with your boss about what you want your future to look like
  - ❖ What are you asking them to do for you?
  - ❖ What do you need them to do for you?
- ❖ Look at job ads for roles that seem interesting to you
  - ❖ What skills do you have or not have
  - ❖ Work on getting the skills you do not have



Accreditation –  
ACGME Site Visitor,  
Institutional Review  
Coordinator

Administration –  
Institutional Leadership  
(Director of GME,  
DIO, Education Chair)

Project Management –  
Consultant, Process  
Improvement Specialist

Curriculum –  
Director of  
Evaluation/Assessment

Wellness/QI –  
Well-being Officer,  
Quality Officer

Education/Research –  
Faculty, Director of  
Academic Affairs

Technology –  
Account Manager,  
Lead R&D, Simulation  
Lab Director

Operations –  
Lead GME Program  
Administrator

## NEXT LEVEL ROLES

Are there others?

## TAKE HOME POINTS

- ❖ This is YOUR Career
  - ❖ Refine your career strategy throughout the life cycle
- ❖ Finding your purpose and passion
- ❖ Open the door for more joy and fulfillment in your GME career

### How we're taught to measure success



### A better measure





QUESTIONS?