



USC Plastic &
Reconstructive
Surgery

Managing My Program - Best Practices -

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Disclosure:

I have no financial or commercial
interest.



How to Manage a Residency

- Be Organized
- Planning
- Support Program Director (PD)
- Residents
- Program Coordinator (PC) – Yourself

Good ways to stay Organized

- List of Major Program Events
 - Include Plastic's National Conferences to avoid scheduling conflicts.
 - <https://www.plasticsurgery.org/for-medical-professionals/education-and-resources>
- Calendar
 - Automatic Reminders
 - Set it at Yearly or Monthly Recurrence

Good ways to stay Organized

- Master Login Sheet
 - Logins and Passwords
 - Include Web Links
- Outlook Contacts
 - In Contacts, create pre-written excerpts
 - Where to go for broken pagers
 - How to access W-2, paystubs



CountyOffices County - Contact

File Contact Insert Format Text Review Tell me what you want to do...

Save & Delete Close Save & Forward New OneNote

General Certificates All Fields Show

Email Meeting More Communicate

Address Book Check Names Names

Business Card Picture Options

Categorize Follow Up Tags

Private Zoom

Zoom

Full Name... CountyOffices

Company County

Job title

File as CountyOffices

Internet

E-mail... Display as Web page address IM address

Phone numbers

Business... Home... Business Fax... Mobile...

Addresses

Business... This is the mailing address

Map It

Notes

County HR Office:
Main Line (323)914-8382
June Thomas (323)890-8355
NOTES: PGY2 Education Bonus issued on 8/30th. New interns first paycheck on 7/15th.
Jury Duty: County pays residents 2 days of paid jury duty if worked 200+days, 1 day of paid jury duty if worked less than 199 days.

County Payroll Office:
Main Line (323)914-8383
Residents can obtain your county W-2 online at the following link,
https://sslvpn.lacounty.gov/dana-na/auth/url_42/welcome.cgi
User ID: should be your employee number with an "e" in front (ie. e629871)
Password: this is what I'm told - The password is the same for all County access. Whatever their password is to get into a computer, med records, etc. The user ID, it should be their employee number, starting with the letter "e" for County paid and letter "c" for those that are contractors.

County HR Return To Work Unit:
Main Line (323)914-7111
FMLA Maternity Leave Ppww (323)914-5193, (323)914-5003
Send initial PD and Resident form to GME Office for processing. If residents give you the packet of FMLA forms, then send to Human Resources
Attn: FMLA Coordinator
5555 Ferguson Dr., Rm 120-15
Commerce, CA 90022

County Benefit's Office:
Laurel
(323)914-5048
Health insurance goes into effect 60 days from start/hire date (NOTE: When hired, they enroll June 24th or by June 30th then insurance starts August 1st. Residents always will ask if they need COBRA when they about to graduate, so this is what happens for them, ie. June 30th work end date = July 31st Health Ins End Date)
Medical Health for Residents are CIGNA, Blue Shield, Kaiser, & Worker's Compensation is TRISTAR.
Website for Health Benefits: www.hr.lacounty.gov then click on 1. Under Working in the County, click on About Human Resources 2. Employee Benefit, 2. Benefit Plan, 3. Choices. (residents and interns are on the Choices Plan.)

Dictations – Contact this office

Planning

- Start at least 6-months in Advance
 - Once you know, block it off on calendar
 - PD, PC, Chair, Faculty
 - Book the conference rooms right away
 - Email out SAVE the DATE!
- Time Line
- Checklist



2019 Graduation Checklist

Reviewed as of 6/20/2019

Things to Do	Individual Responsible	Completed
Hotel Venue Reservation – Jonathan Club	Erica	X
Parking Validated	Erica	X
Dinner:		
Menu Selection	Erica	X
Seating Arrangement	Erica	X
Name Place Cards	Erica	n/a
Reservation Sign for Head & Graduate Tables	Erica	
Entrée Tickets (beef, fish, vegetarian)	Helen	
Invitations:		
Review Invite List	Erica/Dr. Urata	X
Send/Email Invitations	Erica	X
Diplomas:		
Diploma Certificate Order	Erica	X
Order Diploma Frames for Resident Graduates	Helen	X
Diploma Covers for Fellow Graduates	Erica/Helen	
LAC Picture – Obtain Faculty Signatures	Erica	X

How to Best Support your PD

- Things to Do List
 - Bulleted - ease of getting through things
 - Check Boxes - quick decision making
- Recurring Weekly Meetings
- Special Colored Folder
- Add Deadlines to their Calendar



How to Help your Residents

- Forms
 - Designate a place in Database
 - Hard Copies
- Email Reminders (re-attach the form)
- Be There at the end of Weekly Conference
 - Paperwork, signatures, questions, etc.



How to Help your Residents

- Pre-Filling Out any Paperwork
 - Caution: Remind them it is Their Responsibility and this is a COURTESY
- When it's Service Related, guide them to talk to their teams
- Emphasize Importance of a Complete Circle of Communication



How to Help your Residents

- Remind them to always CC you
 - You can only help if you are in the loop
 - Avoids any disconnect with residents, faculty, or PD
- Always to send you a copy of their health clearances
 - For their sanity when processing privileging for off-site rotations

Things For Residents

- Anonymous Comment Box
- Post Institution's Hotlines where easily accessible.
- Healthy Snacks/Treats nurtures
 - Dark Chocolate
 - Granola
 - Nuts



How to Help Yourself

- Develop a Good Relationship with General Surgery Coordinator (for integrated programs)
- Stay Positive & Remain Calm
- Laughing with your Colleagues
- Be a Team Player, it pays off later



How to Help Yourself

- Jot things down when you suddenly think of it at home, then completely let go of it bc at home it's time to detox
- Occasionally take a DEEP Breath, to help get oxygen to the brain
- Remember to Stretch at your desk
- Take a Break when looking at computer too long



Do Not Recommend Doing for Residents

- Pre-Fill/Pre-Complete All Forms
- “Hand Holding”
- Don’t be their personal secretary
- Always clean up after them
- Having “Favorites”

Good Habits

- LOCK filing cabinets at End of Day
- Have a Filing System
 - Group things in Categories
 - ie. Boards, Graduation, Visiting Professors, Approve Resident Conference Attendance, etc.
 - Electronic Files
 - Scans
- File whenever possible



Knowing Acronyms

- **AAPS**
(American Association of Plastic Surgeons)
- **ABPS**
(American Board of Plastic Surgery)
- **ACAPA**
(American Cleft Palate-Craniofacial Association)
- **ACAPS**
(American Council of Academic Plastic Surgeons)
- **ASAPS**
(American Society for Aesthetic Plastic Surgery)
- **ASPS**
(American Society of Plastic Surgeons)
- **ASMS**
(American Society of Maxillofacial Surgeons)
- **ASRM**
(American Society for Reconstructive Microsurgery)
- **PSRC**
(ACGME Accreditation Data System)
- **AAMC** (Association of American Medical College)
 - **ERAS** (Electronic Residency Application Service)
 - **GME Track** (Graduate Medical Education Track)
- **ACGME ADS**
(Accreditation Council for Graduate Medical Education Accreditation Data System)
- **AMA** (American Medical Association)
 - **FREIDA** (Fellowship and Residency Electronic Interactive Database)
- **SF Match**
(American Society for Aesthetic Plastic Surgery)
- **NRMP**
(National Resident Matching Program)

Good Phone Numbers to Have

- Your GME Office
- ERAS Help Desk (202) 828-0413
- SF Match (415) 447-0350
- ACGME ADS webads@acgme.org