Navigating a Successful Program Director/Coordinator Relationship

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Steps to a great PC/PD relationship

- Know the job
- Know the program
- Create the relationship
Know the Job
Know the job

- PD needs PC to be able to follow what she’s talking about at all times & have a good understanding of all related subjects
- Stay organized
- Get involved - attend meetings
Know the job

- Support duties & responsibilities of your PD
- Stay informed
- Regular Weekly Meeting
- Availability
- Open to change
Know the Program
Know the Program

- Common Program Requirements/Program Specific Requirements
- Understand & support vision of PD
- In a lot of cases, PC is basically “running” office - hence PC needs to have wisdom of when to ask and when to just take action
Know the Program

- PD needs to see PC as mid-level manager & should value skills, knowledge, abilities & opinions
- Professionally responsible
- Residents will view PC as an extension of the PD
- Be able to act as liaison for PD
Build the relationship
Characteristics of a strong Relationship

- Open communication
- Honesty
- Trust
- Availability
Build the relationship

- Flexibility
- Show compassion
- Mutual respect for each other
- Build relationship over the years; won’t just happen
What do I value in a Program Coordinator?

- Professional identity
- Teamwork and Communication
- Honesty
Commitment to Professional identity

- Dedication to always learning to do the job better - TAGME, AFMA, Downstate Coordinator Committee
- Attending National Meetings and sharing knowledge
- Developing professional friendships
- All this brings value to the program and to the PD
Honesty

- Tell me if I make a mistake
- Take responsibility for own errors
- Don’t overcommit - I rely on Maria to know her limits
- Ask for help when needed
Teamwork

- We share the goal of making our program excellent and 100% compliant
- We communicate about things each of us does
- Present a united front for the residents
- My PC is an integral part of my team and our residency is better when she is able to freely participate in decision making and program planning.
Advice for PDs

- Invest in your PC - personally and professionally
- Make time for them and listen to their concerns
- Create space for PC to admit to errors or gaps in knowledge
- ALWAYS have their back with residents
- The job is hard so do everything in your power to make it easier!
Program Coordinator & Program Director Relationship

Closing Thoughts

- Look up the requirements - when you read the PD responsibilities, the PC can almost always find something that corresponds to PC responsibilities.

- PC needs to be an active, productive participant, involved in achieving all the goals & objectives of the program.
Whether you have a great working relationship with your PD already or you think the relationship could use some improvement, incorporating these ideas into your Job/Program on a daily basis will improve/benefit the PC/PD relationship.