

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

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- ❖ 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

Program Coordinator & Program Director Relationship

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.