Creating a Coordinators Forum

GIVING PROGRAM COORDINATORS A VOICE IN THE GME COMMUNITY

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Natalie Arrindell, MBA
Debra Owens, MSEd, C-TAGME
Kino Williams, PsyD(c), MS, PHR, CPHQ, C-TAGME
Conflict of Interest Disclosure

Speaker(s): Natalie Arrindell, MBA

Juliet Arthur, PsyD(c), MHA, C-TAGME
Debra Owens, MSEd, C-TAGME
Kino Williams, PsyD(c), MS, PHR, CPHQ, C-TAGME

Disclosure:

None of the speakers for this educational activity have relevant financial relationship(s) to disclose with ineligible companies whose primary business is producing, marketing selling, re-selling, or distributing healthcare products used by or on patients.
Learning Objectives

1. Detail the process to create a coordinators forum

2. Explain how a coordinators forum can enable and promote professional development and self-empowerment

3. Provide step by step instructions to create professional development initiatives within your forum

4. Provide tools to create an awards and recognition program

5. Illustrate how a forum can improve communication and create networks within the GME community
Meet the Speakers

Natalie Arrindell, MBA
Juliet Arthur, PsyD (c), MHA, C-TAGME
Debra Owens, MSEd, C-TAGME
Kino Williams, PsyD (c), MS, PHR, CPHQ, C-TAGME
What is the RPCF?

➢ The Residency Program Coordinators’ Forum (RPCF) represents 42 GME residency program coordinators who manage the 20 residency and 31 fellowship ACGME-accredited programs and over 900 residents and fellows at the SUNY Downstate Health Sciences University

➢ The cornerstones of the forum are productivity, positive morale, personal development, and advocacy

➢ Founded in October 2018 by Juliet Arthur

➢ Natalie Arrindell, named GME Liaison – November 2018

➢ Debra Owens joined Juliet Arthur as RPCF’s Co-Chair - January 2019

➢ Later in 2019 forum leadership changed to an executive committee consisting of five (5) administrators/coordinators
The RPCF Mission

Our Mission: To support all residency and fellowship program coordinators in the areas of professional development, residency educational development, emotional and physical well-being, advocacy, and work-life balance.

Our mission statement is “We advocate for ourselves and each other”.

Our partnered mission: To work in tangent with SUNY Downstate to fulfill the mission of the university.

Your forum’s mission, goals & objectives will unify the team & build goodwill for the completion of the initiative!
RPCF Structure

- GME
- DIO
- RPCF Executive Committee
- RPCF Forum Committees

RPCF Forum Members

Program Residency & Fellowship Coordinators
A strong & diverse leadership team is needed to establish a forum & move the initiative forward.
The Journey to RPCF...
Partnering with our GME and DIO's

Stephen Wadowksi, MD
2008 – 2016

Robin Gitman, MBA, MPH
2018 – 2019

Teresa Y. Smith, MD, MSED
2019 – August 2023

Lisa Dresner, MD, FACS
September 2023 - Present
What is a Forum?

- A place, meeting, or medium where ideas and views on a particular issue can be exchanged (Oxford, n.d.)

- **Professional Associations** are **Forums** where a group of people with mutual interests can network, ask questions, and create a sense of community on a national or global level

- In today's world, most medical specialties have professional associations

What is the need within your organization? Can a forum help to satisfy that need?
Why would YOU start a forum?

List your reasons
Why start a forum?

- Networking opportunities
- Collaboration/sharing of ideas
- Increased knowledge
- Added resources
- Leadership opportunities

Professional Development
The History...

- **Association of Program Coordinators in Radiology** was the 1st PC association created. Formed in 1998
- The ACGME provides accreditation for 45 specialties and sub-specialties with all having some sort of program coordinator association

- **AROPA** (Association of Radiation Oncology Program Administrators) was one of the earliest coordinator associations; founded by Cordelia Baffic in 1999 (formerly AROPC)
  - **AROPA** was birthed out of a need and a vision:
    - **A Need** - support, professional development, and educational opportunities to program coordinators
    - **A Vision** to elevate the position of a 'coordinator' to that of an 'educational administrator'

Cordy’s favorite quote: “Don’t reinvent the wheel, just realign it”:
Anthony D’Angelo

Cordelia Baffic
Denise De La Cruz
Marlene Kromchad
How to Start a Forum At Your Institution

The Who, What, How, and Why...of creating a forum

➢ **Who** are the target stakeholders...both inclusive of and in addition to the coordinators?

➢ **What** are the short and long-term goals of the forum and **What** resources are needed to realize these goals?

➢ **How** will these goals be accomplished?

➢ **Why** is the forum needed and is it sustainable?

The beginning is always the most difficult part, it is key to form partnerships for the forum’s success!
Support of Leadership

- DIO
- GMEC
- Departmental Chairs
- Program Directors & Associate Program Directors
- University President
- Deans
- C-Suite – CEO, COO, VP's
- Other institutional and/or executive bodies/committees

Leadership support is integral for the successful implementation and sustainability of your forum!
Setting your Expectations...

Expectations to consider when creating your forum:

- Set attainable and mutually agreed upon mission and goals
- Devise a forum structure identifying levels of hierarchy
- **Develop roles and responsibilities for each hierarchy level**
- Set regular meeting and reporting times
- Be ready and willing to navigate challenges
- **Work collaboratively in good faith with all stakeholders – be prepared to negotiate**
- Have open lines of communication
- Manage triumphs and trials appropriately
- **YOU ARE IN THIS FOR THE LONG HAUL**
- **CREATE A SPACE FOR MEMBERS TO GROW, BLOSSOM AND FLOURISH**

When you manage your expectations early, it helps to streamline everything else!
Knowing Your Teammates

<table>
<thead>
<tr>
<th>Weight Class</th>
<th>Leadership Level</th>
<th>Characteristics</th>
<th>Their Role in The Forum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feather Weight</td>
<td>Permission</td>
<td>Focuses on building and growing relationships</td>
<td>Cheer Leaders</td>
</tr>
<tr>
<td>Light Weight</td>
<td>Production</td>
<td>Focuses on improving or increasing results</td>
<td>Doers</td>
</tr>
<tr>
<td>Middle Weight</td>
<td>People Development</td>
<td>Leaders who teach, mentor, build and multiply other leaders</td>
<td>Advocates/Mentors</td>
</tr>
<tr>
<td>Heavy Weight</td>
<td>Pinnacle</td>
<td>&quot;World Changers,&quot; well known for their accomplishments and the impact they have had on the lives of others</td>
<td>Champions</td>
</tr>
</tbody>
</table>

A forum can hone and highlight coordinator talents, interests, skills, and expertise, thereby allowing others to benefit!
RPCF's Initiatives

- RPCF Listserv
- RPCF Website
- RPCF quarterly newsletter - The Buzz
- TAGME Taskforce
- RPCF annual coordinators educational retreat
- Informational & professional development workshops
- RPCF annual coordinator awards and recognition program
- Community outreach endeavors
- Securing of funding for RPCF initiatives
Funding Your Forum

- Create a budget – should include all activities that you would want to undertake – educational retreat, wellness events etc. and their anticipated costs
- Identify funding sources and amounts
- Create forum account(s)
- Maintain up-to-date and balanced record/book-keeping
- Timely review of finances
- Be transparent with all aspects of funding
- Allow for multiple levels of scrutiny
- Report finances to stakeholders
<table>
<thead>
<tr>
<th>Year</th>
<th>Title</th>
<th>Keynote</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>“Building Resilience and Well-Being”</td>
<td>Elizabeth L. Wueste (Payne), MAEd, C-TAGME, LSSBB</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Director of Academic Programs, Coordinator of Record, and Associate Program Director University of Texas Health San Antonio</td>
</tr>
<tr>
<td>2021</td>
<td>“Make YOU the Priority! Restore, Reenergize and Revitalize Your Professional Health and Wellbeing”</td>
<td>Juanita Braxton, PhD, EdS, MBA</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Education Director</td>
</tr>
<tr>
<td></td>
<td></td>
<td>University of California</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Davis Health Imani Consultants PhD</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Surgical GME Administration</td>
</tr>
<tr>
<td>2022</td>
<td>“Take charge of YOUR CAREER: Unlock your limitations…it’s in your hands”</td>
<td>Anika Daniels-Osaze, Ed.D., MPH</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Associate Dean for Education, School of Public Health</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Teaching Associate Professor of Medicine</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Department of Medicine</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SUNY Downstate Health Sciences University</td>
</tr>
<tr>
<td>2023</td>
<td>“BUILDING COMMUNITIES: Empowering Coordinators to be Leaders on Their Campuses”</td>
<td>Kaytlyn Hope, MHA, C-TAGME</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Program Manager, Graduate Medical Education</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Boston Children’s Hospital</td>
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</tbody>
</table>
How To Stage Educational and Professional Development events

1. Implement a planning committee (3-6 months prior to event)
2. Poll Forum to gain coordinator input
3. Identify a theme or focus of event
4. Select a date for the event
5. Identify key participants who are knowledgeable on topic(s)
6. Create an event/project overview identifying:
   - Timelines & Calendars
   - Responsible parties
   - Clearly defined responsibilities
   - Resources needed and available
   - Key problem solvers
   - Event budget
   - Event evaluation
   - Communication intentions, methods and actions throughout the event's life

Have members of the forum leadership team lead the planning committee in the initial stages!
Professional Development and Advancement through Certification

Displays commitment to profession  Reflects achievement  Improves knowledge and skills

Successful certification can be accomplished through teamwork and well executed planning!
TAGME Taskforce

Timeframes:
- Started 9 months before TAGME exam application opened
- Monthly and quarterly response deadlines
- Met twice as a group to go over assignments and portal
  - Continuous email communication

TAGME Study Guide as curriculum

All TAGME eligible coordinators who were then assigned to teams

Assigned a study guide section to each team to create a question-and-answer test bank along with creative study materials

Created TAGME Learning Portal
<table>
<thead>
<tr>
<th>TAGME Folders</th>
<th>Information and Information Source(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>TAGME Study Guide</td>
<td>Testing material sourced from TAGME website</td>
</tr>
<tr>
<td>PowerPoint Presentations</td>
<td>Both Internal and External Presentations</td>
</tr>
</tbody>
</table>
| Question-and-Answer Test Bank       | • Created 150 questions  
• Sourced test questions from Quizlet, internet, TAGME website                                      |
| YouTube TAGME Prep Video            | Sourced various TAGME examination focused and related YouTube videos  
**05.07.21 Coordinator Webinar (youtube.com)**                                                          |
| Best Practices                      | • Created a cheat sheet  
• Each test taker gave the testing group feedback; running list created                                 |
<p>| Motivation                          | Inspirational and motivational quotes sourced via internet, listserv etc.                                |</p>
<table>
<thead>
<tr>
<th>Study Document (Identify which of the 8 documents your questions will come from)</th>
<th>Section of the document and page number</th>
<th>Question</th>
<th>Answer along with citation sourced from the actual study document</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACGME Common Program Requirements (Residency)</td>
<td>Faculty - Page 12</td>
<td>Faculty refers to: a. Core Faculty b. Salaried Support c. Entire teaching force responsible for educating residents d. Academic appointed staff e. None of the above</td>
<td>C. Background and Intent: “Faculty” refers to the entire teaching force responsible for educating residents. The term “faculty,” including “core faculty,” does not imply or require an academic appointment or salary support</td>
</tr>
</tbody>
</table>

Creating your own test bank increases your knowledge of examine material, skills at searching the study document, and improve comprehension and analysis of questions!
TAGME Exam Success

All six (6) coordinators who took the exam in 2022 were successful

- Juliet Arthur, MHA, C-TAGME (GME) (2022, MOC)
- Natasha Henry, C-TAGME (Pathology) (2020)
- Yvonne Henry, C-TAGME (GME) (2022)
- Gloria Jorge, C-TAGME (Radiology) (2009)
- Chantal Littrean, MPH, C-TAGME (Internal Medicine) (2022, MOC)
- Debra Owens, MEd, C-TAGME (Sports Medicine) (2022, MOC)
- Mariaverna Sevilla, C-TAGME (Community and Family Medicine) (2020)
- Devareco Wilkie, MSc, C-TAGME (Obstetrics & Gynecology) (2022)
- Kino Williams, MS, PHR, CPHQ, T-TAGME (Radiation Oncology) (2022)

Becoming TAGME certified is a source of professional development which can be used to leverage your career and possible salary increases!
Does Your Institution have an Awards & Recognition Program?
Awards and Recognitions

Recognition awards – started in 2011 by our GME office

Provides recognition to the coordinators for the work that they are doing

Showcases coordinators talents, skills and expertise

Take advantage of award and recognition opportunities within your institution and/or specialty
### RPCF Annual Coordinator Awards

<table>
<thead>
<tr>
<th>Year</th>
<th>Award</th>
<th>Recipient</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>RPCF Coordinator of the Year</td>
<td>Shelly Anthony</td>
</tr>
<tr>
<td>2020</td>
<td>No Awards</td>
<td></td>
</tr>
<tr>
<td>2021</td>
<td>Outstanding Contributions in the Support of GME during COVID-19 Pandemic</td>
<td>Juliet Arthur</td>
</tr>
<tr>
<td>2021</td>
<td>Outstanding Contributions to the Education/Support of Fellow Coordinators during COVID-19 Pandemic</td>
<td>Lois Cooper</td>
</tr>
<tr>
<td>2021</td>
<td>Continued Self-Development during COVID-19 Pandemic</td>
<td>Natasha Henry</td>
</tr>
<tr>
<td>2021</td>
<td>Outstanding Humanitarian Contribution during COVID-19 Pandemic</td>
<td>Nathalie Mendez</td>
</tr>
<tr>
<td>2021</td>
<td>Outstanding Humanitarian Contribution during COVID-19 Pandemic</td>
<td>Kino Williams</td>
</tr>
</tbody>
</table>
Awards and Recognition Program

➢ Create an awards and recognition program that captures coordinators at various career stages

➢ Ensure selection criteria allows for the most participation by coordinators

➢ Cultivate an environment that encourages self-value and self-worth along with self-empowerment

➢ Internal wins can lead to external wins both regionally and nationally

**RPCF GME Rising Star Award:**
- A minimum of 1 year of service, active participation in forum, program and/or GME activities

**RPCF Humanitarian/Outreach/DEI/ Award:**
- A minimum of 2 years of service, active participation in DEI/Outreach/Community activities

**RPCF GME Distinguished Service Award:**
- A minimum of 3 years of service, active participation in forum, program, GME and/or institutional activities

**RPCF Professional Development Award:**
- Continued professional development of self and the profession, active participation in forum, program, GME and/or institutional activities
<table>
<thead>
<tr>
<th>Award</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>RPCF GME Rising Star Award</td>
<td>Chelsea Cole, MPH</td>
<td>Nicole Snead, MPA</td>
</tr>
<tr>
<td>RPCF Humanitarian/Outreach/DEI Award</td>
<td>Gillian Wells-Linton</td>
<td>Darell Banks</td>
</tr>
<tr>
<td>RPCF GME Distinguished Service Award</td>
<td>Chantal Littrean, MPH, C-TAGME</td>
<td>Barbara Singh</td>
</tr>
<tr>
<td>RPCF Professional Development Award</td>
<td>Wynclette Knight, DMHA, MPA</td>
<td>Devareco Wilkie, MSc, C-TAGME</td>
</tr>
<tr>
<td>Maimonides Medical Center Coordinator of the Year Award</td>
<td>Deborah Roman</td>
<td>Sharon Deegan</td>
</tr>
</tbody>
</table>

Downstate now recognizes 5-6 program coordinators annually up from 1-2 coordinators previously!
National Awards

The Debra L. Dooley GME Program Coordinator Excellence Award recognizes administrators for their deep understanding of the accreditation process, excellent communication and interpersonal skills, and projects that improve GME.

2023 - Juliet Arthur, PsyD(c), MHA, C-TAGME

2024 - Kino Williams, PsyD(c), MS, PHR, CPHQ, C-TAGME

Program Impact

Institutional Impact

GME Community Impact

Your forum can be the burgeoning ground for national recognition of your coordinators!
A forum provides an abundance of opportunities to participate in DEI initiatives which can benefit forum members, the institution and the community!
Our Biggest DEI Initiative... Healthy Lifestyle Health Fair

Downstate Physician's 2nd Annual Healthy Lifestyle Community Fair
Theme: Celebrating Autism Awareness and Acceptance

- 400+ Health Fairgoers
- 463 Testing, Screening and Assessments Completed
- 126 Health Fair Patients
- Collaboration amongst UHD, COM, CON and SOPH
- 100+ Volunteers
- 270 Schoolbags Distributed
- 40 Vendors
- 17 Sponsors
- 14% of Health Fair Patients to Follow-Up Care at Downstate
- Average Age of Health Fair Patients: 66 years
Our Biggest DEI Initiative....
Healthy Lifestyle Health Fair

Community Healthy Lifestyle Fair
Celebrating Autism Awareness and Acceptance
Saturday, September 9, 2023
445 Lenox Road (at Brooklyn Ave.)
10:00am to 4:00pm
Transportation: B12, B35, B41, B44, 2 and 5 trains

GIVEAWAYS AND ACTIVITIES
Healthy Lifestyle Medicine - Health Screenings
Community Resources - Cooking Demos
Raffles - Yoga Classes - Kids Activities - Giveaways

This is a FREE community event sponsored by Physicians of University Hospital at Downstate (UHD) and Realeign Program Coordinators Forum in collaboration with the Offices of Graduate Medical Education, Government Community Relations, Strategic Planning and the Diversity Equity Inclusion House Staff Council.

Disclaimer: Some screenings will require you to present your insurance cards.

For more info:
UHDHealthfair@downstate.edu
Kino Williams - 718-270-8906
Alishia Goodridge - 718-270-3866

Scan the QR Code or visit: https://tinyurl.com/Kjaks
Partnerships

- University Hospital at Downstate
- Maimonides Medical Center – Affiliate Site
- Kings County Hospital – Major Affiliate Site
- College of Medicine
- College of Nursing
- School of Public Health
- School of Allied Health
- Residency/Fellowship programs
- Brooklyn Children's Society
- Government Relations
- NYC Public School
- National Organizations such as HealthFirst, Sodexho
- Other Academic Higher Learning Institutions
Marketing your forum

What is the best way to market your forum and get the word out?

➢ Word of mouth
➢ Campus wide circulations
➢ GME or organization website
➢ Social media platforms
➢ Peers at affiliate institutions
➢ National or specialty associations
RPCF Newsletter – “The Buzz”

- Spotlight on the Coordinator
- ACGME and/or other National Associations information
- Institution/Forum News
- Professional Development Activities
- Awards and Recognitions
- Wellness Tips
- Fun Activities and Recipes
- Birthday Shout Outs

The newsletter is distributed to leadership, program coordinators, program directors, affiliate site coordinators, past speakers, and attendees of the RPCF annual educational retreat!
Social Media and the Forum

Social Media is a great tool for the growth of your forum – UTILIZE IT!

RPCF has plans to expand our online presence to Instagram, X (formerly Twitter) and LinkedIn

- Facebook: GME Administrators Group
- LinkedIn
- Professional associations
- Residency Program Coordinator Forum website
Future Plans

Wellness Program and Scholarly Research

Leadership Academy

Coordinator Title Change and Salary Advocacy

Grant Writing
Bringing it all together

Meetings
Everyone joins the party
Listserv
WorldWideWeb

Boss Update
Partnerships
Execute Initiatives
Tell Everybody
Our Advice....

<table>
<thead>
<tr>
<th>Natalie</th>
<th>Juliet</th>
<th>Debra</th>
<th>Kino</th>
</tr>
</thead>
<tbody>
<tr>
<td>CREATE an environment where everyone feels heard and valued. FOSTER open communication, spend time with persons who CHALLENGE and MOTIVATE you</td>
<td>TRUST in the process and don’t give up, even when it gets difficult. TEAMWORK and COLLABORATION is key for the success of YOUR forum</td>
<td>COMPLIMENT someone else’s vision, dedication, and work. But remember that you are someone too. Also, compliment yourself in your positive self-talks</td>
<td>BELIEVE in yourself and your vision. Expect to have some wins AND some losses along the way. For YOUR forum to be successful, you must be in it for the long haul</td>
</tr>
</tbody>
</table>
Here's how to reach us...

Juliet Arthur
Juliet.Arthur@downstate.edu

Natalie Arrindell
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Chantal Littrean
Chantal.Littrean@downstate.edu

Debra Owens
Debra.Owens@downstate.edu

Kino Williams
Kino.Williams@downstate.edu

RPCF Executive Committee
RPCFExec@downstate.edu
Acknowledgement & References

- ACGME – ACGME.org
- APCR APCR History and Archives (apdr.org)
- AROPA - AROPC Home | AROPC.Org
- Bing AI – 1st program coordinator association in the US
- COM & GME Leadership at SUNY Downstate Health Sciences University
- Program Coordinators at SUNY Downstate Health Sciences University
- Residency Program Coordinator Forum website https://www.downstate.edu/education-training/graduate-medical-education/coordinators/index.html
- TAGME - https://tagme.org
- https://leaders.com/articles/leadership/5-levels-of-leadership/
- https://blog.spartacus-mma.com/mma-weight-classes/
- 05.07.21 Coordinator Webinar: https://www.youtube.com/watch?v=qUklsSPMuuM
Claim Your CME today!

Complete the Evaluation for CME or Certificate of Completion!

The evaluation can be found in the mobile app and a link will be sent post-conference by email to attendees.

Evaluations are tied to your registered sessions.

Register/un-register sessions in the mobile app.

Deadline – April 9, 2024

Questions? cme@acgme.org
THANK YOU

QUESTIONS?