

R.P.C.F.

Residency Program Coordinators' Forum

"We advocate for ourselves and each other."



DOWNSTATE  
HEALTH SCIENCES UNIVERSITY

2024 ACGME Session: FDC006

# Creating a Coordinators Forum

**GIVING PROGRAM COORDINATORS A  
VOICE IN THE GME COMMUNITY**

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

Natalie Arrindell, MBA

Debra Owens, MEd, 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, MEd, 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



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**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



PLANNING /  
PROFESSIONAL  
DEVELOPMENT



TAGME



RPCF NEWSLETTER –  
"THE BUZZ"



AWARDS &  
SCHOLARSHIP



SOCAL MEDIA &  
WEBSITE



WELLNESS



MEMBERSHIP/MENTOR  
SHIP

RPCF Forum  
Members



Program Residency &  
Fellowship  
Coordinators



# The RPCF Executive Committee

| Executive Committee Members              | Department                                       | Position   |
|--|--|--|
| Juliet Arthur, MHA, C-TAGME              | GME  | Affiliation and Contracts Administrator<br>(Previously Psychiatry Program Administrator)                     |
| Natalie Arrindell, MBA                   | GME  | Administrator  |
| Chantal Littrean, MPH, C-TAGME           | Internal Medicine                                | Administrator  |
| Debra Owens, MEd, C-TAGME                | Orthopaedic Surgery &<br>Rehabilitation Medicine | Senior Program Analyst (Sports Medicine<br>Fellowship Coordinator and PM&R Residency<br>Program Coordinator) |
| Kino Williams, MS, PHR, CPHQ,<br>C-TAGME | Radiology  | Radiation Oncology Program Administrator   |



**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 Wadowski, 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?



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- 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?



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Professional  
Development



Networking  
opportunities



Collaboration/sharing  
of ideas



Increased knowledge



Added resources



Leadership  
opportunities

# The History...



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- **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
- ▶ GMCEC
- ▶ 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



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



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



# RPCF Annual Retreats

| Year | Title  | Keynote  |
|------|--|--|
| 2019 | "Building Resilience and Well-Being"   | <b>Elizabeth L. Wueste (Payne), MAEd, C-TAGME, LSSBB</b><br>Director of Academic Programs, Coordinator of Record, and Associate Program Director<br>University of Texas Health San Antonio                         |
| 2021 | "Make YOU the Priority! Restore, Reenergize and Revitalize Your Professional Health and Wellbeing" | <b>Juanita Braxton, PhD, EdS, MBA</b><br>Education Director<br>University of California<br>Davis Health Imani Consultants PhD<br>Surgical GME Administration   |
| 2022 | "Take charge of YOUR CAREER:<br>Unlock your limitations...it's in your hands"                      | <b>Anika Daniels-Osaze, Ed.D., MPH</b><br>Associate Dean for Education, School of Public Health<br>Teaching Associate Professor of Medicine<br>Department of Medicine<br>SUNY Downstate Health Sciences University |
| 2023 | "BUILDING COMMUNITIES:<br>Empowering Coordinators to be Leaders on Their Campuses"                 | <b>Kaytlyn Hope, MHA, C-TAGME</b><br>Program Manager, Graduate Medical Education<br>Boston Children's Hospital   |

# How To Stage Educational and Professional Development events



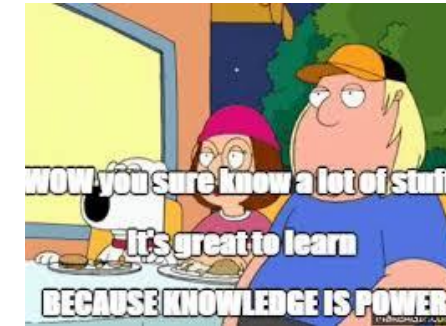
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1. Implement a planning committee (3-6 months prior to event)
2. Poll Forum to gain coordinator input
3. Identify a theme or focus of event
4. Select a date for the event
5. Identify key participants who are knowledgeable on topic(s)
6. Create an event/project 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



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## 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

# TAGME Learning Portal

| TAGME Folders                        | Information and Information Source(s)   |
|--------------------------------------|---|
| <b>TAGME Study Guide</b>             | Testing material sourced from TAGME website   |
| <b>PowerPoint Presentations</b>      | Both Internal and External Presentations  |
| <b>Question-and-Answer Test Bank</b> | <ul style="list-style-type: none"><li>• Created 150 questions</li><li>• Sourced test questions from Quizlet, internet, TAGME website</li></ul>          |
| <b>YouTube TAGME Prep Video</b>      | Sourced various TAGME examination focused and related YouTube videos<br><b><u>05.07.21 Coordinator Webinar (youtube.com)</u></b>                        |
| <b>Best Practices</b>                | <ul style="list-style-type: none"><li>• Created a cheat sheet</li><li>• Each test taker gave the testing group feedback; running list created</li></ul> |
| <b>Motivation</b>                    | Inspirational and motivational quotes sourced via internet, listserv etc.   |



# TAGME Question and Answer Bank



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| Study Document<br>(Identify which of the 8 documents your questions will come from) | Section of the document and page number | Question   | Answer along with citation sourced from the actual study document  |
|---|---|--|--|
| ACGME<br>Common Program<br>Requirements (Residency)                                 | <b>Faculty</b> - Page 12                | Faculty refers to:<br>a. Core Faculty<br>b. Salaried Support<br><b>c. Entire teaching force responsible for educating residents</b><br>d. Academic appointed staff<br>e. None of the above | C.<br>Background and Intent: <b>“Faculty” refers to the entire teaching force responsible for educating residents.</b> The term “faculty,” including “core faculty,” does not imply or require an academic appointment or salary support |



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

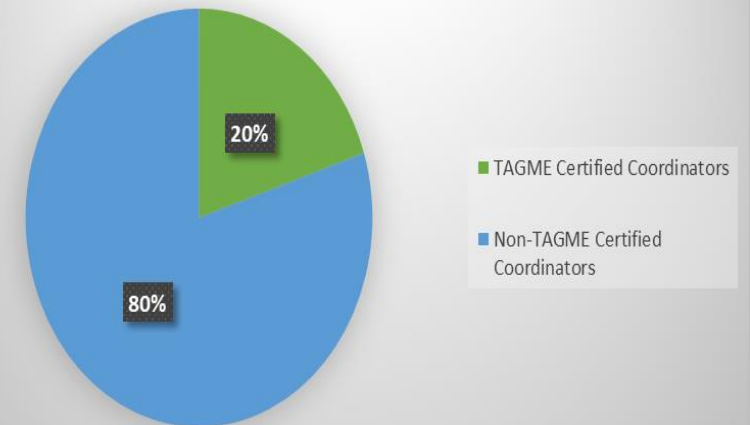
# RPCF C-TAGME Coordinators

## 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)

SUNY Downstate TAGME Certification %



**Becoming TAGME certified is a source of professional development which can be used to leverage your career and possible salary increases!**





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**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



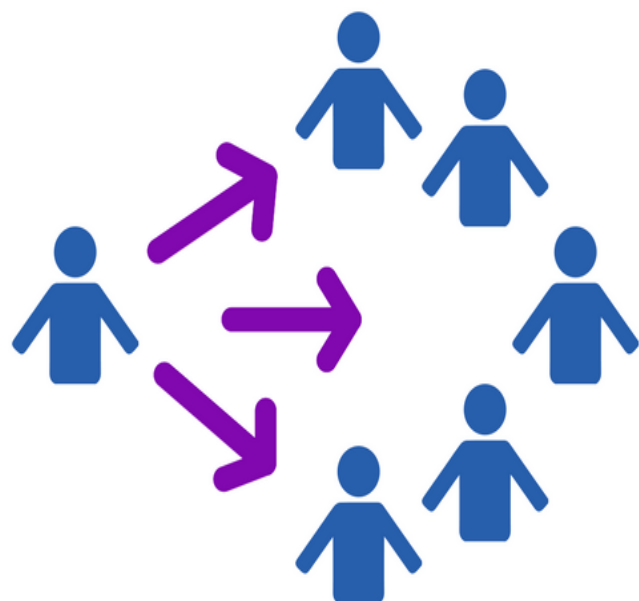
Showcases coordinators talents, skills and expertise



Take advantage of award and recognition opportunities within your institution and/or specialty



# RPCF Annual Coordinator Awards



| Year | Award  | Recipient       |
|------|--|-----------------|
| 2019 | RPCF Coordinator of the Year   | Shelly Anthony  |
| 2020 | No Awards  |                 |
| 2021 | Outstanding Contributions in the Support of GME during COVID-19 Pandemic                           | Juliet Arthur   |
| 2021 | Outstanding Contributions to the Education/Support of Fellow Coordinators during COVID-19 Pandemic | Lois Cooper     |
| 2021 | Continued Self-Development during COVID-19 Pandemic  | Natasha Henry   |
| 2021 | Outstanding Humanitarian Contribution during COVID-19 Pandemic                                     | Nathalie Mendez |
| 2021 | Outstanding Humanitarian Contribution during COVID-19 Pandemic                                     | Kino Williams   |

# 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

# RPCF Annual Coordinator Awards



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| Award  | 2022                           | 2023                             |
|--|--------------------------------|----------------------------------|
| RPCF GME Rising Star Award                                 | Chelsea Cole, MPH              | Nicole Snead, MPA                |
| RPCF Humanitarian/Outreach/DEI Award                       | Gillian Wells-Linton           | Darell Banks                     |
| RPCF GME Distinguished Service Award                       | Chantal Littrean, MPH, C-TAGME | Barbara Singh                    |
| RPCF Professional Development Award                        | Wynclette Knight, DMHA, MPA    | Devareco Wilkie, MSc,<br>C-TAGME |
| Maimonides Medical Center<br>Coordinator of the Year Award | Deborah Roman                  | Sharon Deegan                    |



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!**



# DEI Initiatives- Community Outreach



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**KIDDIE COAT DRIVE**



**SAVE THE CHILDREN  
- HAITIAN RELIEF**



**BOOKBAG DRIVE**



**HEALTHY LIFESTYLE  
HEALTHFAIR**

**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 2<sup>nd</sup> Annual Healthy Lifestyle Community Fair Theme: Celebrating Autism Awareness and Acceptance



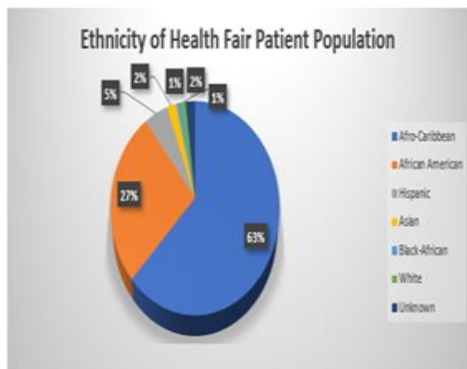
400+  
Health  
Fairgoers

463  
Testing,  
Screening and  
Assessments  
Completed

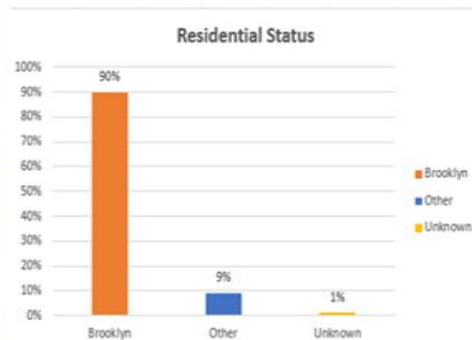


Collaboration  
amongst UHD,  
COM, CON and  
SOPH

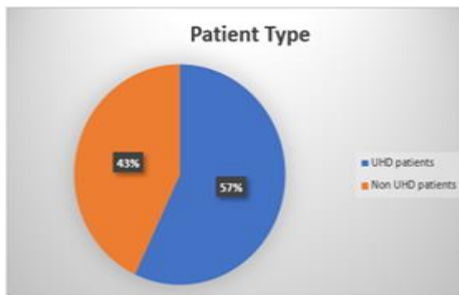
100+  
Volunteers



126  
Health  
Fair  
Patients



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



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DOWNSTATE PHYSICIANS PRESENT THE 2ND ANNUAL  
**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 Residency 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 card(s).*

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/KjAM9>







# 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

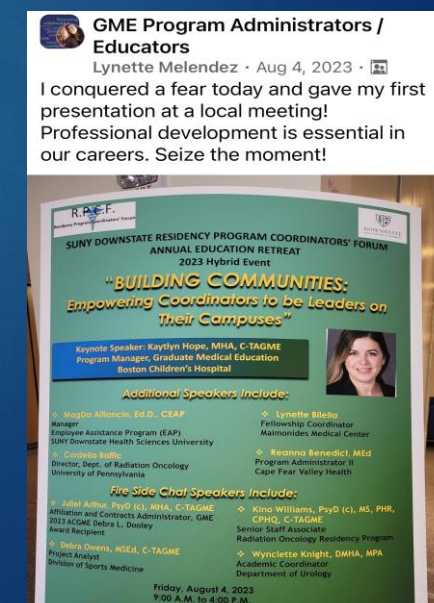
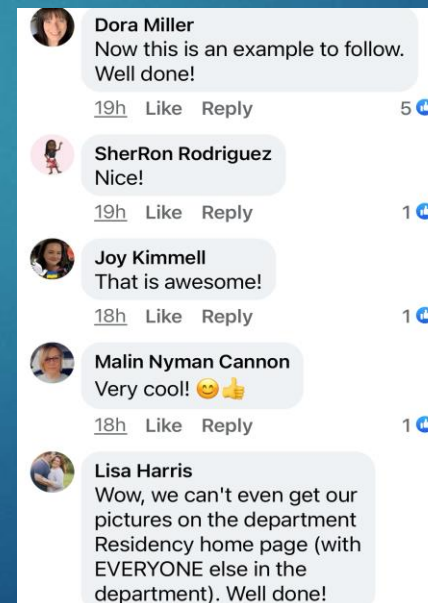
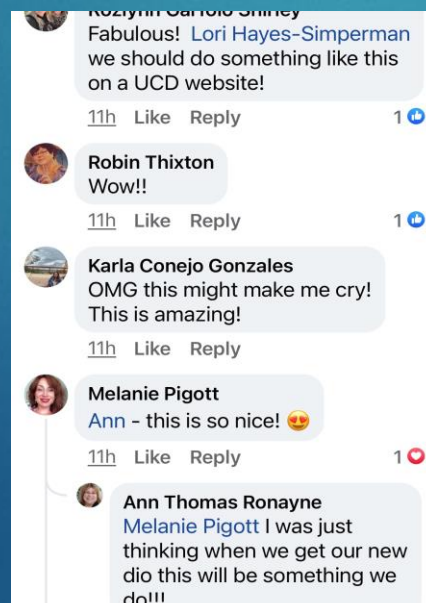


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**Social Media is a great tool for the growth of your forum – UTILIZE IT!**

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



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Meetings



Everyone joins the party



Listserv



WorldWideWeb



Boss Update



Partnerships



Execute Initiatives



Tell Everybody



# Our Advice....

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



# Here's how to reach us...

Juliet Arthur

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# Acknowledgement & References

- ACGME – [ACGME.org](http://ACGME.org)
- APCR [APCR History and Archives \(apdr.org\)](http://APCR History and Archives (apdr.org))
- AROPA - [AROPC Home | AROPC.Org](http://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
- What is a Forum – Oxford Dictionary - [Oxford English Dictionary \(oed.com\)](http://Oxford English Dictionary (oed.com))
- **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=qUkIsSPMuUM>

# Claim Your CME today!



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## 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](mailto:cme@acgme.org)

THANK YOU

QUESTIONS?

