

Summary of Program Manager

ORGANIZATIONAL RELATIONSHIPS:

- Collaborate with program director, chairman and GME hospital administration in implementing House Staff Policy and Procedures in accordance with ACGME & RRC guidelines.

POSITION OVERVIEW/SUMMARY:

- Program Manager effectively directs, manages and coordinates ACGME residency training programs ensuring that all Institutional, Common and Specialty Program Requirements are met. The program manager prepares Program Information Forms for accreditation review and Internal Review documents consistent with the requirements of the ACGME, the specialty RRC and Graduate Medical Education.
- Participates with the program director during the accreditation review.
- Operates with independent judgment.
- Provides leadership and direction to the residents, fellows and clerical staff within the department.
- Demonstrates problem-solving and decision-making abilities, organizational and coaching skills for residents and staff.
- Demonstrates professional behavior to staff with sound work habits.
- Knowledge of hospital policies and procedures, and employing proper communication skills.
- Operates with independent judgment.
- Participates in various integral committees within Graduate Medical Education.
- Outstanding communications skills

JOB QUALIFICATIONS/QUALIFICATIONS:

- Associate degree/Bachelor or five years experience in medical school administration, medical student curriculum or residency curriculum is required.
- Excellent time management skills, good organizational skills and managerial ability.
- Provides leadership and direction to residents and staff; able to demonstrate problem solving, decision-making skills, organizational skills, attention to detail, and maintain confidentiality.
- Participate in program development and ensures curriculum requirements are met.

SUPERVISORY RESPONSIBILITY:

- Program Administrator
- Program Coordinator
- Supervises department clerical staff in the daily performance of their job duties and responsibilities, including providing performance review and appropriate counseling/corrective action.

- Oversees the regulatory functions of the program.
- Functions as liaison between residents, departments, attending physicians, administration and outside institutions.
- Demonstrates professional behavior by exhibiting sound work habits, having thorough knowledge of hospital policies and procedures, and employing proper communication between programs and departments. Promotes teamwork and provide a sense of leadership by participating in various integral committees with the Department, Graduate Medical Education and the System
- Initiates the development and implementation of documentation systems to ensue accreditation standards and continuous accreditation for areas of responsibility are documented.

REPORTS TO:

- Program Director, Chairman and Director of Medical Education

DUTIES AND RESPONSIBILITIES:

- Manages Medical Education Program(s).
- Administers annual performance evaluation for department personnel.
- Assists Program director with documentation of Due Process.
- Assist administration of quality assurance, quality improvement.
- Conducts resident orientation.
- Maintains WebAds.
- Attends and participates in bi-monthly chief resident meetings, GMEC meetings and department meetings.
- Manages operational issues related to Medical Education.
Administrative support to outreach faculty
- Drafts administrative response letters.
- Facilitates the ordering of departmental gifts for guest lectures, resident & fellow graduates and retirees.
- Create marketing initiatives, establish website.
- Conducts monthly staff meeting
- Problem solving
- Coordinates department office functions and ensures compliant to established guidelines.
- Coordinates development of computerized database.
- Facilities travel
- Organize Internal Reviews
- Oversees resident graduation.
- Organize departmental resident welcome and holiday party.
- Coordinates New Surgical Simulation Center.
- Participates in National Associations for the advancement of residency education, participates in accreditation planning sessions for national and regional conferences.

Credentialing

- Credentialing Surgery Faculty and alumni.
- Contracts for primary and subspecialty teaching faculty.

Policy & Procedure

- Over see the development of Goals & Objectives for clinical rotations, resident call schedules, rotation schedules and web-based evaluation systems.
- Collaborates with Program Director in the development of Policy and Procedures.

ACGME

- Assures compliance with regulatory agency standards and essential documents required for program viability.
- Monitors case log and prepares annual resident operative procedure report for ACGME
- Facilitates and monitors ACGME Core Competencies.
- Reviews ACGME & RRC regulatory website for updates and changes.
- Monitor case log.
- Monitor updates and changes in regulation of ACGME & RRC for Surgery.

Curriculum

- Key coordinator in development, implementation and monitoring of education Goals & Objectives established through strategic planning process.
- Collaborates with faculty and supervise education curriculum.

Medical Students/Residents

- Coordinates activities of current residents.
- Assists Chief Residents with completion of application materials for board certification.
- Provides leadership and direction to coordinators of student education.
- Reviews and monitors all aspects involved with annual recruitment process.
- Prepares credentialing of residents for outside rotations.
- Prepares all conflict documentation involving due process.
- Ensures compliance of IMG residents.
- Conducts annual resident computer online testing.
- Compile annual evaluation reports
- Collaborates with PC/PA new resident orientation.

Budget

- Prepares Medicare quarterly report.
- Manage residency program budget and justification.
- Prepares grant application materials in support of Medical Education
- Submits payroll times summaries for General Surgery residents and faculty

Duty Hours

- Monitors resident work hours to insure compliance.

Salary/Budget

- Review and prepares educational budgets, contracts and grant proposals.
- Faculty payroll.
- Resident payroll.

Licensing/Credentialing

- Supervises collection of all licensures and credentialing boards.
- Verification process of current residents and past graduates.

SPECIAL EQUIPMENT, SKILLS OR OTHER REQUIREMENTS:

- Computer skills, data base management, Excel, Power Point
- Excellent written and verbal and interpersonal skills
- Ability to work in busy environment
- Work independently
- Organizational abilities to coordinate
- Ability to make decisions based on sound judgment and discretion while working under pressure.
- Ability to be flexible and work well in a variety of situations.
- Continually updates skills, knowledge and certification in specialties.
- Makes proposals to enhance residency education and documentation.