

JOB DESCRIPTION OF THE INTERNAL MEDICINE RESIDENCY PROGRAM ADMINISTRATOR

CHAPTER OVERVIEW:

- A professional manager plays a critical role in the administration of internal medicine training programs.
- Program administrator job description outlining responsibilities of residency program management.
- Responsibilities span beyond just administration to include duties such as evaluation and credentialing, recruitment, accreditation, and financial oversight.

The Association of Program Directors in Internal Medicine (APDIM) recognizes and affirms the need for a professional manager or program administrator in the internal medicine training office. APDIM recognizes and supports the program administrator position as one of professional stature and whose compensation should commensurate with the responsibilities outlined.

The following summary includes suggested qualifications and duties that apply to program administrators of residency programs regardless of size and affiliation. The summary also elaborates on a variety of ways that the program director's administrative burden may be delegated, allowing more time for teaching, interaction with residents, and improvement of the program. It is hoped that this job description will prompt the establishment of a program administrator position in many programs where such duties are currently the responsibility of a secretary, chief resident, or the program director.

JOB SUMMARY

The program administrator is responsible for the day-to-day administration of the residency program and should report directly to the program director. The program administrator functions as a liaison between the program director and the hospital administrator or director of medical education as well as other departments, divisions, residents, and students. In addition, the program administrator is responsible for supervising staff members working in the office of the program director.

DESIRED QUALIFICATIONS OF A PROGRAM ADMINISTRATOR

Training

Bachelor's degree (such as management or social science) and three years of office management experience

or

Equivalent experience in administration and office management in an academic health care setting.

Professional Skills and Knowledge

With the increasing scope and complexity of program requirements and documentation, the program administrator must have superior organizational skills. The ability to prioritize work independently and meet important deadlines is critical.

The program administrator should demonstrate superior skills in:

- » Written and verbal communication.
- » Problem-solving and decision-making.
- » Administration and organization.
- » Supervision and delegation.
- » Prioritization.
- » Goal-setting and long-range planning.
- » Collegiality.
- » Timeliness.

The program administrator should have a broad knowledge of the following:

- » Internal medicine residency program annual calendar.
- » Internal medicine subspecialty program requirements.
- » Recruitment.

- » International medical graduates.
- » Accreditation.
- » Regulatory issues.
- » Faculty issues.
- » Professional issues.
- » Legal and risk management issues.
- » Information technology.
- » Finance.
- » Medical student curriculum and annual cycle.
- » Continuing medical education.
- » Coordinates CME activities, attendance, and budget.
- » Prepares annual program agreements with participating institutions.
- » Publishes newsletter for physicians-in-training.
- » Coordinates Internal Medicine In-Training Examination administration.
- » Advises subspecialty fellowship coordinators on accreditation and recruitment issues.

Evaluation/Credentialing

TYPICAL DUTIES OF THE PROGRAM ADMINISTRATOR AND STAFF

The APDIM Program Administrator Job Description and Salary Survey results indicate that the program administrator or one of his or her staff is responsible for the following duties in a majority of the nation's programs (1).

Administrative Responsibilities

- » Oversees day-to-day operations of the program.
- » Provides administrative support for program director, associate program directors, and residents.
- » Counsels physicians-in-training on program policies and procedures.
- » Produces and distributes manuals for physicians-in-training.
- » Produces and distributes annual rotation schedules and monthly changes.
- » Coordinates events (such as resident lunches, retreats, orientations, and graduation banquets).
- » Maintains database and/or paper files of current and alumni residents or fellows.
- » Acts as administrator for various education and planning committees.
- » Coordinates the distribution, tracking, and filing of physician-in-training, faculty, and rotation evaluations.
- » Alerts the program director to evaluations of concern regarding physicians-in-training, faculty, and rotations.
- » Drafts recommendation letters and verification of training forms.
- » Tracks and verifies procedures.
- » Maintains documentation for board eligibility.
- » Arranges Advanced Cardiac Life Support (ACLS) courses.
- » Coordinates semi-annual file reviews.
- » Counsels residents on loan deferments.
- » Ensures stated licensure requirements are met by the program.
- » Ensures housestaff are compliant with the Health Insurance Portability and Accountability Act (HIPAA).
- » Tracks and monitors resident duty hours.

Resident Recruitment

- » Partners with the program director to establish recruitment policies.
- » Manages the Electronic Residency Application Service (ERAS) process.
- » Assist program director in screening and inviting candidates for interview.

- » Updates recruitment brochures, websites, and materials provided to applicants.
- » Coordinates interview process, ranking, and post-match activities.
- » Submits National Resident Matching Program (NRMP) list via Internet.
- » Verifies Educational Commission for Foreign Medical Graduates (ECFMG) documentation and ensures visa requirements are met.
- » Coordinates information for and attends recruitment fairs.

Program Accreditation

- » Understands the Accreditation Council for Graduate Medical Education (ACGME) requirements for institutional, core, and program requirements.
- » Advises program director of requirement interpretation.
- » Attends and maintains minutes of Residency Committee meetings.
- » Coordinates completion of Program Information Form (PIF) for ACGME site review.
- » Prepares department, faculty, and physicians-in-training for site visit.
- » Serves as key participant in site visit.
- » Organizes internal review with institution's graduate medical education (GME) office.

Information Technology

- » Uses Internet for ACGME webADS, American Board of Internal Medicine (ABIM) Tracking, ERAS, NRMP, surveys, and national reports.
- » Implements and maintains program management software.
- » Develops and maintains database on physicians-in-training and alumni.
- » Develops informational websites for faculty and physicians-in-training.
- » Creates and maintains recruiting web pages.

Human Resources

- » Hires, trains, and counsels office staff.
- » Directs office workload.
- » Prepares resident vacation, sick leave, and leave of absence documentation.
- » Creates fellowship or job opportunity files.
- » Evaluates physician-in-training morale and responds to concerns.
- » Assists in physician-in-training remediation.
- » Counsels physicians-in-training on program policies and procedures.
- » Assists with due process for physician-in-training probation and termination.
- » Consults with legal counsel on hiring and disciplinary actions.
- » Coordinates faculty advisory and mentor programs.

Finance

- » Oversees budget for residency program.
- » Gathers internship and residency information site data for time distribution and Intern Resident Information System (IRIS) reporting.
- » Monitors residency payroll.
- » Estimates direct medical education and indirect medical education based on resident complement.
- » Develops fund raising activities.
- » Develops financial and disbursement arrangements between sponsoring and participating institutions.

Medical Students

- » Arranges student electives and rotations.
- » Ensures completion of student evaluations.
- » Advises clerkship director on student morale and feedback.

- » Advises students on residency application process.

Professional Development

- » Attends local, state, and national GME and APDIM conferences.
- » Apprises program director of trends in GME.
- » Presents at GME and APDIM conferences.

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ACKNOWLEDGEMENT

This chapter was adapted from the *2002 APDIM Program Manual* chapter “Internal Medicine Residency Program Administrator” by Cathleen C. Rook and Henry J. Schultz, MD.

REFERENCES

1. *Program Administrator Job Description and Salary Survey*. Association of Program Directors in Internal Medicine, Washington, DC: 2005.