

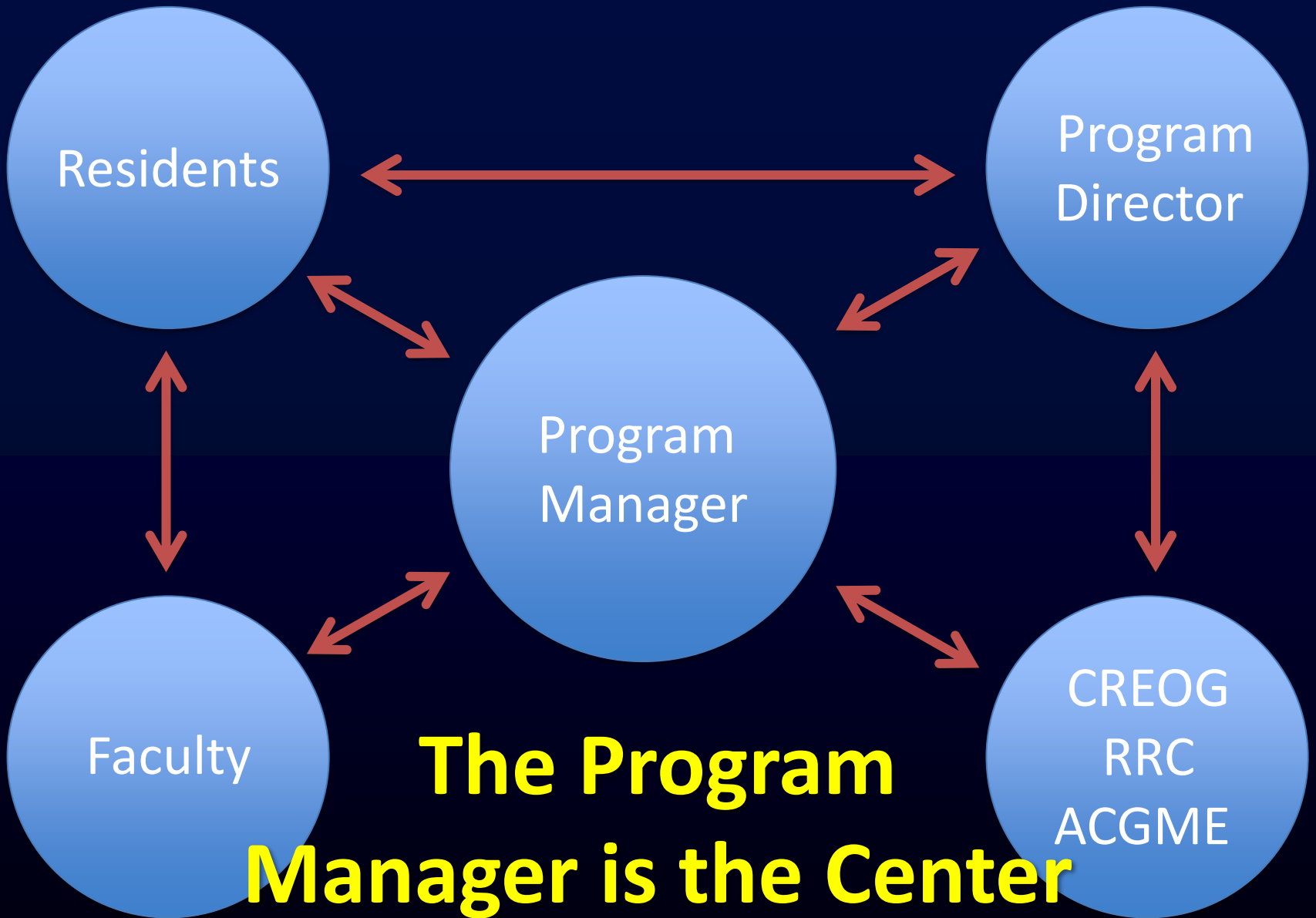
How to Be a Successful Program Manager

Natalie Moore
Director of Education
University of Utah



WELCOME

- **Talk to the person next to you**
- **Get involved**
- **Ask questions**
- **Why are you here? Find your Why**
- **Take the time to review your resources**



**The Program
Manager is the Center
of the Universe**

ACGME Definition

- The coordinator (manager) is the person with *the most global view of the program,* including (but not limited to):
 - Resident concerns
 - Approaching deadlines
 - Changes in RRC, CREOG and ABOG requirements
 - Institutional policies

Residency Training

- *Residency is an essential dimension of the transformation of the medical student to the independent practitioner along the continuum of medical education. It is physically, emotionally, and intellectually demanding, and requires longitudinally-concentrated effort on the part of the resident.*

Fellowship Training

- Fellowship is an intensive program of subspecialty clinical and didactic education that focuses on the multidisciplinary care of patients. Fellowship education is often physically, emotionally, and intellectually demanding, and occurs in a variety of clinical learning environments committed to graduate medical education and the well-being of patients, residents, fellows, faculty members, students, and all members of the health care team.

ACGME Program Requirements

**And it is getting harder and
harder**

THIS
IS
YOUR

REALITY

OPERATIONS
MANAGER
COMPLIANCE OFFICER
NEGOTIATOR
EVENT PLANNER
COUNSELOR



OPERATIONS
MANAGER
COMPLIANCE OFFICER
NEGOTIATOR
RECRUITER
EDUCATOR
ANALYST
SUPERVISOR
SCHEDULER
ADVOCATE
PROBLEM SOLVER
LIASON

EVALUATION MANAGER
PROJECT MANAGER
MAMA BEAR

“I honestly love what I do!”
“It’s more than a job-it’s actually helping to shape tomorrow’s physicians.”
“What a great career!”

What do we do?

- How many of you know how to describe your job to your family and friends?

My Keys for Success

- **Relationships**
- **Leadership**
- **Seek out Professional Development**
- **Organization & Communication**
- **Adaptability**

Reunions



MOOSE JOY

great year. It can be a
franklin job, but please know
that I see and appreciate the
effort and attention you put
into the course. Sorry I was
a rough taskmaster for you.

Dear [Name],
I hope you are enjoying the
holiday season. I am so grateful
for your hard work and dedication
to the program. You have made
a significant impact on the lives
of our patients and staff. Thank
you for your leadership and
commitment. I look forward to
working with you again next year.
With love,
Mary Thomas

I am so grateful for all
the hard work you put into
the program. You have made
a significant impact on the
lives of our patients and staff.
Thank you for your leadership
and commitment. I look forward
to working with you again next
year. With love,
Mary Thomas

Dear [Name],
I hope you are enjoying the
holiday season. I am so grateful
for your hard work and dedication
to the program. You have made
a significant impact on the lives
of our patients and staff. Thank
you for your leadership and
commitment. I look forward to
working with you again next year.
With love,
Mary Thomas

Dear [Name],
I hope you are enjoying the
holiday season. I am so grateful
for your hard work and dedication
to the program. You have made
a significant impact on the lives
of our patients and staff. Thank
you for your leadership and
commitment. I look forward to
working with you again next year.
With love,
Mary Thomas

Dear [Name],
I hope you are enjoying the
holiday season. I am so grateful
for your hard work and dedication
to the program. You have made
a significant impact on the lives
of our patients and staff. Thank
you for your leadership and
commitment. I look forward to
working with you again next year.
With love,
Mary Thomas

Nat.
You are a beautiful
majestic unicorn &
the brightest light.
Thank you for all
you do!
Koko
Nere

Happy [Name]!
Thank you for making
us all what each of
us is every day of the year.
You are so loved,
appreciated, & missed.
I wouldn't want
you gone. Happy
[Name]! Love,
[Name]

Kathie -
We cannot think
enough for all of your
work, patience and
leadership with love
and inspiration to
wishing you and your
a wonderful New Year!
Jan's
Ain't That the Truth!
Dave

THANK YOU ALL THE
HAPPY HOLIDAYS OF THE SEASON
Kathie! I hope this is definitely your
best Christmas for Christmas. Thanks for always
being there for me & the residents. I always
know you can help me get out of a bind. I
appreciate all you do & I know there is a
whole bunch of us who work you appreciate
hope you had a wonderful time during
the holidays!! Love, Kati e Peacock

Kathie
I wish you all the
best for the
holiday season. I hope the
residents appreciate you. I
will miss you but I wish
you a wonderful holiday season.
Always,
Sivan
Kathie
Mrs. Donna Peck
10 NORTH MEDICAL DRIVE
MAY LAKE CITY, UT 84043

Leadership



Leadership

What kind of leader do you want to be?

- **Ownership and accountability**
- **Benefit of the doubt**
- **Appreciation**
- **Empathy**
- **Validation**
- **Listen and ask clarifying questions**

Professional Development



- **Growth Mindset**
- **Get involved in APMOG COFTOG and local institutional committees**

Organization

- **Find a system that works for you**
- **Utilize APMOG and COFTOG Timelines**
- **Always think 6 months ahead**
- **“Debrief” after each event**

Communication

- **Communication is KEY!**
 - **Program Director**
 - **Residents**
 - **Faculty**
- **You are a team!**



Adapt to Change

- **Change happens all time**
 - **You will prepare, prepare and prepare more,
then THINGS WILL CHANGE !**
- **Adapt and be flexible**

Wellbeing

- It can be a very rewarding career
- Take care of yourself
- Find a safe zone
- Enjoy it!



Tips for Success from Residents

- Be an advocate for all parties
- Realistic communication
- Be available
- Keep confidences
- Care about us!



