

## **Postgraduate Medical Education Program Administrator Roles and Responsibilities**

### **Purpose:**

This provides an outline of the roles and responsibilities expected of a Program Administrator (PA) to effectively execute the tasks required to meet the objectives of the PGME program within the clinical environment. Since not all roles and responsibilities outlined herein apply to all programs, this document may be modified by the program to be more specific to their needs.

### **Scope:**

The Program Administrator provides administrative support to the Program Director (PD) and trainees, in order to ensure success in residency and/or fellowship programs. The PA role is integral in ensuring the timely registration of trainees, accurate maintenance of files, administration of schedules, and assessments/evaluations. PAs assist in organizing committee meetings and documentation thereof. PAs may also support the trainee selection/recruitment process, the accreditation process, and scheduling of teaching activities. PAs act as a first point of contact to trainees in providing general support, leading them to the appropriate services required.

### **Major Responsibilities related to Academic Administration and Coordination:**

#### Trainee Match Process:

- Assists in administrative aspects of the selection process of new trainees
  - Manages the residency match process, and the recruitment process for fellows: Updates CaRMS web site (or other residency matching tools) and files
  - Coordinates interviews
  - Coordinates scoring and selection process
  - Completes data entry into appropriate databases
- Coordinates and maintains trainee applications and files, disseminates to selection committee
- Update AFMC CanPREPP portal / website
  
- Registration:
- Coordinates hospital privileges for all new trainees
- Ensures compliance requirements are met on time, in collaboration with PGME Office and Clinical Placement Office:
  - VSS
  - Immunization
  - CMPA
  - CPSO
  - Online modules

#### Maintenance of trainee files:

- Organizes and verifies all vacation, conference, and other leave requests (MAT, PAT, LOA) / leaves
- Coordinates information retrieval for training verification requests.

Reporting:

- MTD

Scheduling:

- Creates and communicates:
  - rotation schedules
  - call schedules
  - elective rotation schedules
  - off-service rotation schedules
- Coordinates resident training schedules (developing, updating, resolving conflicts with rotation over-booking).

Trainee Wellness:

- Provides first point of contact for a resident in minor or major distress or difficulty and as such the PA must:
  - Act with discretion, tact and diplomacy
  - Provide some immediate guidance and direction to trainees
  - Know the limitations of their own abilities and refers the resident to the appropriate contacts and supports
  - Notify the Program Director (as appropriate) of concerns about a trainee

Internal and External Liaison

- Acts as a central point of reference for general academic inquiries pertaining to postgraduate medical education related to the Department/Division
- Liaison for Academic Education with governing bodies and affiliated organizations, lead contact for communication with the following organizations/affiliations:
  - Postgraduate Medical Education, University of Ottawa
  - Partner hospitals: TOH, CHEO, Montfort, Royal Ottawa, Bruyère, and their affiliates
  - Other University of Ottawa Departments (Undergraduate Medical Education, Animal Care and Veterinary Services, Anatomy Laboratories, Continuing Professional Development, Office of Professional Affairs, Affairs Francophones, Wellness Program, Simulation Centre)
  - Royal College of Physicians and Surgeons of Canada or College of Family Physicians of Canada
  - Specialty specific organizations
  - Canadian Residency Matching Service (CaRMS)
  - Canadian Medical Protective Agency (CMPA)
  - College of Physicians and Surgeons of Ontario (CPSO)
  - Touchstone Institute
  - Other Postgraduate Medical Education Programs (Canadian and U.S.A.)
  - Liaison with Industry
  - Pulse 360

### Team Facilitation and Event Organization

- Organizes and attends Residency/Fellowship Training Committee Meetings and Competency Committees
  - Provides administrative support to committee members
  - Plans, organizes and coordinates agenda and materials
  - Records minutes and disseminates information to members
  - Prepares accreditation material and reports
- Coordinates the planning and implementation of the following:
  - Academic Day Lectures
  - Research Curriculum
  - Mentorship Program
  - Annual Postgraduate Research Day
  - Annual Resident Education Retreat
  - Annual Fellow Retreat
  - Annual Award Ceremony
  - OSCE Examinations
  - Review Course
  - Simulation Sessions
  - Anatomy Lab Sessions
  - Workshops
  - Specialty Specific Examinations
  - Journal Club
  - Other Specialty Specific Education Activities
- Liaises with other programs/sites/departments for web conferencing and video conferencing of academic activities
- Ensures availability and operational condition of all computer equipment and audiovisual/videoconferencing equipment for medical education

### Assessments / Evaluations

- Coordinates and disseminates reports as required
- Organizes the trainee evaluation meetings with the Program Director
- Assists with the design of specialty specific evaluations
- Collates evaluation information for resident/fellow dossiers
- Organizes specialty specific examinations
- Organizes OSCE examinations
- Assists with documentation of performance evaluations of residents in difficulty
- Assists with documentation of implementation of remedial training
- Coordinates and disseminates (once PD approved) yearly Faculty evaluations by residents
- Participates in site evaluations, for example, visit to Thunder Bay (NOSM)

### Operational Support

- Facilitates visits and assists with producing documentation for the Royal College of Physicians and Surgeons of Canada or College of Family Physicians of Canada Accreditation Visit (preparatory

review, internal review, external review)Assists with preparation and submission of Residency Placement Committee Reports

- Assists with access to library services
- Assists with planning and development of Policies and Procedures relating to the educational program and ensures compliance with all external agencies
- Assists with organization and completion of Postgraduate Medical Education Reviews
- Coordinates, organizes, compiles and distributes information for all Postgraduate trainees as follows:
  - Policies and procedures (conference/workshop travel, rotation)
  - Call schedules in accordance with institutional policies and procedures
  - Academic Calendar
  - Rotation schedules
  - Electives
  - Orientation guides/booklets
  - Award nominations for trainees, and teaching faculty
  - Emails, memos and other relevant notices
- Works collaboratively with other programs and sites
- Demonstrates project management and planning skills in the day to day operational activities of training programs with the Department/Division
- Produces reports and statistics and completes analysis
- Develops, manages and maintains the Department Financial Plan (budgets) for Academic Education (Postgraduate)
  - Maintenance and reconciliation of PGME expenditures and deposits
  - Responsible for processing all academic (postgraduate) financial transactions
  - Responsible for processing cheque requisitions, invoices, ATC
  - Controls the funding allocation and claims for PGME trainees (residents and fellows)
  - Liaisons with Pharmaceutical Companies for educational financial support
  - Prepares financial reports (Department, University of Ottawa, PGME Office)
  - MTCU Grants
  - T & R Funds
  - Foreign Trainee Funding
  - Foreign Fellows Grant Funding
  - Distribution of Medical Education Funds (DME)
- Provides log on identification to hospital computer programs for all trainees
- Provides office/conference/call room key and/or password assignment to all trainees

#### Additional Responsibilities

Additional Responsibilities may be assumed by Program Administrators depending on their role:

- Leads and or attends bimonthly academic administrative team meetings and reviews the status, maintenance and timeframes of ongoing Department/Division educational projects and activities
- Manages, implements and develops educational projects and programs, such as;
  - Academic Lectures
  - Simulation Workshops
  - Lectures and Labs
  - Rounds
  - Electives

- CanMEDs roles
  - Develops and maintains the Education Web Site
  - Assists in the development of a web-based curriculum
  - Development and implementation of teaching curriculums. Participation in obtaining funding for special projects and in development and implementation.
  - Oversees organization of Mentorship Program and mentorship related activities
  - Develops and maintains PGME Objective Booklet, PGY1 Orientation Booklet, Off-Service Trainee Orientation Booklet
  - Contributes to Department Newsletter
  - Represents the program nationally and/or internationally, for example: attending meetings, recruitment.

Approvals:

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PGEC                April 20, 2022