



## VALLEY HEALTH TEAM

LIVE BETTER. VIVE MEJOR.

### JOB DESCRIPTION

POSITION:	GRADUATE MEDICAL EDUCATION (GME) ADMINISTRATOR
REPORTS TO:	DESIGNATED INSTITUTIONAL OFFICIAL (DIO)
POSITIONS SUPERVISED:	NONE
CLASS:	REGULAR
CAT:	FULL-TIME
	EXEMPT

#### **BASIC FUNCTIONS:**

The Graduate Medical Education (GME) Administrator operates under the supervision of the Chief Executive Officer/Designated Institutional Official (CEO/DIO). This person, however, utilizes independent judgment in administrative functions, preparation of administrative reports; production and monitoring of GME budgets; coordination of institutional GME functions i.e. documentation: of Accreditation Council for Graduate Medical Education (ACGME) compliance; direction to residency program coordinators and interaction with key Valley Health Team staff and other physicians. This person is responsible for most decisions regarding the actual execution of projects; this includes managing and coordinating all facets of GME. In addition, this person should work with residency program directors and other program faculty in efforts toward innovative practices in resident education and facilitate scholarly activity in resident education.

#### **PRINCIPAL RESPONSIBILITIES:**

1. Ensures institutional and program compliance with ACGME rules, regulations and accreditation standards in collaboration with the GME committee, residency program leadership, Valley Health Team administration and the CEO/DIO.
2. Manages all activities of the GME Committee. This will include scheduling of meetings, development of agendas, and maintenance of minutes and other records.
3. Conducts an Annual Institutional Review (as defined in the ACGME Institutional Requirements) of the Valley Health Team's GME enterprise in collaboration with the GME Committee and the Subcommittee for Internal Review.
4. Monitors and audits programs to ensure Institutional and Program compliance with the ACGME standards. Develops and/or implements dashboards and other tools needed to accomplish this task.
5. Collaborates with the GME Committee in the planning and conduct of Special Reviews (as defined in the ACGME Institutional Requirements) of residency programs including scheduling, organizing, and completing necessary meetings, interviews and documentation.
6. Collaborates with the DIO and residency program leadership in the preparation for and conduct of ACGME self-study visits, Clinical Learning Environment Review (CLER) visits, and other ACGME site visits as required for the maintenance of institutional and program accreditation.
7. Serves as a major liaison with residents, residency program leaders, administration, and leaders of affiliated hospitals to ensure an effectively integrated GME operation.
8. Assists in the development, submission and/or monitoring of several budgets or operating accounts. Routinely monitors expenses and analyzes expenditures.
9. Provides sound guidance, support, and problem solving for program leaders and residents on a wide range of residency personnel and program issues.
10. Responds to concerns or inquiries about the activities and operation of residency programs in a manner requiring considerable knowledge about policies and procedures.
11. Organizes day to day administrative detail and establishes priorities for the GME office. Maintains record of decisions made and/or actions taken, initiates follow-up with other concerned parties and prepares summaries and reports for review.
12. Engages in a variety of contacts outside of the GME office in order to obtain needed information, develop needed resident educational support, etc.
13. Develops short and long-term administrative goals for the GME office and the residency programs.
14. Reads current literature and attends regional and national professional meetings to keep apprised of the changes and current trends within GME; applies information to daily work routine; provides feedback to program administrators regarding new information.
15. Acts as ombudsman for resident complaints and concerns outside the chain of command.

16. Initiate actions that improve the efficiency of work, reduction of costs, and/or improvement of quality of services
17. Utilize interpersonal skills to work effectively with others: is an active listener and is fair and nonjudgmental.
18. Understand and apply general human resource functions and principles.
19. Understand and apply general financial and budgetary processes, principles and planning.
20. Understand principles of record keeping and confidentiality (including HIPAA compliance).
21. Understand department and institution policies and implementation of these policies within prescribed limits of authority.
22. Understand recruitment activities and applicable software.
23. Is proficient with computer applications, online resources and equipment utilized by the program and institution.
24. Understand the pressures that physicians face and encourages residents to use appropriate wellness tools.
25. Demonstrate an ongoing commitment to improving the performance and skill of co-workers.

**ESSENTIAL FUNCTIONS:**

1. Updates the GME Policy and Procedure manual annually or as appropriate.
2. Composes new policies and procedures as deemed necessary by the GME Committees.
3. Monitors ACGME duty hours and reports violations to the appropriate program and the GME Committee.
4. Maintains master affiliation agreements with teaching hospitals and non-hospital teaching sites.
5. Manages the annual new resident orientation program in collaboration with the GME Committee and DIO
6. Manages monthly GME Committee meetings.
7. Manages computerized information systems (eValue, NRMP, GME Track, WebADS, FREIDA) related to collecting and storing program data, generating management reports and documentation.
8. Manages the distribution and collection of annual resident surveys. Compiles, analyzes and makes recommendations for improvement in resident education from data obtained, as well as ensures the resident's confidentiality.
9. Serves as a member on various committees, as needed.
10. Collaborates with the DIO and residency program leadership with special projects as needed.
11. Supervises GME office administrative staff and residency program coordinators.
12. Oversee the credentialing process for initial appointment, reappointments and termination.
13. Ensure residents are compliant with current documentation for licensing and institutional requirements.
14. Ensure that licensing and credentialing processes for foreign medical applicants are adhered.
15. Oversee the orientation of the new residents, including training and accesses to institutional systems (pager, dictating, security access, phone, computer, etc.).
16. Assist with the transitioning of new residents into the program.
17. Oversee general orientation of new residents and fellows (includes department, clinical areas and institution).
18. Ensure that incoming residents are informed of documentation required by the primary institution and state licensing board and maintain records of compliance.

**OTHER:**

1. On a temporary basis, may be required to work at any satellite facility.
2. Contribute to team effort by assisting other departments as needed and while maintaining confidentiality of VHT's business.
3. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.
4. Observe and practice all VHT Patient Experience Service Standards as outlined in "World Class Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitors, or internal customers.
5. Practice CICARE phone etiquette during all phone interactions.
6. Always exercise courtesy whenever patients, family members, visitors and co-workers are present.
7. Respect privacy and dignity of our patients, family members, visitors and co-workers.
8. Maintain professionalism in the presence of patients, their families, visitors and co-workers.
9. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.
10. Follow applicable regulations: Joint Commission, OSHA, HIPAA, and CLIA.
11. Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and The Joint Commission Accreditation of Healthcare Organization standards.
12. Perform other related duties, which may be inclusive, but not listed in the job description.

**MINIMUM QUALIFICATIONS:**

1. Bachelor's degree or equivalent combination of experience and education will be considered in lieu of a Bachelor's degree.
2. National Board for Certification of Training Administrators of Graduate Medical Education is preferred.
3. 3-5 years previous experience in GME administration and/or in innovative education in other applied settings preferred.
4. The analytical ability to:
  - a. perform complicated data acquisition,
  - b. monitor compliance with program and institutional accreditation standards,
  - c. develop operational procedures and budgets.
5. Attention to detail and strong capacities in data analytics
6. Excitement at working in new academic and educational areas outside of previous experience in collaboration with subject matter experts in the various disciplines.
7. A creative and innovative approach to education, tempered by the willingness to continually assess the efficacy of such approaches.
8. Strong interpersonal and oral and written communication skills in order to communicate effectively with various levels of university, residency program, and hospital personnel and engage in scholarly productivity.
9. The ability to use independent judgment to solve problems and gain support of GME programs.
10. The ability to use the internet and extensive experience with computers and software applications, including word processing, spreadsheets, and email
11. Ability to be flexible with work schedule and available to work at all site locations.
12. Must have own transportation, valid California Driver's License and current proof of automobile insurance coverage.
13. Demonstrated ability to provide world-class patient experience using CICARE principles and practices. Ability to be proactive and to go above and beyond the call of duty; take initiative to provide a world class patient experience in all encounters via email, phone or in person.

**TYPICAL WORKING CONDITIONS:** The office setting is a normal work environment. Occasionally work during early morning, evening or weekend. May be subjected to temperature variances in the office.

**TYPICAL PHYSICAL DEMANDS:** Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may come in contact with hazardous equipment such as liquid nitrogen, cleaning agents, and sharps. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability. I understand I am an at-will employee and can be terminated at any time with or without cause. I also understand the Valley Health Team, Inc. will not be responsible in any manner for termination's which are due to defunding of Federal or State Contracts. I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date