

# The Program Coordinator & Program Director Relationship

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# VU Program Coordinator Retreat

- ▶ Monday, October 8, 2012
- ▶ 8am–2pm
- ▶ Children's Hospital, Theatre Room



# PD/PC relationship is critical on many levels

- ❖ Accreditation
- ❖ Smooth running of program
- ❖ Impact on how faculty, residents and other staff view you
- ❖ Impact on status of your position
- ❖ Impact on self-perception



- ❖ PC's role in managing program is directly related to what the PD will allow PC to do
- ❖ What PD will allow PC to do is directly related to how PD perceives the PC's skills, knowledge & abilities, & how much trust has been established
- ❖ PC should make suggestions based on direct experience & PD needs to be able to trust PC is advising correctly



# Thoughts to Start Out

- ❖ Know program
- ❖ Know job – PC, PD, or Ours
- ❖ Know requirements – program & institutional

# Thoughts to Remember

- ❖ How we work together
- ❖ Working relationship



# Know the Program



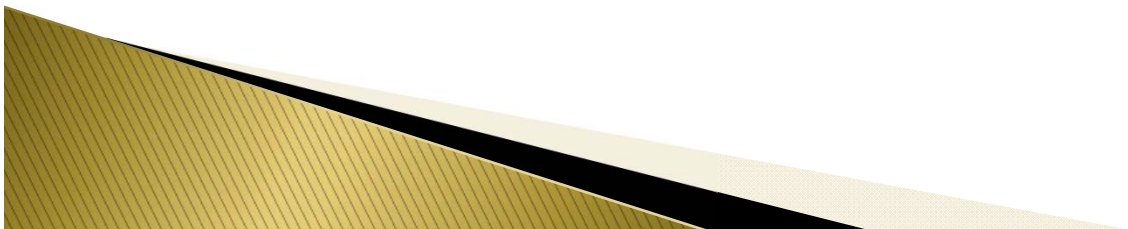
# Know the Program

- ❖ In a lot of cases, PC is basically “running” office – hence PC needs to have wisdom of when to ask and when to just take action
- ❖ Dr. Tarpley says “Know when a call/decision is above your ‘pay grade’”
- ❖ Commit to being responsible for your actions



# Know the Program

- ❖ Know what needs to be on PD's radar & what doesn't
- ❖ Know what amount of details PD likes/cares about
- ❖ Clear expectation for both PC/PD
- ❖ Understand & support vision of PD
- ❖ Support decisions with faculty & residents
- ❖ Use expertise to advise & counsel PD





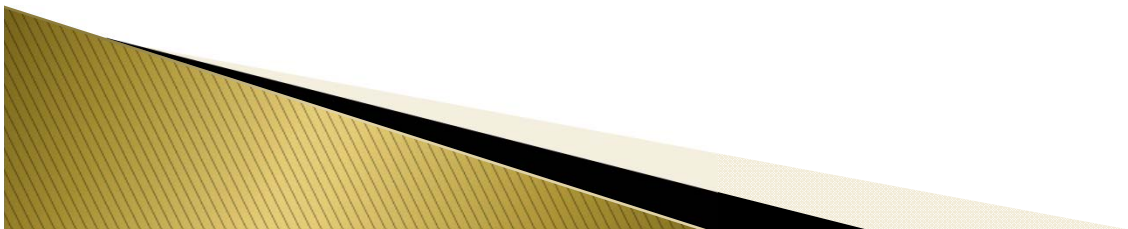
# Know the Program

- ❖ PC should show interest – suggest improvements, be engaged, analyze, assess
- ❖ MDs take care of patients; PCs takes care of program
- ❖ Assert yourself
- ❖ Schedule regular meetings with PD



# Know the Program

- ❖ PD needs to see PC as mid-level manager & should value skills, knowledge, abilities & opinions
- ❖ Professionally responsible
- ❖ Know program just as well as PD does
- ❖ Residents will view PC as an extension of the PD
- ❖ Be able to act as liaison for PD



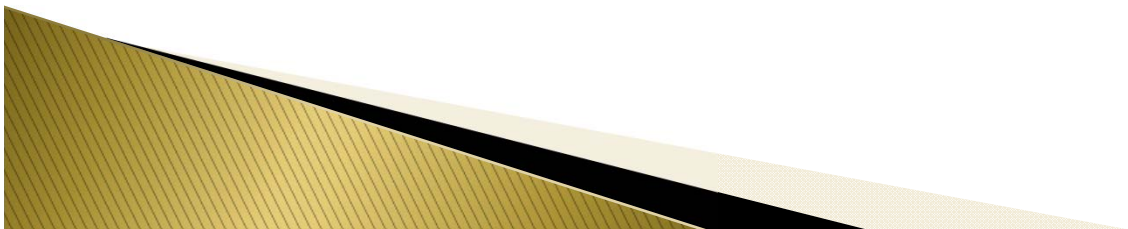
**Know the Job -**

**PC's, PD's or Ours**



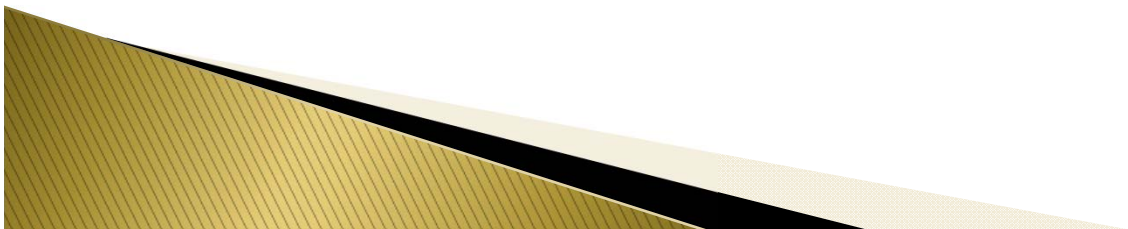
# Know the Job – PC's, PD's or Ours

- ❖ Mutual respect for each other
- ❖ PD listens to PC
- ❖ Work together/not against – don't "run ahead"
- ❖ PC should show consistent track record – go beyond what you promise
- ❖ PC should be available on consistent schedule
- ❖ Efficient/effective



# Know the Job – PC's, PD's or Ours

- ❖ Cross covering– assistant or someone else in office that can help PD if you are not available
- ❖ Flexibility
- ❖ Time is money & energy for PD
- ❖ Team sport (concept) – ownership
- ❖ Show compassion
- ❖ Build relationship over the years; won't just happen



**Know the  
Requirements –**

**Common, Discipline  
& Institutional**



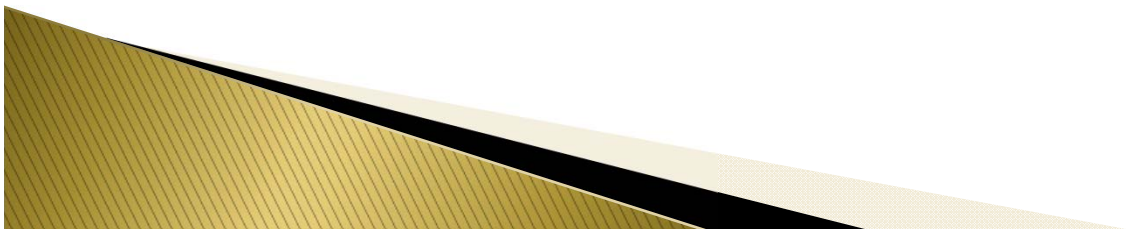
# Know the Requirements – Common, Discipline & Institutional

- ❖ PD needs PC to be able to follow what she's talking about at all times & have a good understanding of all related subjects
- ❖ PC needs to be recognized for their level of expertise, their value as a resource
- ❖ Acknowledge yourself as a professional



# Know the Requirements – Common, Discipline & Institutional

- ❖ Support duties & responsibilities of your PD
- ❖ Develop awareness & understanding of larger picture of GME – not just your program or department
- ❖ Confidentiality

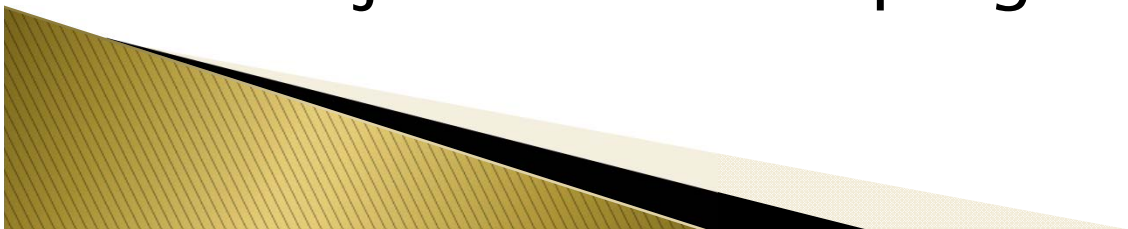




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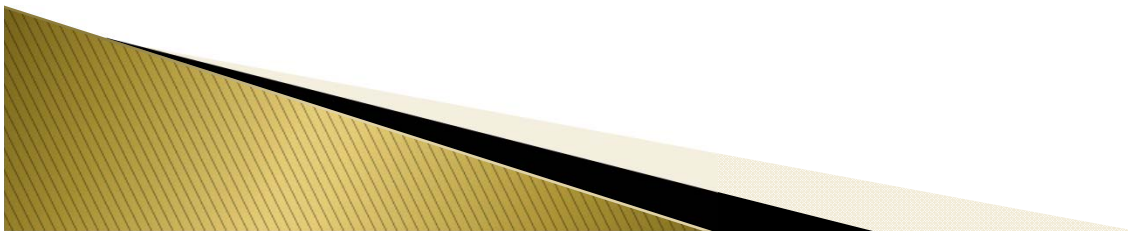
## Closing Thoughts

- ❖ Look up the requirements – when you read the PD responsibilities, the PC can almost always find something that corresponds to PC responsibilities.
- ❖ PC needs to be an active, productive participant, involved in achieving all the goals & objectives of the program



# Program Coordinator & Program Director Relationship

Whether you have a great working relationship with your PD already or you think the relationship could use some improvement, incorporating these ideas into your Job/Program on a daily basis will improve/benefit the PC/PD relationship.



# What's coming next – NAS

- ❖ New NAS – the 6 mth and 12mth annual reporting will actually put more stress on accumulating reports
- ❖ Will increase PC job security
- ❖ Annual deadlines are critical – PC responsible for all reporting during the year
  
- ❖ Tickler file very important; PC needs to remind PD of all deadlines

