

Date: February 25, 2019

To: Department Chairs, Division Chiefs, Program Directors, and Administrators

Re: Program Coordinator Recommendations

On behalf of the Graduate Medical Education office and the Program Coordinator/Manager Advocacy Committee, we want to express our sincere appreciation for the continuous support and recognition that we've seen during the last four years with the Program Managers and Coordinators. We wanted to share with you some great improvements from our annual program coordinator survey.

- Due to the increase in reclassifying coordinators and managers to the GME recommended job titles and salary range, in two years the number of those dissatisfied with their pay dropped from 43.5% down to 27.59%. The number of those satisfied with their pay went from 43.5% up to 65.5%.
- We have also seen a great increase in the coordinators/managers promoted from hourly to salary employees. In 2017 we had 27% hourly, 73% salary; in 2018 hourly 14%, salary 86%.
- Retention of our coordinators/managers due to career satisfaction is also on the rise. Being in management positions, you know the importance of retaining great employees.

Coordinators/Manager Retention 2017		Coordinator/Manager Retention 2018	
Less than 1 year	7.50%	Less than 1 year	0%
1 to 2.5 years	15 %	1 to 2.5 years	3.45%
2.5 to 5 years	27.50%	2.5 to 5 years	31.03%
6 to 10 years	10%	6 to 10 years	13.79%
11 years or more	40%	11 years or more	51.72%

- In 2016, 14.3% of program coordinators/managers received support to attend two national meetings; in 2018 the number increased to 20.69%.
- In 2016, 50% of program coordinators/managers received support to attend one national meeting; in 2018 the number went up to 55.17%.

The GME Program Coordinator/Manager Advocacy Committee (PCMAC) continues to support the coordinators within your departments. As a committee, we have begun working on our 2019 goals, providing professional development sessions for our program coordinators and managers. Some of these topics include the processes for preparing the Annual Program Evaluation, the ACGME Self-Study, and for a Site-Visit review. We are also planning a presentation on Navigating Communication Styles, increasing the Medhub educational sessions to expand user knowledge. Also, due to

sponsorship from the GME office, we will be hosting a half day retreat to provide further professional development to our PC/PM community.

Unfortunately, across the University of Utah GME programs, variations of titles assigned to Program Coordinator/Manager job duties and compensation persist.

The PCMAC has revised the job descriptions that most, if not all, Program Coordinators fall into, along with salary recommendations (Attachments, A, B, C, D and E).

Grade D			
Administrative Assistant	Job Code 0513	Non-Exempt	Working title: GME Administrative Coordinator
Administrative Program Coordinator	Job Code 0247	Exempt	Working title: GME Academic Coordinator
Grade E			
Academic Program Manager	Job Code 2059	Exempt	Working title: GME Academic Manager
Grade F			
Program(s) Manager	Job Code 1046	Exempt	Working title: GME Program(s) Manager
Administration Manager	Job Code 1037	Exempt	Working title: GME Administration Manager
Associate Director, Education	Job Code 1020	Exempt	Working title: GME Assoc. Director, Education
Grade G			
Director, Education	Job Code 1066	Exempt	Working title: Director, GME Education
Manager, Operations	Job Code 1074	Exempt	Working title: Manager, GME Operations

Based on ACGME requirements for selected programs, the group also created guidelines regarding the dedicated FTE commitment needed to coordinate and manage GME programs, according to the number of programs and trainees for which a coordinator is responsible (Attachment E).

To provide consistency and job satisfaction for Program Coordinators, the University of Utah Graduate Medical Education Committee (GMEC) recommends the following:

1. Support career development for your Program Coordinator(s), e.g., travel to professional meetings, attendance at GME monthly Program Coordinator meetings, GMEC membership, mentoring new coordinators, Training Administrators of Graduate Medical Education (TAGME) certification etc.
2. Review the attached job descriptions and determine whether a job reclassification is appropriate for your Program Coordinator(s).
3. Review the attached salary ranges (based on University of Utah Human Resources www.hr.utah.edu) and determine if a salary adjustment is warranted for your Program Coordinator(s).
4. Review the needs of your program to determine if the dedicated FTE commitment for your Program Coordinator(s) should be adjusted. (Attachment E).
5. Implement cross-training and appropriate back-up coverage for your Program Coordinator(s).

Please feel free to contact Sharee Bracken (801-213-2735 or sharee.bracken@hsc.utah.edu) in the GME office if you have any questions or need further assistance. Sharee and the PCMAC would be happy to assist you in analyzing the needs of your department.

Sincerely,

A handwritten signature in black ink that reads "Dr. Brad Poss". The signature is written in a cursive style.

Brad Poss, MD, MMM
Professor of Pediatric Critical Care
Chief Medical Education Officer
Associate Dean for Graduate Medical Education
University of Utah School of Medicine

A handwritten signature in black ink that reads "Sharee Bracken". The signature is written in a cursive style.

Sharee Bracken
Director for GME
University of Utah Health Care