



Workshop for

Residency Program Administrators/Coordinators

in Pathology, Radiology & Radiation Oncology

**May 10-12, 2011
Chateau LeMoyne
New Orleans, Louisiana**

New Administrator/Coordinator Sessions
Monday, May 9, 1 to 5 p.m.



**National Center for Evaluation
of Residency Programs**

Schedule

Monday, May 9, 2011

- 1:00-5:00 p.m. New Administrator/Coordinator Sessions*** *(Open to all participants. See page 2 for details.)*
- 1:00-2:15 ACGME Accreditation Overview
 - 2:30-3:30 Overview of the ACGME Competencies
 - 3:45-4:45 Common Requirements and Answering Common PIF Questions
 - 4:45-5:15 What to Do and When—Avoiding Surprises in Program Management
- 6:00 p.m. Dutch-treat Dine-out Groups**

Tuesday, May 10, 2011

- 7:30-8:00 a.m. Conference Registration & Check In
- 8:00-9:45 The Essence of the New 2011 Common Program Requirements: New Mandates & Documentation Issues
- 9:45-10:00 What is New in Graduate Medical Education?
- 10:15-11:00 Program Administrator/Coordinator Roles in and Strategies for Documentation and Monitoring
- 11:00-12:00 p.m. Improving Your Program and Patient Care Quality by Rounding for Outcomes
- 1:00-1:15 Preparing for the New 2011 ACGME Resident Survey and Future ACGME Surveys
- 1:15-1:45 Assessing Resident Work Products and Supervision in Radiology and Pathology
- 1:45-2:30 Creating a Culture of Professionalism to Promote Patient Safety & Improve Patient Care
- 2:45-3:45 Preparing for a Site Visit or Internal Review
- 4:00-5:00 Pathology and Radiology Fellowship Requirements and Common Fellowship Issues
- 6:00 p.m. Dutch-treat Dine-out Groups

Wednesday, May 11, 2011

- 8:00-9:00 a.m. Select either session **A** or session **B**
 - A** Pathology Requirements & PIF
 - B** Implementing the New Curriculum, ABR, Nuclear Medicine, and Mammography Requirements
- 9:00-10:00 Select sessions **C** and/or **D** or session **E**
 - 9-9:30 **C** Integrating Your Program's Milestone Performance into Current Evaluations and Pathology Residency Education
 - 9:30-10 **D** Preparing Residents for Changing Pathology Practice Environments
 - E** Diagnostic Radiology Requirements & PIF
- 10:15-11:15 Select session **F** or session **G**
 - F** Better Results from the Yearly Evaluation of Your Program's Curriculum
 - G** Integrating Your Program's Milestone Performance into Radiology Education
- 11:15-12:30 p.m. Select either session **H** or session **I**
 - H** Pathology Fellowship Education Programs
 - I** Update & Review - RC & Board Requirements - Subspecialties of Diagnostic Radiology
- 12:30-1:30 Select session **J** or Lunch on Your Own
 - J** Update & Review - RC & Board Requirements - Radiation Oncology
- 1:30-2:30 Select session **K** or session **L**
 - 1:45-2:30 **K** Implementing the 2011 Common Requirements
 - L** ACGME's Portfolio (ALP), Logs, and Data Reporting Responsibilities for Residents & Programs
- 2:30-3:30 Select session **M** or **N**
 - M** Responding Correctly to Common PIF Questions
 - N** You and Your Job: Descriptions, Reviews and Reclassifications
- 3:30-4:00 Understanding the 2011 Duty Hour and Specialty-specific Mandates
- 4:00-5:00 Using the Six Competencies to Recruit and Select the Best Candidates
- 5:00-6:00 College of American Pathologists' Evening Reception

Thursday, May 12, 2011

- 7:30-8:15 a.m. Ask the Experts: Round Table Discussions
- 8:30-9:00 Packaging Your Program for the Site Visit and Recruitment
- 9:00-9:30 Going Paperless
- 9:30-10:00 Addressing Cultural Sensitivity in GME
- 10:00-10:30 Best Practices or Notable Practices
- 10:30-11:15 Recruitment: Frequently Asked Questions and Myths
- 11:15-12 p.m. Addressing ACGME Citations, Responding to Adverse Actions and Strategy Issues

Plenary Sessions

Monday, May 9, 2011

New Administrator/Coordinator Sessions

These sessions are open to all participants and provide a small group setting in which all are encouraged to ask questions. Session builds on readings assigned and sent to participants prior to the workshop.

1-2:15 p.m. Accreditation Overview***

Donald A. Bosshart, Ed.D.

An introduction to the ACGME, RC, and institutional and board requirements. What is a PIF, and how is it completed? What is an internal review, and what is an ACGME site visit?

2:30-3:30 Overview of the ACGME Competencies ***

Donald A. Bosshart, Ed.D., Katie Warfield

The program and institutional requirements mandate that programs teach and evaluate general competencies in the following areas: patient care, medical knowledge, interpersonal and communication skills, professionalism, practice-based learning and improvement, and systems-based practice. Session provides descriptions of the competencies and how they are used in resident/fellow evaluations and program evaluations.

3:45-4:45 Common Requirements and PIF Questions ***

Donald A. Bosshart, Ed.D.

Highlights of Common Requirements that all residencies and fellowships must follow, their related Common PIF Questions, and how best to answer them. Participants should read and bring a copy of the program requirements for their specialty and the *Program Director Guide to the Common Requirements*.

4:45-5:15 What to Do When ***

Rhonda Kaye Tuttle

Discussion of what program administrator tasks need to be performed at different times of each academic year. For new and experienced administrators.

Program Administrator/Coordinator Roles in and Strategies for Documentation and Monitoring

Lois Shuman, Katie Warfield

The culture or climate of professionalism within a program/department is measured by the behaviors, interactions, and decisions made by its leaders, managers and members. Residents learn important attitudes and values from the culture or climate of the settings in which they work. One's role in monitoring and/or managing systems used to document resident clinical privileges, schedules, supervision, clinical experiences, duty hours, and patient outcomes will change. Schedules may need to accommodate time for transitions in care maximize continuity of supervision. How can you serve as a better role model and encourage professionalism that supports patient safety and patient care quality?

Improving Your Program and Patient Care Quality by Rounding for Outcomes

Joan M. Sullivan

The National Quality Forum has named North Shore-Long Island Jewish Health System the recipient of its 2010 National Quality Healthcare Award for the health system's ongoing commitment to providing high-quality, transparent, patient-centered healthcare. One of the techniques the hospital administration used to focus on quality and safety was that all hospital management conduct "rounds" with its employees. The goals of this activity are to encourage reflection, self-assessment, and bidirectional and open communication with the hospital's administration, with the intention of improving performance and outcomes. These meetings are called "rounding for outcomes." The process used to conduct rounds and how it is documented and reported will be discussed. The result has been a number of quality improvements to both patient care quality and safety in the Pathology residency program.

Preparing for the New 2011 ACGME Resident Survey and Future ACGME Surveys

Donald A. Bosshart, Ed.D.

Changes have been made to the ACGME annual resident survey. What can programs do to prepare? What documentation should you collect to defend against inaccurate results due to question design and citations resulting from the ACGME's 2011 Resident Survey?

Assessing Resident Work Products and Supervision in Radiology and Pathology

Jacqueline Hansen, Donald A. Bosshart, Ed.D.

Accuracy of results and clarity of communication are essential. Report dictation and written communication are essential. The approach used in Diagnostic Radiology at Santa Barbara Cottage Hospital has captured important work products from the transcription and records system that permit faculty members to draw inferences about resident competencies. Face-to-face and telephone communication with referring physicians will also be discussed.

Tuesday, May 10, 2011

The Essence of the New 2011 Common Program Requirements: New Mandates & Documentation Issues

Donald A. Bosshart, Ed.D.

The ACGME's mission is to "improve healthcare by assessing and advancing the quality of resident physicians' education through accreditation." It's now expanding its focus to include the characteristics of the environment in which residents work—delivering patient care and learning by example about health care and health care systems. The new program requirements mandate that all programs have a very strong "culture of professionalism that supports patient safety and individual responsibility" with the "goals of assuring safe and effective care to the individual patient." How effective are your program's systems for privileging your residents, monitoring faculty supervision and delegating the appropriate levels of authority and responsibility to each resident? Session will include an overview of the requirements and new systems that will be needed.

What is New in Graduate Medical Education?

Lois Shuman, Katie Warfield

Discussion of new rules and enforcement policies at the NRMP, changes to ADS, concerns at ECFMG, and changes at the ABR, ACGME and ABMS that will impact GME activities.

***Sessions Recommended for new or newer program administrators; however, all participants are welcome to attend.



National Center for Evaluation of Residency Programs

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Plenary Sessions

Creating a Culture of Professionalism to Promote Patient Safety & Improve Patient Care

Margee Gearhart, Cheryl Dixon, Donald A. Bosshart, Ed.D.

The 2011 Common Requirements define the required elements, lines of supervisory authority and responsibility, and elements of the patient care system necessary to nurture a culture of safety and patient care quality. Stressing each individual's acceptance of and accountability for his/her personal role in the provision of patient- and family-centered care is essential. Residents and faculty members must also monitor their patient care performance improvement indicators. The ACGME is looking for refinements to the interdependent patient care and medical education systems that will improve patient care quality and safety. How can you improve your program's commitment to these goals?

Preparing for a Site Visit or Internal Review

Lois Shuman

Helpful tips and tricks to follow during the process of preparing your program's PIF and in getting your program director, residents and faculty ready for a site visit or internal review. Understanding, implementing and documenting that your program's requirements are being met, developing a realistic timeline, using checklists, and understanding how to manage procrastination by yourself, your program director and faculty members is essential. Have a system, make reports, and avoid a crisis.

Pathology and Radiology Fellowship Requirements and Common Fellowship Issues

Donald A. Bosshart, Ed.D.

The four ACGME Pathology and Radiology Subspecialties share a number of the same program requirements, goals and objectives and will face similar challenges meeting the 2011 common requirements. Session focuses on fellow research and scholarly activity, the documentation of fellow teaching, duty hours and fellow supervisory functions.

Wednesday, May 11, 2011

Understanding the 2011 Duty Hours and Specialty-Specific Mandates

Donald A. Bosshart, Ed.D., Amy Motta,

LeeTanya Marion-Murray

The 2011 duty hours rules are both more restrictive, more flexible, and require residents to be responsible for their decisions to exceed scheduled duty periods or to cut short their time off duty. Detailed incident reports must be filed with their program director who is responsible for analyzing the conditions that triggered the resident's action, if the resident's decision was appropriate and how future incidents can be prevented. It is all about professionalism and patient safety.

Using the Six Competencies to Recruit and Select the Best Candidates

Lois Shuman

Session will present six easy steps for how to use different types of information in ERAS® to screen candidates and select them for an interview. How can program and performance patterns be used to assess aspects of candidate interpersonal and communication skills, professionalism, practice-based learning and improvement and system-based practice during the interview day? Practical tips about how to select the best.

Thursday, May 12, 2011

Ask the Experts: Round Table Discussions

Conference Faculty

Small-group session to discuss program management issues of general concern.

Packaging Your Program for the Site Visit and Recruitment

Joan M. Sullivan

Each part and element of your PIF contributes to an overall impression of your program. Clear and concise responses to questions which accurately reflect program compliance with ACGME and RC requirements are essential. The presentation and organization of the PIF, your curriculum and evaluation documents and reports, and your meeting minutes make the initial impression regarding program quality on the site visitor and the RC reviewers. Practical tips on how to create a stronger, more professional impression.

Going Paperless

Amy Motta, Katie Warfield

The ACGME continues to encourage electronic communication and files. Checklists, rating forms and evaluations can be completed electronically with data aggregated, reported to residents and program administrators and electronically "filed." Many programs have a resident file or portfolio on their sponsor's intranet, encouraging resident access, and significantly reducing the size and need for a resident's paper file. Update on the ACGME's "ALP Project." What are the advantages to moving to a paperless resident file system, and what pitfalls need to be avoided? What paper documentation does the ACGME require you to save?

Addressing Cultural Diversity in GME

Joan M. Sullivan

Creating a learning environment that addresses and enhances cultural diversity is imperative in providing the educational outcomes sought in GME programs. The "face" of America is changing. This presentation will prepare you for what is happening and how your programs can respond. Understand how measurable outcomes in your program may be documented for your next site visit.

Best Practices or Notable Practices

Workshop Participants

Opportunity to showcase your best educational practices or innovations. Conference participants are urged to submit their best practices for inclusion in this session. E-mail: Dbosshart@NCERP.com

Recruitment: Frequently Asked Questions and Myths

Rhonda Kaye Tuttle, Donald A. Bosshart, Ed.D.

Participants are encouraged to ask questions about recruitment and selection.

Addressing ACGME Citations, Responding to Adverse Actions and Strategy Issues

Donald A. Bosshart, Ed.D.

What do you do when you receive a citation that is unjustified? If the citation is justified, how do you know when your program is in compliance? How much documentation will you need to supply? What do we do when we receive notification of a "Proposed Adverse Action?"

Concurrent Sessions

Wednesday, May 11, 2011

A Pathology Requirements & PIF
Raymond P. Anderson

What is involved in meeting the requirements, and what documentation should be in the files? Session will explore issues in implementing the program requirements and completion of the PIF.

B Implementing the New Curriculum, ABR, Nuclear Medicine and Mammography Requirements
Lois Shuman, Tammi Teeters-McDade

The first class of residents is experiencing the first year of the new curriculum. What challenges has your program faced and how have you, your program director, and your faculty and residents addressed them?

C Integrating Your Program's Milestone Performance into Current Evaluations and Pathology Residency Education
Katie Warfield

How will the "Milestones" impact the process of assessing and privileging residents? How will your resident privileging process relate to the four levels of supervision? How will your curriculum need to reflect your performance assessment standards?

D Preparing Residents for Changing Pathology Practice Environments
Raymond P. Anderson

The practice of pathology is undergoing rapid change and the rate of change will increase with new developments in digital imaging, electronic communication and the need to assist physicians and patients in understanding the uses for and interpretation of increasingly sophisticated laboratory studies. What skills will need to be taught to the next generation of physicians? How can programs support residents as they prepare to enter rapidly changing pathology practices? How will the CAP project to Transform the Practice of Pathology impact GME? How will this emerge in GME?

E Diagnostic Radiology Requirements & PIF
Lois Shuman

What is involved in meeting the requirements, and what documentation should be in the files? Session will explore issues in implementing the program requirements and completion of the PIF.

F Better Results from the Yearly Evaluation of Your Program's Curriculum
Donald A. Bosshart, Ed.D.

The ACGME requires a documented formal, systematic evaluation of your curriculum at least annually, with only a few general mandates. Resident, faculty, and graduate performance as well as program quality are to be assessed, monitored, and tracked. Tables and graphs showing aggregate data for each class of residents, statistical reports on resident and faculty members confidential evaluations of the program, case log data and in-service exam and board performance summaries need to be produced and interpreted. This self-study is an important opportunity for faculty and administrators to develop ownership of the program and address important issues. Tips on process and content issues for your yearly evaluation of your program's curriculum are provided. For core and fellowship administrator/coordinators.

G Integrating Your Program's Milestone Performance into Radiology Education
Katie Warfield, Lois Shuman

How will the "Milestones" impact the process of assessing and privileging residents? How will your resident privileging process relate to the four levels of supervision? How will your curriculum need to reflect your performance assessment standards?

H Pathology Fellowship Education Programs
Gretchen Werner, Donald A. Bosshart, Ed.D.

The Pathology Review Committee recognizes fellowships in the following areas: Blood Banking, Chemical Pathology, Cytopathology, Dermatopathology, Forensic Pathology, Hematopathology, Medical Microbiology, Molecular Genetic Pathology, Neuropathology and Pediatric Pathology. Issues common with the administration of fellowships and answering the PIF questions will be reviewed. Session H will provide 10 to 15 minutes for a discussion of program requirements and PIF questions specific to each type of fellowship. Advance registration for each specific fellowship is required. Session agenda to be announced.

I Update & Review - RC & Board Requirements - Subspecialties of Diagnostic Radiology
Lois Shuman

Session is a review of requirements and documentation issues faced by all subspecialties of diagnostic radiology. Specific ACGME requirements, PIF and documentation issues will also be discussed.

J Update & Review - RC & Board Requirements - Radiation Oncology
Lois Shuman, Donald A. Bosshart, Ed.D.

Session is a review of RC requirements and data collection requirements. Questions about and discussion of pitfalls to avoid when completing the PIF and the new questions on it. Session builds upon New Administrator/Coordinator Sessions.

K Implementing the 2011 Common Requirements
Donald A. Bosshart, Ed.D.

The new common requirements will have a major impact on graduate medical education and set the stage for additional positive changes to residency education. This session explores how the policies and procedures will impact teaching, supervision, and the accountability of residents for their professional behavior.

L ACGME's Portfolio (ALP), Resident Experience Logs, and Data Reporting Responsibilities for Residents & Programs
Tammi Teeters-McDade, Lois Shuman

The structure and functions of the ACGME learning portfolio (ALP) are now fairly clear and the RSNA's Learning Portfolio is operational. Other portfolios are available as components of medical education management products. What is a portfolio? Why is it important? What is currently required for Diagnostic Radiology? What is required for Radiation Oncology? How can the portfolio be used to foster and document practice-based learning and improvement? How can your program encourage residents to meet their obligations and draw inferences about areas of their competency that may need development. Explore the possibilities.

M Responding Correctly to Common PIF Questions
Donald A. Bosshart, Ed.D.

Most of the 2007 Common Requirements remain the same and still must be followed. The ACGME will continue to ask for updates to the current "Common PIF Questions." A review of the current Common PIF questions, related requirements, and the elements to include in a "correct answer."

N You and Your Job: Descriptions, Reviews and Reclassifications
Lois Shuman, LeeTanya Marion-Murray

Does your job description capture what you do? What key phrases better communicate your skills and activities? How can you change your role, enhance your image and position in the organization, and capitalize on your strengths? How can you gain recognition for your knowledge and your increasing levels of responsibility and authority?

Conference Faculty

Donald A. Bosshart, Ed.D.

Chairman and CEO, National Center for Evaluation of Residency Programs, Kent, OH

Dr. Bosshart received his doctorate in educational psychology in 1972 from the University of Illinois in Champaign, Ill., where he focused on educational measurement and evaluation. He began his career in medical education at the University of Texas Medical Branch at Galveston, where he spearheaded a number of changes to the undergraduate medical curriculum and the evaluation process. His work with standardized patients, standards-based feedback systems and clinical skills received national recognition.

In 1977, Dr. Bosshart joined the newly created Northeastern Ohio Universities College of Medicine, where he played a key role in planning, developing, implementing and evaluating the six-year B.S./M.D. curriculum. In addition to his responsibilities in the office of medical education as coordinator for curricular methods and evaluation, he served as the administrative director and chairman of the Principles of Ambulatory Care Course from 1978 to 1982. In 1984, he was also appointed special assistant to the president and worked with 45 GME programs in the eight affiliated community teaching hospitals.

In 1992, he founded the National Center for Evaluation of Residency Programs, which delivers educational and evaluation services to residency programs throughout the country and has organized and conducted more than 150 major faculty development seminars. In 2003, Dr. Bosshart received the John H. Renner, M.D. Memorial Award of Excellence for his contributions to the field of patient education. Dr. Bosshart is a licensed psychologist in the State of Ohio.

Raymond P. Anderson

Educational Program Coordinator, Department of Pathology and Laboratory Medicine, Tufts Medical Center, Boston, MA

An experienced coordinator, Mr. Anderson holds a bachelor of arts degree in healthcare administration from Stonehill College and is working towards a master of science degree in human resource management from Lasell College. In addition to managing the residency training program for the department, he is responsible for professional staff credentialing, including competency and performance summary, maintaining quality assurance documentation and providing administrative backing to the physician practice under the direction of the Pathologist-in-Chief. Mr. Anderson is an accomplished musician and serves as director of music for a parish in the Archdiocese of Boston.

Cheryl Dixon

Residency Program Administrator, Pathology Residency & Fellowship Programs, Scott & White Memorial Hospital, Temple, TX

Ms. Dixon joined Scott & White in 1984. From 1988 to 1993, she was senior secretary for the safety department. Then she worked as educational assistant in the employee education department, prior to working in the human relations department. From 1996 to 2000, she was a desktop publisher for the Scott & White Health Plan. In 2000, she joined the pathology department in her current position. She is very active in the Bethel Assembly of God church, where she serves as a youth sponsor, a member of the worship team, and plans and organizes city-wide inter-denominational Christian Women's Conferences.

Margee Gearhart

Residency Program Coordinator, Pathology Residency Program, Saint Barnabas Medical Center, Livingston, NJ

Ms. Gearhart started her career in healthcare in 1987 as an office manager for a private ENT physician. In 1988, she joined Saint Barnabas Medical Center as the administrative assistant to the chair of the department of pathology. In 1998, she was appointed to her current position of program coordinator/administrative assistant for the pathology residency. She is also a member of the Saint Barnabas Health Care System Medical Education Committee. She is a former member and active supporter of the CADETS, a drum and bugle corps.

Jacqueline Hansen

Residency Coordinator, Radiology, Santa Barbara Cottage Hospital, Santa Barbara, CA

After graduation from Zweegman's School for Medical Secretaries in San Francisco, Ms. Hansen began her medical career as a transcriptionist for an outpatient diagnostic radiology group in Santa Barbara. In addition, she joined Santa Barbara Cottage Hospital in 1985 as a part-time transcriptionist in the radiology department. From 1990 to 1999, she was the office manager for Pueblo Surgical Group. She started her current independent business, Medical Billing Services, in 1998. In 1999, she assumed her current position as Radiology Residency Coordinator at Santa Barbara Cottage Hospital.

Amy Motta

Residency Program Coordinator, Pathology Residency Program, University of Utah, Salt Lake City, UT

Amy received a B.A. from the University of Utah in 2001 in political science. She first joined the pathology department at the University of Utah in 1993 as a medical transcriptionist in the Hematopathology section of ARUP Laboratories. Amy has previously been the coordinator for the hematopathology, surgical pathology and cytopathology fellowships. In 2005, Amy took the residency coordinator position. Her greatest achievements are winning 2nd place in the ARUP pie baking contest in 2003 and receiving a certificate of excellence award from the Univ. of Utah's GME office in 2007. Amy volunteers as an election judge for Salt Lake County and as member of the trail patrol for Antelope Island State Park.

LeeTanya M. Murray

Academic Program Coordinator, Pathology and Lab Medicine, Cedars-Sinai Medical Center, Los Angeles, CA

Ms. Murray worked for Tenet Healthcare (St. Luke Medical Center, Brotman Medical Center and Daniel Freeman Hospital) in hospital admissions, insurance verification, billing and collections for 12 years prior to joining Cedars-Sinai Medical Center in 1998. From 1998 to 2004, she worked in the outpatient rehabilitation and neurology departments as a management assistant responsible for scheduling, insurance verification and patient registration. In May 2004, she shifted gears and took a position in the department of pathology and lab medicine, and now manages the administrative duties for the residency and seven fellowship training programs in pathology. She is an active volunteer in Cedars' "Music for Healing Program" and sings for patients in the hospital. In 2006, she earned her B.S. in healthcare administration from the University of LaVerne, in LaVerne, Calif., and is currently working on a dual master's degree in gerontology and health administration. In June 2008, she received the President's Volunteer Service Bronze Award for donating over 100 hours of service to the community. Ms. Murray is TAGME certified and served on the examination taskforce.

Conference Faculty

Lois Shuman

*Educational Coordinator, Department of Radiology,
Indiana University School of Medicine, Indianapolis, IN*

Ms. Shuman has given presentations, speaking to physicians and coordinators in all specialties, at national meetings since 1994. She has worked with residents, fellows, medical students, and applicants for over 20 years. Ms. Shuman served as senior executive secretary to the chairman of the radiology department from 1982 to 1989, when she was appointed educational coordinator of one of the largest radiology programs in the United States. She is a founding member of the Association of Program Coordinators in Radiology and served as its past president for 2006-07. In 1993, she was a copy editor, typist and co-illustrator for the book, *The Country Preacher*, by H. Shuman. She is co-author of a publication in *Academic Radiology* regarding online evaluation of residents.

Joan M. Sullivan

*Manager, Pathology and Laboratory Medicine Services
North Shore-LIJ Health System, Lake Success, NY*

A seasoned GME program coordinator, Miss Sullivan holds an associate of science degree in business administration (Nassau Community College) and a bachelor of science degree in management and communications (Adelphi University). A major component of her job is administering two graduate medical education programs, where she has garnered sufficient experience to have become a national lecturer for more than a decade. In 2006, she took on the administration of the newly merged (between Long Island Jewish Medical Center and North Shore University Hospital) North Shore-LIJ Health System Pathology Residency Program with a newly appointed program director. Full accreditation was achieved one year later. With the opening of its new medical school in August 2011, the programs now go under the banner, NSLIJHS/Hofstra North Shore-LIJ School of Medicine Program.

In addition to her residency and fellowship responsibilities, Miss Sullivan serves as the health system's project manager for Telepathology, which is now being used for second opinions for the pathologist on frozen section duty. She is a member of the department's Pathology Training Program Committee and a CAP inspector for the College of American Pathologists. In 2010, she was recognized by the ASCP as a Contributing Author to the Pathology Resident In-Service Examination. Since then, Miss Sullivan has gone on to being named a finalist for The ACGME Program Coordinator Excellence Award - 2011.

Tammi Teeters-McDade

Residency Coordinator, Radiology, Emory University, Atlanta, GA

For 14 years, Ms. Teeters-McDade worked in the orthopaedics department at UPMC as a receptionist, admission interviewer, and medical secretary III. In 2002, she moved to radiology as an executive secretary and was soon assigned duties as a designated enrollment specialist. In 2004, she was promoted to program coordinator at UPMC. In 2007, she accepted her current position and moved to Atlanta, where she works with the diagnostic radiology and nuclear medicine programs. Ms. Teeters-McDade is a co-founder of the Council of Emory Residency Training Administrators and currently serves as President-Elect, Chair of Long-Range Committee, and Chair of the Program Planning Committee of the APCR. She also volunteers as an advocate for children with special needs and is a soccer team manager for AFUSA's 11-13 year old boys and girls in the league.

Rhonda Kaye Tuttle

*Residency/Fellowship Program Coordinator, Radiology Residency Program,
University of South Florida College of Medicine, Tampa, FL*

Ms. Tuttle has been the residency/fellowship coordinator in the department of radiology at USF for 25 years. She is responsible for 45 residents/fellows in breast imaging, neuroradiology, vascular/interventional, and musculoskeletal radiology. She worked previously in surgery, pediatrics, and allergy/immunology. She on the board of directors of the Association of Program Coordinators in Radiology. Ms. Tuttle also served as co-chair of a committee at the Tampa AIDS Network for the Names Project AIDS Memorial Quilt and was instrumental in bringing the Quilt to Tampa to further AIDS awareness. She and her mother made and presented a quilt panel in memory of her brother.

Gretchen Werner

*Clinical and Academic Assistant, Department of Pathology,
University of California at San Francisco, San Francisco, CA*

Ms. Werner began her career as an organizer and manager when she worked as an administrative assistant at Diablo Valley College and as the office manager/grant editor of the Native American Family Healing Center in 1999 to 2000. She was administrative assistant for an immunologist for one year before becoming a project manager and lead organizer for the Service Employees International Union in 2002. In 2008, she returned to medicine as a practice coordinator/administrative assistant for the Department of Surgery at the University of California at San Francisco. In 2009, she joined the pathology department in her present position coordinating the neuropathology fellowship and working on the clinical side to improve specimen tracking and report communication systems for outside facilities. In 2010, she received a Staff Recognition Award from the department for the patient care quality improvements that she facilitated. She is an active volunteer for the Cancer Awareness Resources Education Araceli Theater, where she does art therapy for cancer patients. She is also a catholic worker and a volunteer for the Love Live Foundation.

Katie Warfield

*Residency Coordinator, Pathology Residency Program,
University of Maryland, Baltimore, MD*

From 1989 to 1992, Ms. Warfield worked for Mather and Morgan, preparing corporate medical insurance quotes. In 1992, she joined the Allen Center for Senior Citizens as a secretary. She also worked as a secretary for the National Inter-religious Task Force for Criminal Justice. She joined the pathology department in 1994 as a medical secretary and assistant to the coordinator. She was promoted to her current position in 1998. Since 2007, Ms. Warfield has been the managing editor for *Pathology Case Reviews* and the *AFIP Fascicles*. She also works as a forensics investigator for Anne Arundel County for the Maryland State Medical Examiner's Office.



National Center for Evaluation of Residency Programs

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New Orleans



All photos courtesy of the New Orleans Convention and Visitors Bureau

Affectionately known as “The Big Easy,” New Orleans is an amalgam of diverse cultures and is rich with the history of its inhabitants of French, Spanish, Italian and African descent. The historic French Quarter is the only intact French and Spanish settlement remaining in the United States. The area also features over 300 restaurants, shops, jazz clubs, and numerous historical landmarks such as St. Louis Cathedral, which is the oldest cathedral in the United States. For more information on the city, please visit: www.neworleanscvb.com.



HOTEL AND REGISTRATION INFORMATION

Accommodations:

Make your room reservations directly with the Chateau LeMoyne Call (800)-747-3279 for reservations. Tell them you are with the "National Center for Evaluation of Residency Programs – Radiology and Pathology" to receive the discounted room rate of \$99 for Monday through Thursday nights. Because New Orleans is a popular weekend destination, the discounted room rate for Friday through Sunday nights before the workshop is \$149 for single or double occupancy. Please make your reservations by April 8, 2011, to secure the group rate. The hotel is located at 301 Rue Daphine, New Orleans, LA 70112. The hotel phone number is (504-581-1303). This boutique hotel is located in the historic French Quarter within the Vieux Carre ("Old Square" district, which is the quarter's original seven square blocks established in 1722). The hotel is just one block from Bourbon Street and features a heated outdoor swimming pool set in a tropical courtyard, Bienville breakfast café and lounge, and a 24-hour business center. Hotel rooms feature complimentary high-speed wireless Internet access, coffee makers and ironing boards. For more information on the hotel, please visit: www.hi-chateau.com.

Registration:

Complete the registration form and mail it with your \$475 registration fee to the National Center for Evaluation of Residency Programs, 315 Elmwood Drive, Kent, Ohio 44240 by the registration deadline of **April 8, 2011**. You can also reserve your space by faxing your form to 330-678-9199. Late registration requires a \$25 late registration fee. No refunds after the registration deadline.



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315 Elmwood Drive
Kent, Ohio 44240
Phone: 330-678-2011
FAX: 330-678-9199
dbosshart@ncerp.com
www.ncerp.com

Social Activities:

Optional tourist and social activities are arranged for participants and their guests. Dutch-treat dine out groups are being arranged for Monday and Tuesday nights. Guided walking tours of the historic French Quarter and Garden District are also being planned for workshop participants and their guests. For more information about New Orleans, please visit: <http://www.neworleanscvb.com>.

Credit Card Payment Form *(Please fax to 330-678-9199)*

Credit Card Type (circle): MasterCard VISA American Express

Card #: _____ Expiration Date: _____

Name (as on card): _____

Signature _____ Amt. Charged _____

Billing Address for Credit Card:

City _____ State _____ Zip _____

Note: Receipt will be sent to the participant registered below.
If payment is for multiple participants, list names here:

Registration Form: Workshop for Administrators/Coordinators in Pathology, Radiology & Radiation Oncology

May 10-12, 2011, at the Chateau LeMoyne in New Orleans, Louisiana

Name _____ Title _____

Program _____ Hospital _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____ E-mail _____

Monday, May 9, 2011, Please select the sessions you plan to attend

New Administrator/Coordinator Session: ACGME Accreditation Overview

New Administrator/Coordinator Session: Overview of the ACGME Competencies

New Administrator/Coordinator Session: Common Requirements and Answering Common PIF Questions

New Administrator/Coordinator Session: What to Do and When—Avoiding Surprises in Program Management

Wednesday, May 11, 2011, Please circle the sessions you plan to attend

8-9 a.m. A or B

9-10 C and D or E

10:15-11:15 F or G

11:15-12:30 p.m. H or I

12:30-1:30 J

1:30-2:30 K or L

2:30-3:30 M or N

About the National Center for Evaluation of Residency Programs

An objective, independent and confidential source of professional information and expertise, the National Center assists program directors and institutions in enhancing residency programs. Through professional methods for collecting and interpreting assessments of program effectiveness by residents, program applicants and graduates, the Center provides confidential evaluative feedback. The Center has evaluation methods to assess residents and curriculum quality, analyzes recruitment materials and plans, and offers consultation regarding RC and ACGME applications. The Center provides consultations, and conducts conferences, seminars, and speaking engagements on various topics, including educational methods.



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How will I learn?

Detailed syllabus, lectures, presentations, discussions, problem-solving exercises and role-playing are used to communicate important principles, attitudes and information.

What will I learn?

The conference provides participants with proven and innovative methods and techniques for effective coordination. Successful programs are built around planning and cohesive working relationships within the institution. A commitment to written goals and a clear definition of responsibilities are key ingredients to success. We recommend proven approaches and provide hands-on experiences.

During the workshop, participants will:

- ✓ Explore the role of the residency coordinator in almost every aspect of the management of a residency program.
- ✓ Realize the limits or boundaries of the coordinator's role.
- ✓ Develop a level of confidence and competence in important residency functions.
- ✓ Enhance interpersonal skills through a planned approach to communication.
- ✓ Have opportunities to share insights and experiences with other administrators/coordinators.
- ✓ Learn practical approaches to managing stress more effectively.
- ✓ Explore ways that coordinators can save time by expanding their computer knowledge.

Photo courtesy of New Orleans CVB



Workshop focused on developing educational
excellence in Pathology, Radiology and Radiation Oncology.

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of Residency Programs
315 Elmwood Drive
Kent, Ohio 44240



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