



15th Annual  
Workshop for Residency Program Administrators/Coordinators in  
Pediatrics, OB/GYN, Emergency Medicine,  
Neurology, Psychiatry, Preventive Medicine,  
PM&R and Fellowships

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**October 25-27, 2010**  
**SpringHill Suites Las Vegas Convention Center**  
**Las Vegas, Nevada**

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New Administrator/Coordinator Sessions  
Sunday, October 24 at 1 p.m.



National Center for Evaluation  
of Residency Programs

# Schedule

## Sunday, October 24, 2010

- 1:00 - 5:00 p.m. **New Administrator/Coordinator Sessions** *(Open to all participants. See page 3 for details.)*  
1:00 - 2:45 Accreditation Overview and the ACGME Competencies  
3:00 - 5:00 Selected Common Requirements and Answers to the PIF Questions for Beginners

## Monday, October 25, 2010

- 8:00 - 8:45 a.m. **Common Program Requirements and Responding to Selected Common PIF Questions**  
8:45 - 9:45 **Preparing for a Site Visit or Internal Review**  
10:00 - 11:00 **New Developments: Resident Surveys, ADS, Duty Hours, New Requirements, Faculty Development, Portfolios**

11:00 - 12:30 p.m. *Select either "lunch on your own" or session A, B, or C*

- A** Pediatrics RC & Board Requirements
- B** OB/GYN RC & Board Requirements
- C** Neurology RC & Board Requirements

12:30 - 2:00 *Select either "lunch on your own" or session D, E, or F*

- D** Psychiatry RC & Board Requirements
- E** Physical Medicine & Rehabilitation RC and Board Requirements
- F** Emergency Medicine RC & Board Requirements

2:00 - 3:00 *Select a 1-hour workshop from the list below*

- G** Fellowship/Subspecialty Common Program Requirements, PIFs and Issues
- H** The Art of Managing & Speaking for Your Boss

3:15 - 4:15 **Enhancing Your Program's Annual Evaluation of Its Curriculum**

4:15 - 5:15 *Select a 1-hour workshop from the list below*

- I** Fellowship Requirements and Issues in Neurology and Child & Adolescent Psychiatry
- J** Fellowship Requirements and Issues in Pediatrics
- K** Preventive Medicine RC and Board Requirements

## Tuesday, October 26, 2010

- 8:00 - 8:30 a.m. **What is Next: ABMS Maintenance of Certification, Milestones and Practice Improvement**  
8:30 - 9:30 **Program Administrator Professionalism: Legal and Ethical Issues in Program Management**  
9:45 - 10:30 **Teaching and Evaluating the Key Principles of Systems-based Practice and Practice-based Learning and Improvement**

10:30 - 11:30 *Select a 1-hour workshop from the list below*

- L** Answering and Editing Responses to Common PIF Questions
- M** Marketing Your Residency/Fellowship Program

11:30 - 1:00 p.m. *Select a 1-hour workshop with box lunch or "lunch on your own"*

- N** Organizing and Auditing Your Files: Are You Ready?
- O** Working With Your Program Director to Enhance Semi-annual Evaluations

1:00 - 2:00 *Select a 1-hour workshop from the list below*

- P** Sharpen Your ERAS® Skills
- Q** Improving Resident and Fellow Board Performance and Scholarly Activity

2:15 - 3:15 *Select a 1-hour workshop from the list below*

- R** Advanced User Applications for ERAS®
- S** Measuring Resident & Fellow Work Products to Assess the Six Competencies

3:15 - 4:15 *Select a 1-hour workshop from the list below*

- T** Your Job Description, Image, and Reclassification/Promotion
- U** Fellowship Forum Discussion

4:15 - 5:15 **Addressing ACGME Citations and Responding to Adverse Actions and ACGME Appeals**

## Wednesday, October 27, 2010

- 7:30 - 8:15 a.m. **Ask the Experts Round Table Discussions**  
8:15 - 8:30 **Compliance with NRMP and ACGME Policies and Employment Law**  
8:30 - 9:00 **Using the Six Competencies as a Framework to Recruit & Select the Best Residents and Fellows**  
9:00 - 9:30 **Busting Candidate Recruitment Myths**  
9:45 - 10:45 **Orchestrating Your Program's Interview Day and Post Interview Follow-up**  
10:45 - 11:15 **FAQs about Recruitment: Preparing for Match Day & What to Do If You Do Not Fill?**  
11:15 - 1 p.m. **NCERP Residency Program Administrator/Coordinator Self-Assessment Quiz**

# Session Descriptions

## Sunday, October 24, 2010

### New Administrator/Coordinator Sessions

1-2:45 p.m. **Accreditation Overview and the ACGME Competencies**  
*Donald A. Bosshart, Ed.D.*

This session is an introduction to the ACGME, Review Committee (RC), program, institutional and board requirements. What is a Program Information Form (PIF), and how is it completed? What is an internal review, and what is an ACGME site visit? Session provides an overview of the ACGME competencies and accreditation process.

3-5 p.m. **Selected Common Requirements and Answers to PIF Questions for Beginners**  
*Donald A. Bosshart, Ed.D.*

Programs must comply with ACGME requirements, document compliance and correctly respond to related PIF questions. Read and bring a copy of the ACGME *Program Director Guide to the Common Requirements*.

## Monday, October 25, 2010

8-8:45 a.m. **Common Program Requirements and Responding to Selected Common PIF Questions**  
*Donald A. Bosshart, Ed.D.*

Completion of "Common PIF Questions" is required for ACGME accreditation of all programs. Understand the common requirements, the intent of PIF questions, what your program must do and what information must be reported in order to document compliance in your answers. Participants should read and bring a copy of the *Program Director Guide to the Common Requirements*.

8:45-9:45 **Preparing for a Site Visit or Internal Review\***  
*Lois Shuman*

Important issues addressed on a continuing basis can reduce the time required to prepare the PIF and documents for an internal review and decrease the stress of a site visit. Session reviews site-visit preparation, common site-visit pitfalls, and important procedural issues. While the specific procedures and processes for internal reviews are set by each program's sponsoring institution, the key elements required by the ACGME for an internal review are explained, as are the steps for thorough preparation.

10-11 **New Developments: Resident Surveys, ADS, Duty Hours, New Requirements, Faculty Development, Portfolios**  
*Donald A. Bosshart, Ed.D., Lois Shuman*

Overview of new and emerging developments at the ACGME and in graduate medical education.



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11-2 p.m. **Specialty-Specific Review Committee & Board Requirements Sessions**

Sessions **A** through **F** and **K** focus on specialty- or fellowship-specific RC, PIF and board requirements, and will include discussions of the ACGME's Resident Case Log, accuracy of resident coding, performance requirements, and use of reports or tools to monitor resident experience. Since subspecialty programs (fellowships) are dependent on core programs, administrators of subspecialty programs should attend the sessions for their respective core program.

11-12:30 **A Pediatrics RC & Board Requirements**  
*Donald A. Bosshart, Ed.D.*

**B OB/GYN RC & Board Requirements**  
*Lois Shuman*

**C Neurology RC & Board Requirements**  
*Emerita Verdejo*

12:30-2 **D Psychiatry RC & Board Requirements**  
*Carol York*

**E Physical Medicine & Rehabilitation RC and Board Requirements**  
*Donald A. Bosshart, Ed.D.*

**F Emergency Medicine RC & Board Requirements**  
*Lois Shuman, Mary Lou Endlich*

2-3 **G Fellowship/Subspecialty Common Program Requirements, PIFs and Issues**  
*Donald A. Bosshart, Ed.D.*

All ACGME-accredited fellowship programs are, or in the next three years, will be required to comply with the "Common Fellowship Requirements" approved in 2008. All ACGME-accredited fellowship administrators/coordinators should attend this session.

**H The Art of Managing & Speaking For Your Boss**  
*Lois Shuman, Carol York*

Most managers and administrators encounter situations in which they must fill in for their director in communications with faculty, residents, and hospital and central GME staff. Being able to explain established policies and procedures and facilitating problem resolution at lower levels of the organization can save your director time and energy. Session will provide insight into when it is and when it is not appropriate to speak on behalf of your boss.

3:15-4:15 **Enhancing Your Program's Annual Evaluation of Its Curriculum**  
*Donald A. Bosshart, Ed.D., Lois Shuman*

A complete and thorough annual evaluation of your curriculum permits residents, faculty, and program leaders to apply the fundamental principles of quality improvement (QI) to their resident curriculum and educational systems. This involves identifying performance measures, collecting and aggregating performance data, analyzing data and comparing results with pre-determined standards in order to identify strengths and areas that need development or improvement. Action plans for program improvement are developed, approved by faculty (stakeholders), implemented and then re-evaluated to document measured improvement. If improvement does not take place, the QI strategy is re-analyzed and new plans or PDSA cycles are implemented and then re-assessed. These are the same basic steps of practice-based learning and improvement that are now required of residents and all ABMS board-certified physicians. Well-planned and implemented annual curriculum evaluations are the foundation for successful internal reviews and ACGME site visits.

# Session Descriptions

- 4:15-5:15 | **I Fellowship Requirements and Issues in Neurology and Child & Adolescent Psychiatry**  
*Emerita Verdejo, Carol York*
- | **J Fellowship Requirements and Issues in Pediatrics**  
*Lois Shuman*

Sessions I and J will explore ACGME Fellowship RC Requirements, documentation requirements and PIF questions for Neurology and Child & Adolescent Psychiatry and Pediatrics, respectively. Participants in these sessions should attend Session G which addresses the ACGME-mandated common requirements that are to be required for all fellowship programs. Please list the fellowship(s) you administer/coordinate on the registration form.

- K Preventive Medicine RC & Board Requirements**  
*Donald A. Bosshart, Ed.D.*

See the description for "Specialty-Specific Review Committee & Board Requirements Sessions" on page 2.

## Tuesday October 26, 2010

- 8-8:30 a.m. **What is Next: ABMS Maintenance of Certification Requirements, Milestones and Practice Improvement**  
*Donald A. Bosshart, Ed.D.*

In order for a physician to maintain his/her status as an ABMS board-certified physician, Maintenance of Certification (MOC) is now required. "Re-certification" has been eliminated. Every ABMS specialty is required to ensure that their physicians understand and can apply the key principles of quality improvement and patient safety to their medical practice. MOC requires physicians to demonstrate that they can use evidence-based methods to improve the quality of the care they deliver. What are the elements of an effective QI project? What will residents need to master to be effective participants in a project? What competencies are required and need to be applied during QI? How should these same QI principles and competencies be demonstrated by residents as they work to improve the quality of your residency program?

- 8:30-9:30 **Program Administrator Professionalism: Legal and Ethical Issues in Program Management**  
*Emerita Verdejo, Lois Shuman, Anita Kivell*

As a professional residency program coordinator/administrator, how do you serve to role model professionalism. What behaviors are expected. Do you "demonstrate commitment, adherence, and sensitivity?" Are you a positive example or role model for your residents, faculty, and other administrators in your department? Do you practice the six competences as they relate to the practice of program administration?

- 9:45-10:30 **Teaching and Evaluating Key Principles of Systems-based Practice and Practice-based Learning and Improvement**  
*Donald A. Bosshart, Ed.D.*

Effective patient care and educational systems share common characteristics and are built, operated, influenced and improved using a number of the principles of systems-based practice and practice-based learning and improvement. Explore key principles of successful program operation, teamwork among the program's leadership, monitoring educational systems and approaches to ongoing quality improvement (QI).

- 10:30-11:30 | **L Answering and Editing Responses to Common PIF Questions**  
*Donald A. Bosshart, Ed.D.*

Your program's written responses to common PIF questions are used to determine your compliance with key common requirements. They play a key role in your site visit and subsequent accreditation results. Is your program in compliance with the requirements and do each of your program's 400-word answers provide key evidence-based documentation that is clear, succinct and compelling? Practice your skills at recommending possible supporting evidence, editing, removing content, and improving the responses to selected common PIF questions. This session will provide practice, coaching and feedback.

- M Marketing Your Residency/Fellowship Program**  
*Lois Shuman*

Understanding the positive and negative features of your program within the marketplace is essential. Being an effective member of the residency recruitment team involves promoting your program's image, initial contacts via phone, e-mail and correspondence, and serving as an information source for the program, medical center-university, city and state. Monitoring and staying connected with your applicant pool is a key element in the process.

- 11:30-1 p.m. **N Organizing and Auditing Your Files: Are You Ready?**  
*Lois Shuman*

Internal reviews, site visits, Medicare audits, fair hearings, and the yearly program reviews require that you maintain a number of different types of documents, records, data and minutes of meetings. Are your electronic and paper files complete? This session provides a checklist and guidelines for assessing the adequacy of your files. *Advance Reservations required for complimentary box lunch.*

- O Working With Your Program Director to Enhance Semi-annual Evaluations**  
*Donald A. Bosshart, Ed.D.*

How are semi-annual evaluations conducted? Does your program encourage its residents to self-assess, reflect and then develop their own personal plan of learning for their professional development? How is a resident's file or his/her portfolio used in the process? What does a plan consist of, and how do you know if it is being accomplished? How can the evaluation foster practice-based learning and improvement and encourage systems-based practice? *Advance reservations required for complimentary box lunch.*

- 1-2 **P Sharpen Your ERAS® Skills**  
*Lois Shuman*

This session builds upon a working knowledge of the fundamentals of ERAS® operations. It provides encouragement and insight to overcome frequently encountered obstacles to mastering helpful, but less frequently used components. Addresses issues such as encouraging faculty to view and evaluate candidates in ERAS®, manipulating the ratings and scores, constructing your own filter/sorts, exporting ERAS® data, and using data in other Microsoft Office programs. A time to ask questions and explore possibilities.

- Q Improving Resident and Fellow Board Performance and Encouraging Scholarly Activity**  
*Donald A. Bosshart, Ed.D.*

Your program's board pass rate is one of the most important criteria used by the review committee to make decisions. Session describes steps a program can take to improve in-service exam and board performance. Session provides insights and practical tips to encourage involvement with research, how to increase research productivity and how to store and retrieve documentation about faculty and resident research productivity.

# Session Descriptions

**2:15-3:15 R Advanced User Applications for ERAS®**  
*Lois Shuman*

You know the basics. Now take the grand tour of all the tools available in ERAS® to make your life easier during recruiting. We will also focus on the main function of ERAS®—data management—including filter/sort and export. Builds on session P and requires intermediate knowledge of ERAS®.

**S Measuring Resident & Fellow Work Products to Assess the Six Competencies**  
*Donald A. Bosshart, Ed.D.*

Does your program provide residents with reports about their practice productivity, financial performance, patient satisfaction and clinical quality. Session will also include a discussion of important positive and negative work products that can be used to measure the competencies.

**3:15-4:15 I Your Job Description, Image and Reclassification/Promotion**  
*Lois Shuman, Emerita Verdejo*

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 do you make the transition from secretary to program administrator/coordinator? Session includes key points to remember when undergoing a job review or requesting a reclassification. Bring your current job description

**U Fellowship Forum Discussion**  
*Donald A. Bosshart, Ed.D.*

Most fellowship programs assume that each fellows is capable of working independently and that they have mastered the fine points of diagnosis and treatment of patients in their chosen specialty. Fellows continue to develop their judgment, leadership, interpersonal and communication skills and their skills as educators. Discussion focuses on challenges faced by fellowship program administrators. Opportunity to ask questions and share insights about fellowships.

**4:15-5:15 Addressing ACGME Citations and Responding to Adverse Actions and ACGME Appeals**  
*Donald A. Bosshart, Ed.D.*

Discussion of what to do when you receive an unfair or inaccurate citation or are faced with a proposed adverse action such as reduction in your resident complement, elimination of a teaching site, proposed probation or probation. Changes to ACGME policies and procedures related to probation and program closures will be discussed.

## Wednesday, October 27, 2010

**7:30-8:15 a.m. Ask the Experts Roundtable Discussion**  
*Conference faculty and participants*

Small-group sessions to discuss program management issues of general concern to program administrators/coordinators. A chance to ask questions and share insights.

**8:15-8:30 Compliance with NRMP and ACGME Recruitment Policies and Employment Laws**  
*Lois Shuman*

In 2009, the NRMP changed the policy about communication between candidates and programs. The ACGME requires that recruitment/selection be non-discriminatory. Session outlines “do’s and don’ts” in terms of recruitment and selection.

**8:30-9 Using the Six Competencies as a Framework to Recruit & Select the Best Residents and Fellows**  
*Lois Shuman*

Session presents 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 administrators and interviewers use behavioral interview techniques and performance patterns 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.

**9-9:30 Busting Candidate Recruitment Myths**  
*Lois Shuman, Donald A. Bosshart, Ed.D.*

Candidates are given advice and coaching about how to get into the best residency. Books, articles, and chat rooms have propagated myths and urban legends. How can coordinators help dispel some of the prevailing interview trail superstitions?

**9:45-10:45 Orchestrating Your Program’s Interview Day and Post-interview Follow up**  
*Conference Faculty*

Review of the ingredients required to produce a successful interview day. What are the objectives of the interview? What must be done prior to the interview to ensure success? How can you ensure that candidates will connect with your residents and faculty? After the interview, what ongoing communication should take place between the program and the candidate? What is a post-interview visit, and how can this influence candidate decision-making?

**10:45-11:15 FAQs about Recruitment: Preparing for Match Day & What to Do if You Do Not Fill?**  
*Donald A. Bosshart, Ed.D., Lois Shuman*

The recruitment process provides a window through which candidates see the operation of your program. This is an opportunity to ask questions and learn more about the ingredients of a successful recruitment programs.

**11:15-1 p.m. V NCERP Residency Program Administrator/Coordinator Self-Assessment Quiz**  
*Donald A. Bosshart, Ed.D.*

The successful residency program administrator has a working knowledge of the ACGME general and specialty-specific requirements, as well as the ACGME competencies and the basics of how they are appropriately role modeled and measured. Knowledge of federal employment and immigration laws and procedures as well as key principles of personnel and organizational management is essential. The ability to use ERAS® and other programs to summarize ratings and performance measures into tables, charts, or graphs are necessary to apply the principles of quality and process improvement to residency education and patient care. Test your knowledge and comprehension and receive feedback. Over a box lunch, score your quiz and discuss the answers to the quiz questions. Lunch fee \$15, including tax and gratuity. Advance reservations and payment required.

## 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., with a focus on educational measurement and evaluation. He began his career in medical education at the University of Texas Medical Branch at Galveston, where he spearheaded 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 at which he played a key role in planning, developing, implementing and evaluating the six-year B.S./M.D. curriculum. In addition to his work with curriculum and evaluation, he was 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 graduate medical education 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 200 major faculty development seminars for more than 3,000 representatives of 2,000 residency programs. He twice chaired the Annual AAFP-STFM Conference on Patient Education. 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, serves on the board of directors of Portage Path Behavioral Health in Akron, Ohio, and is board chairman of the Northeastern Ohio Psychiatric Institute.

### Mary Lou Endlich

*Residency Coordinator, Emergency Medicine Residency Program, Emergency Medicine Residency Program, Texas Tech University Health Center, El Paso, TX*

Ms. Endlich worked for 15 years as a secretary and administrative assistant for the El Paso Teacher's Credit Union. In 1995, she joined the Texas Tech HSC Emergency Department as residency secretary. She was promoted to coordinator in 1997. Ms. Endlich is a certified professional secretary and is TAGME certified.

### Anita Kivell

*Program Coordinator, Neurology Residency, Combined Medicine/Neurology Program and Combined Psychiatry/Neurology Program, Department of Neurology, Tulane University School of Medicine, New Orleans, LA*

After seven years working for Clinical Research Center, Ms. Kivell joined Tulane University School of Medicine in 1993 as an administrator in the department of allergy and clinical immunology. In 2000, she joined the internal medicine department as the residency recruitment coordinator. In October 2003, she was recruited by the department of pediatrics for the medicine/pediatrics residency coordinator position. In 2006, she was promoted to her current position in the neurology department, where she oversees three residency programs.

### Lois Shuman

*Educational Coordinator, Department of Radiology, Indiana University School of Medicine, Indianapolis, IN*  
Ms. Shuman has given presentations at national meetings since 1994, speaking to physicians and coordinators in all specialties. 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 president for 2005-06. She is TAGME certified. 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, and of a poster regarding selecting resident applicants based on the ACGME competencies.



### Emerita Verdejo

*Administrator of Education, Columbia University, Department of Neurology, New York, NY*

Ms. Verdejo began her work in medicine at New York University Medical Center as a research coordinator in the Pigmented Lesion Section in 2003. In 2005, she was promoted to radiation oncology residency manager/quality assurance administrator. In 2007, she joined the Children's Hospital of New York Presbyterian as the assistant division supervisor for pediatric orthopaedics and then worked as an anesthesiology residency program data management officer in 2008. In 2009, she was promoted to her current position, where she oversees 4 graduate medical education programs, medical students and 35 residents in the neurology division.

### Carol York

*Residency Education Coordinator, Department of Psychiatry, Michigan State University, East Lansing, MI*

Ms. York received her bachelor's in elementary education from Michigan State University. She taught at Guatemala City for a couple of years before becoming an Air Force wife, which led to her teaching English in Tokyo, Japan. She started as a "temporary" and has been in her current position for the past 20 years. In her spare time, she and her husband enjoy sharing insights with the university's international students. Ms. York is TAGME certified.



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Fashion Show retail mall on the Las Vegas strip features over 250 shops and restaurants.



Take a gondola ride through the Grand Canal Shoppes inside the luxurious Venetian Resort Hotel and Casino.

Photo Courtesy LVCVA

# Las Vegas



The fabulous Las Vegas Strip.

Photo Courtesy LVCVA

# HOTEL AND REGISTRATION INFORMATION

## Accommodations:

Reservations should be made directly with SpringHill Suites by Marriott Las Vegas Convention Center, 2989 Paradise Road, Las Vegas, NV 89109 (702-433-5880 or 800-583-0079). Be sure to ask for the "NCERP Administrator/Coordinator Workshop" special group rate of \$89 per night for a studio suite. Guest suites are furnished with either one king-sized or 2 queen-sized beds and a pull-out sofa bed, accommodating 3 to 5 people per room at no additional charge. **Make your reservations by October 8, 2010, to secure this discounted rate.** The conference will be held on the 8th floor this new 300-room, non-smoking, non-gaming hotel. With its spectacular panoramic views of the city, the Springhill Suites by Marriott features a roof-top swimming pool and fire pit, Inspiration Lounge and Restaurant and offers a number of complimentary services including free breakfast buffet, 24-hour business center, and free Internet access. All guest suites are comfortably appointed with coffeemakers, hairdryers, iron and ironing boards, refrigerators, microwaves, desks and sofa sleepers. For more information about the hotel, visit: <http://www.marriott.com/hotels/travel/laspr-springhill-suites-las-vegas-convention-center/>.

## Reservations:

Complete the Registration Form and mail it in 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 **October 8, 2010**. Reserve your space now by FAXing your form to 330-678-9199. Late registration requires telephone confirmation and payment of a \$25 late registration fee. No refunds for cancellation after the registration deadline.



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## Air Travel Discounts and Social Activities:

Continental Airlines has special reduced fares for this meeting. For Continental, call MeetingWorks at 800-468-7022. Please call the National Center for the discount code. Travel agents can also obtain these discounts for you. Las Vegas offers an almost endless array of tourist activities, and optional Dutch-treat dine out groups are being scheduled for Sunday, October 24 and Monday, October 25, at 6 p.m. Just off the legendary Las Vegas Strip, the hotel is directly across Paradise Road from the Las Vegas Hilton and the Monorail, which offers convenient transportation to nine major hotels and resorts along Las Vegas Blvd. The hotel is behind the Riviera and 1/2 mile from the Encore Las Vegas and its adjacent sister property, the Wynn, as well as the new Trump Hotel, the Fashion Show Mall, the Venetian and Treasure Island. For more information on the city, please visit: <http://www.visitlasvegas.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: **Residency Program Administrators/Coordinators Workshop** (Please print clearly.)

**October 25-27, 2010, at the SpringHill Suites Las Vegas Convention Center in Las Vegas, Nevada**

Name \_\_\_\_\_ Title \_\_\_\_\_

Program Name \_\_\_\_\_ Please list any fellowships: \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_ E-mail \_\_\_\_\_

**Sunday, October 24, 2010, Please circle the sessions you plan to attend from the list below**

New Administrator/Coordinator Sessions: Accreditation Overview and the ACGME Competencies

New Administrator/Coordinator Sessions: Selected Common Requirements and Answers to the PIF Questions for Beginners

**Monday, October 25, 2010, Please circle one session from each time period listed below**

11-12:30 p.m.    A        or        B        or        C

12:30-2         D        or        E        or        F

2-3              G        or        H

4:14-5:15       I        or        J        or        K

**Tuesday, October 26, 2010, Please circle one session from each time period listed below**

10:30-11:30 a.m. L        or        M

11:30-1 p.m.    N        or        O

1-2              P        or        Q

2:15-3:15       R        or        S

3:15-4:15       T        or        U

**Wednesday, October 27, 2010, Please circle session if you plan to attend**

11:15-1 p.m.    V

### Payment Calculation Form

Workshop Registration (\$475) \_\_\_\_\_

Session V Luncheon fee (\$15) \_\_\_\_\_

Total \_\_\_\_\_