

17th Annual

Radiology & Radiation Oncology

**Residency Program
Administrators/Coordinators Workshop**

Includes special sessions for subspecialty programs in Diagnostic Radiology

**February 28-March 2, 2010
Hotel Albuquerque at Old Town
Albuquerque, New Mexico**

New Administrator/Coordinator Sessions
Sunday, February 28 at 8 a.m.



**National Center for Evaluation
of Residency Programs**

WORKSHOP SCHEDULE

Sunday, February 28, 2010

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.

8 - 9 a.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?

9 - 9:45 Overview of the Competencies
Donald A. Bosshart, Ed.D.

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 programs can evaluate them.

10 - 11 The Common Requirements and Selected Common PIF Questions
Donald A. Bosshart, Ed.D.

Important highlights of the common program requirements that all residency and fellowship programs must follow. Related common PIF questions will also be addressed. Participants should read their Program Requirements and be familiar with the *Program Director Guide to the Common Requirements*.

11 - 12 p.m. Planning and Organizing for Success
Rhonda Kaye Tuttle

Proactive planning, information seeking, networking and staying organized are key ingredients to success as a program administrator. Practical tips and a time-line for success.

2 - 2:30 The Yearly Evaluation of Your Curriculum
Donald A. Bosshart, Ed.D.

The ACGME requires a documented formal, systematic evaluation of the curriculum at least annually. 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 from residents and faculty confidential evaluations of the program, and in-service exam and board performance summaries need to be produced and interpreted. Deficiencies and action plans are to be approved by faculty. This information is the keystone to your program's educational QI activities. What should be addressed in your yearly evaluation of the curriculum?

2:45 - 3:30 The ACGME Milestone Project and Implications for Diagnostic Radiology and Radiation Oncology Resident and Fellowship Education
Donald A. Bosshart, Ed.D., Lois Shuman

Why does the ACGME think that Graduate Medical Education needs "Milestones?" How will milestones be defined by the Radiology and Radiation Oncology Review Committees, and how will resident attainment be measured? How and when will the milestone performance measures be used in the accreditation process? Will the milestones influence the way residency education is evaluated and/or conducted?

Concurrent Sessions

3:45 - 5:15 A Update & Review - RC & Board Requirements - Diagnostic Radiology
Gloria Jorge, Sandy Sees, Tammi Teeters-McDade

Session is a review of the current and new RC requirements that go into effect in 2010. How will the new curriculum work? Current and emerging data collection and reporting requirements will be discussed. Session builds upon New Administrator/Coordinator Sessions. Subspecialties of Diagnostic Radiology should attend.

B Update & Review - RC & Board Requirements - Radiation Oncology
Lois Shuman

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.

6:00 Dutch Treat Dine-Out Groups

Monday, March 1, 2010

7:30 - 8:15 a.m. C Update & Review - RC & Board Requirements - Subspecialties of Diagnostic Radiology
Gloria Jorge, Tammi Teeters-McDade, Donald A. Bosshart, Ed.D.

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

Sunday, February 28, 2010

12:30 p.m. Meeting Registration

1 - 2 The ACGME's Evolving Approach to Accreditation - What Now and What Next?
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." Residency programs should be role models for the delivery of excellent patient care and leaders in quality improvement (QI). The American Board of Medical Specialties (ABMS) mandated in 2009 that all of its board-certified physicians are expected to understand quality improvement and how to document that they have made quality improvements to their patients' healthcare outcomes. What is the Milestone Project, and how will it improve patient safety and impact your program? What else is new?



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WORKSHOP SCHEDULE

8:15 - 8:45 **Resident Credentials, Resident Summative Evaluations, Verification of Training for Future Hospital Privileges**
Johneise Croxton

What are the program requirements, policies, procedures and documentation requirements relating to resident graduation and board certification? What policies and procedures should programs have in place related to the provision of various types documentation for program alumni who are requesting hospital privileges? What is your program's fee structure for providing this service? What is the Federation of State Licensing Board's Credentials Verification Service (FCVS) and how does it work? Tips on managing alumni verifications.

Concurrent Sessions

9 - 10 **E 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 other necessary documents for an ACGME site visit or an internal review. This decreases the stress of a site visit. Session reviews site-visit preparation, setting priorities, interfacing with your program director, common site-visit pitfalls, and important procedural issues. While the specific procedures and processes for internal reviews are established 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.

E Improving Your Program's Semiannual Evaluations

Donald A. Bosshart, Ed.D.

How are resident semiannual evaluations conducted? Do they encourage self-assessment? Does your program encourage its residents to design their own personal plan of learning for their professional development? Why is this a requirement, and can it be included as a component of each resident's semiannual evaluation?

Concurrent Sessions

10 - 11 **G The Common Requirements and the Common PIF Questions**

Donald A. Bosshart, Ed.D.

Completion of "Common PIF Questions" is required for all core programs. Do you understand the requirements, the intent of the questions, as well as what your program must do to report and document compliance? How does your program document its formal, systematic evaluation of its curriculum? How to correctly answer the Common PIF questions will be included in an analysis and interpretation of the requirements and the *Program Director Guide to the Common Requirements*. Session will offer practical ideas for what programs should do and is important for administrators in core and fellowship programs.

H Counseling and Coaching Medical Students Interested in Diagnostic Radiology or Radiation Oncology

Rhonda Kaye Tuttle

What can program's do to coach and counsel medical students to be successful in applying to the right program for them? What resources are available and what should you recommend? What pitfalls should students avoid? How can you help students realize that your specialty and/or program may not be the best fit for them? How to improve your and your program's image with potential applicants to your program.

11:15 - 12:30 p.m. **FAQs and Required Evaluation Tools for Diagnostic Radiology & Radiation Oncology**
Donald A. Bosshart, Ed.D.

Do you understand the answers that your RC provided with the published "Frequently Asked Questions"? Participants are encouraged to ask questions and share how requirements are being addressed.

12:30 - 1:30 **Using the Six Competencies to 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 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.

1:30 - 7:30 **Optional Tourist Activity: Trip to Tour Santa Fe**
See page 5 for details. Advance registration required.

Tuesday, March 2, 2010

7:30 - 8 a.m. **Ask the Experts - Roundtable Discussion**
Conference Faculty

Session includes a discussion of issues faced by administrator/coordinators, with opportunity to explore alternative solutions.

8 - 9 **ACGME's Portfolio (ALP), Resident Experience Logs, Data Reporting Responsibilities for Residents and Programs**
Mandy Velligan, Tammi Teeters-McDade

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 resident competency that need development. Explore the possibilities.

9:15 - 9:45 **Developing Your and Your Resident's Administrative Vision and Strategies**
Madeline Mateo, Donald A. Bosshart, Ed.D.

As an administrator or resident, one's job is not only to report problems to your director, but also analyze them, articulate possible solutions, and make clear recommendations about what should be done to solve them. Problem-solving requires vision and understanding of possible strategies, important teamwork principles and insight into systems-based practice.

9:45 - 10:45 **Interview Day and Post-interview Follow up**
Rhonda Kaye Tuttle, Gloria Jorge

What are the ingredients of a successful recruitment program and interview day? Do you have a recruitment plan? What are the objectives of the interview? What must be done prior to the interview day to ensure success? How can you ensure that candidates will connect with your residents and faculty? After the interview, ongoing communication between the program and the candidate is required. What is a post-interview visit, and how can you influence candidate decision-making? What are your programs policies and practices regarding recruitment and selection?

WORKSHOP SCHEDULE

10:45 - 11:30 **The 360-degree Evaluation: Who, What, Where, When, and Why**
Tracey Browning

What is a 360-degree evaluation, and how can it be used effectively to evaluate residents and fellows? How is it administered, scored, and interpreted? How is data summarized for use by individual residents and the evaluation of the curriculum. Practical tips will be provided.

11:30 - 12:30 p.m. **Sharpen Your ERAS® Skills**
Lois Shuman

Session builds upon a working knowledge of the fundamentals of ERAS® operations. Provides encouragement and insight to overcome frequently encountered obstacles to mastering helpful, but less frequently used, program components. Session 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. Session will include time to ask questions and explore possibilities.

12:30 - 1:30 **Lunch on Your Own**

1:30 - 2:15 **Policies and Procedures: Legal and Ethical Issues For Program Administrators**
Donald A. Bosshart, Ed.D.

Federal, state and local employment and education laws govern many aspects of graduate medical education. These laws are reflected in the ACGME's requirements and mandated policies for all sponsoring institutions (institutional requirements) and in your program's policies, procedures, and practices. NRMP, JCAHO, Medicare, and other regulations must also be followed. ACGME Site visitors review your policies and then check to see if your files document that they are being followed. What can you do to help you and your program to avoid future problems?

2:15 - 2:45 **Forum: FAQs about Recruitment and Selection**
Donald A. Bosshart, Ed.D., Conference Faculty

Participants are encouraged to ask questions about recruitment and selection.

2:45 - 3:15 **Evidence That Your Residents Have Mastered Each Competency**
Donald A. Bosshart, Ed.D.

How can you be certain a resident has attained one or more of the required competencies? Sharpen your powers of observation and increase your understanding of the competencies. When you and your director are more adept at recognizing the competencies, you can encourage these attitudes, values and behaviors in others. Provide coaching and support to your program's leadership team as it models the competencies through your program's operation.

3:15 - 4 **You and Your Job: Descriptions, Reviews and Reclassifications**
Lois Shuman, Donald A. Bosshart, Ed.D.

Does your job description accurately capture all that 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 to program manager? Session includes key points to remember when undergoing a job review or requesting a reclassification. Bring your current job description.

CONFERENCE FACULTY

Donald A. Bosshart, Ed.D.

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

Dr. Bosshart is a nationally recognized medical educator, innovator, developer and evaluator. During 20 years at the University of Texas Medical Branch at Galveston and Northeastern Ohio Universities College of Medicine (NEOUCOM), he developed curricula and pioneered the introduction of innovative teaching and evaluation techniques, such as standardized patients and evaluation feedback systems. At NEOUCOM, he was special assistant to the president, serving as liaison and consultant to the medical school's 45 affiliated residencies. His broad understanding of how evaluation techniques enhance graduate medical education led to his founding the National Center in 1992. In his distinguished career, Dr. Bosshart 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, MD 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.

Tracey Browning

Post Graduate Program Coordinator and Faculty Credentialing Specialist, Department of Radiation Medicine, Oregon Health and Science University, Portland, OR

Ms. Browning started her career in medical education in 1992 as the residency coordinator for the pathology residency program, and over the next few years, she was given additional responsibilities as the assistant to the department chair and office manager. In 2006, she transferred to the department of radiation medicine, where she has responsibilities for the radiation oncology residency and for faculty credentialing for the department.

Johneise Croxton

GME Program Assistant, University of Florida College of Medicine/Jacksonville, Jacksonville, FL

Ms. Croxton began her career in medicine as a certified nursing assistant in 1991 for Norfolk General Hospital (Sentara Corporation), where she worked for all the different specialties. In 2002, she became a manager for the Oceana Center for Psychotherapy. In 2004, she joined Eastern Virginia Medical School as the residency coordinator for the otolaryngology residency program. She received her certification as certified medical office specialist in 2005. In 2006, she joined the radiology department in her current position.

CONFERENCE FACULTY AND PLANNING COMMITTEE

Gloria Jorge

Administrator for Education & Research, Beth Israel Medical Center, New York, NY

Ms. Jorge received her bachelor's in business administration from the University of Puerto Rico, Mayaguez Campus, in 1980. She worked for three years as executive assistant for export management at the Nippon Credit Bank until 1988, when she joined SUNY Health Science Center at Brooklyn as the assistant to the chair and coordinator for the radiology residency program. In 1999, she joined Beth Israel Medical Center as the administrator for education and research for Continuum Health Partners. She is responsible for overseeing the radiology residency and fellowship programs for Beth Israel Medical Center, St. Luke's-Roosevelt Hospital Center and the Long Island College Hospital in Brooklyn. She has been a member of the Association of Program Coordinators in Radiology since it was founded in 2000, and is currently serving as Immediate Past President for 2009-10.

Madeline Mateo

Administrative Coordinator, Program Coordinator, Radiology Residency and Fellowship Programs, New York Presbyterian Hospital-Columbia Campus, New York, NY

After working for a mortgage company for six years, Ms. Mateo joined the Radiology Department at Columbia Presbyterian Hospital in 1988 as a secretary. In 2000, she was promoted to her current position. In her spare time she volunteers for her church as an usher and kindergarten classroom assistant. She is the President Elect of the Association of Residency Program Coordinator in Radiology.

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 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.

Sandy Sees

Administrative Assistant/Residency-Fellowship Program Coordinator, Radiology, Wayne State University/Detroit Medical Center, Detroit, MI

Ms. Sees began her professional career at Drexel University, Philadelphia, where she worked full and part time over a 20-year period. In April 1986, she joined Wayne State University in the Department of Radiology in the School of Medicine. In her present position as administrative assistant and residency program coordinator, she has two full-time staff and is coordinator for 44 residents and the interventional and neuroradiology fellowships. She is a past board member of the Association of Program Coordinators in Radiology (APCR) and past chair of the APCR Awards Committee. She was presented the first Leadership Recognition Award at the completion of 5 years of Service as an APCR committee chair. Ms. Sees is currently serving on the APCR Awards Committee and the APCR Professional Development Committee. She also prepared two sections of the APCR Radiology Residency Program Coordinators' Handbook. Ms. Sees is active in her church as a Eucharistic Minister and a Sacristan. Sandy and her husband, Tom, live in Grosse Pointe Farms, MI. They have two adult children and four grandchildren.

Tammi Teeters-McDade

Residency Coordinator, Radiology, Emory University, Atlanta, GA

For 14 years Ms. McDade worked in the orthopaedics departments as a receptionist, admissions interviewer, and medical secretary III at UPMC. In 2002, she moved to radiology as an executive secretary and was soon assigned duties as a designated enrollment specialist. At the end of 2004, she was promoted to program coordinator at UPMC. In 2007, she moved to Atlanta to become the program coordinator therefore 56 residents and 6 Nuclear Medicine Residents/Fellows. Ms. Teeters-McDade is a co-founder of the Council of Emory Residency Training Administrators and currently serves as Secretary Treasurer for the Association of Program Coordinators for 2009-2010. She is the new Chair of the APCR Long Range Planning Committee and will serve for 5 years. In 2005, she was promoted into her current position. She also volunteers as a advocate for children with special needs and is a soccer coach for AFUSA's 10-12 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.

Mandy Velligan

Medical Education Coordinator, Diagnostic Radiology Residency Program, University of Chicago, Chicago, IL

In 2002, Ms. Velligan received her B.A. in English Literature from Saint Josephs College, Rensselaer, Ind., and began her career in medical education as the urology residency coordinator for Northwestern University. In 2004, she became the coordinator for the Neurology Residency Program at Northwestern. In January 2006, she joined the University of Chicago in her current position. She also serves as the cheerleading coach for Whiting Middle School.



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About Albuquerque

Albuquerque offers a variety of unique tourist and sight-seeing opportunities. Participants are encouraged to visit the historic Southwestern village at Old Town and the nearby aquarium and botanical gardens. The legendary Route 66 passes through the city and is dotted along the way with old court motels and their funky signage from the 1950s as well as the University of New Mexico and Nob Hill district, with a number of hip cafes and shops. People come from all over the state to experience downtown Albuquerque's nightlife that includes venues for live music and dance clubs, most within walking distance from each other.



Ariel tram at Sandia Peak.

Jay Blackwood/ACVB



Albuquerque's skyline.

MarbleStreetStudio.com/ACVB

Albuquerque



Coronado State Monument.

Dick Kent/ACVB

Trip to Santa Fe - Mar. 1 at 1:30 p.m.

The city of Santa Fe is 50 minutes from Albuquerque and is nestled between some of New Mexico's most spectacular mountains and scenery. The city is rich with the histories and cultures of Spain, Mexico, Native America, and the United States, giving Santa Fe a unique character and warmth. Within easy walking distance of each other, the downtown area offers museums such as the Institute of American Indian Art, the Museum of International Folk Art, the Museum of Indian Art and Culture, and the Georgia O'Keeffe Museum. There are nearly 200 restaurants offering some of the most diverse dining the southwest has to offer. Transportation to Santa Fe is \$20 per person. Advance reservation/payment required.

HOTEL AND REGISTRATION INFORMATION

Accommodations:

Room reservations are made directly with the Hotel Albuquerque at Old Town located at 800 Rio Grande Blvd. NW, Albuquerque, New Mexico, 87104 (800-237-2133). Tell them you are with the "National Center for Evaluation of Residency Programs" for the \$109 per night single and double room rates. Make your reservations by Saturday, February 6, 2010. The conference hotel is located adjacent to "Old Town," with its historic adobe buildings that house over 200 shops and galleries. Other nearby attractions include the Albuquerque Museum of Art, New Mexico Museum of Natural History, the Botanical Gardens and Aquarium, the Rio Grande Zoo, and the Indian Pueblo Cultural Center. "The District," is two miles away and offers a variety of activities and entertainment, including dining, shopping and nightclubs. The hotel is approximately 7 miles from the airport. Visit <http://www.itsatrip.org> for more information about the city.

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 **Saturday, February 6, 2010.** 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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Social Activities:

We are planning a number of optional social and tourist activities for workshop participants and their guests. An optional Dutch-treat dine-out is scheduled for Sunday and Monday evenings, and a trip to Santa Fe is scheduled for 1:30 to 7:30 p.m. on Monday. See page 5 for more details. For more information on Santa Fe, please visit: www.santafe.org.

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 Radiology and Radiation Oncology
February 28-March 2, 2010, at the Hotel Albuquerque at Old Town, in Albuquerque, New Mexico

Name _____ Title _____

Program _____ Institution _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____ E-mail _____

Sunday, February 28, 2010 Please select one session from each line (Please check)

New Administrator/Coordinator Session: Accreditation Overview

New Administrator/Coordinator Session: Overview of the Competencies

New Administrator/Coordinator Session: The Common Requirements and Selected Common PIF Questions

New Administrator/Coordinator Session: Planning and Organizing for Success

3:45-5:15 p.m. A or B

Monday, March 1, 2010 Please select one session from each line (Please circle)

7:30-8:15 a.m. C Please indicate subspecialties in the space provided: _____

9-10 a.m. E or F

10-11 a.m. G or H

Optional Tourist and Social Activities

Yes, I would like to go to Santa Fe on March 1 at 1:30 p.m.
_____ guests, in addition to myself. Cost is \$20 per person.