



## MISTAKES MADE/LESSONS LEARNED: NOT ADVOCATING FOR MY PROGRAM COORDINATOR

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## Our Story

- Associate Program Director for 9 months and Program Director for little over 1 year
- On my 3<sup>rd</sup> Program Coordinator
- Using numbers for privacy:
  - PC#1-Retired (Me: No administrative role yet)
  - PC#2-Moved to a completely different field (Associate PD transitioning to PD)
  - PC#3-Moved to a job in higher education but not related to GME
  - PC#4-Powering through our first interview season

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## My mistake as a New Program Director

- Not realizing how much the success of my program depends on the Program Coordinator (PC)
- Not checking in with our PC
- Assuming our PC was happy and satisfied in her role because things were getting done
- Focusing on Resident Wellness but ignoring Coordinator Wellness

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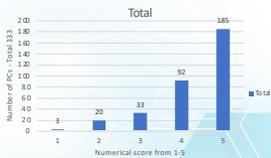
## Is it just my Program? What is the evidence?

- LIMITED EVIDENCE
- Burnout is a syndrome defined by three composite elements—emotional exhaustion, depersonalization, and decreased personal accomplishment.<sup>1</sup>
- Ewen et.al. utilized the Copenhagen Burnout Inventory and found elevated mean burnout scores in all 3 domains (personal, work-related, and client-related) for GME Program Administrators.<sup>2,3</sup>
- Factors such as years in GME and lack of wellness activities offered by the institution accounting for higher burnout scores.<sup>2,3</sup>
- Burnout scores differed between those contemplating leaving their jobs and those who were not, across all subscales of CBI
- Dr. Gilbert and Terri Feist (Neurology) suggested that ACGME could track PC turnover.<sup>4</sup>

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• ACGME is conducting a survey of coordinators  
Anonymous survey of Anesthesia Program Coordinators:



How well does your Program Director support you?



How satisfied are you with your job?

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## Lessons learned – What I should have done

- Advocated for an increase in their base pay or overtime allowances
- Advocated for more paid training time
- Supported and pushed for a second title/responsibility within the department I
- Appreciated their hard work and organized appreciation/birthday events
- Periodically check in with them to ensure that they are not overwhelmed/stressed, especially when new
- Direct them towards social media groups for coordinators and GME leadership

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## References

- 1) Maslach C, Jackson SE. The measurement of experienced burnout. *J Occup Behav.* 1981;2(2):99-113. doi: 10.1002/job.4030020205.
- 2) Ewen AM, Higgins MCSS, Palma S, Whitley K, Schneider JI. Residency and Fellowship Program Administrator Burnout: Measuring Its Magnitude. *J Grad Med Educ.* 2019 Aug;11(4):402-409. doi: 10.4300/JGME-D-18-00860.1. PMID: 31440333; PMCID: PMC6699536.
- 3) Ewen AM, Gittus N, Higgins MCSS, Palma S, Whitley K, Schneider JI. Program Administrator Burnout in Graduate Medical Education: a Longitudinal Study. *J Gen Intern Med.* 2020 Nov;35(11):3248-3253. doi: 10.1007/s11606-020-05853-8. Epub 2020 May 12. PMID: 32399913; PMCID: PMC7661571.
- 4) Feist TB, Gilbert DL. Program Administrator Burnout: More Than a Wellness Issue. *J Grad Med Educ.* 2019 Dec;11(6):732. doi: 10.4300/JGME-D-19-00622.1. PMID: 31871580; PMCID: PMC6919179.

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## Thank You

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