



Mission

AFMA is dedicated to the professional growth and development of its members with particular emphasis on administration and coordination of health care delivery, education and research within Family Medicine Residency Programs

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PRESIDENT'S MESSAGE

Tina Krajacic, AA



Here in the Shenandoah Valley of Northern Virginia, it's easy to find amazing trails that lead to spectacular views. There's nothing quite like a hike to the top of a mountain, above all the hustle and bustle of everyday life. It really does allow for you to ponder life and where you currently are or where life will be taking you. I'm blessed to live in such a beautiful place.

I challenge each of us to find that relaxing, quiet place to allow balance in our lives. It could be a hike to a beautiful location or a walk on the beach. For some it could be a cup of coffee and a good book to read, while for others, it is simply enjoying every moment with good friends. Whatever it is that is calming and makes you smile, do it as often as you can. You deserve it!!

Now that we are well over half-way through 2021, I hope that the aspects of my vision as President for AFMA are being adopted by each of us. The vision of "Communication, Creativity and Collaboration". Don't hesitate to reach each out to myself, the other AFMA Board members or to each other. Utilize the AFMA discussion list. It's a great way to get answers to questions and a good way to share new ideas or techniques. Do you have a great topic that you would like to learn more about or would like to share with others? Why not host a webinar. Let's be creative in how we connect with one another or convey useful information. Think outside the box, so to speak. My 9-year-old grandson told me that if we do things the same way all the time, it's boring.

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President's Message

cont'd



Using his thoughts on this matter, we quickly found that even if we just simply moved to a new location (the picnic table in the back yard) to complete his school work, he stayed on task and got his work completed in a timely manner, which allowed for him time to play basketball with his brother. This may seem to be a simple example, but we truly do need to think outside our normal box, because who knows what could be done if we do so.

I have been blessed for all of my career to have layers of people who have guided me, influenced me and given me encouragement to grow. The collaboration of our AFMA members and their many talents and skill levels are quite amazing. Being President of AFMA allows me not only to collaborate often with the other AFMA board members on key topics and projects, but also in the structuring of meetings and webinars and so much more for our members. Highlighted below are some of the key benefits for all AFMA members to utilize. To view all AFMA Member Benefits go to our website at: <https://afmaonline.org>

Some Highlighted Member Benefits

- Discounted registration for Residency Administrative Development (RAD) Workshop
- Free Educational Webinars & Discussion Forums
- Residency Leadership Symposium Scholarships
- Mentoring Partnership Program
- Communicate with others on the AFMA Discussion List
- Membership Committee Opportunities
- Online Newsletter
- And so much more.....

Also as a reminder, if you are in need of a mentor or you would like to be a mentor, please contact Cristin Estes at cestes@aafp.org

Respectfully,
Tina Krajacic, President
E-mail: tkrajaci@valleyhealthlink.com

WE'RE
HERE
FOR YOU



www.afmaonline.org

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ERAS & Interview Scheduling

Submitted by: Wanda Shanholtz, C-TAGME, Program Coordinator
Shenandoah Valley Family Practice Residency Program, Front Royal, VA

We've barely gotten the new residents started and it's time to think about ERAS and interviewing again!!

ERAS officially opened for pre-season setup on June 23. The Website/Audio & Web Conferencing Committee are planning to have webinars on **ERAS Updates and Interview Scheduling**. Stay tuned for dates. Don't hesitate to let us know if there's something you'd like to see as webinar in the future.



There are many options for scheduling interviews: ERAS Scheduler, Thalamus, and Interview Broker. I did find where some are using the program RezRate. While I've never used anything except the ERAS Scheduler, I'm always interested in what others have to say about the program they use. Personally, I just switched to having the applicants self-schedule a few years ago. It made me nervous to hand over the scheduling. Now I wonder why I waited so long. Is it without glitches? No. But even so, it's a time saver. I still try to call applicants that have self-scheduled and touch base with them for the "personal touch" – even if I just leave a message.

There are also challenges now on scheduling interviews and how to interview. Most of our interviews were done virtually last year. Our program chose to use the Zoom platform with Zoom rooms. Most of our faculty seemed to get along with this platform pretty well. I think the thing they liked the least was when time was up, time was up and they were kicked out of their rooms. No more knocking on a door and hearing "a couple more minutes". A couple of other platforms are WebEx and Microsoft Teams. I know there are many others (and many more popping up out of necessity).

As coordinators, we are a creative bunch and can pull things together in ways we never thought we'd have to two years ago. While I can't list all the tricks everyone has, we have a valuable resource in the discussion list. Someone is always willing give an answer, suggestion or even encouragement!

*New LOGO & Save the Date
Residency Administrative Development (RAD) Workshop*



We want to say Thank You!!!

This goes out to the ENTIRE AFMA Membership. Because of you we have a new logo. You were given the opportunity to vote for 1 of 3 logo ideas, created by our very own Stephanie Bilger, and here is the winning logo.



You will now start seeing this logo on merchandise, newsletters, and other correspondence to the membership. I hope you're as excited as I am for this new logo. Thank you again to the AFMA membership and Stephanie.



**RAD Workshop
March 24, 2022
Residency Leadership Summit
March 25-27, 2022**

Just For Laughs





AFMA Board of Directors Call for Nomination



Each summer, the AFMA Board starts planning for the new board members that will start their term at the 2022 Residency Leadership Summit. This year we will be recruiting for 3 positions.

Potential nominees must meet the following requirements.

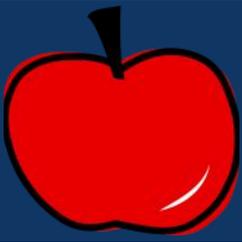
- ⇒ Be an AFMA Member for the past 2 years
- ⇒ Currently working in Family Medicine and have at least 3 year's experience in Family Medicine
- ⇒ Served in one of the following roles:
 - AFMA Committee Member
 - TAGME Review Board Member
 - Presenter at a RAD or PDW/RPS (now RLS)
 - Have written approval from your Program Director and/or Direct Supervisor to serve for a four-year term.

If you meet the requirements and would like to apply for a board position, please send the following documents to Melissa at the contact information below:

- ⇒ A brief biography including a summary of your contributions to AFMA this could include, but not limited to
 - Committee Membership or activity on the AFMA discussion list.
 - Candidate's CV.
 - Recent photography of the candidate, preferably a head shot.

Be on the look out for the August webinar announcement to answer any questions you might have. You can also email Melissa Blecha Yeager (Nominating Chair) for questions at melissa.yeager@multicare.org or text at 206.465.2176.





Coordinator Wellness

Does anyone notice we get burnout too?



*Submitted by Mariah Sahm, Program Coordinator
Franciscan Health Family Medicine Residency, Indianapolis, IN*

At my residency, I have been lucky enough to be a part of our Wellness Committee. We are constantly working on ways to help the wellness of our residents including a cook-off, having a snack cart, Trivia Tuesdays, Kona Ice trucks, etc. We offer \$75 a year for them to use on wellness for themselves.

They can get groceries delivered, use it for a house cleaning service, massage, and many other things.

One thing I have noticed recently is the fact that there really isn't anything for the faculty directors and myself for wellness. I am always worried about making others happy and have not really focused on my own burnout. I think I can speak for most of us and say that June was (for some reason) more difficult than usual. I can't pinpoint it, but it was just wild for me. I had food deliveries go wrong, scheduling somehow got messed up, even though the orientation calendar had been done for months, and I was working about 60-70 hours a week making sure everyone was where they needed to be.

Starting July 1st, I took a step back. I realized I had focused so much on what needed to be done in August that I had forgotten so many other things. (Don't worry, nothing crazy!) I had not really been home long enough each day to do my normal routine. Laundry? Nope. Dishes? Nope. Spend time with my family and pets? Definite nope. We are about 20-days past orientation, and I have focused way more energy into my own wellness.

I have finally stopped checking my email immediately when I wake up in the morning, and every 10-minutes in the evening after I have already left work. I think the most important part of coordinator wellness is setting boundaries. We need to keep work at work. I found myself caring so much about what else is going on when I did not need to. I was allowing my coworkers to have access to my time 24/7. Sounds a bit ridiculous, right? I promise you, there was a week straight where I was woken up at about 6:30 a.m. by a phone call over nothing, and phone calls at 7, 8, 9 p.m. for things that could have

waited until the next day. I did not mind it when I first started, but then I allowed myself to get burnt out the past couple of years by always being on call. I felt like I was on call 7-days a week, every hour of the day.

I think we all need to remember that our time is just as valuable as everyone else's. We have lives outside of work. Do we love our jobs and co-workers? Absolutely. At least I'd hope so! We spend a lot of time with everyone. Can we answer questions quickly with a text or email outside of work hours? Also, yes. I have found that if you give them an inch, they take a mile. If they know you are always available to them, trust me, they will take advantage of it. They are not trying to take your time away from you, but they just are not focused on what time and day it is. They contact you when it is convenient for them. I have recently talked to all of my residents about some housekeeping items and one of them was keeping in mind what could be an email compared to their millions of texts and calls. I have had way less random 4 a.m. texts to wake up to with one eye open. This also helps with making sure tasks get done right away and are not forgotten. I asked them if they really think I am going to remember something they texted me first thing in the morning when I wake up. They agreed it made zero sense. I think we all love our coworkers, but I cannot say it enough.

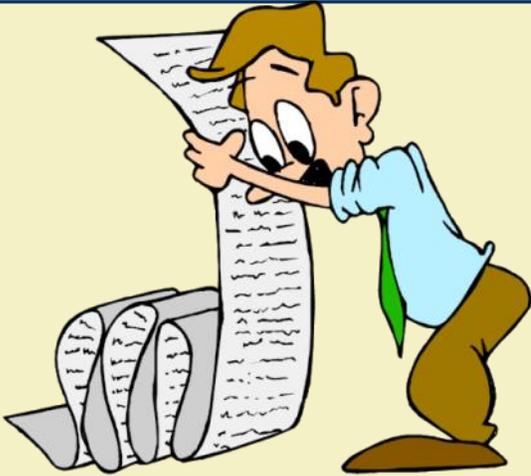
Boundaries...Boundaries...BOUNDARIES

- ◆ Take your PTO.
- ◆ Turn on the automatic email replies.
- ◆ Stop checking your email all the time. If it's an emergency, they will call you.
- ◆ Spend time with your family, pets, friends, etc.
- ◆ Take a day off and treat yourself.





Coordinator Checklists: Important Dates & Events



Submitted by

Yesenia Ruiz, GME Program Administrator
Prisma Health Greer Family Medicine Residency Program



July

- ◆ Enter new residents into WebADS
- ◆ Update training & enter new residents into ABFM RTMS
- ◆ Sign up residents to ACOFP ISE
- ◆ ACOFP roster update
- ◆ Update WebADS
- ◆ AAFP National Conference (Virtual)
- ◆ Freida updates

August

- ◆ ABFM ITE registration
- ◆ GME track Updates
- ◆ Plan interview season
 - ◆ Swag
 - ◆ Dates
 - ◆ Faculty/Resident availability

September

- ◆ NRMP Match registration & quota entry
- ◆ Applicants may begin submitting residency applications via ERAS
- ◆ Programs may begin reviewing residency applications
- ◆ AOBFP Board registration

October

- ◆ Start interviews
- ◆ ITE & ISE (Prep software)
- ◆ AAFP FMX Conference

November

- ◆ Continue interviews
- ◆ Plan for CCC Meeting (December Milestones)
- ◆ June graduates may register for ABFM boards

December

- ◆ Continue interviews
- ◆ Second look planning
- ◆ In-Training Exam results released
- ◆ Military Match
- ◆ Resident semi-annual reviews
- ◆ CCC-ACGME Milestones
- ◆ AFMA membership expires December 31st

AFMA Discussion List
A Costly Benefit ...

Please limit discussion list responses to those that add value.

“Me too” and “thank you” responses increase traffic on our service and risk unnecessary price increases!

Your assistance is greatly appreciated!

Program Coordinator Spotlight

Amy Atondo, Program Coordinator

Keck School of Medicine, University of South California

yukiko.atondo@med.usc.edu



Do you know someone who is not yet a member of AFMA?

Encourage them to sign up today!

For more information contact Cristin Estes: cestes@aafp.org

Benefits of AFMA:

Access to AFMA's Web Site
www.afmaonline.org

Mentoring Program

Communicate with others on the AFMA Discussion List

Membership Committee Opportunities

Online Newsletter

Online Membership Directory

Access to ***A Practical Guide for the Administration of Family Medicine Residency Programs***

Information regarding AFMA's Annual Business Meeting, the RAD Workshop, and networking opportunities scheduled in conjunction with the Residency Leadership Summit (formerly PDW and RPS Residency Education Symposium) in Kansas City

Free AFMA webinars

Membership Certificate

Meet Amy!

Amy has been a Program Coordinator at the University of South California, Keck School of Medicine Family Medicine Residency since its initial accreditation last year. She has been with the University for the last six and a half years. Prior to her current role, she was an administrative assistant with a non-ACGME accredited ophthalmology fellowship. Before making the leap into healthcare, Amy has a background in human resources.

Amy states that mentors have been the most helpful resource to her new position with the family medicine residency. She has several mentors, one through the AFMA Mentoring Program, one mentor connected with her through her program director, and one local mentor in her home system. In addition to the multiple mentors, a supportive program director has been key to success. Amy has found the Facebook GME group to be a great knowledge bank with a diverse selection of both funny and informative posts, example files and new ideas.

Amy leads a program that currently has six PGY-1 residents and will grow to eighteen residents over the next couple of years. I spoke to her about what she feels is the biggest challenge as a new program coordinator and she felt learning the common program requirements and the academic timeline were her top two items. Deciphering the alphabet soup that comes along with all the tasks throughout the year is a whole challenge of its own. Learning a

new residency management platform has been an additional challenge from trying to navigate which functions to use to operationalizing and learning the platform synchronously.

I asked Amy about her favorite part of being with a Family Medicine residency program. Amy says "Match day is my favorite day of the year!" She describes the excitement that comes with the day after all the work through interview season. In relation to match day, the first time she meets her residents during orientation is exciting. Amy loves working with the residents, knowing that she is part of shaping the future providers they will become. Amy is already thinking of graduation day for her first intern class and imagining what the program will do to celebrate their accomplishments over those three years. Her connection to her residents and knowing she is there for them in their times of need really give her great job satisfaction.

I would like to thank Amy for the time she spent with me working on this spotlight!

*Submitted by
Kristen Morris,
Residency Administrator
M Physicians | Broadway Family
Medicine Clinic
University of Minnesota | North Memorial
Family Medicine Residency*

Mentorship:

A relationship in which a more experienced person helps to guide a less experienced one.



Submitted by

*Deborah Egger, Program Coordinator
Mayo Clinic Family Medicine Residency, Eau Claire, WI*

*“All of us are mentors. You’re mentors right here and now. And one of the things I’ve always done throughout my life, I have always found that person, that group of people that I was going to reach my hand out and help bring them along with me.”
~Michelle Obama*

I like this quote. It’s true. We are each a mentor. Mentors are people who will go that extra mile to help another and be that positive influence for another. When you decide to mentor someone, you really have no way of knowing how far your efforts will help a mentee achieve their goal or dream. As a mentor you make a difference...and that’s what matters.

Thank you for being an amazing mentor.

By simply sharing your own learnings, you’re able to have a remarkable impact on another’s future. Giving your time and knowledge to another who might not have previously had access to your level of expertise can be a huge help, especially when the mentee is able to achieve the results they hoped for. You don’t need to know all the answers to be a mentor. Being a great mentor is more about the questions you ask than the answers you give. Mentoring is a partnership, a unique relationship that differs from any other. It’s a ‘safe space’ where both mentee and mentor can learn and grow together.

Thank you for choosing to make a difference in someone’s life, for being a positive impact on the lives of others. You are appreciated!

One of the benefits of being a member of AFMA is the opportunity for mentorship. If you would like to be paired with a mentor or if you would like to become a mentor, please let us know. Feel free to contact myself at egger.deborah@mayo.edu or contact Cristin Estes at cestes@aafp.org.



Come learn and grow along with us by being an AFMA Mentor

2021-2022 Mentorship Committee Members

Deborah Egger–Chair

Jessica Brooks

Jennie Faulkner

Lanette Johnston

Laura Lamb

June LeCroy

Cindy Profera

Melanie Rule



Accreditation Bytes!

*Submitted by Natalie Smith, Residency Program Administrator
MAHEC (Mountain Area Health Education Center), Asheville, NC*

Are there exceptions to the limit of one hour of travel time between the primary clinical site and participating sites? [Program Requirement: I.B.5.]

The Review Committee expects to see written verification from programs that they provide housing at the distant site, and/or that such experiences do not require excessive travel regularly (i.e., educational experience that requires greater than one hour of travel, but infrequent and with shift lengths that allow appropriate rests with the travel time considered).

What are the Committee's expectations regarding rotation length? [Program Requirement: IV.C.1.a)]

The Review Committee expects that faculty members and residents have enough of a relationship to allow for high quality assessment and feedback. So although rotation duration will naturally vary, there should be a structure of rotational experiences to allow proper assessment. The effectiveness may be assessed via the annual ACGME Resident and Faculty Survey results.

Can patient encounters during internal moonlighting count toward the required 1,650 encounters? [Program Requirements: IV.C.4.e) and VI.F.5-VI.F.5.c)]

No. Resident experiences while moonlighting (internal or external) may not be used to meet minimum accreditation requirements.

From the ACGME Family Medicine FAQs,
Effective 8/2019

How should programs handle residents/fellows who have not been able to complete required rotations, clinic visits, operations, or other procedures due to changes related to COVID-19?

During the COVID-19 pandemic, at some institutions, clinical education experiences are not available or reduced for a period of time. This may include rotations, clinics or clinic visits, operations, and other procedures.

The program director will have to consider the circumstances and along with the Clinical Competency Committee (CCC), assess the readiness of each resident/fellow to progress to the next level of education or successfully complete the program. The ACGME's Guidance Statement on Competency-Based Medical Education during COVID-19 Residency and Fellowship Disruptions recommends that before the mid-year semi-annual feedback, each residency and fellowship program's CCC review the current status and progress of residents/fellows scheduled to graduate in June. By no later than December 31 of the graduation year, program leadership should assess the current state of progress in the program for each individual resident/fellow and then work with each resident/fellow not meeting particular milestones to create an individual learning plan (ILP) for the remaining time in the program. The ILP should include an identification of the remaining competency gaps. The individual and the program should have the opportunity to address those gaps with an increase of observations and feedback before the end of the academic year. (see ACGME Common Program Requirement V.A.1.d)).

From the ACGME COVID-19 FAQs,



Physician Advisor Message



Submitted by

Jennifer T. Knowles, MD, FAAFP, Program Director
East Pierce Family Medicine Residency
MultiCare Health System

Let me start by introducing myself. My name is Jennifer Knowles, MD and I am the Program Director at MultiCare East Pierce Family Medicine program in Puyallup, Washington. I graduated of the University of Washington School of Medicine in 1991, then completed residency in Family Medicine at Valley Medical Center in 1994. I spent 20 years in full-scope practice before transitioning to academic medicine in 2014. I've been the Program Director at East Pierce for 5 years now. In my life outside of medicine, my husband and I enjoy hiking, skiing, and mountaineering in the beautiful Cascade Mountains.

I've been serving as a Physician Advisor for AFMA since 2019. My wonderful and very experienced Program Coordinator (Melissa Yeager, MA, TAGME-C) convinced me to take on this role, and I've learned a lot since doing so. One of the main things I've learned (and continue to learn) is just how MUCH STUFF Program Coordinators accomplish every week and every month! And as you are undoubtedly aware, June is one of the busiest months in the residency academic calendar. Coordinators truly keep our residencies functioning and moving forward, particularly during this busy time.

Here are some of the things you do every June:

- Orientation
- Graduation
- Milestones
- Prepare for next year's rotations
- Prepare for NCFMR
- Start the planning process for Recruitment (coming sooner than we'd like to admit...)
- Plan and gather data for ADS
- The rest of your job

Layered onto all of this are the many changes brought by the pandemic. Some of you had children or grandchildren doing virtual school from home or in a hybrid learning situation. Some of you have been in the office full-time, while others have had to balance doing some or all of your work remotely. Some of you have had to bring additional family members into your household, caring for elders or welcoming adult children back home.

Let me take a moment right now and extend my gratitude on behalf of all your programs and directors!! The work you do is often under-appreciated; but I'm telling you that we couldn't run residencies without your loyalty, dedication, and professional expertise. You are a valued member of your residency team, and you are helping to make graduate medical education a better experience for young physicians. Thank you again, and remember to network with your colleagues through the AFMA Discussion List to get the support and mentoring you need on a daily basis.

Jennifer Knowles, MD



New AFMA Members

Dana Blumenschein
Jamilah Boston
Lauren Buckley
Roxanne Burnham
Emelyn Garcia
Frances Hackett
Anna Hall
Clara Haney
Amy Hench
Lidia Hora
Jason Hughes
Daniel Kloepfer
Emily Lankford
Nicole Liles
Jessica Locklair
Amanda Mace
Carol Nguyen
Heather O'Hearn
Karen Pearson
Sarah Pendergraft

Coretta Philgence
LaSaundra Pirtle
Tracy Roger
Sandra Shaw-Cantrelle
Melissa Shipp
Susan Sweeney
LaToya Taylor
Myndee Tran
Toni Wells



Is there something you would like to read about in your newsletter?
Do you have a topic that you would like to submit?

Send your ideas to the *AFMA CONNECTION* newsletter committee:

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