



FAMILY HEALTH CENTERS
OF SAN DIEGO

Residency Program Manager – Family Medicine

Impact Lives, Impact Community

Family Health Centers of San Diego (FHCS) is passionate about providing exceptional health care to all, especially underserved communities with limited health care options. Founded by a Latina grandmother/community advocate over 50 years ago in Barrio Logan, FHCS has grown into one of the largest community health systems in the country. With over 62 sites, over 227,000 patients, and over 417,000 visits last year, we provide a wide variety of health care and outreach services to a very diverse patient population. We are proud of our mission, our lasting community impact, and the cultural and individual diversity of our staff.

Job Summary:

The incumbent serves as the principal administrator for the Family Medicine Residency Program. Under the supervision and guidance of the Director of Medical Education, the Residency Program Manager partners with the Program Director in the operational and financial management of the program. This position requires a comprehensive and detailed understanding of national accreditation policies as well as a high degree of initiative and independent judgment. The incumbent will develop, initiate and/or direct a wide range of programmatic activities including long- and short-term program planning, project development, and management, recruiting, developing and updating policies, developing and implementing databases, communicating with faculty, fellows, residents, and medical students, and managing internal and external program relations. The Residency Program Manager role crosses many specialty areas including, but not limited to administrative, finance, human resources, and event planning. The position is essential in training operations and is a primary resource for learners, faculty, and administrative staff. This position is a requirement of the accrediting agency, the Accreditation Council for Graduate Medical Education (ACGME). The incumbent is also responsible for supervising residency program staff.

Job Roles

Administrative

- Executes institutional and/or program activities with a high degree of independence (e.g., educational events, trainings, recruitment, orientation, graduation, site visits, etc.).

- Partners with Program Director concerning program management challenges and activities. Identifies and evaluates methods for improvement and makes recommendations to program leadership.
- Partners with program leadership in development of program-level policies and provides copies of program-specific policies to the GME Office.
- Educates and manages distribution of institutional and program policies.
- Provides measurable impact on operational effectiveness and attainments of training program objectives.
- If applicable, oversees the work of support staff. Provides mentorship to other program administrators.
- Functions as a liaison between the residents/fellows, Program Director, faculty, GME office, human resources labor relations, participating sites, and other internal department and outside agencies.
- Creates processes for tracking data:
 - Rotations
 - Case/Procedure logs
 - Work Hour compliance
 - Conference attendance
 - Evaluations
 - Scholarly Activity
 - QI/Patient Safety projects
 - Licensure
 - Vacation, sick time
- Critically evaluates program policies to ensure alignment with institutional and accreditation requirements.
- Generates faculty and resident list for institutional Clinical Learning Environment Review (CLER) visit.
- Responds to any additional institutional GME requests.

Clinical Experience and Educational Schedules

- Creates, monitors, and disseminates trainee schedules and manages those rotation schedules throughout the year (enters data into residency management system, ensures budget compliance, verifies required training goals are met, etc.).
- Monitors completion and compliance of work hour logs.
- Tracks moonlighting activities of trainees and ensures compliance with moonlighting policies.

Credentialing

- Provides accurate information about the physicians who trained in the program and is detail oriented in the credentialing process.

- Drafts the “Verification of Training” forms.
- Drafts recommendation letters.
- Knowledgeable on appropriate releases of information and ensures the program is properly protected prior to releasing any information on a past trainee.
- Ensures appropriate documentation is prepared when a trainee enters an improvement status (i.e., probation).
- Maintains appropriate documentation for board eligibility.
- Ensures state licensure requirements are met by the program.

Evaluation

- Proficient with residency management system.
- Assists with development of and ensures completion of formative, summative, semi-annual, and final evaluations of the trainees.
- Sets up and manages 360° evaluations.
- Ensures completion of assignment feedback and prepares necessary reports/action plans.
- Attends Clinical Competency Committee (CCC) meetings, takes minutes, and creates action plans as needed.
- Submits Milestones data to the ACGME.
- Submits trainee evaluations to Board organizations.
- Documents either trainee or faculty remediation plan(s) as needed.
- Develops comparison data of evaluations and milestones for trainees in the program for presentation to the Graduate Medicine Education Committee (GMEC) as needed.
- Analyzes completed evaluations for concerns and shares information with the Program Director and CCC.
- Assists with development of program evaluations, disseminates, monitors completion, and tracks action plans.

Didactics and Educational Content

- Schedules didactics and speakers and creates appropriate education calendars.
- Works with Program Director to ensure didactics cover deficiencies seen in the in-training or Board examinations.
- Sets up training or deploys fatigue mitigation educational session.
- Assists with scheduling and management of scholarly activities.
- Tracks and enters trainee scholarly activity into ACGME Accreditation Data System (ADS).
- Facilitates the distribution of practice habits data to trainees.
- Maintains goals and objectives for rotations/assignments. Ensures trainees receive goals and objectives prior to the start of each rotation.

Faculty

- Disseminates program policies to all teaching faculty and sets up necessary training in the evaluation and supervision of trainees and the requirements for transition of care and fatigue mitigation.
- Trains and enrolls faculty in the residency management system.
- Maintains a database of faculty mentors (interested in education).
- Assists with creation and facilitation of faculty development activities, tracks activities of core faculty for annual reporting.
- Tracks all scholarly activity for core faculty for ACGME ADS annual reporting.
- Pulls faculty evaluation data used by the Program Director for annual evaluation of teaching effectiveness.

Finance

- Creates GME budget based on projected rotation schedule, off-cycle training, and any grant participation. Manages any changes that may create a variance in initial budget submission.
- Gathers financial data for monthly, quarterly, and annual reporting.
- Monitors program operation allocations and expenses and make recommendations to Program Director as needed.
- Instructs trainees on matters of travel and expense reimbursements.
- Prepares financial documents and reports as needed.
- Processes vendor payments, professional development account reimbursements, and annual trainee memberships.

Human Resources

- Possesses knowledge of HR guidelines for the state and implements structure within the program that allows for ongoing compliance.
- Advises trainees, faculty, and staff on recruitment issues.
- Issues contracts and processes new hire, promotion, or termination documents.
- Coordinates trainee credentialing.
- Ensures resident compliance with external and internal agency requirements, such as HIPAA.
- Maintains knowledge of current immigration policies, verifies Educational Commission for Foreign Medical Graduates (ECFMG) documentation, and ensures that visa requirements are met.
- Prepares verification of trainee's completion of program, deferments, and letters of recommendation.
- Manages staff assigned to program. Participates in hiring, promotion, and salary decisions. Provides performance appraisals for staff and determines need for disciplinary action.

- Trains program staff in all work involved in their position and the department and institutional policies and procedures.
- Directs and oversees office workload.
- Approves and prepares trainee and other support staff vacation, sick leave, and leave of absence documentation and maintains leave of absence database.
- Creates job opportunity documents, including recommendation for title, salary, and job duty description with percent of effort.
- Develops and organizes department level orientation for incoming trainees and support staff; presents computer training on residency management system and programs policies and procedures.
- Prepares resident handbook and other orientation materials.
- Monitors trainee and support staff morale and notifies Program Director of concerns.
- Assists with due process for resident probation and termination.
- Consults with legal counsel on hiring and disciplinary actions.
- Advises residents on fellowship application process.

Information Technology

- Develops program-related materials including educational materials, marketing materials, web sites, forms, and reports.
- Develops and maintains database of current and alumni trainees.
- Coordinates the collecting and storing of program data, generating management reports as needed and all documentation required by the ACGME.
- Maintains trainee records and enrolls faculty in residency management system.
- Generates and provides data metrics to GME Office, i.e., statistical make-up of recruited class, board passage rate, percent of individuals who have stayed with institution, in-state following completion of the program, etc.
- Creates and maintains annual RMS rollover processes.
- Presents computer training for program's residency management system during orientation process.
- Coordinates computer set up for In-Training Exam.
- Creates and manages trainee, faculty, and rotation evaluations.
- Sets up and manages the Electronic Residency Application Service (ERAS) process to produce applications, reports, and rank lists as needed.
- Sets up and manages the National Resident Matching Program (NRMP) process.
- Completes annual American Medical Association Fellowship and Residency Electronic Interactive Database Access (AMA-FREIDA) reporting.
- Develops informational websites for faculty and all trainees.
- Creates and updates brochures, flyers, handbooks, and recruiting websites.
- Completes web-based reporting on ACGME ADS.

- Completes Board evaluation reporting.
- Creates and deploys program surveys, recruitment surveys, and graduate surveys; reviews and assesses responses and summarizes recommendations for next year's activities.
- Assists with audio visual equipment needs.

Recruiting / Onboarding

- In cooperation with GME office, ensures adequate match quota with NRMP.
- Ensures recruitment requirements meet institutional guidelines that may be above and beyond ACGME guidelines.
- Verifies visa status of applicants prior to placement on the match list.
- Coordinates rank meeting materials.
- Reviews credentialing documents for all incoming trainees according to institutional guidelines and resolves issues as they arise.
- Applies knowledge to answer incoming trainee onboarding questions.
- Develops the program orientation process to ensure GME requirements for orientation are met.
- Sets up and leads various orientation activities.
- Facilitates training for electronic medical record access.
- Disseminates and explains program handbook including all required policies included in the handbook.
- Facilitates experiences for outside rotators and helps complete their onboarding activities.
- Disseminates the appropriate tools for self-screening of well-being, including ways to access confidential and affordable counseling/mental health services.
- Obtains library, medical database, journal access, etc., to new trainees and educates trainees on how to use these various databases.

Program Accreditation

- Maintains proficiency in accreditation, board and/or institutional requirements.
- Manages activities related to these requirements to ensure full compliance with a high degree of independence.
- Advises program leaders on issues related to the requirements from accreditation agencies, national boards and/or national or state governing organizations.
- Participates on Program Evaluation Committee (PEC), takes minutes, assists with development of action plans.
- Manages oversight of the annual program evaluation action item list.
- Initiates forms, including creating responses and gathering documents for the Graduate Medical Education Committee (GMEC) for any special reviews or approvals requested from them.

- Ensures all Program Letters of Agreement (PLAs) are accurate and current.
- Provides work hour reports and explanations any violations in accordance with institutional guidelines.
- Tracks trainees' licenses to ensure they remain valid.
- Submits Final Verifications of Training for all residents.
- Completes and submits, in partnership with Program Director, the Annual Update in ACGME ADS.
- Completes requests for complement increases, Program Director changes, and additional training sites within the ACGME ADS.

Wellness

- Coordinates wellness activities.
- Notifies residents and faculty of wellness activities and resources.
- Monitors trainees for signs of excessive fatigue / burn out and notifies Program Director when necessary. Refers trainees to appropriate wellness resources.

Professional Development

- Reads current media sources related to accreditation to keep apprised of requirements and changes within the specialty; applies that information to daily work routines.
- Participates in department, institutional, and national level committees.
- Attends local, state, and national GME conferences.
- Presents at local, state, and national GME conferences.
- Updates Program Director of trends in GME.
- Provides mentorship for other coordinators and program staff.
- Seeks certification through TAGME and maintains renewal every 5 years.

Other

- Participates in the development of program resources through literature searches, contact with outside programs and review of funding opportunities.
- Assesses training program strengths and weaknesses and makes recommendations for improvement.
- Maintains department library, orders educational materials as necessary and updates yearly publications.
- Coordinates alumni activities and publishes alumni newsletters

Education/Certifications/Licenses/Registrations

- Ability and means to travel as needed in a timely manner within San Diego County.
DRIVER REQUIREMENTS: Requires an active Class C California driver's license, proof of liability insurance at \$100,000, on vehicle used. No more than 2 points in

past 12 months; No suspensions in last 2 years for moving violations; No DUI, reckless or felony Driving within 5 years. No license revocation in 7 years.

- Bachelor's degree in healthcare administration or related field preferred.
- Training Administrators of Graduate Medical Education (TAGME) certification preferred; if not certified, eligibility and willingness to become certified within 3 years of hire.

Experience/Specialized skills (including Language)

- 2 years administrative experience coordinating a residency or similar program.
- 3 years experience coordinating a residency or fellowship program in an academic setting preferred.
- Ability to exercise discretion and maintain confidential information.
- Ability to meet established deadlines.
- Ability to relate well with team members, coworkers, and other departmental staff.
- Ability to work flexible hours.
- Ability to work in a fast-paced environment with multiple priorities.
- Ability to work independently as well as working effectively in a team.
- Demonstrated skills in computer software and systems, specifically Microsoft Office, ACGME Accreditation Data System (ADS), Electronic Residency Application Service (ERAS), National Resident Matching Program (NRMP) R3 System, Oasis and New Innovations GME Management System.
- Exceptional organizational, time-management, attention-to-detail, and prioritization skills.
- Knowledge of business English, including proper grammar, spelling, and punctuation.
- Strong interpersonal and customer service skills.
- Strong written and verbal communication skills.
- Thorough knowledge of ACGME Institutional, Common Program, and Program Requirements for Family Medicine.

Rewards:

- Job type: Regular Full Time and Part Time, Per-Diem
- Competitive Salary with Excellent Benefits
- Retirement Plan with Employer Match
- Paid Time Off, Extended Sick Leave and Paid Holidays
- Medical/Dental/Vision/FSA/Life Insurance
- Employee Discounts and Wellness Programs

In the spirit of pay transparency, we are excited to share the base range for this position, exclusive of fringe benefits or potential bonuses.

\$64,480.00 - \$78,808.88

If you are hired at Family Health Centers of San Diego, your final base salary compensation will be determined based on factors such as geographic location, jurisdictional requirements, skills, education, and/or experience. In addition to these factors – we believe in the importance of pay equity and consider internal equity of our current team members as a part of any final offer. Please keep in mind that the range mentioned above is what we reasonably expect to pay for the role. Hiring at the maximum of the range would not be typical in order to allow for future and continued salary growth. We also offer a generous compensation and benefits package (more information on our benefits offerings is available here: [FHCSO Wellness – Employee Hub \(gobenefits.net\)](https://www.fhcso.org/gobenefits.net))