Graduate Medical Education
New Program Director Orientation

Part 1 of 4
January 24, 2022
Welcome to GME!

What is your name, title, and program?

What is your previous experience in a GME program?

What is your biggest pain point in your current position?

What is one takeaway you’d like from today’s session?
AGENDA

- GME Operations
  - Recruitment
  - Visas
  - CA MD licenses
  - PGY levels and contracts
  - Onboarding
  - Benefits & Wellness
  - Offboarding
  - Expansion and Funding Process

- Others
  - GMEC
  - Quality Improvement
  - GME Communities

- Q&A with GME Team
GME Operations
What is GME?

- 176 programs (125 ACGME accredited)
- 1,503 residents and fellows
- Two “divisions” in GME

Operations (Ops)
- Hiring
- Payroll
- Contracts
- Licensing
- visas
- Others
- Reimbursements

Education
- Educational consulting
- Accreditation
- Program director and coordinator curriculum
- Others
Who does what in “ops”?

- Robbin Bankston (Office Manager) – payroll, leaves
- Mitra Haddad (Administrator) – ongoing residents/fellows, graduation certificates, away rotations, student loan forms, jury duty letters
- Bettina Flores (Registrar) – incoming residents, visiting residents, orientation, CA MD licensing
- Brett Toensing (Senior Financial Analyst) – budgets, billing, MedHub
- Matt O’Neill (Instructional Designer) – video production, SUNet, MedHub

Would using the screenshot from the website be a better fit?
Who Does What In “Ops”? 

Robbin Bankston  
Program/Office Manager  
RBankston@stanfordhealthcare.org  
650-736-7487 (office)  
- Daily operations / supervision of the GME office  
- Allowances (Bonuses, On Call Meals, etc.)  
- Benefits  
- Payroll  
- Leave of Absences  
- Orientation

Mitra Haddad, BA  
Administrator  
MHaddad@stanfordhealthcare.org  
650-723-5948 (office)  
- Away Elective Rotations  
- Certificates/Diplomas  
- Clinical Postdoctoral Appointments  
- Continuing house staff  
- Continuing house staff HealthStream & Occupational Health compliance  
- Graduating house staff  
- House staff Loan Deferments/Forbearances  
- House staff Reimbursements  
- Jury duty letters  
- Outgoing/Graduating house staff  
- Policies & Procedure  
- Verifications

Bettina Flores, BS, BA  
Registrar  
BettinaFlores@stanfordhealthcare.org  
650-723-5948 (office)  
- CA Medical Licensure Process  
- EPIC for House Staff  
- Incoming House Staff  
- CA Medical Licensure Process  
- MSOW Database for House Staff  
- Visiting Residents  
- E-prescribe  
- IT/SHC & LPCH  
- Meal tickets  
- Name changes  
- New Hires appointments including their compliance

Brett Toensing, MS  
Financial/MedHub Analyst  
Bet1@stanford.edu  
650-725-1951 (office)  
- Budget Planning and Tracking  
- Orientation

Matt O'Neill, M.Ed.  
Training Coordinator  
MONEill@stanfordhealthcare.org  
- HealthStream Assignment and Support  
- Website Management  
- SUNet ID Provision and Monitoring  
- Media Production

All GME contact at:  
https://med.stanford.edu/gme/gme_team.html
Timelines of Major Operational Tasks

Dec – Feb
- Activate NRMP for main match
- Interviews
- Recruitment
- Continuing trainees (Dec deadline)

Jan
- Visa
- CA medical licenses
- Inform GME regarding new hires

Feb – Mar
- Inform GME regarding new hires
- Contracts

Apr – Aug
- Onboarding & Orientation
- Graduation and offboarding

Program Expansion and Funding – Mar 31st deadline
Program Expansion and Funding – Aug 31st deadline
If you are using the NRMP

- Check the important match dates (www.nrmp.org):
- Activate your program with the NRMP annually (deadlines vary across programs)
- Inform Ann Dohn of any changes in quota (numbers to match)
- Enter Rank Order list in NRMP
- Send Rank Order List PDF to Ann Dohn with URMIs highlighted
- Avoid Match Violations
Reducing Liability in the Hiring Process

Questions should not elicit information that may not be considered:

- Marital status, children, or family plans
- Ethnicity
- Religion or politics
- Age
- Disability
# Recruitment – Appropriate and Inappropriate

<table>
<thead>
<tr>
<th>INQUIRY AREA</th>
<th>APPROPRIATE</th>
<th>INAPPROPRIATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td>Questions about age are only permitted if it is necessary to ensure that a person is legally old enough to do the job.</td>
<td>Questions about age, dates of attending school, dates of military service, requests for birth certificate.</td>
</tr>
<tr>
<td>Arrest Record</td>
<td>Never</td>
<td>Questions about arrests or pending charges.</td>
</tr>
<tr>
<td>Convictions</td>
<td>May let applicant know that policy requires a background check prior to hire.</td>
<td>Never appropriate to ask about criminal history PRIOR to making a formal job offer.</td>
</tr>
<tr>
<td>Citizenship/National Origin</td>
<td>May ask about legal authorization to work in the specific position if all applicants are asked.</td>
<td>Are you a US citizen?</td>
</tr>
<tr>
<td>Credit Rating or Garnishments</td>
<td>Only if the job requires a significant financial responsibility or access to cash or funds. In most cases, no question is acceptable.</td>
<td>Questions about credit ratings since they have little or no relation to job performance.</td>
</tr>
<tr>
<td>Disability</td>
<td>Are you able to perform the essential functions of this job - with or without accommodations? Questions about knowledge of skills necessary to perform the job requirements.</td>
<td>Do you have a disability?</td>
</tr>
<tr>
<td>Education</td>
<td>Inquiries about degrees or equivalent experiences that are related to the job being applied for.</td>
<td>Questions about education that are not related to the job being applied.</td>
</tr>
<tr>
<td>Family/Marital Status</td>
<td>Whether an applicant can meet work schedules or job requirements. If asking, should ask all applicants.</td>
<td>Any inquiry about marital status: married, single, separated, divorced, and engaged; children; pregnancy or child care plans.</td>
</tr>
<tr>
<td>Health</td>
<td>None</td>
<td>How’s your (or family’s) health?</td>
</tr>
<tr>
<td>Military</td>
<td>Type of education and experience in service as it relates to a particular job.</td>
<td>Type of discharge or registration status.</td>
</tr>
<tr>
<td>Name</td>
<td>May ask current legal name. &quot;Is additional information, such as a different name or nickname necessary in order to check job references?&quot;</td>
<td>Questions about national origin, ancestry, or prior marital status.</td>
</tr>
<tr>
<td>Organizations</td>
<td>Inquiries about professional organizations related to the position.</td>
<td>Inquiries about organizations that might indicate race, sex, religion, or national origin.</td>
</tr>
<tr>
<td>Race or Appearance</td>
<td>None</td>
<td>Comments about complexion, color,</td>
</tr>
<tr>
<td>Religion</td>
<td>Describe the work schedule and ask whether applicant can work that schedule. If asking, should ask all applicants.</td>
<td>Inquiries on religious preferences, affiliations, or denominations.</td>
</tr>
<tr>
<td>Sexual Orientation</td>
<td>None.</td>
<td>Inquiries about sexual orientation. Inquiries revealing stereotypes for certain sexual orientation</td>
</tr>
<tr>
<td>Work Experience</td>
<td>Applicants’ previous employment experience.</td>
<td>Questions about sick leave use or worker’s compensation claims in previous jobs.</td>
</tr>
<tr>
<td>Salary</td>
<td>&quot;What Are Your Salary Expectations?&quot;</td>
<td>Prior Salary History:</td>
</tr>
</tbody>
</table>

*Attorney/client privileged; do not circulate*
Recruitment – Resources

- You must have a program policy on Interview & Recruitment
- Resources for interviewing can be found on: http://gme.stanford.edu
  - Recording of Virtual Interview Workshop: https://med.stanford.edu/gme/program_portal/pd/pd_meet.html#2020-2021
  - Legal Issues in Residency Training: https://med.stanford.edu/gme/program_portal/pd/pd_meet.html#2017-2018
Any Questions So Far?
J-1 Visas

- Allow 6 months
- Can be used for ACGME programs (or “non-standard” programs found on the ECFMG list (www.ecfmg.org))
- May NOT be used for research or “extra years of training”
- May not be clinical instructors, billing, or moonlighting
- Online Module available

- H1b visas may only be used for graduates of US medical schools and the program must pay the fees.

GME Visa online module: https://med.stanford.edu/gme/housestaff/all-topics/j1_visas.html
J-1 Visas – Getting Started

Please send adeohn1@Stanford.edu all of the following in PDF format after you have completed your new hire spreadsheet.

1. Name and ECFMG number of the resident/fellow

2. LETTER OF OFFER

3. STATEMENT OF NEED (SoN) The original, official SoN issued directly from the Ministry of Health in the country of most recent legal permanent residence must be submitted directly to ECFMG.

4. CURRENT CURRICULUM VITAE (C.V.).

5. COPY OF PASSPORT NAME PAGE(S) Submit a copy of the passport name page for the applicant and each dependent.

6. PROGRAM DESCRIPTION (www.ecfmg.org)

7. New J-1 visa presentation on the SHC/GME website
PGY Level

- A resident/fellow’s appointment is determined in accordance with the level recognized by the specialty board in the residency training program.
- NOT ALL YEARS MAY COUNT FOR PGY DESIGNATION!!!
CA Medical Licenses

- CA Medical License –
  - Regulations changed 1/1/2022
  - CA requires 1 year of ACGME training for US/Canadian graduates and 2 years of ACGME training for IMGs
  - Post Graduate training licenses required for anyone not eligible for the full CA MD license
  - PTL will be issued for up to 15 months for US and 27 months for IMGs (termination dates on current PLTs will be honored)
  - NEW MBC forms are available at: https://www.mbc.ca.gov/Forms/

- MBC must be notified within 30 days of the following (FormPSU1-PSU2):
  - Transfers to other CA residencies
  - Terminations
  - Resignations
  - Leaves of absence
# 2021-22 Benefits Information

[https://med.stanford.edu/gme-housestaff/all-topics/stipends.html](https://med.stanford.edu/gme-housestaff/all-topics/stipends.html)

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Single Resident</th>
<th>Resident + Spouse</th>
<th>Resident + Child(ren)</th>
<th>Family (Resident, Spouse and Child(ren))</th>
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</thead>
<tbody>
<tr>
<td>SHC Pays Regardless of Family Status</td>
<td>Resident Pays</td>
<td>SHC Pays</td>
<td>Resident Pays</td>
<td>Resident Pays</td>
</tr>
<tr>
<td>Moving Allowance (one time for new hires - not annual)</td>
<td>$3,000.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CA MD training License—also reimburses Part II (if eligible)</td>
<td>$491.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full CA MD License (PGY IV and above)</td>
<td>$907.50</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CA MD License (renewals during SHC training)</td>
<td>$820.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DEA (initial and renewals during SHC training)</td>
<td>$888.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>USMLE III (PGY I, II, or III)</td>
<td>$895.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1% Quality Improvement Bonus* Regardless of Family Status</td>
<td>$664.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical/Vision (Aetna PPO and VSP)</td>
<td>$0.00</td>
<td>$11,848.32</td>
<td>$0.00</td>
<td>$25,963.68</td>
</tr>
<tr>
<td>Dental (Basic PPO)</td>
<td>$0.00</td>
<td>$701.52</td>
<td>$359.04</td>
<td>$940.80</td>
</tr>
<tr>
<td>Basic Life ($500,000 coverage)</td>
<td>$0.00</td>
<td>$37.80</td>
<td>$0.00</td>
<td>$37.80</td>
</tr>
<tr>
<td>Long Term Disability</td>
<td>$0.00</td>
<td>$89.28</td>
<td>$0.00</td>
<td>$89.28</td>
</tr>
<tr>
<td>Health Reimbursement Account (HRA) **</td>
<td>$0.00</td>
<td>$500.00</td>
<td>$0.00</td>
<td>$1,000.00</td>
</tr>
<tr>
<td>Employee Assistance (EAP)</td>
<td>$0.00</td>
<td>$25.20</td>
<td>$0.00</td>
<td>$25.20</td>
</tr>
<tr>
<td>Educational Benefits</td>
<td>$0.00</td>
<td>$2,000.00</td>
<td>$0.00</td>
<td>$2,000.00</td>
</tr>
<tr>
<td>Retirement as of 1/1/22 2% with possible 2% matching</td>
<td>$0.00</td>
<td>$1,000.00</td>
<td>$0.00</td>
<td>$1,000.00</td>
</tr>
<tr>
<td>Cell Phones</td>
<td>$0.00</td>
<td>$1,000.00</td>
<td>$0.00</td>
<td>$1,000.00</td>
</tr>
<tr>
<td>Housing Allowance</td>
<td>$0.00</td>
<td>$7,200.00</td>
<td>$0.00</td>
<td>$7,200.00</td>
</tr>
<tr>
<td>SUB - TOTAL (Annual)</td>
<td>$0.00</td>
<td>$23,402.12</td>
<td>$359.04</td>
<td>$38,256.76</td>
</tr>
</tbody>
</table>
Wellness Resources

Well Connect

- Consultation and service jointly sponsored by the Department of Psychiatry and Stanford Healthcare to facilitate timely access to counseling, stress management and coping skills, and mental health services.
  - Mickey Trockel, MD, PhD, Clinical Associate Professor, Director
  - Christina Khan, MD, PhD, Clinical Assistant Professor
  - Kristin Raj, MD, Clinical Instructor
- Phone: 650-724-1395
  - 24x7 Access (someone is always on call via the phone number above- also available for emergencies)
  - Non-urgent issues also can be communicated via e-mail to wellconnect@stanford.edu and will be reviewed and answered on business days
  - Confidential
  - One-time visits or longer term care through Stanford or referral to providers in the community

https://med.stanford.edu/gme/housestaff/all-topics/wellness.html
Onboarding & Orientation

https://med.stanford.edu/gme/housestaff/incoming.html

- Recommendations of Appointment (Excel)
- Incoming residents and fellows
  - Start dates:
    - 6/25
    - 7/1
    - 7/7
    - 8/1
    - 1/1

Orientation is normally less than 4 hours in person.

$1 Million question is virtual or not for 2022
Important Dates for Continuing Resident/Fellows

- Recommendations of appointment for all continuing residents/fellows are due to GME no later than December of each year.
  - GME provides an excel spreadsheet to all programs in November
- GME issues contracts annually (March of each year for the coming academic year)
- Contact: Mitra Haddad mhaddad@stanfordhealthcare.org
Critical “Ops” Issues

- GME needs to know:
  - Who you are hiring
  - Who is staying within your program
  - Who is currently active in your program
  - Who is on leave (sick, maternity leave, etc.)
Any Questions So Far?
Program Expansion & Funding
Expansion and Funding Timeline

Deadlines:
Aug 31st
Mar 31st

https://med.stanford.edu/gme/program_portal/program/exp-fund.html
GMEC
Graduate Medical Education Committee (GMEC) is in charge of overseeing Stanford as an ACGME institution. GMEC is led by DIO Ann Dohn and GME Chair Dr. Larry Katznelson. Monthly meeting on the second Thursday of every month at 5pm-6pm.

Webpage - https://med.stanford.edu/gme/program_portal/gmec.html

Membership

- GMEC consists of leadership of core residency programs, resident representatives, chief residents, and program coordinator representatives.
GMEC reviews the following:

- ACGME letters
- New PD & APD changes
- Institutional policies
- Duty hours
- Safe reports
- Expansion & funding
- Program considerations
- Other topics that affect the institution and programs
Quality Improvement
Chief Residents Council

- Chief Residents Council is comprised of Chief residents across all residency programs at Stanford Health Care. Meets to discuss large issues reported by house staff and create an QI project every AY.

- Monthly meeting on the second Thursday of the month at 6pm-7pm

- Contact Chief Residents at GME_Chief_Residents@lists.Stanford.edu

- Webpage - https://med.stanford.edu/gme/housestaff/chief_housestaff.html
Resident Safety Council

- The **Stanford Resident Safety Council (RSC)** is an institution-wide, interdepartmental council of resident physicians engaged in high-impact quality improvement (QI) projects throughout Stanford Health Care and Stanford Medicine.

- Webpage - [https://med.stanford.edu/rsc.html](https://med.stanford.edu/rsc.html)

- Hosts annual Quality Improvement & Patient Safety Symposium
  - [https://med.stanford.edu/qipss.html](https://med.stanford.edu/qipss.html)
Reporting

SAFE reports

- SAFE reports (Stanford Alert For Events) are for reporting an event that does not follow safety best practices in patient care and in our workplace.
- Report at [https://shcconnect.stanfordmed.org/depts/QPSED/SAFE/Pages/SAFE.aspx](https://shcconnect.stanfordmed.org/depts/QPSED/SAFE/Pages/SAFE.aspx)

Anonymously report a concern for issues such as: illegal actions, financial reporting, internal accounting controls, audit, fraud, waste, and abuse.

- Phone 1-800-216-1784
- Web [https://med.stanford.edu/gme/gme_team/contact.html#anonymously_reportaconcern](https://med.stanford.edu/gme/gme_team/contact.html#anonymously_reportaconcern)
GME Communities
Other Groups

- Diversity Committee
  - Diversity LGBTQI subcommittee

- Women in Medicine

- Medical Student and Resident Recruitment Steering Committee

For more info visit https://med.stanford.edu/gme/housestaff/join.html
Q&A with GME Ops Team

Ann Dohn
Robbin Bankston
Mitra Haddad
Bettina Flores
Matt O’Neill
Next Session
Next Session: Feb 21st @ 8:30am

- Topics covered focus on Performance Evaluation

- What would you like to learn about Performance Evaluation?
- What are your 3 pain points in Performance Evaluation?
Q/A