



ARCOS

Association of Residency Coordinators in Orthopaedic Surgery

Celebrating our
**20th Annual
Conference**
Nashville, TN
February 11-13, 2025





Enrich Resident and Fellow Educational Experiences with AO NA

2025 Courses

AO NA courses deliver cutting-edge, evidence-based practices designed to empower residents, fellows, and surgeons, advancing orthopaedic education and shaping the next generation of leaders in the field.



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Join us April 22-28, 2025, in the vibrant Las Vegas area for expert panels, hands-on workshops, and networking opportunities. Explore the potential of artificial intelligence in orthopaedics.



Why AO NA?

AO NA offers an unparalleled combination of world-class faculty, hands-on learning, and proven outcomes. Ensure your residents and fellows build a strong foundation with the gold standard in orthopaedic education.



Who We Are

AO NA is committed to advancing the field through innovative education, research, and community involvement. Our mission is to deliver the highest standard of training and resources, empowering surgeons to enhance patient care and outcomes.

What We Do

AO NA delivers unparalleled educational opportunities, expert-led courses, and a vibrant professional community. Our programs are designed to put trainees at the forefront of orthopaedic advancements, ensuring they have the knowledge and skills to excel in their practice.

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1

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20th Annual ARCOS Conference
Building Relationships: It Starts With Us

Sheraton Music City Nashville Airport
Nashville, Tennessee
February 11-13, 2025

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20th Annual ARCOS Conference
Building Relationships: It Starts With Us
 Sheraton Music City Nashville Airport, Nashville, Tennessee
 February 11–13, 2025

Schedule at a Glance

Tuesday, February 11, 2025 *(all times Central Standard Time)*

8:30 am—10:30 am	Registration <i>(Hermitage Foyer)</i>
9:00 am—10:30 am	New Coordinator Session <i>(Hermitage Ballroom A-C)</i>
11:00 am—12:00 pm	Lunch <i>(Hermitage E-F—lunch sponsored by AO North America)</i>
12:00 pm—12:45 pm	ARCOS Opening Ceremony including presentation of Board of Director candidates <i>(Hermitage Ballroom A-C)</i>
12:45 pm—2:45 pm*	DISC Assessment—Professional Development Session - Melissa Wheeler, MA
3:00 pm—3:45 pm	OITE and ROCK Updates - Christina Fulgaro Crumlish, MA and Courtney Dunker
4:00 pm—5:30 pm	ARCOS Welcome Social <i>(light refreshments— Social sponsored by Corto Financial Group LLC)</i>

Wednesday, February 12, 2025 *(all times Central Standard Time)*

7:00 am—8:00 am	Breakfast <i>(Hermitage E-F)</i>
8:00 am—9:30 am*	Creating Safe Spaces: Addressing Harassment in Medical Education - Natalie Gittus, JD <i>(Hermitage Ballroom A-C)</i>
9:45 am—11:15 am	ABOS Update - David Martin MD, Mona Saniei and Sonya Parker
11:15 am—12:00 pm	6th Annual Patsi Furr Coordinator Spotlight - Honor Sanderford, M.Ed.
12:00 pm—1:00 pm	Lunch <i>(Hermitage E-F—lunch sponsored by AAMC and Thalamus)</i>
1:00 pm—2:00 pm	ARCOS 2025 Frederick N. Meyer, M.D. Keynote Address - Keith Kenter, MD, Hon ScD, FAOA
2:00 pm—3:00 pm*	Thalamus and ERAS Update - Terri Feist, BBA, PMP, Cynthia Hutchinson and Ashley Page, MHA
3:15 pm—5:00 pm	Round Tables

Thursday, February 13, 2025 *(all times Central Standard Time)*

7:00 am—8:00 am	Breakfast <i>(Hermitage E-F—breakfast sponsored by Maine Orthopaedic Review)</i>
8:00 am—10:00 am*	ACGME Update - Kristen Ward Hirsch, MBA, Scott Porter, MD and Cindy Thompson, C-TAGME <i>(Hermitage Ballroom A-C)</i>
10:15 am—11:00 am	From Residency to Fellowship - Amy Kraus and Nathan Bean
11:00 am—11:30 am	ARCOS Business Meeting and Election Results
1:00 pm—5:00 pm	ARCOS/CORD Combined Conference (separate registration required - see page 22 for full agenda)
5:00 pm—6:00 pm	CORD—ARCOS Reception
	*15 minute break follows

ARCOS / CORD Collaborative Conference begins Thursday at 1:00 pm CST at the Sheraton Music City Nashville Hotel and continues Friday, February 14 beginning at 7:00 am CST



Dear ARCOS,

On behalf of the ARCOS Board of Directors, I am thrilled to welcome you to the vibrant city of Nashville for this year's conference. As we gather in this dynamic city, known for its rich history and famous hospitality, we are reminded of the importance of connection—both within our field and across the medical community.

This year's conference theme, *Building Relationships: It Starts With Us*, couldn't be more fitting as we reflect on the essential role that relationship-building plays in shaping the future of our profession.

As orthopaedic residency coordinators, you are the heart of this process.

You create the foundation for collaboration, communication, and mutual respect that our profession needs to thrive. The relationships you help foster from the very start of the resident's career not only enhances their learning experience but also contributes to a culture of teamwork and excellence within orthopaedics and beyond. From guiding residents through the intricacies of training programs to facilitating ongoing support and growth, your work is truly the cornerstone of a well-rounded, successful medical career for your residents.

This conference offers a unique opportunity for us all to come together, share our experiences, and continue learning from each other. Whether you're attending for the first time or returning for another year, I encourage you to take full advantage of the sessions, discussions, and networking opportunities available. Building strong relationships with our peers, mentors, and colleagues is critical, and it is my hope that you will leave this event with new insights, lasting connections, and a renewed sense of purpose as you continue to support our next generation of orthopaedic leaders.

Thank you for your dedication to the profession and to each other. I am excited to see the incredible work we will accomplish together in the days ahead.

Welcome to Nashville and enjoy the conference!

Laurel L Lewis
President, ARCOS

Thank you for joining us for our 20th Annual ARCOS Conference!



Please remember to log in to the ARCOS website and complete our post-conference survey!



Find the survey at <https://arcosonline.org> when the conference ends.

ARCOS Board of Directors

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& Fellowships Coordinator*
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Bonnie Schuster
Education Administrator
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AMERICAN
ORTHOPAEDIC
ASSOCIATION

COORDINATOR OF THE YEAR AWARDS

The AOA's Council of Orthopaedic Residency Directors (CORD) congratulates Channon Cordes Cole and Barbra Solares, the two recipients of the 2024 Coordinator of the Year Award. During the upcoming Winter CORD Conference, program directors will celebrate all coordinators and announce the 2025 nominees and recipients.



CHANNON CORDES COLE
Education Program Coordinator
Mayo Clinic
Large Program Award Winner



BARBRA SOLARES, C-TAGME
Senior Residency Program Manager
University of Arizona
Small Program Award Winner

AOA/CORD recognizes and thanks all residency education and program coordinators for your:

- Leadership
- Dedication
- Hard work
- Professionalism
- Compassion

Together, CORD and ARCOS have united in the pursuit of excellence in education. Orthopaedic residency education is truly better because of you!

WWW.AOASSN.ORG

Conference Housekeeping Information

Conference attire is Business Casual (*intended to give a professional and business-like impression*).

Out of respect for Speakers and your Co-Members, please:

- Check in daily using the QR Code
- Step up to the microphone for all questions
- Take phone calls, FaceTime and Zoom meetings in the foyer outside the conference room
- If you must check your email or use your laptop, please move to the work station outside the conference room

Your certificate of attendance and education credits is on the last page of this book



Enter every day for a chance to win a free registration for the 2026 ARCOS Conference!

Get one ticket each day at the registration table at these times:

- **Tuesday, 8:30 AM - 10:30 AM during registration**
- **Wednesday, 12 PM - 1 PM during lunch**
- **Thursday, 7 AM - 8 AM during breakfast**

Drawing will be held during the business meeting at the end of the conference on Thursday. Must be present to win!



ARCOS Elections
Now available to all members!

Voting opens Tuesday, February 11 at 12:00 PM CST
Voting closes Wednesday, February 12 at 11:59 PM CST

See candidate videos at arcosonline.org/vote

Use QR code on the right to vote
Log-in to ARCOS website required



ARCOS

Association of Residency Coordinators in Orthopaedic Surgery

The phenomenal progress and success of ARCOS is directly related to Dr. Meyer's challenge for a handful of Orthopaedic Surgery Coordinators to move forward and form a specialty association exclusively for Orthopaedic Surgery Coordinators. From the beginning, Dr. Meyer envisioned the role of Residency and Fellowship Coordinators as that of a resourceful, effective and valuable member of the Program Director's team, and he encouraged us to view our role in the same manner.

The idea of forming a specialty group for orthopaedic surgery residency coordinators was discussed for a number of years before it was actually attempted and developed into ARCOS. It was officially established in New Orleans, Louisiana in February 2003 during the 70th Annual AAOS Meeting, by a gathering of volunteer residency coordinators representing a variety of orthopaedic surgery programs. The first inaugural conference was held in San Francisco, California, in March 2004.

Frederick Nelson Meyer, M.D.

September 30, 1945 – November 14, 2014



Dr. Frederick N. Meyer earned his undergraduate degree in biology and chemistry from Westminster College in Salt Lake City and his medical degree from State University of Iowa in Iowa City, Iowa. He completed a surgical internship at Latter Day Saints Hospital in Salt Lake City and his residency in orthopaedic surgery at University of Utah in Salt Lake City. To further his training, Dr. Meyer completed a Joseph Boyes Hand Surgery Fellowship in Los Angeles.

At the time of his death, Dr. Meyer served as professor and chair of the University of South Alabama Department of Orthopaedic Surgery. He also served as program director for the orthopaedic surgery residency training program. Prior to his tenure at USA, Dr. Meyer held teaching and leadership positions in orthopaedic surgery residency and fellowship training programs in Denver and Phoenix. He was well-known and highly respected by his peers for his skill as an orthopaedic hand surgeon. He earned public recognition for his academic expertise and orthopaedic knowledge, as well as his surgical and teaching skills. He also occupied leadership positions in many national orthopaedic societies and served as a reviewer for a variety of journals.

As a humanitarian, Dr. Meyer led by example. During his mission travels to Ecuador, he and the residents who accompanied him provided orthopaedic care to hundreds of poor and disadvantaged patients over the years. His desire to alleviate suffering and improve the quality of life for his fellow man was always at the forefront of his medical practice.

In addition to his other accomplishments, Dr. Meyer proudly served in both the U.S. Marine Corps and the U.S. Navy and was the recipient of the Naval Commendation Medal for Outstanding Service. He held a very special place in his heart for the veteran and active duty patients he cared for from every branch of military service.

Although Dr. Meyer experienced a busy professional life, he was an animal lover, a model train enthusiast and collector, and also greatly enjoyed movies and home theatre. For those who knew Dr. Meyer best, it was universally accepted that his love and dedication to his work were his real hobby and he could not imagine his life apart from orthopaedic surgery. His association with the USA department of orthopaedics and the residency training program was his passion and the success of both was truly his delight. Dr. Meyer always took the time to learn as much about the orthopaedic surgery residents as he could. When residents graduated from his program, they took with them Dr. Meyer's dedication for the well-being of every patient along with the knowledge that he was only a phone call away for advice or support.

Likewise, for the ARCOS board of directors, Dr. Meyer was only a phone call away for advice, support and encouragement. Dr. Meyer was the driving force behind ARCOS and we will be eternally grateful to him.

ARCOS Frederick N. Meyer, MD Keynote Speakers*

2025 Keith Kenter, MD, HonScD, FAOA
*The Science and Art of Building a Relationship:
The true meaning of enrichment*

2024 Mary Mulcahey, MD, FAOA, FAAOS
*Strategies for Promoting and Achieving Gender
Diversity in Orthopaedics - Where Are We in
2024?*

**2023 Kimberly J. Templeton, MD, FAAOS,
FAOA, FAMWA**
*Resident Wellbeing and Red Flags: Program
Coordinators are the Eyes and Ears of the
Program*

2022 George S.M. Dyer, MD, FACS,
*When No One Understands What You Do:
The Road to Burnout for Orthopaedic Program
Coordinators*

2019 Samir Mehta, MD
*Talent Development in Resident Learners -
Agility, Resilience, and Grit*

2018 Theodore W. Parsons, III, MD
Of Superheroes and Everyday People

2017 Lisa A. Taitsman, MD
*Professional Development and Wellness: It's more
than just survival*

2016 S. Elizabeth Ames, MD
*Moving Forward Together in Orthopaedic
Education: The Art of Walking Slowly but Still
Jumping in Puddles*

2015 J. Lawrence Marsh, MD
*Milestones and Competency: Past, Present, and
Future*

2014 Kevin P. Black, MD
Systems-Based Practice: The Core Competency

2013 Terrance D. Peabody, MD
Challenges to Orthopaedic Residency Education

2012 Joseph D. Zuckerman, MD
*Teaching Professionalism in Orthopaedic Residen-
cy: Can It Be Done?*

2011 Peter J. Stern, MD
Unsung Heroes: Reflections from an Old Codger

2010 E. Anthony Rankin, MD
GME Funding: Past, Present, and Future

2009 Terry R. Light, MD
Chairman's Hour: Expanding the Curriculum

2008 Raoul P. Rodriguez, MD
*Our Response to a Major Emergency – Hurricane
Katrina*

2007 Richard E. Grant, MD
*National ARCOS 2006 Survey Preliminary Report:
What We Really Do*

2006 Jason H. Calhoun, MD
*Overview/Update on the Functions of the AC-
GME*

*no speakers in 2020 or 2021—conferences cancelled due to COVID

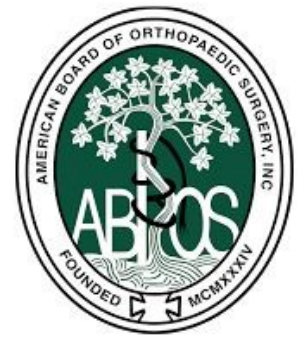
Patsi Furr Coordinator Spotlight

ARCOS is proud of the many accomplishments of our members. Our coordinators are extremely gifted and skilled professionals who consistently strive for perfection not only in their positions, but also in their own professional development.

Patsi was the warm and friendly voice on the phone when we were all panicking about RRA's or our residents' boards registrations. More than that, Patsi was a friend to each and every ARCOS member. We loved having her at our conferences and it is simply not the same without her. Patsi was that friendly go-to person at ABOS for over 20 years.



To honor the achievements of our members and to honor a true friend to all coordinators, ARCOS, in partnership with the American Board of Orthopaedic Surgery (ABOS), was pleased to establish the Patsi Furr Coordinator Lecture in 2018. The ABOS has graciously endowed this lectureship in perpetuity in honor of Patsi's contributions to the ABOS and her relationship with all orthopaedic coordinators.



Each year, a coordinator from the ARCOS membership is chosen to present at our conference. The chosen coordinator receives a waiver of registration fees for this conference, as well as a plaque acknowledging their presentation.

To learn more about Patsi:

<https://www.abos.org/the-diplomate-special-edition-in-memory-of-ms-patsi-furr>

Google Patsi Furr ABOS

Interested in presenting at our 2026 Conference?

We encourage your involvement and your professional development! Come share your knowledge and expertise with ARCOS! Look for the Call for Presentations in the fall of 2025 on the ARCOS Website.

Patsi Furr Coordinator Lectures*

2025 Honor Sanderford, M.Ed., Johns Hopkins School of Medicine

“What I Wish I Knew Then, That I Know Now”

2024 Starla Pathak, Tufts Medical Center

“Managing Expectations with Your Program Director, Residents, Medical Students, Rotators and Yourself”

2023 Melissa Wheeler, MA, C-TAGME, Summa Health System

“Leading by Example: A Coordinator’s Role in Leadership Development”

2022 Vanessa Glotzbach, BA, C-TAGME, Hoag Orthopedic Institute

“If You Build It, They Will Come – Program Coordinators as Champions for New Fellowship Programs”

2019 Barbra Solares, University of Arizona

“How to Create a Professional Development Council at Your Institution”

2018 Ashley Landreneau, CPC, CPCS, Mississippi Sports Medicine Fellowship

“How to Perform the Most Effective Interview Process for Your Program”

**no speakers in 2020 or 2021—conferences cancelled due to COVID*



Tuesday Speakers



Melissa Wheeler, MA

Summa Health System

DISC Assessment—Professional Development Session

Melissa Wheeler, MA, C-TAGME is the Residency Education Coordinator at Summa Health in Akron, OH and the current Treasurer for ARCOS. She is a certified Professional DISC Analyst by Priceless Professional Development.

The DISC is an assessment that measures your communication and behavior styles and teaches you how to understand, communicate and lead others. Melissa uses the DISC for leadership training with her residents and she hopes this session in ARCOS will help you better communicate with members of your teams.



Christina Fulgaro Crumlish, MA

Examinations Coordinator, American Academy of Orthopaedic Surgeons (AAOS)

OITE Score and Reporting

With over a decade of experience in education and exam administration, Christina Fulgaro Crumlish serves as an Examination Specialist and product owner at the American Academy of Orthopaedic Surgeons (AAOS), developing the Orthopaedic In-Training Examination (OITE) for residents and practitioners. Holding a Secondary Education Teacher certification and a Master's degree in American History, she designs engaging learning and evaluation strategies.



Courtney Dunker

ROCK, Product Owner, American Academy of Orthopaedic Surgeons (AAOS)

ROCK Update

Courtney Dunker is the Product Owner for the Resident Orthopaedic Core Knowledge (ROCK) platform at American Academy of Orthopaedic Surgeons where she manages the development and delivery of educational tools and resources for orthopaedic residency programs. Her role involves collaborating with program directors, program coordinators, and residents to align platform features with educational needs and ensuring that residency programs have access to high-quality learning materials. Courtney has over two decades of experience working in education and holds Master's degrees in English Literature and Industrial-Organizational Psychology. She lives in Chicago with her husband and three children.

Wednesday Speakers



Natalie Gittus, JD

Director of Accreditation, Baylor University Medical Center

“Creating Safe Spaces: Addressing Harassment in Medical Education”

Natalie is the Director of Accreditation at Baylor University Medical Center in Dallas and is celebrating her 14th year in Medical Education. Before joining Baylor, Natalie worked for the Homer Stryker School of Medicine in Kalamazoo, Michigan as a program coordinator and, prior to that, practiced employment law in the non-profit sector. Natalie is a graduate of the University of Toledo College of Law and is passionate about finding practical solutions to help trainees and faculty meet regulatory and legal requirements so that they can focus on patient care and the art of medicine.

Wednesday Speakers



David F. Martin, MD

Executive Medical Director, American Board of Orthopaedic Surgery
ABOS Update

David F. Martin, MD currently serves as the Executive Medical Director (2016-present) of the American Board of Orthopaedic Surgery (ABOS). He is a past president of the ABOS (2011-2012) and served as a Director on the ABOS Board from 2006 through 2015. He has previously held the ABOS offices of Treasurer and Chairman of the Maintenance of Certification (MOC) Committee. He has also been an ABOS Oral Examiner and a test question writer. Dr. Martin was a member of the ACGME Orthopaedic Residency Review Committee (RRC) from 1993 through 1999 and also has experience as an RRC Specialist Site Visitor. A graduate of Dartmouth College and The Johns Hopkins University School of Medicine, Dr. Martin completed Sports Medicine Fellowships at the Hughston Sports Medicine Foundation and the Union Memorial Hospital. Dr. Martin also holds Subspecialty Certification in Orthopaedic Sports Medicine.



Mona Saniei

Senior Program Manager- Graduate Medical Education and Research , American Board of Orthopaedic Surgery
ABOS Update

Mona Saniei (pronounced San-Ee) is the program manager for the American Board of Orthopaedic Surgery Knowledge, Skills, and Behavior (ABOS KSB) Program. She also manages the research program at the ABOS as well as other residency program initiatives. While Mona was born in Virginia, she is happy to call North Carolina home. Mona holds an MPH from Eastern Virginia Medical School/Old Dominion University and is currently a doctoral candidate in Health Services Research. She moved to North Carolina in 2011 and started working with the University of North Carolina-Chapel Hill Eshelman School of Pharmacy. Mona has worked through many research and administrative challenges that have helped her bring a unique perspective to her position at the ABOS. She has an unyielding personal respect for the orthopaedic profession. Mona can answer your questions about the ABOS KSB Program and can be reached at msaniei@abos.org or 919-929-7103.



Sonya Parker

Certification Specialist, American Board of Orthopaedic Surgery
ABOS Update

Sonya Parker has been with the American Board of Orthopaedic Surgery (ABOS) for ten years. Upon Patsi Furr's retirement, she succeeded Patsi in assisting the Orthopaedic Residency Programs and has thoroughly enjoyed working with the programs since. She also assists ABOS Diplomates with their certification and recertification process, any candidate or Diplomate with a last name beginning C—G can contact Sonya for assistance in the certification and maintenance of certification (MOC) process. Before coming to ABOS, she was a medical practice administrator for 21 years.

Wednesday Speakers



Honor Sanderford, M.Ed.

6th Annual Patsi Furr Coordinator Spotlight Speaker

Medical Training Program Administrator, Johns Hopkins School of Medicine

What I Wish I Knew Then, That I Know Now

Honor has been in Graduate Medical Education for more than 15 years. She was a program coordinator at Duke for the Thoracic Surgery residencies, Vascular Surgery fellowship, and Surgical Critical Care fellowship. In 2017, she joined the Medical Education department at Southeastern Health as the Administrative Director. In 2019, she moved to Baltimore, Maryland, and began working in the Department of Oncology at Johns Hopkins as the program coordinator for their fellowship. In 2023, she joined the Department of Orthopaedic Surgery as the program coordinator for their residency and fellowships, and manages the clerkship and sub-internship rotations. Honor earned a B.S. in Education from the University of Vermont and a Master's in Education from North Carolina State University. In the last two years, Honor has started to run for exercise and has participated in several races: 10k's, 5k's, and a couple of 5-milers. She is training for a half-marathon.



Keith Kenter, MD, Hon Scd, FAOA

Director, Sports Medicine Fellowship, Missouri Orthopaedic Institute, University of Missouri

The Science and Art of Building a Relationship: The true meaning of enrichment

Dr. Kenter is currently a Professor and the Director of the Sports Medicine & Shoulder Fellowship at the University of Missouri. During his 10 years at Western Michigan University Homer Stryker MD School of Medicine he served as Chair of Surgical Services and Chief of the Department of Orthopaedic Surgery and Associate Dean of Clinical Affairs and Chief Medical Office. At the University of Cincinnati, he was Professor and Vice Chair of Academic Affairs and served as the Program Director of the Residency for 14 years within the Department of Orthopaedic Surgery. He received his MD from the University of Missouri, his residency was at Duke University and his Sports Medicine & Shoulder Fellowship at the Hospital for Special Surgery. He has chaired several national committees including the first Chair of CORD. He has been awarded the Excellence in Teaching by the Dean at the University of Cincinnati and the Distinguished Service Award from Western Michigan University.



Terri Feist, BBA, PMP

Senior Account Manager and Account Management Team Leader, Thalamus

Thalamus and ERAS Update

Terri Feist is a Senior Account Manager and Account Management Team Leader at Thalamus. Terri has over 12 years' experience in GME as a residency coordinator. She has conducted national surveys and co-authored several publications regarding the coordinator workforce, challenges within Graduate Medical Education (GME) and coordinator burnout. Terri is the co-founder and former president of the Program Coordinators of Child Neurology (PCCN) group. She hosted a Thalamus Community Forum on Coordinator Burnout and Turnover, with the largest turnout to date. Terri is a dedicated advocate for Program Coordinators and improvements within GME.



Cynthia Hutchinson

Director of Engagement, Residency Program, Association of American Medical Colleges (AAMC)

Thalamus and ERAS Update

Cynthia Hutchinson is Director of Engagement with the AAMC and a member of the ERAS Program team. She began in this role in 2024, and her work includes connecting with learners, schools, institutions, programs, and specialties to gather feedback and share information to improve the transition to residency. Cynthia has more than a dozen years of experience in GME, serving in positions that have ranged from program administration to corporate director of GME overseeing accreditation and operations on a national level. She is experienced in GME strategy, operations, and ACGME accreditation.

Wednesday Speakers



Ashley Page, MHA
Account Manager, Thalamus
Thalamus and ERAS Update

Ashley Page works as an Account Manager with Thalamus, aiding Graduate Medical Education programs with their recruitment efficiency and data management. Ashley has over 10 years of experience in GME, including roles as fellowship and residency coordinator in Orthopedics and Internal Medicine. Along with GME experience, she has worked as a Practice Administrator with an educational background in Biology and Healthcare Administration. In her role at Thalamus, she enjoys having the opportunity to advocate for program coordinators and having influence in the work to make the healthcare market better for the patients treated, the doctors training in it, and our communities.

Thursday Speakers



Kristen Ward Hirsch, MBA
Executive Director, Review Committee for Orthopaedic Surgery, ACGME
ACGME Update

Ms. Hirsch is an experienced Graduate Medical Education administrator who began her career in GME (Graduate Medical Education) as a Program Coordinator for General Surgery at Northwestern Memorial Hospital in Chicago. Ms. Hirsch went on to join the GME office at the University of Chicago Medicine where she began as GME Manager and rose to the position of Director for GME Operations, Accreditation, and Innovation. During her time at University of Chicago, she participated in ACGME (Accreditation Council for Graduate Medical Education) led initiatives, including CLER (Clinical Learning Environment Review) visits, Pathway Innovator for the Pursuing Excellence Initiative (PEI), and SI2025. Her interests include exploring the intersection of clinical, educational, and business data in addition to working across the business and medical education continuum to explore collaborative solutions with health system leaders. Ms. Hirsch first joined the ACGME CLER program in 2019 as the Director for the CLER Site Visit Program.



Scott E. Porter, MD, MBA, FACS, FAOA
Residency Review Committee Chair, Orthopaedic Surgery, ACGME
ACGME Update

Scott E. Porter, MD, is an orthopedic oncology physician at Prisma Health in Greenville, South Carolina. After earning his bachelor's degree in biology at Morehouse College in Atlanta, he received his medical degree from Yale University School of Medicine in New Haven, Connecticut. He completed his internship and residency in orthopedic surgery at Carolinas Medical Center in Charlotte, North Carolina, a fellowship in musculoskeletal oncology at the University of Chicago, and received a master's degree in business administration from Northwestern University, also in Chicago.

Dr. Porter has been involved in numerous local and national committees and organizations. He is currently a member of the South Carolina Orthopaedic Association, the national Musculoskeletal Tumor Society, the American Academy of Orthopaedic Surgeons and the American College of Surgeons. He has also been inducted into the American Orthopaedic Association, which is the oldest orthopaedic surgery organization in the world.

Thursday Speakers



Cindy Thompson, C-TAGME
ACGME Coordinator Advisory Group
ACGME Update

Cindy Thompson is the Senior Program Administrator in the Department of Orthopaedics at West Virginia University, and also manages the Adult Reconstruction and Spine Fellowship Programs. She has served on various committees during her tenure at WVU including; Internal Review Committee, Program Manager Foundation Committee, Duty Hours/Wellness Committee and Program Operating Budget Committee.

Cindy became a member of ARCOS in 2003 and in 2008 she was elected as an ARCOS Steering Committee Member-At-Large. In 2011 she was elected President of ARCOS and completed her Presidential line in 2017. She has served on various committees within TAGME (Training Administrators of Graduate Medical Education) including the Board of Directors. Cindy was the recipient of the AOA's Council of Orthopaedic Residency Directors (CORD) "Coordinator of the Year" award in 2023. In July 2023, she was appointed to the ACGME Coordinator Advisory Group for a 3-year term.



Amy Kraus
Manager of Health Education, University of Mississippi Medical Center
From Residency to Fellowship

Amy Kraus, a 1991 graduate of the University of Southern Mississippi with a BS in Business Administration, began her career at the University of Mississippi Medical Center (UMMC) in 1991, working in the Departments of Medicine (Hematology) and Infectious Disease. In 1993, she joined the Department of Orthopedic Surgery, advancing to Clinic Manager. In 2004, she transitioned to supporting resident education, holding various roles from Program Coordinator to Manager of Health Education. Over the past 21 years, she has dedicated her work to resident, fellow, and faculty education.

Amy is actively involved in professional organizations, including the Association of Residency Coordinators in Orthopaedic Surgery (ARCOS), UMMC's GME Program Administrator Advisory Board, the UMMC GME PA Committee, the UMMC Orthopedic Department's DEI Committee, UMMC Resilience in Stressful Events (RISE) Support Team, and the J. Robert Gladden Orthopaedic Society Resident Support & Success Committee.



Nathan Bean
Education Administrator, University of Mississippi Medical Center
From Residency to Fellowship

Nathan Bean joined the University of Mississippi Medical Center in 2018, as part of the Department of Orthopaedic Surgery and Rehabilitation team. He stepped into the Residency Program Administrator position in 2021, joining Amy Kraus in resident education.

Working together, they support both the Orthopaedic Residency and Fellowship Programs. While Nathan helps support the residents, his focus leans more toward the three fellowship programs: Hand, Trauma and Pediatrics. He enjoys family activities, good company and good food.

NOTES

Year End 2024 ARCOS Treasurer Report

January 2024-December 31, 2024
183,050.08 Bank Balance of 1/7/2025

	<u>Totals</u>	<u>Notes</u>
Income		
Sponsorship Income (2024 Annual Conference)	11,000.00	AAMC, Precision OS, Thalamus, ABOS
Sponsorship Income (2025 Annual Conference)	8,800.00	AAMC, JBJS, Maine Ortho Review.
2024 Annual Conference Registration	7,750.00	Registrations received in Jan. 2024
2025 Annual Conference Registration	62,739.65	Registrations received Oct 1-Dec. 31
Membership Dues	42,625.00	
Total Income 2024	132,914.65	
Expenses		
2024 Annual Conference Expenses	137,441.47	
2025 Annual Conference Expenses as of Dec. 31, 2024	22,253.17	DISC Assessments BOD & Venue Deposit & Swag, Speaker Gifts, Conference App, Badge Ribbons
Bank Charges and Fees	3,640.58	
Board Meeting Expenses	4,049.43	Meals and supplies for Board of Director Meetings in May & September
Donations	783.95	AOA Donation for 2024 Speakers, Memorial for Past Board Members Carolyn Holtman and Joni Roberts, Charitable Donation for ARCOS Webmaster
Insurance	1,729.00	
AMC (Mail) & IRS Fees	4,833.83	
Postage & Shipping	205.85	
Office Supplies & Software	4,966.73	Quickbooks (\$53.13 monthly), Membership Works (\$35 monthly), Website (\$1500 Annually, plus \$19.95 monthly)
Taxes	700.00	Tax Preparation Fee (Barnes LTD.)
Total Expenses	180,604.01	
Net Income	-47,689.36	



AMERICAN
ORTHOPAEDIC
ASSOCIATION

2025 WINTER CORD CONFERENCE
In Conjunction with the ARCOS Annual Conference
Nashville, TN

Programmatic Assessment, Inside and Out

Learning Objectives:

By the end of this CORD Conference, attendees will be able to:

- Recognize the structure and importance of the Program Evaluation Committee in Orthopaedics
- Describe best practices for conducting comprehensive program evaluations
- Identify ways to make meaningful changes.

DAY ONE – Thursday, February 13, 2025

12:30pm – 1:00pm	<i>Visit exhibitors, network with peers, and enjoy drinks & snacks</i>
1:00pm – 2:30pm	Program Education, Accreditation, and Leadership (PEAL) Forum
2:30pm – 2:35pm	OPENING REMARKS FOR CORD CONFERENCE <i>S. Trent Guthrie, MD, FAOA, (Henry Ford), CAC Chair; Nikki Schroeder, MD, FAOA (University of California, San Francisco); Timothy S. Ackerman, DO, FAOA (UPMC Medical Education Harrisburg Program), 2025 CORD Conference Program Co-Chairs</i>
2:35pm – 3:30pm	ANN E. VAN HEEST CORD LECTURER Assessment of Competence in Orthopaedic Training Programs: How Many Pixels Are Enough to Get the Picture? <i>Bryan Ashman, MB BS MSurgED FRACS FAOrthA, FFSTEd, Dean of Education, Australian Orthopaedic Association</i>
3:30pm – 3:45pm	<i>Break – Visit exhibitors and enjoy drinks & snacks</i>
3:45pm – 3:55pm	Coordinator of the Year Award – presented by <i>Matthew D. Karam, MD, FAOA, University of Iowa</i>
4:00pm – 5:00pm	Panel Discussion: Best Practices for the Collaboration Between Program Directors and Program Coordinators Moderators: <i>Timothy S. Ackerman, DO, FAOA and Nikki Schroeder, MD, FAOA</i> Panelists <ul style="list-style-type: none">• <i>Timothy S. Ackerman, DO, FAOA and Carlin Luz, UPMC Medical Education (Harrisburg) Program (Experienced PD and New PC)</i>• <i>Christina Hardesty, MD and Kerwin K. Samson, Case Western Reserve University Hospital (New PD, Experienced PC)</i>• <i>William C. Eward, MD, FAOA and Wendy R. Thompson, Duke University (New PD, Experienced PC)</i>• <i>Joseph Rosenblatt, DO and Angelica Marquez, Philadelphia College of Osteopathic Medicine (New PD and New PC)</i>• <i>Thomas G. DiPasquale, DO, FAOA and Laurel Lewis, York Hospital (Experienced PD, Experienced PC)</i>
5:00pm	<i>Adjourn/Cocktail Reception – Networking with drinks and light hors d'oeuvres</i>

CORD CONFERENCE DAY TWO – Friday, February 14, 2025

7:00am *Coffee & Conversations with a breakfast buffet (Sponsored by AO North America)*

8:00am – 8:05am **OPENING REMARKS**

8:05am – 9:00am **UPDATES**

- **American Board of Orthopaedic Surgery (ABOS)** – Steven L. Frick, MD, FAOA, *Chair ABOS GME Committee*
- **American Osteopathic Board of Orthopaedic Surgery (AOBOS)** – M. Sean O’Brien, DO, *AOBOS Chair*
- **Accreditation Council of Graduate Medical Education (ACGME) Review Committee** – Scott E. Porter, MD, FAOA, *Chair ACGME Review Committee*; Kristen Ward Hirsch, MBA, *ACGME Executive Director*
- **Association of Residency Coordinators in Orthopaedic Surgery (ARCOS)** – Maia Knox, *C-TAGME, ARCOS President*
- **Journal of Bone & Joint Surgery (JBJS)** – Aidan Smith, MS, *JBJS Business Development Manager*

9:00am – 10:00am **SYMPOSIUM 1: Understanding the Program Evaluation Committee (PEC) in Orthopaedics**
(Sponsored by Campbell Clinic)

Moderator: Afshin E. Razi, MD, FAOA, *Maimonides Medical Center*

- Introduction, Brief History, and Overview of the PEC – Ann E. Van Heest, MD, FAOA, *University of Minnesota*
- Structuring an Effective PEC – Charles M. Jobin, MD, FAOA, *New York Presbyterian Hospital (Columbia Campus)*
- Metrics that Matter: Developing Meaningful Criteria for Program Assessment – Raffi S. Avedian, MD, FAOA, *Stanford University*, and Gregory F. Domson, MD, FAOA, *Virginia Commonwealth University Health System*

10:00am – 10:20am *Break - Visit exhibitors and enjoy drinks & snacks*

10:20am – 11:45am **SYMPOSIUM 2: Making Meaningful Change: Best Practices for Conducting Comprehensive Program Evaluations**
(Sponsored by Vanderbilt Department of Orthopaedic Surgery)

Moderator: Alexander W. Aleem, MD, FAOA, *Washington University/B-JH/SLCH Consortium*

- So You Have the Data, Now What? – Alicia Harrison, MD, FAOA, *University of Minnesota*
- Residency Council and Their Input into PEC – Stephen A. Kennedy, MD, FAOA, *University of Washington*
- How to Make the Data Available – Drew A. Lansdown, MD, *University of California (San Francisco)*
- Challenges with Geographically Distributed Learning – Abhiram R. Bhashyam, MD, PhD, *Massachusetts General Hospital/Brigham and Women's Hospital/Harvard Medical Sch*

11:45am – 12:45pm *Lunch*

12:45pm – 2:00pm **SYMPOSIUM 3: FTE, eRVUs and so much more: How are Programs Addressing Education Remuneration?**
(Sponsored by Ruth Jackson Orthopaedic Society)

Moderator: Kenneth R. Gundle, MD, FAOA, *Oregon Health and Science University*

Panelists

- J. Milo Sowards, MD, FAOA, *Temple University Hospital*
- Duretti Fufa, MD, FAOA, *Hospital for Special Surgery/Cornell Medical Center*
- Stephen A. Kennedy, MD, FAOA, *University of Washington*
- Izuchukwu K. Ibe, MD, *University of Mississippi*
- Thomas G. DiPasquale, DO, FAOA, *York Hospital*

2:00pm *Adjourn*



Laura Brown

Office: OSU Medical Center | 744 W 9th St., Tulsa, OK 74127
918-527-8921 | laura.r.brown@okstate.edu

EDUCATION

MS in Healthcare Administration, May 2023
Oklahoma State University Center for Health Sciences, Tulsa, OK

BA in Journalism, May 2008
University of Oklahoma, Norman, OK

PROFESSIONAL EXPERIENCE

Program Coordinator, 2016-present
Orthopaedic Surgery Residency, Oklahoma State University Center for Health Sciences

- Manages the Orthopaedic Surgery program, ensuring that its residents and faculty maintain compliance with ACGME, Institutional, and hospital site requirements. Excels in key coordinator responsibilities by efficiently managing multiple online systems, schedules, and documentation while ensuring timely completion of program and institutional-level reports. Vigilantly monitors work hours and resident/faculty evaluations, proactively addressing any emerging issues. Oversees the scheduling, correspondence, and documentation related to medical student elective and audition rotations. Additionally, takes the initiative to create, implement, and refine essential forms, surveys, reports, policies, and procedures to meet Accreditation and Institutional standards, ensuring ongoing compliance and excellence.
- Maintains relationships and documentation with 9 local hospitals and clinics.
- Advocates for residents and the program on matters related to policies, common-sense processes, equitable funding, resources, and training needs.
- Leads the residency interview season in accordance with the guidelines set by ERAS, NRMP, AOA CORD, and our institution's recruitment and diversity, equity, and inclusion (DEI) policies. Reviews hundreds of applications and implemented new Thalamus review and scoring systems in 2024, while also organizing interview dates, sending invitations, and coordinating the complex scheduling that follows.
- Develop and update informational materials, including apps, newsletters, brochures, training materials, and manuals as appropriate to the program. Ensure the Ortho website is up to date, monitor the Ortho Instagram account, and utilize various programs to engage and elevate the OSU-CHS Ortho program.
- Proficiency in ACGME site visits and requests for complement increase, both temporary and permanent. Led program through accreditation after near closure.
- Navigating the sweeping changes and delicate balance of being a historically Osteopathic program.
- Manages the OSU Orthopedic Research and Education Fund by monitoring finances, maintaining tax documentation, distributing invoices and tax information to donors, organizing meeting schedules, and reconciling grant payments.
- The go-to co-worker for fellow OSU Coordinators regarding workflow, strategies, resident concerns, advice, and IT troubleshooting.

RESEARCH

Brown, L. (2023). *Women in Orthopaedic Surgery: How Medical Schools and Residencies Can Improve Gender Imbalance*. 23. Poster session presented at Oklahoma State University Center for Health Sciences Research Week 2023, Tulsa, Oklahoma, United States. <https://youtu.be/XwsCzIbWdfw>

Brown, L. (2023). *Women in Orthopaedic Surgery: How Medical Schools and Residencies Can Improve Gender Imbalance*. Poster session presented at Association of Residency Coordinators in Orthopaedic Surgery Conference 2023, Las Vegas, Nevada. United States.

HONORS / AWARDS

2023 ARCOS Conference Poster Winner

Phi Kappa Phi Honor Society

2025 AOA/CORD Coordinator of the Year Award Nominee

MEMBERSHIPS / AFFILIATIONS

Association of Residency Coordinators in Orthopaedic Surgery (ARCOS)

Pete's Pet Posse-Tulsa, OSU Pet Therapy Program Team

Tulsa Dog Training Club, Member and Assistant Dog Trainer

Tulsa Area Triathletes

USA Triathlon

University of Oklahoma Gaylord College Alumni Association

INTERESTS & SKILLS

NREMT-Basic

OSU Pete's Pet Posse Tulsa - Pet Therapy Program, 2021-present

Assistant Dog Trainer, Tulsa Dog Training Club, 2015-present

Public Education Chair, Tulsa Dog Training Club, 2021-2022

Assist the Hospitality chairperson and Member-at-Large board member, Tulsa Dog Training Club, 2021-2024

Coffee snob

Running half marathons and suffering through sprint-distance triathlons

Music / Percussion

Watching women's sports and yelling at my fantasy football team

Cheryl Jean Cundy
13946 Sunfish Bend
Alpharetta, GA 30004
(470) 695-8497



EDUCATION

California State University, Fullerton – Fullerton, California
Master of Science in Kinesiology, May 1995
Final Project: Programmed Learning Text for High School Athletic Trainers
Ball State University – Muncie, Indiana
Bachelor of Science, May 1990
Majors: Athletic Training; Health and Safety Education, Secondary

CERTIFICATION AND LICENSURE

National Athletic Trainers' Association Certification, 1991-2021
Indiana State Teaching License, 1990-1996
California State Teaching License, 1992-1994
Licensed Certified Athletic Trainer, State of Georgia, 2008–2021
Licensed Certified Athletic Trainer, State of Missouri, 1994-2008

WORK EXPERIENCE

WellStar Health System – Marietta, Georgia

May 2020 – *Program Coordinator for the Orthopaedic Surgery Residency in Graduate Medical Education*

- Present
- *Coordinates busy residency program with 20 resident physicians
 - *Responsible for the program's annual budget
 - *Responsible for credentialing resident physicians at multiple outside facilities
 - *Participating in Wellstar's Aspiring Leaders Program (October-November 2024)
 - *Completed Program Coordinator track on Learn at ACGME
 - *Researched and implemented Thalamus GME for the GME Department to use for 2020-2025 Virtual interview seasons

Children's Healthcare of Atlanta – Atlanta, Georgia

October 2018 – *Athletic Trainer*

- May 2020
- *Contracted to provide Athletic Training Services to Alpharetta High School
 - *Assigned to work with Club Sports and provided coverage for 4 high level gymnastics clubs and 1 high level volleyball club

Neurosport PT – Alpharetta, Georgia

November 2017 – *Athletic Trainer*

- July 2018
- *Contracted to provide Athletic Training Services to King's Ridge Christian School
 - *Assisted Physical Therapist in clinic as needed

King's Ridge Christian School – Alpharetta, Georgia

October 2013 – *Head Athletic Trainer*

- October 2017
- *Primarily responsible for the prevention and treatment of injuries to interscholastic student athletes
 - *Responsible for the supervision and teaching of student athletic trainers
 - *Worked closely with School Nurse to collect and store medical information for students Pre-K through 12th grade
 - *Certified faculty and staff in American Red Cross CPR/AED/First Aid

Atlanta Medical Center – Atlanta, Georgia

July 2008 – *Administrative Assistant and Certified Athletic Trainer*

- October 2013
- *Scheduled elective surgeries for Orthopedic Surgeons
 - *Pre-certified surgeries, radiologic studies and physical therapy
 - *Communicated with vendors to have appropriate instruments and tools in the OR

*Personal Assistant to Dr. Steven Kane, Orthopedic Residency Chairman and Program Director

*Administrative Assistant to Dr. Daniel Schlatterer and Dr. Bruce Ziran

*Provided Athletic Training Services to Atlanta Public Schools High School Teams

*Instructor at AMC/APS Coaches Clinics

*Assisted patients in preparing for elective surgeries

University Hospitals and Clinics – Columbia, Missouri

July 2004 – *Coordinator of Protocol Services*

July 2008

*Scheduled elective surgeries for five Orthopedic Surgeons

*Communicated with vendors to have appropriate instruments and tools in the OR

*Coordinated schedules for five surgeons and athletic events

*Assisted patients in preparing for elective surgeries

University of Missouri Intercollegiate Athletics – Columbia, Missouri

January 1993 – *Assistant Athletic Trainer*

June 2004

*Primarily responsible for athletic injuries and general health of intercollegiate athletes

*Academic Coordinator for student athletic trainers

*Planned in-services regarding general health for intercollegiate athletes

*Biodex testing and rehab programs

*SwimEx rehab programs

Canyon High School – Anaheim Hills, California

August 1991 – *Head Athletic Trainer (Employed by Anaheim Memorial Hospital)*

December 1993 *Primarily responsible for the prevention and treatment of injuries to interscholastic athletes

*Responsible for the supervision and teaching of student athletic trainers

ARC Physical Therapy Center – Anaheim Hills, California

August 1991 – *Athletic Trainer*

August 1992

*Cybex II testing and rehab programs

*Supervised patients in rehab programs

21st Century Rehabilitation – Richmond, Indiana

January 1990 – *Athletic Trainer*

May 1991

*Measured and applied custom braces on patients

*Biodex testing and rehab programs

*Instructing patients on home exercise programs

*Instructor for multiple clinics for athletic coaches about sports injuries

*Work Hardening Program Assistant

*Maintained patient records

The Alley Shop – Cincinnati, Ohio

April 1986 – *Secretary/Receptionist*

August 1986

*Answered telephones, transcription, maintained client records, and duties as assigned

HONORS AND ACTIVITIES

Association of Residency Coordinators in Orthopaedic Surgery – Round Table Facilitator at Annual Meeting 2023, 2024

Association of Residency Coordinators in Orthopaedic Surgery – Panelist with Dr. Steven Kane, Program Coordinator and Director Relationships: Fostering a Healthy Working Partnership, February 14, 2024, San Francisco, CA

American Orthopaedic Association Council of Orthopaedic Residency Directors Coordinator of the Year Nominee 2024

Ball State University Sports Medicine Cardinal Ring of Honor Inductee Class of 2022

National Athletic Trainers' Association – Host City Athletic Trainer for 2020 Symposia and Expo
National Athletic Trainers' Association – StarTRACKS Leadership Scholar – 2013
National Athletic Trainers' Association – Annual Meeting Moderator – 2007-2012
National Athletic Trainers' Association – 2008 Athletic Trainer Service Award
National Athletic Trainers' Association – Educational Multimedia Committee Member
Southeast Athletic Trainers' Association – Financial Committee – 2013 – 2021
Southeast Athletic Trainers' Association – Student SEATA Lab Teaching Assistant 2010-2013
Southeast Athletic Trainers' Association – Scholarship Winner for StarTRACKS Leadership
Scholar Program 2011
Georgia Athletic Trainers' Association – Secretary – 2014-2016
Georgia Athletic Trainers' Association – Education Committee – 2012-2014
Education Committee Chair 2013-2014
Georgia Health Occupations Students of America – Board of Directors – 2009-2013
Mid America Athletic Trainers' Association – Exhibit Hall Chairperson; Memorial
Resolution Committee; Newsletter Editor; Website Liaison
Missouri Athletic Trainers' Association – Public Relations Chairperson; Annual Meeting
Registration Chair; College/University Student Athletic Trainer Committee Chair;
Web Master; State High School Championships Athletic Trainer (Wrestling, Track
And Field, Basketball); Annual Participant Hit the Hill at the Missouri State Capitol
Missouri Athletic Trainers' Association – 2008 Athletic Trainer of the Year
Toastmasters International Member – Actively Mastering Communication Club
Vice President of Education 2011; President 2011-2013
Attained Competent Communicator Pin 2012
Dean's List, Ball State University
Admission with Distinction, Ball State University

HOBBIES

Photography, scrapbooking, quilting, hand bell choir member, Youth Group Leader, Sunday
School Teacher, Family Promise Coordinator at Northminster Presbyterian Church

PERSONAL INFORMATION

MARITAL STATUS: Married
FAMILY: Timothy (husband)
Ty Benjamin (son)
Zoe Grace (daughter)



Jennafer Hoyland

Education Program Manager

295 S Lambert Street Keenesburg, CO 80643

Jennafer.hoyland@gmail.com [linkedin.com/in/Jennafer-Hoyland](https://www.linkedin.com/in/Jennafer-Hoyland) (970) 405-3630

Professional Achievements

- 2021 Created and implemented Orthopedic Learner Policy
- 2022 Created and implemented Administrative Chief Pay Policy
- 2022-2024 Expanded Education Team
- 2022 Nominated for Employee of the Month in April and May 2022 University of Colorado Anschutz Campus
- 2022 Promoted to Education Program Manager
- 2023 Nominated and awarded Chair of Professional Development Committee
- 2023 Created Resident Wellness Wednesdays
- 2024 Implemented the Orthopedic 4th year medical student scholarship

Experience

July 2024 - Present

Education Program Manager • University of Colorado, Department of Orthopedics

- Support the educational mission of the Department including developing expertise in the residency programs, fellowships, and medical student program and their accrediting agencies
- Manage the planning, preparation, and execution of activities related to maintaining program accreditation efforts, institutional and departmental compliance, recruitment, and student and staff wellness
- Create and oversee educational database files within the Department including program statistics and documentation of residency, fellowship, medical student programs
- Manage content and design on education pages on both the Department internet and intranet sites
- Serve as a key resource to the Vice Chair of Education and Program Directors and provide ongoing guidance to Program Coordinators
- Maintain Department of Orthopedic partnership with the Center for Surgical Innovations, including the disbursement of the allotted labs for the residency program

Education

Bachelor of Art in Sociology at The University of Colorado, Denver

2016-2020 Honors Alpha Kappa

Delta International Sociology Honor

Society 2019

Dean's List Fall 2020

- Manage finances and budget for Education in the Department
- Manage Education Team of 5 employees, including yearly evaluations, bi-weekly mentor meetings, and monthly team meetings
- Back-up support for medical student coordinator, residency coordinator, fellowship coordinators
- Oversee and approve Education funding sources and manage overall budget for department- funded students including Residents, Fellows
- Oversee and manage education-related gifts
- Oversee the educational coordinators to ensure that the rules and policies of the organization are followed appropriately for educational and departmental events
- Develop and oversee the execution of operational goals, objectives, practices, and procedures for educational activities including the development of policies and the design and implementation of programs, initiatives, courses, and educational seminars in coordination with the Vice Chair of Education and Program Directors
- Manage the hiring, development, performance management, corrective action, and termination (if necessary) of the Education Team members

September 2018 – June 30, 2024

Education Lead/Residency Program Manager • University of Colorado, Department of Orthopedics

- Manage education team of 4 employees
- Manage day-to-day operations of 36 residents
- Maintains compliance with all Accreditation governing bodies (ACGME, ABOS, ARCOS and CU Graduate Medical Education office)
- Plan, organize, and run weekly educational conferences for the department, Zoom and in person
- Residency Recruitment – manage applications in ERAS, facilitate interview day, tours, rank list
- Set up processes for onboarding incoming and offboarding outgoing residents
- Coordination of Resident Research Day and Graduation activities
- Implemented wellness plan for all learners in Orthopedics
- Organize and update resident call schedule weekly
- Submit travel grants for residents, manage budgets
- Residency Verifications and maintain alumni records

Mentor Experience

Mentor Collective through the University of Colorado, earned my Mentoring Certificate and Mentored one mentee in 2020-2021

February 2022 Program Coordinator Committee Mentoring for Graduate Medical Education at The University of Colorado

2022 Mentor one Fellowship Coordinator for Graduate Medical Education at The University of Colorado

February 2009 – September 2018

Fellowship Program Manager • University of Colorado, Department of Ob/Gyn

- Managed day-to-day operations of 14 Fellows in four sub-specialties
- Maintains compliance with all Accreditation governing bodies (ACGME, CROG, and CU Graduate Medical Education office)

- Fellowship recruitment - manage applications in ERAS, facilitate interview day, tours, rank lists
- Plan, organize, and run weekly educational conferences for the department, Zoom and in person
- Set up processes for onboarding incoming and offboarding outgoing fellows
- Coordination of Fellowship Graduation activities
- Fellowship Verifications and maintain alumni records

Certifications

- Families and Social Welfare Equity, University of Colorado 2020
- Certificate for Equity, University of Colorado 2021

Conferences and Committees

- March 2019 ARCOS (Association of Residency Coordinators in Orthopaedic Surgery) 14th Annual Conference Las Vegas, NV
- March 2019 Virtual ACGME (Accreditation Council for Graduate Medical Education) Rediscover Meaning in Medicine
- March 2020 ACGME Meaning in Medicine: Compassion and Connection, as our Guiding Star San Diego, CA March
- March 2021 ACGME Mastering the Moment, Virtual MythBusters: Leading from the Middle of Your Interprofessional Team The3 Cs of Program Coordination; Virtual Site Visit Prep; Being a Leader; GME and Lessons Learned from UNC; Public Speaking Social Distancing; Self-Study; Ortho 2021 Update
- January 2022 ARCOS It takes a Village: How program coordinators can support minoritized residents and fellows
- February 2022 Member of Program Coordinators Committee at the University of Colorado
- February 2022 Department of Orthopedics Wellness Committee
- March 2022 ARCOS 17th Annual Conference Chicago, IL
- Spring 2022 Health Equity in Action Lab, 4 courses: Implicit Bias (GME-Focused) Microaggressions/Allyship Myth of Meritocracy (GME-Focused) Holistic Review (GME-Focused)
- February 2023 ACGME Annual Education Conference
- 2023-present Chair of the Program Coordinator Counsel Professional Development Committee
- 2023- present Department of Orthopedics Wellness Committee
- Spring 2024 GME professional development series: Managing Up, Down, and Around – Forging Effective Relationships, and Conflict Resolution Styles
- 2024 Department of Orthopedics Diversity Equity and Inclusion Committee



Luzcelia (Lucy) V. Salgado
3038 N. 77th Ave.
Elmwood Park, IL 60707
(773) 339-8894 Cell
lucysalgado530@gmail.com

Summary

Goal oriented team player with over 20 years' experience working in the healthcare system. I have great organizational skills, am hard worker, dedicated, dependable, someone who has initiative and needs no supervision to complete tasks/projects assigned in a timely and efficient manner. Strong skills in event management, managing simultaneous projects and excellent communicator.

Qualifications

- More than 20 years' experience working in healthcare.
- More than 15 years working with residency/fellowship programs.
- Able to work independently and as a cooperative team member.
- Proven successful in managing simultaneous projects.
- Self Starter and multi task coordination

Work History

Loyola University Medical Center
Residency/Fellowship Coordinator
May 2017 - Present

Responsible for assisting in the administration of two residencies and one fellowship program as outlined in the Accreditation Council of Graduate Medical Education (ACGME) Program Requirements and Council on Podiatric Medical Education (CPME). Provides administrative support to the Residency Program Director, and provides support to faculty, residents, and fellows. Adhere to procedures and systems that ensure orderly and timely workflow. Coordinates all residency/fellowship interviews. Maintain knowledge of current medical licensure requirements, ACGME and CPME accreditation as well as institutional requirements. Maintains vacation/leave schedules, and Education Committee and CCC meeting schedules. Coordinate outside elective which include applications to hospital(s), malpractice coverage confirmation, and evaluation forms. Prepare and distributes the yearly and monthly assignment schedules of the residents. Distribute, collect, and tabulate all evaluation forms regarding residents, rotations and faculty and compiles and generates feedback for appropriate follow-up and reporting. Maintain confidential resident and fellow files. Coordinate Education conferences to include scheduling speakers, arranging speaker's travel and accommodations for speakers invited to our Endowed lectures. Maintain BCLS, ACLS, and ATLS re-renewals. Assist with resident travel reimbursements for national conferences. Serve as liaison with other departments and affiliated institutions. I am also responsible for several electives for our medical students within 3 specialties. Coordinate rotation, call and education conference schedules. Onboard outside residents rotating in our department from two different specialties.

Chicago Review Course in Neurosurgery

Course Coordinator (part-time)

December 2005 – February 2019

Coordinates and organizes an annual CME conference. Coordinate physician's speaking engagements; arrange travel and hotel accommodations for the physicians and attendees. Arrange to meet with sponsors for course contributions. Food and Beverage management for course arrangements. Search venues to have our conference held at. Keep website updated. Register attendees and obtain residency verifications. Arrange for advertisements to run in medical journals and for mailings. Gather speaker's presentations to post on the online syllabus. Answer and respond to correspondence. Apply for grants and CME accreditation.

Center for Athletic Medicine

Office Manager / Fellowship Coordinator

February 2016 – January 2017

Oversee office and staff to ensure practice is running efficiently. Create office policies and follow up as needed. Payroll. Interview and train new staff. Assist with marketing. Hold weekly staff meetings and bi-weekly meetings with our billing and front desk staff. Meet with vendors as needed. Provide coverage as needed. Credential and re-credential with hospital and/or insurance companies as needed. Update CAQH account for physician and PA. Work with accountant to make sure office is running cost efficiently. Manage clinic and physician's personal calendar. Assist with IME scheduling. Order supplies and maintain inventory. Manage office and medical equipment.

Responsible for assisting in the administration of the Sports fellowship program associated with the University of Illinois as outlined in the Accreditation Council of Graduate Medical Education (ACGME) Program Requirements. Apply for grants. Assist with the interview process with potential candidates and fellowship physician interview committee. Credential fellow with all applicable hospitals where rotation will occur.

Advocate Health Care

Creticos Cancer Center

Institute Coordinator

November 2014 – November 2015

Coordinate 2-3 weekly tumor boards related to our center by communicating with physicians and gathering cases that need to be presented. Assistant to the Cancer Center Medical director. Managed the director's calendar for her meetings and clinical schedule. Gather reports for all the physicians she oversees and assist with meeting agendas. Supervised the New Patient Referral line which included four direct reports who provide administrative support to all our physicians in the cancer center. Generated weekly reports to make sure we are meeting the goals of our department.

Advocate Medical Group/ Advocate Health Care

Neurosurgery and Comprehensive Spine Center

Practice Manager /Office & Resident Coordinator

October 2004 – November 2014

Provide administrative management to two surgical medical practices with accountability for daily operations in collaboration with physicians, associates and all internal and external customers including patients/families to assure optimal patient care and outcomes. Coordinates and manages associates, in order to provide the highest quality patient care in a safe, cost effective, customer focused environment. Work with upper management and physicians to ensure operations are effective and consistent with hospital policies. Responsibilities also included, monitoring and overseeing the upkeep and maintenance of the office, maintaining office equipment, and ordering supplies. Interviewed for any office staff positions. Coordinated surgical schedules, assist with clinical billing and also responsible with working with the

billing service to identify and resolve any issues. Credentialed physician's privileges at all associated hospital.

Responsible for assisting in the administration of the neurosurgery residents associated with the University of Chicago as outlined in the Accreditation Council of Graduate Medical Education (ACGME) Program Requirements. Completed all resident onboarding. Attend monthly GME meetings.

Neurosurgical Specialists, LTD. (practice bought out by Advocate in 2004)

Office Coordinator

July, 2000 - October 2004

Process and register patients, schedule patient's appointments and legal depositions, dictation, maintain office's supply inventory, answer phones, and respond to daily correspondence, file, translate for Spanish speaking patients, update insurance information, make weekly deposits, process referrals.

Sheridan Cardiac Consultants

Office Clerk/Medical Assistant (part-time)

April, 1997 - July, 2000

Process and register patients, file, answer phones, type reports, take patient's vitals, assist doctor with Stress Tests and EKGs. Do over the phone pacemaker check-up on patients. Make weekly deposits.

Resurrection Health Care / St. Joseph Hospital

Medical Staff Coordinator Assistant (part-time)

May, 1999 - July, 2000

File, xerox, answer phones, sorted daily mail, responded to correspondence and assisted the Medical Staff Office personnel, when needed.

Education

Triton College

January 2011-April 2011

Nursing Assistant program

State certified, June 2011

Northeastern University

1996-2001

B.A., Arts and Science

Degree in Spanish and Computer Science

Lake View High School

Graduated in 1995

Certifications

August 2021

TAGME

Languages

Speak and write fluently in Spanish.

Skills

Knowledgeable in **Microsoft Word, Excel, Power Point and Outlook**

Knowledge of current ACGME, CPME and GME policies to ensure all residency activities meet accreditation standards

New Innovations for Residency Database

ERAS and VSLO

Advocate IDX system for patients scheduling and accounts

Practice Partners, Clinicare and Mosaiq for EMR

Dependable, well-organized, detailed and fast learner

Multi task coordination

Good communication skills

References

Upon request



Kerwin K. Samson

3920 W.213th Street
Fairview Park, Ohio 44126
M: (440)759-3379
kerwin.samson@uhhospitals.org

Skill Summary

- Detail Oriented
- Strong skills in time management, prioritizing tasks and meeting deadlines
- Accustomed to working in a fast-paced environment and successfully handling several responsibilities simultaneously

Education

Bowling Green State University
Bachelor of Fine Arts: Jewelry, Metalsmithing
Graduation May 2002

Employment

University Hospitals Cleveland Medical Center, Cleveland OH (September 1, 2019-Present)
Academic Education Program Administrator-Department of Orthopedic Surgery

- Administratively run the operation management for the Orthopaedic Surgery Residency Program that oversee management of 41 residents. Supervises 5 subspecialty fellowship programs and serve as acting manager for 50 medical research students.
- Manage the resident's academic and clinical requirements ensuring that each has met program board specialty and the accreditation requirements.
- Manage external databases to ensure residents, faculty, and program meets accreditation agencies.
- Works to maintain fiscal responsibility within budgetary limits.
- Recruiting for 8 residency positions, with human resources responsibilities such as onboarding, licenses, visa applications, and conducting performance evaluations.
- 2024 Re-Elected Nominated to serve as the coordinator liaison for the Graduated Medical Education Committee (GMEC) as a voting member for a 1 year term.
- 2022 Nominated to serve as the inaugural coordinator liaison for the Graduated Medical Education Committee (GMEC) as a voting member for a 2 year term.
- 2015-2022 Chair of Resident and Fellows Coordinators Meetings: Liaison between the GME office and all coordinators of University Hospitals. Responsible for scheduling and presenting central information to coordinators.
- Transitioned the programs former program director to the position of vice chair, and is currently onboarding a new program director to meet intuitional standards, develop program knowledge, and provide educational and supervisory oversight for resident development.
- Successfully implemented an ACGME complement increase from 30 to 40 residents per year. 2023
- Implemented a 2 year longitudinal rotation evaluation, in coordination with division chiefs, which is presented to our Program Evaluation Committee (PEC) monthly.

- Penned the resident manual including all rotation guidelines and program policies.
- Streamline observer, research students, and rotator roles with onboarding and access.
- Prepare program data for internal and external audits and site-visits that may be conducted.
- Created and Maintained computer based filing and organization systems for records, reports, and documents.
- Creation of Department of Orthopaedic Surgery Grand Rounds yearly schedule and applications for Continuing Medical Education (CME) credit. Directing 50+ lectures including guest Visit Professors including travel arrangements.
- Organize large-scale events including Annual Alumni Event. Increased attendance and donor membership on an annual basis.

University Hospitals Rainbow Babies and Children's Hospitals, Cleveland OH (July 1, 2014-August 31, 2019)

Academic Education Coordinator-Department of Pediatrics

- Coordinates the following (7) pediatrics programs: Cardiology, Emergency Medicine, Endocrinology, Neonatology, Nephrology, Rheumatology, Sports Medicine
- Co-Chair of Resident and Fellows Coordinators Meetings: Liaison between the GME office and all coordinators of University Hospitals. Responsible for scheduling and presenting central information to coordinators.
- MyEvaluations SuperUser: Educates coordinators in the use of the MyEvaluations system.
- Contributed to the development of Electronic Training Records Data Dictionary for archiving and storage of permanent files.
- Collects and analyzes data on individual program successes and areas of improvement by means of a post-match survey that was developed for the purpose of enhancing program recruitment and delivering feedback.
- Created and Maintained computer and paper based filing and organization systems for records, reports, and documents.
- Created and implemented both an Onboarding Module and a Duty hours reporting system through myEvaluations for paperless onboarding and reporting.
- Coordinates all activity related to ACGME requirements: Including annual updates and scholarly activity collection for fellows, faculty and program. Leading semi-annual Clinical Competency Committees meetings and Annual Program Reviews. Works as a liaison between the ACGME and the Rainbow Faculty and Fellows for completion of the annual program survey.
- Coordinates and represents the fellowship programs during ACGME compliance reviews.
- Daily Fellowship issues: answers questions about book money, case log passwords, reappointment contracts, and other work/life issues.
- Admin: initiates reimbursement via IExpense for resident book money-Processes expenses in the SSI system for vendors.
- Recruitment: Responsible for all functions of fellowship recruitment. Coordinating interviewers, scheduling applicants, creating and maintaining documents and files for all involved including tracking outcomes, and costs associated with recruitment.
- Orientation: Works with GME office to ensure all required documents are received and submitted for both US Citizens and Visa Holders-Orders all required items prior to orientation-

Main contact for new interns throughout process. Organizes and Presents materials to fellows on their start date.

- Evaluations: Responsible for sending out monthly evaluations through myEvaluations systems.
- TRAIN: Processes all resident information through the TRAIN system. Notifies residents of elective deadlines and ensures all residents are scheduled.
- Fellowship Science Day: collecting, editing and compiling abstracts, ensures room is available, identifies judges, onsite during the full day presentation.
- FRAP: Coordinates the collection and compiling of applications for the Fellowship Research Award Program (FRAP) Grant. Liaison with Research Chair for procedures and to meet deadlines.
- Fellowship Core Curriculum: Works with Pediatric Fellowship Director to ensure all details of curriculum are in place, including coordination with presenters, conference attendance and maintenance of the fellowship web site.
- Collaborated with other administrative team members on special projects and events.

The Cleveland Clinic Center for Continuing Education, Cleveland, OH (2010-2014)

- Serves as the On-Site course registrar for internal CME courses.
- Coordinates projects and conferences for the department and registration staff.
- Compiled all information related to Program and Activity Reporting System (PARS). PARS is a Web-based portal designed to streamline and support the collection of program and activity data from ACCME-accredited continuing medical education providers.
- Provide registration support via telephone, email, and registration computer system, while maintaining high levels of customer service and satisfaction.
- Maintenance of data integrity.

Bench Jeweler, Office Supervisor, Express Jewelry, Toledo, OH (2004-2010)

- Coordinated projects and organize meetings for department staff.
- Scheduled daily appointments, handle phone communication, greeted customers, collect payments and posted accurate record of office charges and receipts into computer.
- Performed business office duties; payroll, accounts payable and accounts receivable, and balanced all accounts monthly.
- Managed operation and maintenance of office equipment; maintain appropriate quantities, supply sources and cost records.
- Filled insurance claims and handled carrier requests.

Programs and Systems

- MedHub Super User
- MyEvaluations Super User
- Macintosh and Windows based systems
- Microsoft Office - Excel, Word, PowerPoint, Access
- University Hospital Specific Programs- Oracle, SSI, TRAIN
- Adobe Photoshop

Nominations

2023-The American Orthopaedic Association Coordinator of the Year Nomination

Research

Correction Factor for Interview Scores after Resident Recruitment. Liu, R. M.D., Samson, K., Sattar, A. PhD, Jarrett, C, MD.

Letter of Recommendation versus Clerkship Grades Paper. Liu, R.M.D., Samson, K.,

Other Experience and Professional Memberships

Active Member, Association of Residency Coordinators in Orthopaedic Surgery (ARCOS) 2019-current

Active Member, American Orthopaedic Association (AOA) 2019-current

Presentations

Pediatric Education Onboarding Satisfaction Survey & Post-Match Survey. Samson, K BFA; Bowman, K MPA. APPD Mid-America Regional Meeting; September 8, 2017 Columbus, Ohio.

The Aggregate Anonymous Program Review, A Solution to the Problem of Ensuring Confidential Evaluation in Small Programs. Mason, K MD; Gordon, D BA; Samson, K FPC; Wright, M MD. APPD 2017 Annual Spring Meeting; April 5-8, 2017 Anaheim, California.



Anne L. Detrick

18139 Martin Avenue Homewood, IL 60430 Phone: (708) 710-3035 annie.detrick@gmail.com

EXPERIENCE

**The University of Chicago, Department of Orthopaedic Surgery and Rehabilitation
Medicine, Chicago, IL 1/2013 – Present
Medical Education Administrator**

- Maintain all housestaff personnel records and evaluations for 25 residents and 7 fellows
- Plan, organize and schedule new housestaff orientation
- Manage annual residency and fellowship recruitment
- Master and implement use of computer software to manage residency applications and virtual interviews
- Plan and execute program events (Wellness days, Graduation dinner, etc.)
- Plan and execute the month-long, city-wide Intern Skills Bootcamp
- Plan and execute the re-configured longitudinal (monthly) Intern Skills Bootcamp
- Provide administrative support to all residents, fellows, medical students, and Program Directors
- Oversee Orthopaedic Surgery Residency, subspecialty Fellowship and Medical Student Programs
- Mentor one full-time employee on the coordination of 4 ACGME-accredited fellowship programs
- Successfully onboarded new Program Director and Associate Program Director
- Partnered with Program Director and Associate Program Director to successfully resolve ACGME citations
- Planned and implemented CME-accredited Primary Care Orthopaedics Course (2016-2020)

**The University of Chicago, Section of Orthopaedic Surgery and Rehabilitation
Medicine, Chicago, IL 10/2010 – 12/2012
Clinic Coordinator**

- Scheduled patient clinical visits
- Maintained and prepared patient charts for clinical visits
- Provided administrative support to Orthopaedic Surgery faculty and clinical staff

EDUCATION

Bachelor of Fine Arts in Art and Education – December 2007
Syracuse University; Syracuse, New York

PRESENTATIONS

- Davis, T., Detrick, A., Scofield, M. *Thalamus What?* – Virtual presentation given at The University of Chicago Graduate Medicine Education Coordinator Education Series (CES), 2024 July 11, Chicago, IL.
- Detrick, A., Scofield, M. *Processing Visiting Residents* – Virtual presentation given at The University of Chicago Graduate Medicine Education Coordinator Education Series (CES), 2022 August 11, Chicago, IL.

- Detrick, A., Scofield, M. *Virtual Interviews* – Virtual presentation given at The University of Chicago Graduate Medical Education Committee (GMEC), 2020 August 11, Chicago, IL.
- Detrick, A., Cannon, C., Johnson, A., Scofield, M., Teran, N., Velligan, M. *What to Expect When You're Expecting an ACGME Site Visit* – Workshop given at Chicago Area Medical Education Group (CAMEG), 2020 February 21, Oak Brook, IL.
- Detrick, A., Cannon, C., Johnson, A., Scofield, M., Teran, N., Velligan, M. *What to Expect When You're Expecting an ACGME Site Visit* – Presentation given at The University of Chicago Coordinator Education Series (CES), 2019 October 17, Chicago, IL.
- Detrick, A., Harnish, L. *Recruitment Logistics* – Presentation given at The University of Chicago Coordinator Education Series (CES), 2017 September 13, Chicago, IL.
- Detrick, A., Harnish, L. *Recruitment Logistics* – Presentation given at The University of Chicago Coordinator Education Series (CES), 2016 September 21, Chicago, IL.

POSTERS

- Dagher, T., Detrick, A., Balach, T., Strelzow, J., 2024 February 13-15, *Design and Implementation of a Cross-Institutional, Orthopaedic Bootcamp Skills Training Curriculum (O.R.I.F.)* Association of Residency Coordinators in Orthopaedic Surgery (ARCOS) 19th Annual Conference, San Francisco, CA.

PROFESSIONAL ACTIVITIES

- Member-At-Large, Association of Residency Coordinators in Orthopaedic Surgery (ARCOS) Board of Directors, September 2022-present
- Member, Association of Residency Coordinators in Orthopaedic Surgery (ARCOS), 2013-present

VOLUNTEER EXPERIENCE

- Member, Board of Community and Connections, Flossmoor Community Church, 2023-present
- Member, Board of Congregational Connections, Flossmoor Community Church, 2022
- Lay Advisor, Youth Ministries, Flossmoor Community Church, 2008-2022

ADDITIONAL EXPERIENCE

Palos West Elementary, Palos Consolidated School District 118, Palos Township, IL Long-term Substitute Teacher in Art 4/2010 – 6/2010

- Managed twenty sections of general art, grades 1-5
- Implemented lesson plans, delivered instruction, and led associated discussion
- Organized set-up of the Fine Arts Festival

Homewood Public School District 153, Homewood, IL Substitute Teacher K-8, all subjects 10/2008 – 4/2010

- Implemented lesson plans, delivered instruction, and led associated discussion

Winston Churchill Elementary School, Homewood Public School District 153, Homewood, IL Long-term Substitute Teacher in Art 2/2010

- Managed twenty sections of general art, grades 1-5
- Implemented lesson plans, delivered instruction, and led associated discussion



Laurie L. Lynch, C-TAGME

Residency Program Coordinator
Division of Orthopaedic Surgery
Western Michigan University Homer Stryker M.D. School of Medicine
1000 Oakland Drive
Kalamazoo, MI 49008
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Fax: (269) 337-6441
laurie.lynch@wmed.edu

EDUCATION

Michigan State University
East Lansing, Michigan
Bachelor of Arts, College of Communication Arts and Sciences/Advertising

SPECIALTY CERTIFICATION

2017, 2022 Certified, Training Administrators in Graduate Medical Education
1986 Medical Terminology

PROFESSIONAL HISTORY

2018-Present Program Coordinator II
2013-2017 Program Coordinator I
Division of Orthopaedic Surgery, Western Michigan University Homer Stryker M.D. School of Medicine,
Kalamazoo, Michigan

ACCOMPLISHMENTS

Project Management

- Collaborated on design and implemented virtual resident recruiting including: interactive educational events and Open Houses, mixers and interview sessions using video conferencing platforms; cloud based file sharing and communication; electronic scoring tools.
- Developed scheduling and communication systems for department student electives and clerkships for new medical school.

Publications

- Created design and content for mobile application providing applicants with interview and program information during residency recruitment.
- Created design and content for mobile application providing essential department resources and communication for residents and faculty.
- Redesigned website content to enhance interchange of program and resident information for applicants during virtual recruiting season.

Program Services

- Successfully coordinated search for new department chair and new program director, following retirement of previous leadership.

Process Analysis

- Developed and implemented paperless documentation and reporting systems for quarterly Program Evaluation Committee meetings, semi-annual Clinical Competency Committee meetings, and annual residency recruiting.

- Created surveys for clerkship students and residency applicants to measure program communication, perception, quality and improvements.

2005-2013 Program Coordinator

1988-2005 Executive Secretary

1986-1988 Department Secretary

Center for Limb Differences, Mary Free Bed Rehabilitation Hospital, Grand Rapids, Michigan

ACCOMPLISHMENTS

Project Management

- Planned and coordinated national association annual conference host events recognizing over 50 years of Center leadership in the field.
- Coordinated with partner facility in Chicago to produce award-winning educational video.

Publications

- Developed, designed, coordinated production and sales of series of handbooks with 40,000 copies sold internationally and translations in five languages.
- Produced history of significant health care program in collaboration with city historian/author.

Program Services

- Organized research events, enrolled study participants, and ensured study compliance.
- Successfully guided Center through multiple management and leadership changes, restructuring and downsizing while maintaining top box customer satisfaction scores.

Process Analysis

- Designed and implemented database preserving over 60 years of irreplaceable research data when original database was lost to millennial errors. Allowed for uninterrupted function and continued research access.

INSTITUTIONAL ENGAGEMENT

2021-2023 Staff Advisory Council Executive Team – founding member

2017 – present New Coordinator Mentor

2014 – present New Resident Orientation volunteer

2014 -2015 New Student Orientation volunteer

2014 White Coat Ceremony preparation team

GRANTS

2016-2022 Annual Synthes Grants for AO Conference Attendance, \$2000 - \$8000

PRESENTATIONS

2020 Poster, Co-Author. *On the same page: A PDSA for communicating policy change*. ARCOS 17th Annual Meeting, Orlando, Florida (accepted for 2020, presented in 2022); winner (tie), Best Poster, ARCOS 18th Annual Meeting, Chicago, Illinois

2019 Co-developer, co-presenter. *“Launch”* Inaugural half day conference for residency program; presenting ACGME policies; institutional and department policies, changes and projects.

PROFESSIONAL DEVELOPMENT

2022 - present Elected Member-at-Large, Board of Directors, Association of Residency Coordinators in Orthopaedic Surgery

2023-2025 – Conference Materials Co-Chair; 2024-2025 – New Coordinators Session Co-Chair;
2024-2025 – Website Co-Chair

Mobile App

- Design and content for mobile application providing ARCOS members information and resources for annual conference

Presentations

- Assist with presentations for New Coordinator Session

Publications

- Design and content for preliminary program and print conference program

Conference Attendance

2024 ARCOS 19th Annual Meeting, San Francisco, California
2023 ARCOS 18th Annual Meeting, Las Vegas, Nevada
2022 Elected Member-at-Large, Board of Directors, Association of Residency Coordinators in Orthopaedic Surgery
2022 ARCOS 17th Annual Meeting, Chicago, Illinois
2020 Avenue Leadership Workshops (Emotional Intelligence; Surviving Change; Giving/Receiving Feedback; Collaboration)
2019 ARCOS 16th Annual Meeting, Las Vegas, Nevada
2018 ARCOS 15th Annual Meeting, New Orleans, Louisiana
2017 ARCOS 14th Annual Meeting, San Diego, California
2016 ARCOS 13th Annual Meeting, Orlando, Florida
2015 ARCOS 12th Annual Meeting, Las Vegas, Nevada
2014 ACGME Basics of Accreditation for New Coordinators
2013 New Innovations Coordinator Conference
2013-present Partners in Medical Education webinars, 3-4 annually

COMMUNITY ENGAGEMENT

Coordinator/designer/manager, technical and creative capacities.
Grand Rapids Civic Theater; Community Circle Theater; Jenison High School
Grand Rapids, Michigan, 1987-1995

Member/Event Volunteer

West Michigan Quilters Guild
Grand Rapids, Michigan, 1992-2013

ADDITIONAL SKILLS

Transcription
Photography
Fiber arts, including national/regional award-winning quilter

Courtney Matlach, C-TAGME

Office Address: 1250 Waters Place Tower 1 11th Floor Bronx New York 10461

Email: cmatlach@montefiore.org

Office Phone: 347-577-4410



Professional Experience:

Residency Program Administrator

October 2016- Present

Montefiore Medical Center, Department of Orthopaedic Surgery

- Manage, coordinate, and organize 50 house staff officers in the Orthopaedic Surgery and Podiatric Residency Programs and Orthopaedic Fellowship Programs.
- Supervise program assistant, supporting them with mentorship and training.
- Oversee residency budget of \$200,000, processing and tracking program related purchase requisitions, reimbursements, expense reports, and related invoice payments.
- Manage Alumni Association comprised of over 250 members. Write quarterly newsletter, oversee budget, collect member dues, plan and execute annual alumni association reception.
- Responsible for assisting the Program Director with maintaining program accreditation, including compliance and monitoring of surgical case logging, milestones, and work hours.
- Coordinate all special events such as graduation events, conferences, departmental functions, in- training exam day, pre interview social mixers.
- Organize medical student rotations including filtering applications, ensure onboarding paperwork is completed, make weekly assignments, and host orientation meetings.
- Develop and maintain social media account making weekly posts. Ensure program website is updated annually.
- Coordinate weekly grand rounds schedule, including arranging travel/ accommodation for guest speakers, set up telecommunications system for physicians to join virtually.

Administrative Supervisor

September 2015- October 2016

Montefiore Medical Center, Department of Orthopaedic Surgery

- Supervised surgical coordinator and ensured all necessary paperwork completed prior to surgery.
- Acted as an Administrative Assistant to department Chairman. Planned meetings, conferences, and travel, and acted as liaison for VIP patients.

Surgical Coordinator

June 2014- September 2015

Montefiore Medical Center, Department of Orthopaedic Surgery

- Provided administrative support to multiple providers.
- Scheduled patients for joint replacement surgery. Made pre-operative appointments and obtained prior authorization from insurance carrier.

Senior Clerk

November 2013- June 2014

Montefiore Medical Center, Department of Orthopaedic Surgery

- Greeted patients at front desk, checked patients in to scheduling system, collected copayments, and any necessary referrals.
- Entered charges and scheduled follow up appointments, handed out any physician instructions including referrals, lab slips or diagnostic tests and scheduled diagnostic tests.

Education:

Binghamton University, State University of New York
Bachelor of Arts, English with a concentration in Rhetoric

May 2013

License/Certification:

Notary Public State of New York Commissioned in Nassau County
Certified, Training Administrators in Graduate Medical Education

Expires 08/07/2025
Expires 12/31/2024

Professional Organizations:

Member, Association of Residency Coordinators in Orthopaedic Surgery (ARCOS)	2016- Present
Board of Directors, Position: Member at Large, Association of Residency Coordinators in Orthopaedic Surgery (ARCOS)	2023- Present
Member, Graduate Medical Education Committee, Montefiore Medical Center	2024- Present

Awards & Presentations:

2023 AOA CORD Coordinator of the Year Nominee
2022 AOA CORD Coordinator of the Year Nominee
Poster Presentation: Teleconferencing On A Dime, 2019 ARCOS Annual Conference

Skills:

ERAS, NRMP, SF Match, Thalamus, New Innovations, EEDS, VSLO, EPIC, SAP, Microsoft Office



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