CBME PROGRAM ADMINISTRATOR RETREAT DISCUSSION AND OUTCOMES

Three to five things that support me in a positive way with CBME implementation that I wouldn't want changed:

- Well established and functioning Competence Committee, supportive Program director and EPA dashboard to some extent

- Group discussions - different programs showing how they organize their program, process, sharing issues, town halls and meetings.

- Lisa and her crew (PA reps included!) -video links of "how to" - setting up dashboards, reporting, etc.

- Guides and meetings provided from CBME/PGME office

- Individual support provided by CBME, retreats and medSIS

- Clear communication from PGME office with all stakeholders ensures that everyone understands the goals and benefits of CBME

- Having an involved and strong Program Director to direct and oversee the implementation of CBME effectively.

- The CBME office to continue the education and training for program administrators on CBME, including its goals, competencies, curriculum, and assessment methods.

- Being more social and learning from each other

- volunteer or shadowing someone for training

  - *Action item*: Send out a poll of who wants to volunteer from each site.

  - *List of volunteers*: Wendy Clark, Naomi Downer, Carol Dow, Doreen Reeve, Andrea Howe

  - *Action Item:* Setting up committee meetings for program administrators only.

  - *Action Item:* Program administrator working group to discuss best practices and QI at the end of each lunch and learn.

Two to three things that would support me in my role as a Program Administrator with CBME:

- More pro-active Competence Committee Chair
- Significant improvements to MedSIS workflow

- CBME website and updates from the CBME office
- Template forms that can be used and tweaked for the program.

- frequent CBME updates -CBME Program Administrator database for outreach/assistance nationally by discipline.
  - *Action Item:* Reach out to other Universities for advice and feedback.
  - *Action Item:* PA NAC- connect with committee and bring updates and issues to McMaster program administrators.
  - Allow program administrators access and rotate to have a role in the PA NAC committee to attend meetings.
- Enforcement of faculty attendance at workshops- program support, faculty champions, support Resident champions
- The CBME office can monitor and evaluate the implementation of CBME in each program and provide feedback to program administrators on areas for improvement.
- The CBME office can provide resources to program administrators, such as live dashboard for CBME learner evaluation and making MedSIS more efficient and user friendly.
- The CBME office can facilitate collaboration between different departments and institutions, which can help to ensure there is consistency in every process of implementation.
- Understanding the role of a Program Administrator- Competence Committee Chairs should know workload coming into role.
  - *Action Item:* Inform in February at Competence Committee forum of Program Administrator workload.

Two things I would change about CBME implementation if I could make it easier and more efficient for me as a Program Administrator:

- Faculty implementation and how much stress/pressure is put on the program coordinator with the lack of understanding from management side (NOT PGME) but department managers.
- More hands on and live training sessions
- The CBME office mandates that all faculty and trainees participate in training sessions to gain knowledge and understanding of the objectives and advantages of CBME evaluations.
- CBME office to organize multiple orientation sessions for new learners to familiarize themselves with MedSIS and learn how to access and navigate EPAs and view evaluation feedback
- Meet with managers of departments and inform them of the workload burden for program administrators, go over CBME job tasks and scope of work involved.
  - *Action Item:* Lauren and Julia to provide Lisa with pressure points, workload and job duties of program administrators that revolve around CBME. Lisa to advocate for PAs and discuss this information with department managers.
  - *Action Item:* Program administrators to go over URGENT PROBLEMS AND RECOMMENDED STRATEGIES document and gather what is relevant to them and put in a document and send to Lauren and Julia. This will be shared with Competence Committee chairs and Program Directors.