

## Debra L. Dooley GME Program Coordinator Excellence Award



While program coordinators' titles may vary, this generally refers to the role that supports the program director, manages day-to-day program operations, and is actively involved in the program's ACGME-related functions. The Debra L. Dooley GME Program Coordinator Excellence Award recognizes these individuals for their deep understanding of the accreditation process, excellent communication and interpersonal skills, and projects that improve GME.



**Melissa S. Wheeler, MA**  
Orthopaedic Surgery  
Summa Health  
Akron, Ohio

### **Nominators Had This to Say:**

“Over time, as her skills as a coordinator have deepened, Melissa has become the “go to” person for the other coordinators providing support and guidance. When we hired a new coordinator to support our surgery program, Melissa made herself available at every turn, helping her navigate our residency management software, familiarizing her to our policies and processes, and being available to answer questions as they arose. Fast forward one year when we were charged to completely overhaul the resident recruitment process. Melissa again took a leadership role, signing up for extra training, leading the coordinators through a workshop, being available for questions throughout the process, and sharing best practices as we all navigated the new system. Watching her grow in her own skills and assume this leadership role has been wonderful to see and has greatly benefited all of our graduate medical education programs.”

“One problem that plagues many of our programs is the ongoing challenge of timely and thorough administrative resident task completion. Melissa was spending inordinate amounts of time following-up on online education assignments, double-checking rotation evaluation completions, and tracking other resident administrative assignments. Knowing that this was not a worthy use of her time, and also that residents needed to develop their own task completion and time management skills, she dove into the problem seeking to find a workable solution. She devised a tracking board that serves as a real-time, visual reminder of the tasks to be done and the status of each one. This new system enhanced the residents' ability to take ownership of these duties, increased the on-time completion of the tasks, and greatly decreased the frustration level of all involved! Perhaps best of all, it has helped the residents

develop the tools they will need for lifelong success in completing these duties, a necessary skill as future happy, successful, employed, board-certified practicing orthopedic surgeons!”

“Melissa ensures that our ACGME requirements are being met through her development of our department accountability board. This accountability board lists each resident’s completion status of daily requirements including dictations, tests, case logs, duty hours, and evaluations. This quality improvement initiative keeps us accountable and was rightfully awarded the first-place winner at the ARCOS Annual Meeting.”