

## GME Institutional Coordinator Excellence Award



While institutional coordinators' titles may vary, this generally refers to the role that supports the designated institutional official (DIO), manages the day-to-day operations of the Graduate Medical Education (GME) Office, and is actively involved in the ACGME-related functions of the institution. This award recognizes an individual who demonstrates in-depth knowledge of GME and skillfully manages the multiple roles of administrator, counselor, enforcer, coordinator, organizer, and scheduler.



**Joanne M. Maier, BS**

Allegheny Health Network Medical Education Consortium  
Pittsburgh, Pennsylvania

**Nominators had this to say:**

"In the last few years, an organizational change with regard to the structure of GME has become apparent which has facilitated improved communication among coordinators, program directors, and [the] DIO's office. In our current state, coordinators report up to Joanne rather than service line directors. This has resulted in a dramatic improvement in communication; the development of a robust coordinator networking group, continuing education process, [and] coordinator retreat; and created a stronger sense of community between the various specialties."

"From my role on the GME resident forum, I know of several improvements implemented by Joanne that benefit us as residents. During the [COVID-19] pandemic, Joanne was instrumental in securing every resident a work phone based on our feedback, which enabled us to care for patients using telemedicine during the pandemic without data costs to our personal phones. These phones remain post pandemic and have been a great satisfier for us. Additionally, Joanne recently implemented increases in our meal allowances and worked with the hospital to move from paper tickets to a debit system where we purchase meals in the hospital cafeterias by scanning our ID badges, more effectively utilizing all our allotment."

"Recently, Allegheny General Hospital completed a renovation of our resident lounge that consisted of a doubling of the number of computer stations, creating a quiet workspace, refreshing the lounge with new furniture (highlighted by an amazing massage chair), updating the flooring, and enhancing the area with a stunning mural that serves as a beautiful accent wall. This project, led by Joanne with valuable input from residents, resulted in a fantastic transformation."