GME Institutional Coordinator Excellence Award

While institutional coordinators' titles may vary, this generally refers to those who support the designated institutional official (DIO), manage the day-to-day operations of the graduate medical education (GME) Office, and are actively involved in the ACGME-related functions of the institution. The GME Institutional Coordinator 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.

Lowell Virginia (Jennie) Craft, MPPM, C-TAGME
University of Alabama Hospital – Birmingham
Birmingham, Alabama

Nominators had this to say:
"In 2017, both our incumbent DIO and AVP over GME moved to different roles in the organization. We were selected to assume the roles and responsibilities and, while we were not new to graduate medical education, we were new to leadership of the GME enterprise. It would be easy for any GME enterprise to suffer under that level of leadership turnover, but Jennie provided stability and expertise in a time of great transition."

"To provide an example of her drive to go above and beyond: Jennie has worked with our program coordinator leadership council to develop a new coordinator orientation program. Through peer mentorship and one-on-one sessions, coordinators are empowered through best practice sharing and feeling supported by a community of professionals. Since implementation, our coordinator turnover has decreased—a huge benefit to programs."

"Jennie is a leader that we can count on to answer the simplest questions to really complicated ones. She is always looking for new ways to simplify GME processes in an effort to streamline our role. For example, this onboarding season, Jennie is piloting a new process with the Department of Medicine fellowships to improve onboarding at the Birmingham VA [Veterans Affairs], which has previously been administratively burdensome. Another example is utilizing an application from our institutional residency management software to collect all information from

residents and fellows throughout the year and not just at the time of onboarding. This has improved the coordinator acting as the 'middle-man.'"