

GME Program Institutional Excellence Award 2012



Karen M. McCausland, MBA

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New Haven, CT

Nominators had this to say:

"[Karen] has developed a bi-monthly program coordinators meeting where she discusses new developments and discusses issues of concerns to Program Coordinators. She has her ears to the ground and her finger on the pulse of the program coordinators. It is often through these communications that this office learns about concerns of residents or faculty in their programs, which allows me to address possible issues at an earlier stage. [She] encouraged Program Coordinators to become more involved, become more knowledgeable about accreditation, and participate in more educational activities. She has encouraged them to attend their own specialty Program Coordinators meetings and has made them take ownership of their responsibilities. She serves as an absolute resource for them when they are preparing for a site visit and meets routinely with them to help them prepare their documents and organize their site visit days. This has promoted preparedness by the programs and Karen has been responsible for that involvement. She has encouraged them to take the TAGME certification program, and several have become certified through this process. Her ability to encourage Program Coordinators to participate in institutional and national activities has resulted in Program Coordinators attending Program Director development sessions even when their Program Directors were unable to attend. Thus they have been able to bring back to their programs knowledge about these activities.

"Ms. McCausland is extremely supportive of residents and their education and advocates for them on an institutional level. For example, she recently coordinated my residency program's site visit, and she ensured that all residents of the program were well-informed of the visit's schedule and each of our roles during the visit. She demonstrated a clear understanding of ACGME's reaccreditation process during this recent site visit. She assists the Director of Graduate Medical Education in guaranteeing that resident education is never compromised."