



Job Description – Continuing Medical Education (CME) Program Coordinator

Job Title: Continuing Medical Education (CME) Program Coordinator
Department: Learning & Development
Supervisor: Director of Culture & Learning
FLSA Status: Non-Exempt
Prepared By: EW/KY
Prepared Date: 6/25/21
Approved By: KG
Approved Date: 6/28/21

Position Objective

The CME Program Coordinator will provide day-to-day program and administrative support to the Continuing Medical Education (CME) Program within the Learning and Development Department, including the Learn Module within the CARES Hub. The CME Program Coordinator will also work with the Physician Executive Council (PEC) to ensure the success of the various programs and activities are adequately supported. The Coordinator will collect, review, edit, document, and organize activity information, manage activity/program communications, coordinate logistics for other program activities, and work closely with the L&D team to ensure the compliance and continued success of the accredited program.

Functional Responsibilities:

- Plans and implements the education activities for CME credits
- Works directly with the CME Activity Director, CME Committee, and Physician Executive Council on all aspects of CME activity coordination and process to assist with the CME application approval
- Serve as the point of contact between MPG and the Florida Medical Association for Joint Providership Accreditation and gaining future MPG accreditation.
- Learn and support accreditation processes to maintain program compliance with CME accreditation requirements and other requirements as needed
- Provides administrative support to the CME Activity Director, CME Committee and the PEC
- Be accountable for ensuring required deadlines and deliverables are met
- Responsible for primary administrative duties for the CME Committee and Learning and Development Department, including processing training and evaluation enrollments
- Provide webinar production support for all live webinars granting CME credits
- Collect, review, update and edit accordingly all required CME documentation for assigned activities to include announcements, disclosures, presentations/handouts, and any other pertinent documentation)
- Assists in the preparation of annual CME reporting and accreditation compliance
- Assures receipt of all required documents prior to scheduled start dates.
- Uses good judgement escalating matters to leadership that require guidance or assistance
- Maintain records and databases for the CME Programs as needed, including compliance documentation, evaluations, CME activity records, and other documents as needed
- Request, collect, and organize documentation from learners, physician faculty, and other stakeholders,
- Assist the eLearning Designer, Instructional Designer(s) and Activity Director in developing program materials, including presentations, handouts, program reports, and other educational materials as needed

- Provide logistical support for program events, including program meetings, faculty sessions, live internet training, student exams, and other activities
- Ensures all CME activities are compliant with accreditation requirements and CME standards and regulations of the FMA and other state accreditation bodies that MPG serves.

Education and Experience

- Bachelor's Degree is required
- Minimum of three (3) years of relevant industry work experience in healthcare, training/education, credentialing, or compliance program management is required
- Proficiency with all MS Office Suite applications, particularly Word, Excel, PowerPoint, Outlook, OneNote, and other web-based applications
- Ability to manage/manipulate large amounts of data such as, pivot tables, macros, formulas is required
- Excellent customer service and oral and written communication skills; ability to communicate well with external partners
- Be able to work both independently and as part of a team to manage assigned activities, tasks
- Excellent organizational and time management skills; attention to detail and dependability a must
- Ability to use sound judgment and problem solve; strong analytical and critical thinking skills required

Preferred Qualifications

- Previous experience with CME/CE accreditation requirements is preferred
- Previous LMS Administration experience strongly preferred

Supervisory Responsibilities

This position does not have supervisor responsibilities

Competencies

Analytical - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.

Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

Communication - Expressing ideas effectively in individual and group situations (including nonverbal communication); adjusting language or terminology to the characteristics and needs of the audience. Good listening skills.

Compassion - The responsibility to put a patient's or person's interests first, including the duty not to harm, deliver proper care, and maintain confidentiality.

Compliance - Employee has satisfactory completed employers required compliance training. Employee is able to demonstrate an understanding of employers Code of Conduct.

Cooperation - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Cost Consciousness - Works within approved budget; develops and implements cost saving measures; contributes to profits and revenue ; conserves organizational resources.

Dependability - Meets commitments, deliverables, deadlines, work independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, and meets attendance/punctuality requirements.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.

Follow up - Establishing procedures to monitor the results of delegations, assignments, or projects; taking into consideration the skills, knowledge, and experience of the assigned individual and characteristics of the assignment or project.

Initiative - Making active attempts to influence events to achieve goals; self-starting rather than accepting passively; taking action to achieve goals beyond what is required; being proactive. Practices self-development.

Integrity - Maintaining and promoting social, ethical, and organizational norms is conducting internal and external business activities.

Judgement - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Innovation - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

Patient Service Orientation - Proactively developing patient/customer relations by making efforts to listen and understand the customer and their needs (both internal and external); anticipating and providing solutions to customer needs; giving high priority to patient/customer satisfaction. Ensures appropriate follow up and is their advocate in determining solutions. The employee uses a variety of communication techniques to effectively express thoughts and ideas and to understand or influence.

Practical Learning - Assimilating and applying, in a timely manner, new job-related information that may vary in complexity.

Quality Orientation/ Attention to detail - Is attentive to detail and accuracy, is committed to excellence, looks for improvements continuously, monitors quality levels, finds root cause of quality problems, owns/acts on quality problems.

Results Driven& Execution - Accountable for meeting or exceeding individual and/or department goals and objectives. Committed to producing results that will achieve company objectives. Sets priorities and organizes time to meet or exceed goals, follows up, and takes personal responsibility for results whether they are positive or negative.

Team work/ Collaboration - Working effectively with team/work group or those outside formal line of authority (e.g., peers, senior managers) to accomplish organizational goals; taking actions that respect the needs and contributions of others; contributing to and accepting the consensus; subordinating own objectives to the objectives of the organization or team. Listens to others and values opinions.

Technological /Professional knowledge - Having achieved a satisfactory level of technical and professional skills/knowledge in job-related areas; keeping abreast of current developments and trends in area of expertise.

Work Standards - Setting high goals or standards of performance for self, direct reports, others, and the organization; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate depending on the business activity of the office.

Receipt and Acknowledgement

I acknowledge and understand that:

- Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the Home and the Corporation.
- I have read and understand this job description.

Print Employee Name: _____

Employee Signature: _____

Date: _____