VA Education Office Expansion

- Patricia Cornett, MD – VA Associate Chief of Staff for Education
- Angelo Delfin – Administrative Support/Budget Analyst

New Staff:
- Melissa Bachhuber, MD – VA Deputy Associate Chief of Staff for Education
- Miranda Schwartz, M.Ed., MFA – Administrative Director/Program Analyst of Education Office

- Two additional support positions anticipated this year
Role of VA Education Office

Centralized office for coordinating and overseeing all trainees at the VA

- Liaison between departments within the VA
- Liaison for academic affiliates, e.g. UCSF
- Engage in various VA administrative functions necessary for creating and monitoring training programs
- Track trainee inprocessing and computer access
Trainee Inprocessing

- Challenging year for timely and organized inprocessing for new and returning trainees

- Many factors
  - Form confusion
  - Staff turnover
  - New Federal ID badge requirements
  - New VA timeline rules for maintaining computer access
  - Length of time required to process fingerprints
  - Appointment scheduling for ID badge
  - A decentralized organizational process
Trainee Inprocessing

- SFVA conducted an Internal Review of trainee inprocessing
  - Involved key areas including HR, Administrative support, Privacy Officer, Education Office, and Office of Systems Improvement
  - A “Rapid Process Improvement” analysis completed
Trainee Inprocessing

- Internal Review
- Identified multiple challenges and barriers
  - Key = Multiple uncoordinated information sources with multiple interfaces for trainees
- New plan to improve overall coordination of the process and streamline various components
Trainee Inprocessing - Improvements

- Centralize inprocessing tracking to VA Office of Education
- Hire two additional administrative staff to support inprocessing and trainees
- Improve preparation and coordination for high volume times

- Create VA webpage for GME containing up-to-date information for trainees regarding VA requirements and steps
- Revise VA information provided to trainees to be more user-friendly
- Consolidate required forms
Trainee Inprocessing

- **Office of Education Goals**
  - Centralize and coordinate trainee inprocessing
  - Connect trainees to their services
  - Provide excellent customer service
  - Serve as point of contact for UCSF GME staff
Trainee Inprocessing

- Next Steps
  - Detailed timeline and steps at next Program Coordinator meeting
  - Email Correspondence
Time card system

- Track trainee time accurately in order to process payment
- VA requirements are changing
- Anticipate need to track trainee vacation time and other elements
- Initial plan development in process
Thank You

Questions and Comments?