

## Debra L. Dooley GME Program Coordinator Excellence Award



While program coordinators' titles may vary, this generally refers to the role that supports the program director, manages day-to-day program operations, and is actively involved in the program's ACGME-related functions. The Debra L. Dooley GME Program Coordinator Excellence Award recognizes these individuals for their deep understanding of the accreditation process, excellent communication and interpersonal skills, and projects that improve GME.



### **Lourdes J. Rodriguez**

Internal Medicine  
Montefiore Medical Center/Albert Einstein College of Medicine  
(Moses and Weiler Campuses)  
Bronx, New York

### **Nominators Had This to Say:**

“During the spring of 2020 when COVID-19 was ravaging the Bronx and our residents were called into action to care for our ballooning numbers of COVID-19 patients, she was hard at work assuring that our residents were cared for. She coordinated and distributed donations of PPE, food, and letters of support to assure that our residents received all of it in a timely manner. She would often be found transporting food or PPE between campuses, handing out food to workers, or fielding phone calls for donations.”

“As the administrator for the largest residency program with 158 residents, she has amazing organizational and interpersonal skills. In addition to her residents, she directly manages four assistants, four schedulers, eight associate program directors and the program director seamlessly. Her leadership style is one of coach, mentor, and friend. One telling example of this is when one of our assistants was diagnosed with COVID-19; Lourdes sprang into action dropping off groceries, Tylenol, pulse ox, and anything that was needed late on a Saturday night. She can manage all of these very different people through truly knowing them, speaking to their strengths, and supporting them always. She is not afraid to get her hands dirty and do the work, but can also delegate and inspire others to give their best.”

“Lourdes also facilitates credentialing, licensing, and IMG activates concerning visas. Often former residents call in a panic for credentialing or licensing needs and Lourdes is always there to help them, while calming them with her demeanor and competence. She will also go out of her way to try to make things right for her residents. One example is one of our residents

who could not get a renewed VISA after travelling to her home country, Colombia, to care for her family who were critically ill with COVID-19. Lourdes called everyone she could think of, including other program coordinators and the house staff office, anyone she thought who could help in order to assist the resident's return. She advocated strongly for her and was helpful in coming up with a creative solution to facilitate our resident's return home.”