# **GME Competency Education Program**

# **Manager Manual**



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## About

In this document, you will learn how to:

- Log in to the GME Competency Education Program
- o Use the Dashboard to view frequently used information
- Add, remove, and track the progress of your Institution's Residents
- o Monitor Resident Curricula and Course Progress
- o Send Notifications/Alerts
- o Use Resources and Help



## 1. Program Access

To access the GME Competency Education Program, go to <u>https://cme.ama-assn.org/gme-competency.</u> If you are not already logged into your AMA account, you will be prompted to login before continuing.

If you do not know your AMA username and password, please contact:

AMA Unified Service Center gcephelp@ama-assn.org (800) 262-3211 Mon-Fri 7am-6pm Central

## 2. Manager Dashboard

The Manager Dashboard provides a summary view of information about your program. From any program page, you can select the AMA logo to return to your dashboard page.

Go to Education Center					Welcome, John Smith Sign Out
AMA		Compete ation Prog			MEMORIAL HOSPITAL
Ac	dministration	Transcript	Library	Help	
functions. Residents / Fellows Quick stats on residents in your program. Post-Graduate Year 0 4 9 4 4 4 9 4 9 4 7 Total Residents Course	s additional informati es Completed 12 months) <b>1</b>	ion about GME Comp Anesthesiology Quick stats about your <i>Total Users</i> 8	Program	n Program for your l Alerts 1	Program. Or use the links on the right to access other          Actions         Key actions performed by Managers.         Send email notifications             Go to         Navigate to a particular management area.         Curriculum Management         User Management         Dashboard Notifications Management

*Figure 2.0 – program manager dashboard view* 

## 2.1 Notification Banner

The notification banner displays important information directly from AMA Staff members and from Institution Admins. Be sure to check this area for new course offerings or reminders on approaching deadlines.

Click on the arrow to expand the banner and display all current notifications.

Notifications (2)	<u>^</u>	
Reminder:	Remember to submit your institution rosters by May 15th!	

Figure 2.1 - dashboard notification banner

## 2.2 Resident / Fellows Quick Stats

The Resident/Fellows area of the dashboard displays a dynamic count of your Institution/Programs' Residents and the number of courses completed.

Mouse over the chart to view the number of Residents by Post-Graduate year.

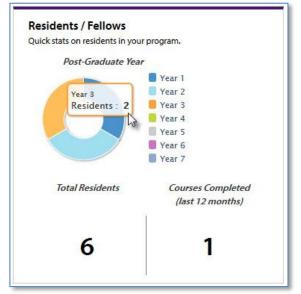


Figure 2.2 - resident/fellow stats



## 2.3 Program Quick Stats

The Program quick stats component provides a dynamic total of your Program users, Curricula in Progress, and Alerts.

Each number links to a page where that feature is managed:

- Number of Program users *links to the user management page*.
- o Curricula in progress *links to curriculum management*
- Alerts *links to alert management page.*



Figure 2.3 – program quick stats

#### 2.4 Key Actions

The Key Actions component contains quick links to commonly used actions:

- Send email notifications
- Promote PGY *coming soon*
- Run reports *coming soon*

Actions Key actions performed by I	Managers.	
Send email notificat	ions	
	C	

Figure 2.4 - dashboard actions



## 2.5 Navigation (Go to)

The Navigation component (Go To) contains links to general management areas.

- User Management
- Curriculum Management
- Dashboard Notification Management

Go to Navigate to a particular management area. Curriculum Management User Management Dashboard Notifications Management

Figure 2.5- dashboard Go To links

## 3. User Management

The User Management page shows all active users within your Program, their current role and Post-Graduate year.

AMA	Educ	Competen Cation Progr				MEMORIAL HOSPITAL
	Administration	Transcript	Library	Help		
Jser Management		-Form actions directly on	a each user through th	e actions menu		
ilter By All		enorm actions directly of	Search By	Name	► Se	earch
ilter By All		enorm actions directly of	-		Role	Actions
ilter By All Name 🔺 Adams, Alan		enorm actions directly of	-	Name PGY 1	Role Resident	Actions
ilter By All Name A Adams, Alan Baker, Brian		enorm actions directly of	-	Name PGY	Role	Actions
ilter By All Name A Adams, Alan Baker, Brian Charles, Cliff		enorm accions directly of	-	Name PGY 1	Role Resident	Actions
ilter By All Name A Adams, Alan Baker, Brian		enorm accions directly of	-	Name PGY 1 3	Role Resident Resident	Actions
ilter By All Name A Adams, Alan Baker, Brian Charles, Cliff		enorm accions directly of	-	Name PGY 1 3 -	Role Resident Resident Manager	Actions
ilter By All Name A Adams, Alan Baker, Brian Charles, Cliff Dawson, Daniel		enorm accors directly of	-	Name PGY 1 3 -	Role Resident Resident Manager Resident	Actions
ilter By All Name A Adams, Alan Baker, Brian Charles, Cliff Dawson, Daniel Evans, Emma		enorm accors directly of	-	PGY           1           3           -           1           -           1	Role Resident Manager Resident Manager	Actions

Figure 3.0 - managing users

#### 3.1 Editing a User

- o Click the user's name, or select 'Edit User' under the Action column to view the user information.
- You will have the ability to change the user's role (Resident or Manager).
- To update other user details, please contact the AMA Administrator at gcep@ama-assn.org

Manage User		
Select the applicable Role be assistance.	low to update a user record. If the other information ite	ms need to be updated, contact the AMA Administrator at gcep@ama-assn.org for
User Details		
Name	Baker, Brian	
Email	bbaker@email.com	
Role*	Resident	
Year	3 +	
Institution Details		
Institution	Example Memorial Hospital	
Program	Anesthesiology	
		CANCEL Save

Figure 3.1- user details



#### 3.2 Inactivate a User

- To remove the user from the GME Competency Education Program, select the 'Mark Inactive' option from the action menu dropdown.
- You will be prompted with a warning message to confirm the deletion. Select 'Ok'. The user will no longer have access to the Program.

ОК	Cancel
	ОК

Figure 3.2 inactivate user

#### 3.3 Sending an Individual Email Notification

The Notifications action allows you to send a one-time email message to an individual Resident or Manager.

- o To create a notification, select the 'Send Notification' option from the Action menu.
- o Next, enter a subject, message text.
- You can choose to allow the user to reply to your email address or to another Manager.
- o Select 'Preview and Send'.

Send Notification		
Enter the reply to, subject and me	age body text for your email then click the Preview & Send button.	
Recipients:	Baker, Brian	
Reply to:*	johnsmith@email.com	
Subject:*	Diabetes Course	
Message body:"	This is a reminder that your Diabetes course must be completed by 4.1.2017.	
	Cancel Preview & Ser	nd>>

Figure 3.3.0 - sending an individual email notification



#### 3.4 Sending a bulk Email Notification

You have the ability to send email notification messages in bulk, or multiple users at once.

o First select the 'Send Email Notifications' link from the Program Dashboard.

o Next, select the recipients for the email. For ease of use, Chosen and Available Recipient tables can be filtered by role and year, and are searchable.

• Choose Recipient(s) by selecting the user from the Available Recipients list at the bottom of the screen and then click the 'Add Selected' button.

o To remove a previously added recipient, select the user from the Chosen Recipients list and then select 'Remove Selected' button.

- o The Add All button will add all the currently displayed users
- o The Remove All button will remove all the Chosen Recipients
- o When you have completed your selection, click 'Next'.

Chose Recipi	en	All Years	Name	• Enter nam	ne criteria Q	Remove Selected Remove All
	Name 🔺	Email	Institution	Role	Program	Year
	Adams, Alan	AAlan@email.com	Memorial Hospital	Resident	Pediatrics	6
21 E	Baker, Brian	BBrian@email.co	Memorial Hospital	Resident	Pediatrics	7
Availa	able Resident	All Years	Name	Enter nar	ne criteria 🔍	Add Selected Add All
Recipi	pients					
Recipi	Name 🔺	Email	Institution	Role	Program Pediatrics	Year
Recipi	pients				Program	
Recipi	oients Name ▲ Charles, Cliff	Email Cliff@email.com	Institution Memorial Hospital	Role Resident	<b>Program</b> Pediatrics	Year 4
Recipi	oients Name 🔺 Charles, Cliff Dawson, Daniel	Email Cliff@email.com Dawson@email.com	Institution Memorial Hospital Memorial Hospital	Role Resident Resident	Program Pediatrics Pediatrics	Year 4 7
Recipi	ients Name Charles, Cliff Dawson, Daniel Evans, Emma	Email Cliff@email.com Dawson@email.com Evans@email.com	Institution Memorial Hospital Memorial Hospital Memorial Hospital	Role Resident Resident Resident	Program Pediatrics Pediatrics Pediatrics	Year 4 7 1
	oients Name A Charles, Cliff Dawson, Daniel Evans, Emma Francis, Fiona	Email Cliff@email.com Dawson@email.com Evans@email.com Francis@email.com	Institution Memorial Hospital Memorial Hospital Memorial Hospital Memorial Hospital	Role Resident Resident Resident Resident	Program Pediatrics Pediatrics Pediatrics Pediatrics	Year 4 7 1 7
Recipi	oients Name  Charles, Cliff Dawson, Daniel Evans, Emma Francis, Fiona Grant, Greg	Email Cliff@email.com Dawson@email.com Evans@email.com Francis@email.com Grant@email.com	Institution Memorial Hospital Memorial Hospital Memorial Hospital Memorial Hospital	Role Resident Resident Resident Resident Resident	Program Pediatrics Pediatrics Pediatrics Pediatrics Pediatrics	Year 4 7 1 7 7 7
	Dients Name  Charles, Cliff Dawson, Daniel Evans, Emma Francis, Fiona Grant, Greg Hughes, Helen	Email Cliff@email.com Dawson@email.com Evans@email.com Francis@email.com Grant@email.com Hughes@email.com	Institution Memorial Hospital Memorial Hospital Memorial Hospital Memorial Hospital Memorial Hospital	Role Resident Resident Resident Resident Resident	Program Pediatrics Pediatrics Pediatrics Pediatrics Pediatrics Pediatrics	Year 4 7 1 7 7 7 1 1
	Dients Name  Charles, Cliff Dawson, Daniel Evans, Emma Francis, Fiona Grant, Greg Hughes, Helen Jones, Jacob	Email Cliff@email.com Dawson@email.com Evans@email.com Francis@email.com Grant@email.com Hughes@email.com Jacob@email.com	Institution Memorial Hospital Memorial Hospital Memorial Hospital Memorial Hospital Memorial Hospital Memorial Hospital	Role Resident Resident Resident Resident Resident Resident	Program Pediatrics Pediatrics Pediatrics Pediatrics Pediatrics Pediatrics Pediatrics	Year           4           7           1           7           1           1           4           4

Figure 3.4.1 -choosing available recipients



- o Enter your email reply to address, subject and body text.
- $\circ$  Select the number of recipients' link to view the users added in the previous step.
- o Complete the form and then click the 'Preview and Send' button.

Send Notification		
Enter the reply to, subject and me	ssage body text for your email then click the Preview & Send button.	
Recipients:	2 Recipients	
Reply to:*	<u> </u>	
Subject:*		
Message body:*		
	Can	cel Preview & Send>>

Figure 3.4.2 – sending a notification

Name	Email	Institution	Role	Program	Year
Adams, Alan	AAlan@email.com	Memorial Hospital	Resident	Pediatrics	6
Baker, Brian	BBrian@email.co	Memorial Hospital	Resident	Pediatrics	7
I4 4 1 <del> </del>	/1 <b>N</b> 10 ite				
4 4 1 <u>*</u>	/1 ► ► 10 ite	ms per page			1 - 2 of 2 item
4 4 1 <u>×</u>	/1 <b>&gt;</b> 10 ite		1.000 BC B.		

*Figure 3.4.3 – view selected notification recipients* 



## 4. Curriculum Management

The Curriculum Management page displays all current, past, and future instances of curricula that have been assigned to your program. From this page, you can view assigned, start and end dates and view the status of each curriculum.

- o From the Dashboard 'Go To' section, select 'Curriculum Management and then 'View Resident Progress'.
- Next, select 'View Resident Progress' from the drop down menu.

٩N	1Ak		GME Comp Education I	etency Program			MEMORIAL HOSPITAL
		Administra	tion Transc	ript Librar	/ Help		
Assigne	y → ASSIGNED CURRI d Curricula t of existing curri		nts. You can perform act	ions directly on each as	signed curricula through	the actions menu. Or clici	c the curriculum nam
access additi Search By	Name	•		Search	٩		
Curriculum	Name		Date Assigned	Start Date	End Date	Status	Actions
anesthesio	ogy pgy 3		6/8/2017	6/8/2017	6/17/2017	Ended	- tột
Anesthesio	ogy Required Co	ourses	6/5/2017	6/5/2017	6/6/2018	In Progress	¢-
						Vie	

Figure 4.0 – assigned curricula

- o Assigned Curricula page shows Residents assigned and their PGY year.
- The Course progress bar displays the user status, with the number of courses assigned and completed.
- o From this page you can monitor an individual and quickly send an email notification to that specific Resident.
- o Click on the Resident's name to view more detailed progress information.

Curriculum Name	Anesthesiology Required Courses				GI	obal Actio	ns	
Time Frame	06/05/2017 - 06/06/2018				Per	form on all re	sidents in the a	ssigned curriculum
Status	In Progress				Se	nd email n	otifications	
ccess additional info	rmation.							
Residents / Fe		Filter by Year	Course Pro	Filter by Status	↓ Status	Search		Q
Residents / Fe			Course Pro	ogress	Status			Actions
Residents / Fe Name Adams, Alan						gress		Actions
Residents / Fe Name Adams, Alan Baker, Brian		Year 1		ogress	Status O In Prog	gress		Actions
Residents / Fe Name Adams, Alan Baker, Brian Charles, Cliff		Year 1		0/3	Status O In Prog 1 Alert	gress arted		Actions
cccess additional info Residents / Fe Name Adams, Alan Baker, Brian Charles, Cliff Dawson, Daniel Evans, Emma		Year 1 3 1		0/3 0/2 0/3	Status O In Prog 1 Alert O Not Sta	gress arted gress		Actions

- A list of Curricula courses and their status is displayed.
- From the Actions menu, you can mark the course complete *coming soon*

							Welcome, Firstname22 Lastnam	e22 Sign
AMA	橋	GME Educ	Competer ation Prog	ncy ram			<b>Ж</b> МЕМО НОЗРІ	RIAL TAL
	Adn	ninistration	Transcript	Library	Help			
ANESTHESIOLOGY > ASSI	GNED CURRICULA > /	ANESTHESIOLOGY REQU	IRED COURSES > LASTNAME	5, FIRSTNAME5				
Dawson, Dai	niel							
Year	3							
Course Progress		1/2						
Course Progress Status	In Progress	1/2	-					
Status	ndividual resident		h assigned course. If a c	course is locked, y	ou can click Unlock to Filter by Status	o allow add	ditional attempts to pass the a	ssessment Q
Status Below is a list of an in	ndividual resident			course is locked, y re Date		o allow add		Q
Status Below is a list of an in <b>Course Listin</b>	ndividual resident		Du		Filter by Status	o allow add	Search	Q

Figure 4.2 – course listings

• If a course has been locked (failed), the Action menu will have the option to 'Unlock' allowing the Resident to retake the course.

Year	3				
Course Progress	0/2				
Status	Not Started				
	ndividual resident's progress for each assiç	gned course. If a course is locked			A constant
Below is a list of an in Course Listin		gned course. If a course is locked	, you can click Unlock to allow ad	ditional attempts to p	bass the assessm
Course Listin		gned course. If a course is locked			A constant
			Filter by Status		C

Figure 4.2 – unlocking a course

## 5. Promote PGY

Coming soon

## 6. Run Reports

Coming soon

## 7. Dashboard Notification Management

Dashboard Notification Management allows the Manager to create dashboard notification content that displays to residents/fellows within their program.

AMA	GME Educ	Competer ation Prog	ncy ram		A HO	MORIAL Spital
	Administration	Transcript	Library	Help		
Below are the existing no	fications Manageme atifications for your institution. ontent button to add notificatio	fou can perform actions	Charles and a standard and stand		e actions menu or by clic	king the notification
Search By Name	• Search	Q				Create Notification
Notification Name		Display To		Start Date	End Date	Actions
Notification 5/4		Managers		5/4/2017	5/5/2017	Ø-

Figure 7.0.1 – dashboard notifications

- $\circ$  Select 'Create Notification'
- $\circ$  Configure the date the notification will start and end.
- o Select who will receive the notification. See below for how the Dashboard Notification will display
- o Enter a Notification title and body text.
- o Enter an optional hyperlink to the message content.



o Select 'Save and Exit' to complete the notification.

	below to create conte	ent for a notification.	
lame your noti	ification *		
Notification 5	5/4		
For future refer	rence, name this notifi	cation. Note, the name will not be dis	played as part of the notification.
Configure displ	ay rules		
Starting on	05/04/2017		
and until	05/05/2017	=	
	a dianta farmana at	Gardian	
	to display for your not	fication.	00
Enter the text t	to display for your not		
Enter the text t	to display for your not		
Enter the text t	to display for your not	65	
Enter the text t	to display for your not	65	
Title		65	

Figure 7.0.2 – dashboard notification



• Notifications for Managers will display as a notification banner on their Program Dashboard.

	Iministration	Transcript	Library	Help	
PEDIATRICS					
Reminder: - Remember to submit y	our institution roster	rs by May 15th! (1)			
Reminder:	Remember to	submit your institutio	n rosters by May	5th!	
	s additional informat	ion about GME Comp	etency Education	Program for yo	ur Program. Or use the links on the right to access
functions. Residents / Fellows	s additional informat	Pediatrics Program	m	Program for yo	Actions
functions. Residents / Fellows Quick stats on residents in your program.	s additional informat		m	Program for yo	Actions Key actions performed by Managers.
functions. Residents / Fellows	s additional informat	Pediatrics Program	m	Program for yo Alerts	Actions

Figure 7.0.3– manager dashboard notifications

 $\,\circ\,$  For Residents, it will display as a promotional block below their assigned courses.

AMA	GME Co Educati	ompetency on Program	1		MEMORIAL HOSPITAL
	My Required Courses	Transcript	Library	Help	
MY HOME		My Ho	ome		
Access your GME Competency	Education Program (formerly kn			ine) courses and notific	ations below.
Course QuickPlay					
0 of 2 completed					
C		C	25		
Anatomy of the Litic Due Jun 6, 2		Coding and Documer Physic		nt	
(31 mins) Objectives: Describe plaintiff's attorney pri	factors considered by a	Due Jun 6 9 mins) Accurate document health care delivery that View	<b>;, 2018</b> ation is an integral par t can impact quality	rt of	
Easily search fellowship pro View Resource	grams with the AMA Residency		-		to the AMA Residency & lowship Database™
	professional growth by particip at no cost in The JAMA Networ		periences that offer	Participate	in educational experience: at offer CME credit
	rviewing for fellowship or pract ick tips from the AMA career pla		n up on what to	Quick ti	ps from the AMA career lanning resource

*Figure 7.0.4 – Resident home page notifications* 



## 8. Alert Management

The Institution Alert Management page is accessed by clicking on the number of Alerts from the Administrator Dashboard and contains alerts from all programs within the institution. There are two types of alerts: Locked and Past due.

### 8.1 Past due

Coming soon.

#### 8.2 Locked

If a student unsuccessfully attempted an assessment three times, the course assessment is locked. You may unlock the course to provide the student with three additional attempts to successfully complete the assessment.

 $\circ$  To unlock an Individual user, click on 'Unlock' under the Action column for that user.

• You may also perform a global unlock action on all locked courses within your institution by clicking the Unlock All button.

AMA	GME Educ	Competer ation Prog				MEMORIAL HOSPITAL
	Administration	Transcript	Library	Help		
ANESTHESIOLOGY > ALERTS Alerts Below is a list of alerts. If a courses.	course is locked, you can click Unl	ock to allow additional a	ttempts for that user	and course. Or click the U	Inlock All button for	all users and Unlock All
Name 🔺	Program	Course			Alert	Action
Trainer, Amanda	Cardiology	Locked Anator	ny		Locked	Unlock
Austin, Natalie	Oncology	Locked Anator	ny		Locked	Unlock

Figure 8.2 - alerts

## 9. Help and Resources

The Help page provides additional training material, helpful contact and support information.

AMA		Competer Cation Prog		
	Administration	Transcript	Library	Help
HELP				
Refer to these resources for a	ssistance with the GME Con	npetency Education Pro	Help gram.	
Training Resources			Other Reso	urces
Resident and Fellov Coming Soon	v User Manual		AMA Me	ember Benefits for Residents urce
Resident and Fellov Coming Soon	v FAQ		AMA Resource	sident & Fellow Section (RFS)
Manager User Man Coming Soon	ual			Online®, the AMA Residency & nip Database≊
Administrator User Coming Soon	Manual		Launch Reso The JAM Launch Reso	A Network*
Administrator Trais	ning		Launch Reso	urce
Administrator FAQ Coming Soon				
Contact Us				
For assistance with the GME ( Joe Signature	Competency Education Proc	gram at your institution,	contact your Institut	ion Administrator.
JoeSignature@mailinator.co 800-555-1234	om			
For immediate assistance cor gcephelp@ama-assn.org	ntact the AMA Unified Servio	ce Center.		
(800) 621-8335				
For technical issues, please co	omplete the <mark>support form</mark> f	or assistance.		
For additional information, co gcep@ama-assn.org (312) 464-4518	ontact the GME Competenc	y Education Program at	the AMA.	
American Medical Associatio 330 N. Wabash Avenue, Suite				

# 10. Additional Site Navigation

## 10.1 Transcript

The Transcript page shows the courses you completed as a learner in the GME Competency Education Program. As a Manager, you can complete the courses as a learner, or access the courses for review purposes.

Go to Education Center					w	elcome, John Smi	th Sign Out
	GME Educa	Competenc ation Progra	y m		7	MEMORIAL HOSPITAL	
	Administration	Transcript	Library	Help			
This transcript provides ar course certificates. 7 results Sort Th	n overview of the courses that		anscript can view or sea	ch all the courses you hav	ve completed, as well a	as view the comp Filter Results	eleted
Anatomy of the Litigation	on Process		Complete	d on May 1, 2017	View Certifica	ite	
Avoiding Medical Stude	ent Mistreatment		Complete	d on May 1, 2017	Did not pass		

Figure 10.1 – view transcript



## 10.2 Library

The Library page shows the courses available as part of the GME Competency Education program. As an Manager, you can complete the courses as a learner, or access the page for review purposes.

Go to Education Center						Welcome, John Smith	n Sign Out
AMA	GME Educ	Competenc ation Progra	y m			MEMORIAL HOSPITAL	
А	dministration	Transcript	Library	Help			
TRANSCRIPT							
		Lib	rary				
View the full course library offered by status or course duration.	y the AMA GME Comp	etency Education Program	. You can fill	er courses by ACGME	Competer	ncy and sort by course title, release dat	te,
5 Results	Filter By - C	ompetency 🗸 🖌	Sort By	Course Title (A-Z)	~	Search	Q
		Reset Filters				Hide my Assigned Courses	
AMA TEST (0 mins)1. Describe factors conside the steps in the trial process.			it. 2. Recall ı	nethods of pre-trial di	scovery. 3.	Begin Cou	rse
Anatomy of the Litigati (48 mins)1. Describe factors consic the steps in the trial process.			uit. 2. Recall	methods of pre-trial c	liscovery.	3. Identify	
Avoiding Medical Stud (40 mins) Duration: 34:37 Objectives: 1. Enhance awareness of the			rself.				
<ol> <li>Describe stresses that res</li> <li>Identify health issues that</li> </ol>	idents can encounter.						
5. Identify health issues that	can become problem	iduc.					

Figure 10.2 – view education library

## 11. Education Center

At any time, you can directly access additional education offered by the AMA via the AMA Education Center, by selecting the 'Go to Education Center' link located above the AMA logo.

Go to Education Center		Welcome, John Smith	Sign Out
AMA	GME Competency Education Program		
Ac	ministration Transcript Library Help		

Figure 11.0 – return to AMA Education center